



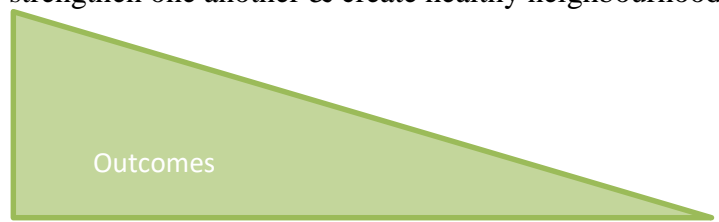
# Policy and Procedure Manual

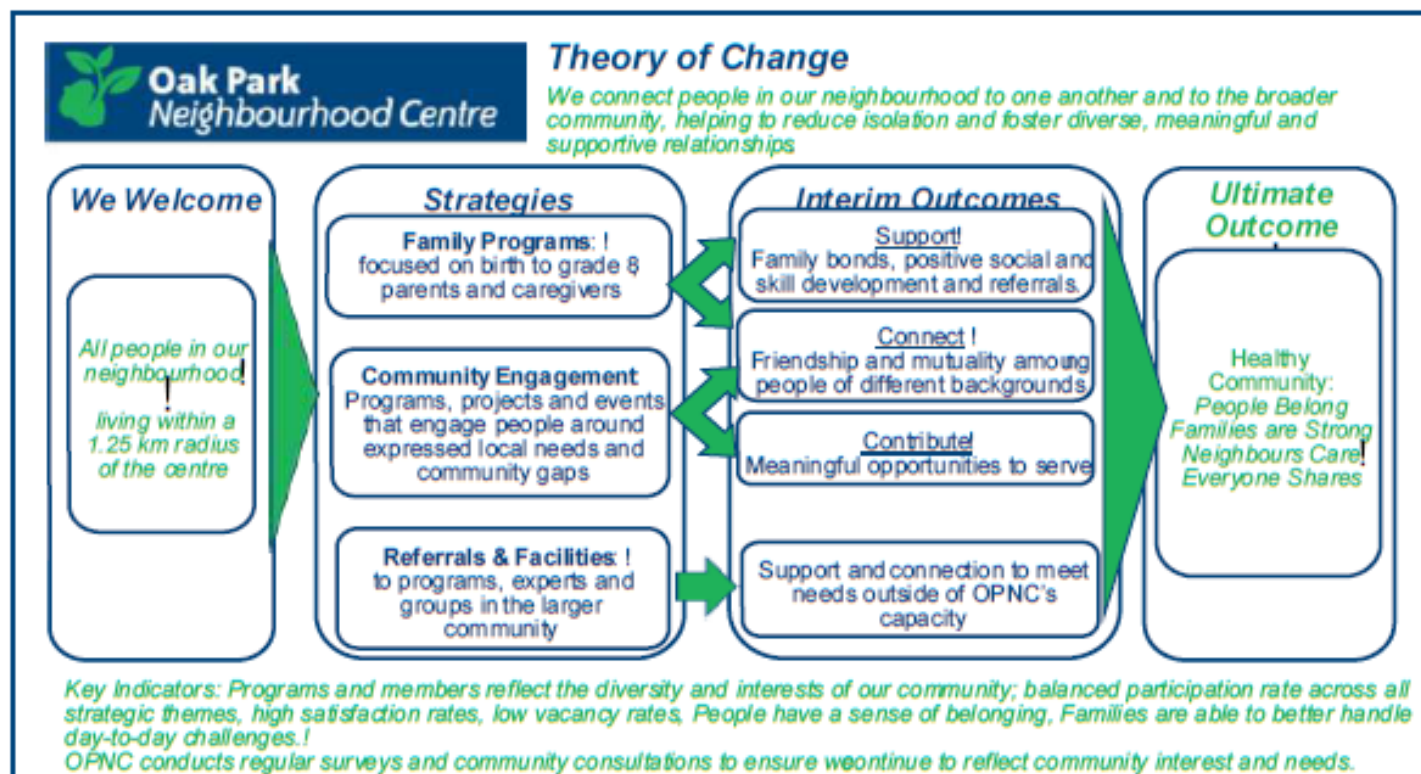
## **Oak Park Neighbourhood Centre Policies & Procedures Handbook Index**

Program Details	Page 3 -5
▪ Mission, Vision & Outcomes, Theory of Change (Equitable Access)	
▪ Program Details for Drop In,	Page 5-9
▪ Preschool	Page 10-11
▪ After School	
Behaviour Management	Page 12
• Prohibited Practices	
• Supporting Prosocial Behaviour	
• Positive Interaction Guidelines	
• Contraventions & Dangerous Behaviours	
Health Polices	Page 13-15
• Injury	
• Immunization	
• Illness, Medication & Exclusion	
• Hygiene, Diapering & Toileting	
• Cleaning	
• Anaphylaxis and Allergies	
• Children with Medical Needs	
Sanitary Practices Policy (Staff awareness and Precautions, Hand washing, Universal Precautions)	Page 16
Safety Policies	Page 17-21
• Equipment & Food Safety	
• Drop Off and Pick Up	
• Building Security	
• First Aid	
• Criminal Reference Checks & Staff Qualifications	
• Prevent Back Injury	
• Concussion Policy	
Emergency Action Plan	Page 22-27
Medical Plan	
Fire Safety Plan	
Child Abuse Policy	Page 28-29
• What is abuse, Reporting Responsibilities, Process	
Serious Occurrence Policy	Page 30-31
• What Is a Serious Occurrence?	
• Immediate Response	
Privacy Policy      -Info we collect & Confidentiality	Page 32
Discrimination & Harassment, Breastfeeding Policy	Page 33
Accessibility Plan	Page 34
Conflict of Interest	Page 35-36
Volunteer Policy	Page 37-39
Staff Guidance	Page 40-46
• Job Descriptions, Policies, Quality Assurance Policy	
• Human Resource Policy, Wage Subsidy & Enhancement	
Board Guidelines	Page 47-52
Recruitment, Job descriptions, code of conduct	Page 53-60
Financial and Fundraising Policies	
Risk Management Policy	Page 61-64

## Oak Park Neighbourhood Centre Theory of Change Mission, Vision & Outcomes

A welcoming community, supporting each other through diverse programs & resources to build friendships, strengthen one another & create healthy neighbourhoods.

 <p>Outcomes</p>	<p><b>Support, Connect, Engage</b></p> <ul style="list-style-type: none"> <li>• <b>People Belong,</b></li> <li>• <b>Families are Strong,</b></li> <li>• <b>Neighbours Care,</b></li> <li>• <b>Everyone Shares</b></li> </ul>
Family Bonds, Positive Social and Skill Development	<p>Learning, play &amp; exercise</p> <p>Demonstrate &amp; support parent skills &amp; behaviour guidance.</p> <p>Increase family bonds</p>
Meaningful opportunities to serve	<p>Encourage &amp; provide support for people to get involved</p> <p>Sharing of skills &amp; knowledge</p> <p>Develop &amp; demonstrate empathy</p>
Friendship & mutuality among people of different backgrounds	<p>Share traditions, stories, art, culture, celebration &amp; heritage</p> <p>Participants reflect community</p> <p>Opportunity for community synergies</p> <p>Neighbours build meaningful relationships</p> <p>Welcoming, safe, supportive environment</p>
Support & connection to meet Needs	<p>Support individuality, self-esteem &amp; confidence</p> <p>Help with community strategies</p> <p>Mentor groups to contribute</p> <p>Support during personal challenges</p> <p>Space &amp; programs that reflect community need</p> <p>Referrals</p>



## PROGRAM DETAILS

### Who We Are

Support, Connect, Engage. People Belong, Families are Strong, Neighbours care, Everyone Shares



We are a community based agency that began in 1999 with 6 women meeting together. We have an inviting, non-institutional, barrier free space that is a reflection of the needs, talents and gifts of our neighbours and friends so that it is inclusive, asset supporting and relevant to the whole community.

- To relieve poverty by providing basic amenities - food, education, counselling and clothing.
- To provide parenting education and support
- To provide educational, recreational, and social opportunities for people of all abilities

Participants are asked to contribute a membership fee of \$60 a year that is waived for anyone financially unable to pay. Our centre has various programs including: multicultural programs (Spanish, Japanese, Korean, German and South Asian), a food bank, community garden, financial literacy & support, tutoring, parent support group and Child Development Resource Centre. We run infant, family, preschool, school-age and seniors programs. We provide free or affordable space to a number of local agencies.

### Inclement Weather

If both school boards are closed, then we will also be closed. There will be a message posted on our Facebook page that morning

### DROP IN PROGRAM

- Do a room check to ensure there are no safety or choking hazards.
- Take out any garbage that is smelly.
- Make all participants feel welcome
- Informally observe each child to check their general health with the health checklist
- Ensure registration forms are filled out with complete information and fees are paid. An annual membership fee of \$60.00 is required for drop in programs. We will waive the fee for those in financial hardship. Fees are tax deductible.
- Ensure all participants have signed in
- Provide activities before the circle-time
- Interact with parents and children before the circle-time.
- On program mornings have activity centres prepared using various materials at the centre.
- Allow time for gross motor dancing or exercise each day

### Drop In Program Details

- Activity stations (sensory, craft, cognitive) are set up including one on a higher table for children ages 3-6 years.
- Toys are rotated so they are featured. Dress up outfits are hung on hooks. Families are welcome and encouraged to share their talents, (traditions/culture, knowledge, experiences) and put on tea and coffee all while staff assist them in connecting with each other.
- Staff role model parenting skills by interacting with children and answer parent's questions regarding child development and support.
- Before circle-time, a tidy up song is sung for everyone to participate in clean up. Circle-time begins with an opening song to say hello once they have gathered round.
- The circle-time includes songs, rhymes, and fingerplays. Children can range in age from newborn to 6 years. Most of the activities are geared towards 2-3 year olds however, staff will adapt their circle as needed. If a lot of babies are in attendance, then the leader may do a couple of baby bouncy rhymes or suggest to parents how to adapt the actions for the infant. A maximum of one story is read. The story chosen should have large pictures and be of a simple text to capture the interest of the younger children. A story that is too long loses the interest of the youngest children. The circle-time should last 25 to 30 minutes and end with a goodbye song. Staff teach children, but also teach parents songs and role model good parenting skills.
- Gross motor activities must be included each day.

## **PRESCHOOL PROGRAM**

This program statement meets the requirements of the Child Care and Early Years Act, incorporates “How Does Learning Happen” and aligns with our agency’s vision of “Support, Connect, Engage”



### **Philosophy Statement**

Oak Park Neighbourhood Centre is a welcoming community that supports self-esteem, family bonds, meaningful relationships, skill development and building community capacity. We believe that all children are competent, capable of complex thinking, curious and rich in potential. Our program helps prepare preschoolers and their parents for the transition to full time kindergarten. We believe that children are most successful when they know what to expect, have a sense of belonging in their community, have friends, and strong self-esteem. Children are introduced to classroom routines, social interaction and early math and literacy concepts.

### **Relationships**

We support positive and responsive interactions not only among children but also families, caregivers, educators, and our community partners.

**Parents** - We view families as experts on their children and recognize that they are the first and most powerful influence on children’s learning, development, health and wellbeing. We support families with guidance and community information when requested. We engage families by providing opportunities to share their skills, resources, culture, and experiences. We support family connections by providing on-going communication about the program and the children through emails, monthly newsletters, progress reports, and collaboration meetings with the classroom educators to ensure that each child reaches their full potential. We invite parents in to the classroom for special events throughout the year where they are encouraged to interact with their children, educators, and other preschool families. Family friendships are supported and encouraged.

**Community Partners** - We involve local community partners in our program and acknowledge that they play an important role at OPNC. We allow these partners to support the children, their families and staff. We call on community partners for assistance.

**Children** – We greet each child as they arrive and say good bye individually at home time. Our educators use their knowledge of child development and positive reinforcement to support children’s self-esteem, self-regulation and positive interactions in the classroom. Our educators model developmentally appropriate conflict resolution strategies and assist children in developing skills to negotiate, collaborate, communicate, empathise and compromise with others. Teachers take time to listen to and observe children to learn how to respond to their unique way of communicating and to provide meaningful learning opportunities. Please refer to our “Interaction Guideline Policy” for additional information

### **Environment**

The atmosphere within the classroom is welcoming, safe, comfortable and a “home away from home” for children, families and community partners. Educators use their knowledge of child development to plan for and create positive learning environments, transitions and experiences where each child’s learning and development are supported. The classroom is divided into interest areas which foster children’s exploration play and inquiry and provide opportunities for child initiated experiences. Materials are accessible, carefully chosen and are open-ended, varied, plentiful and are labelled to promote independence. Our educators view our outdoor environment as an extension of the classroom and incorporate outdoor exploration and play. There are opportunities for both quiet and active play provided within the classroom depending on the individual needs of the children in the program.

### **Diversity and Inclusion**

Staff understand that there are many different child-rearing practices and are respectful of families’ choices. We support, honour and appreciate cultural diversity. We encourage the sharing of traditions, culture and heritage in the classroom.

All children, regardless of challenge, are welcome and accommodated at our program. Our programs are adjusted when needed to ensure that all children are able to fully participate in all aspects of the program. To ensure we have a supportive learning environment no more than two children in our preschool classroom will have a developmental challenge. Individualized support plans with descriptive instructions are put in place and developed with the parent, child, educator and supporting agencies. Details on our requirements for Individual Plans for children with Medical Needs are found in our Health Policy. The Executive Director of OPNC will report to the Board of Directors at least annually on inclusive activities.

### **Training**

Aligning with the College of Early Childhood Educators' Standards of Practice, OPNC is committed to supporting continuous professional development for all its educators, placement students and volunteers. We offer in-house training and support opportunities for educators to participate in external professional development. Please refer to our human resources detailed "Staff Training Policy"

### **Health**

At OPNC we recognize that health, safety and nutrition contribute to the well-being and optimal growth of the children and community we serve. We have centre wide policies to ensure all children, families and educators in our program are safe. Please refer to the "Health and Safety" section in our policies and procedures for detailed information.

### **Impact Assessment**

Our preschool program is evaluated by our families annually with surveys to ensure we are meeting our goals as well as their needs.

### **Parent Complaints**

Every member of our community has the right to file a complaint with our Preschool and Community Outreach Manager, or our Executive Director, the Board of Directors or the Chairperson of the Board. The complaint can be made verbally in person, over the phone, by email or in writing. Please ensure the complaint is directed to one of the people mentioned above. The staff and/or board will respond within 24 hours to your concern. If the concern relates to health and safety then an Incident Report is to be completed which includes steps to be taken to reduce or eliminate future risk. The form is provided to the Executive Director for review and approval and is provided to the complainant for discussion and sign off on the steps to be taken to address the concern. If the concern relates to discrimination or harassment then those policies are to be followed as outlined in that policy. Staff are required to notify the Executive Director or the Board Chairperson of any complaint. The Executive Director is required to notify the Board Chair of any complaints immediately and notify the Board at the next meeting. Complaints will be dealt with promptly. If there have been no complaints in the previous year, the Executive Director is required to report this at a Board Meeting once a year.

### **Emergency Management Policies**

Our centre has emergency management policies and procedures. An emergency at our center means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the center. Staff are responsible for the safety of the children and will co-ordinate actions between themselves and emergency first responders. The intent of this plan is to assist staff in responding to emergencies, provide information to family members concerning emergency planning, and provide a basis for restoration of services. In the event of an emergency parents will receive an email as soon as possible with details of the emergency and any potential arrangements for pick up that may be required. If possible a phone call to each family will also be made. A post will be made on social media if appropriate to explain the emergency, the steps taken, if needed a plan for resuming normal operations and follow up supports available. In the event of an evacuation a call will be made, an email sent to families and a sign will be put on the front door with the address for family pick up. Our emergency evacuation location is Wellspring\_2545 Sixth Line.

### **Program Statement Review**

The Program Statement will be reviewed by educators, students and volunteers prior to interacting with children and anytime the statement is modified. Our annual review checklist and employee performance review ensures expectations are understood and met.

## FOUNDATIONS FOR LEARNING

Support	Child Evidence	Teacher Support
Physically Active	Can kick, throw, catch, balance, hop and jump	Variety of daily physical activity
	Enjoys physical activity	Limit extended sedentary activities
Has a sense of self and confidence	Can draw a person	Support efforts to gain competence & mastery
	Is happy, safe, feels included & competent	Listen to child, encourage, engage in conversation, welcome, pay attention to cues and needs.
	Feels good about abilities and interests	Recognize and value unique abilities, interests and spirit verbally, & in environment.
		Be attuned to physical & emotional needs of child and be warm & sensitive
		Document individual conversations to revisit thoughts and ideas
Able to make choices	Weights benefits of a choice	Provide opportunities for choice
Aware of health	Knowledge of healthy food choice	Healthy snacks
	Healthy physical activity & self-care choices	Positive snack experience
Is able to self-regulate	Using words to express displeasure	Recognize & support self-regulation
	Has coping strategies for frustrations	
	Independent in snack, dressing and toileting	Provide time to practice tasks and encourage independence
Takes initiative and tackles challenges	Child looks to self first for ideas to meet challenges	Facilitate opportunities to take reasonable risks
Explores materials	Sort, match, compare, graph, classify, estimate	Provide opportunities and learning resources that encourage exploration, questions and curiosity
	Can count 1-10 & recognize numbers	Provide open ended materials to match numbers and materials
	Knows colours and shapes	Provide open ended colour and shape activities.
		All spaces & experiences promote play & inquiry that increase awareness and understanding of key concepts including numeracy & literacy development.
Supports in place where needed	Has supports in place for success	Provide connections to other families and community supports

<b>Connect</b>	<b>Child Evidence</b>	<b>Teacher Support</b>
Has Empathy for & Values others	Learning to take turns	Support & encourage positive child interactions
	Comforts	Role model positive interactions
	Beginning ability to recognize, value and respect perspectives of others	Encourage children to support and rely on each other to develop friendships
	Connects with the community	Provide empathy project opportunities
	Listens to others	Facilitate successful communication by helping with listening & expression
Connects & engages with others	Initiates, collaborates, engages, plays, creates, negotiates with others	Take time to connect children to each other and introduce parents to each other.
	Has meaningful communication & interaction with peers & adults	Engage in authentic, reciprocal conversations with children
	Connects with the community	Invite community members to the centre
Has focused attention	can focus on activity of interest with purpose	Plan the flow of the day with limited interruptions and transitions to provide for large blocks of time for sustained complex play & inquiry
	Can listen to a story and teacher lead activities	Provide engaging group activities that reflect child interests.

<b>Engage</b>	<b>Child Evidence</b>	<b>Teacher Support</b>
Engages	Expresses joy and wonder	Explore ideas and provide set up and materials that allow for exploration for all
		Consider what children are doing with objects to allow for expansion of learning.
		Design environment to spark curiosity
		Participate with child as a co-learner
Participates	Shares culture, traditions, interests, talents	Connect with families to and invite participation and ensure class activities reflect and are relevant to everyday lives
		Make children's thinking, learning, competence visible to children, families & others
Creative expression	Comfortable exploring mediums and creating	Provide time, space, materials to encourage expression that reflect capabilities and background
		Provide open ended, varied, accessible materials.
Literacy skill & competence	Gains competence in language acquisition	Include language & literacy in all daily activities and spaces
	Expresses themselves through language	Provide individual support so all voices are heard
	Knows 26 letters and sounds	Provide time, space, materials
	Can recognize and print first name	Provide opportunities for learning & assist with pencil grip
	Fine motor skills developed	Provide lacing, tracing, cutting activities
	Beginning reading	Cultivate love of books, stories & rhymes



## Preschool Daily Plan

9:30 - 9:40	Arrival	12:45-1:00
9:40-10:00	Opening Circle	1:00-1:15
10:00-11:00	Learning Centres and Small Groups	1:15-2:15
11:00-11:30	Nutrition Break	2:15-2:45
11:30-11:45	Music & Movement	2:45-3:00
11:45-12:00	Story & Dismissal	3:00-3:15

## Licensing & Ratios

Our Preschool is licensed by the Ministry of Education under the Child Care and Early Years Act. Our daycare license and decal are posted by our door. The ratio is one staff person to every 6 children age 2.5 to 5 years old for a class size of 12. (If the class size is under 8 then we have one teacher) College and University students are not counted in the ratio and are never left alone with preschool children.

## Fees/ Admission/Discharge

Monthly Rate	1 day a week	2 days a week	3 days a week	4 days a week	5 days a week
9:30-noon or 1:00-3:30	\$115	\$225	\$325	\$428	\$525

Members will receive advanced notification of any fee increases. We have a one-time administration fee of \$35 at the time of enrolment. Post-dated cheques are required dated the 15<sup>th</sup> of the preceding month. Income tax receipts will be issued each year. The same fee is paid each month regardless of holidays, inclement weather or days a child is not in attendance. The OPNC membership fee is not included in the Preschool fee and can be paid separately if the family wishes to join Drop In programs. Late pick-ups are charged at \$7 per 15 minutes. All registration forms **must** be completed and signed **before** your child starts. Parents are welcome to stay for a few minutes the first day if needed to ensure their child is settled in to the program. In a case where the family or OPNC do not feel the program meets the family/child's specific needs, every effort will be made to assist you in finding more suitable care. Your child may be withdrawn with 1 months' notice or fees in lieu. If there are insufficient funds in a member's account to cover their monthly payment, the cheque is to be replaced immediately with an additional \$10 fee to cover bank charges.

## Wait List

We do not have wait list fees. If programs are full your name and phone number will be added to our wait list file in the order they are received. Your information is never given out to anyone but you. You will be called when a space becomes available. If you want to know your place in the wait list please call us.

## Pick Up & Drop Off

Parents are encouraged to have their children ready to join their class on time to benefit fully from the program. Children can only be picked up by the people listed on the child's registration form. There is a fee of \$7 for every 15 min. after the designated pick-up time. In the event of an emergency at the Centre we will take the children to Wellspring\_2545 Sixth Line, Oakville, ON L6H 7V9 and you will be notified.

## Holidays & Inclement Weather Closures

We are closed for all statutory holidays, March Break, Easter Monday, Christmas Break and the last week of August. If both school boards are closed for inclement weather then we will also be closed. There will be a message posted on our Facebook page.

## Preschool Toilet Learning

We will work with parents and children to assist with toilet training so that the child moves towards independence. Please have your child go to the washroom before class and send them in pull-ups if needed and clothing that is easy for them to take on and off. Provide an extra set of clothing in the child's bag in case of accidents

**Activities Off Premises-** At times we may go off-site for field trips, and will get parent consent to do so.

## SCHOOL AGE PROGRAM DETAILS

### Youth Developmental Assets

#### Support

1. **Support:** We provide high levels of nurturing and support the same in families
2. **Positive Communication:** Youth & staff communicate positively, and seek advice.
3. **Caring Neighbourhood:** Young person experiences caring neighbours.
4. **Caring Climate:** Centre provides a caring, encouraging environment.

#### Empowerment

5. **Youth as Resources:** Youth are provided opportunities to contribute to their community.
6. **Service to Others:** Youth volunteer in the community.
7. **Safety:** Youth feels safe at the centre and in their neighbourhood.

#### Boundaries & Expectations

8. **Family Boundaries:** Staff have clear rules and consequences and monitor as required.
9. **Positive Peer Influence:** Youth's close friends model responsible behaviour.
10. **Youth Programs:** Young person spends time participating in youth programs.

#### Use of Time

11. **Time at Home:** Young person spends quality time with their family at home.
12. **Actively engaged in learning.**

#### Commitment to Learn

13. Youth like the program and is proud of the centre.

#### Positive Values

14. **Caring:** Young person places high value on helping other people.
15. **Equality and Social Justice:** Young person tries to help solve social problems.
16. **Spiritual Engagement:** Young person places importance on spiritual values.

#### Social Competence

17. **Peer Connectedness:** Young person gets along well with peers.

#### Positive Identity

18. **Personal Power:** Youth feels in control over their life and can cope well with challenges.
19. **Self-esteem:** Young person reports having a high self-esteem.
20. **Positive View of Personal Future:** optimistic about their personal future.

### Safety

Parents must register their child and complete the Safe Arrival, Departure & Medical Waiver form. For parents who have requested it we will call them if their child has not arrived by 3:45pm. Parents are to let us know if a child will be late or absent. All children will sign in and out of the program each day. We only let a child leave the premise with people from the authorized list provided by their parents. Parents must indicate if they want their child to walk home unaccompanied. Daily safety audits are done on the program and facilities to maintain a safe environment. Any potentially unhealthy and/or hazardous situation must be immediately addressed and rectified. Ratios are 1 staff to 10 children.

### Participants

The after-school program is for children in grades 4-9. Top priority is given to low income families, and community youth in-need. The program is promoted through our food bank, and poverty support programs.

### Supervision

Each site must have an on-site adult supervisor/leader at all times with a diploma in a child/youth related field such as Early Childhood Educator, Child and Youth Counsellor, Social Worker, etc.

### Program Content & Delivery

The program will build self-esteem, self-reliance, skills and knowledge to advance the health, wellness and success of its participants. The aim is to nurture participant development through fun, safe interesting and engaging activities that teach new skills and increase knowledge. The program must ensure our main goals of support, connect and contribute are included each day. For every activity delivered, the leader will review safety procedures and ensure participants understand and follow those procedures. Weekly program plans are posted. The agency reports on attendance monthly (by 10th of next month) and on finances quarterly.

### Staff Training

Yearly organizational orientation including relevant policies and procedures. All staff are required to complete an annual review of organizational policies and procedures. Staff are required to sign off on our Behavioural Management, Conflict Resolution, and Health Policies annually. Staff must hold a current First Aid and CPR certificate, be trained and familiar with curricular resources on integrating physical activity, High Five's "Principals of Healthy Child Development" through the Town of Oakville, and the role of healthy eating for development of healthy behaviour. One staff must be trained and possess a valid certificate in Food Handling and WHMIS.

## AFTER SCHOOL MANDATORY ELEMENTS AND PROGRAM OUTCOMES

### Physical Activity 54 Minutes

#### Program outcomes:

- Immediate impact on activity levels of participants
- Increased enjoyment of physical activity through exploring different types of recreation activities
- Increased interest in participation of physical activities outside of the after-school program

#### Program delivery:

- Ensure that activity is developmentally appropriate, emphasizing enjoyment that includes aerobic and strengthening and cardio-respiratory fitness activities. Provide skill based- hopping, walking backwards, running, throwing and kicking
- Play takes place outdoors whenever possible.
- Activities that are adaptable, accessible & inclusive of children with all abilities
- Expose participants to a variety of activities that promote skill development and cooperative games (sports, dance, movement, and free gym time, games) to provide fun activities and encourage life-long learning.
- Youth participation in activity selection, organization, and leadership.
- Engage people in the community to lead activities

#### Program Support

- Staff lead, coach, mentor and participate and monitor progress in active play.
- Staff do not withhold or use physical activity as a punishment or reward.
- Parents are engaged with the program's emphasis on healthy physical activity.

#### Assessment of outcomes:

- Observed or reported behaviour changes such as an increased interest in participating in physical activities Nov 3 & May 10

### Healthy Food Choices and Nutrition Education 36 Min.

#### Program outcomes:

- Participants are making healthy food choices and can plan a healthy meal
- Demonstrate knowledge about nutrition like reading & assessing food labels; importance of fruits and vegetables

#### Program delivery:

- Includes a fruit or vegetable (fresh, frozen, canned or dried without added sugar).
- Offers water at the table during snack, and has water accessible always.
- Only serves foods made without trans-fat and without sugar. (8 oz. a day of fruit juice only)
- Varies the types of snack items offered throughout the program year.
- Offers choices and accommodates dietary restrictions.
- All food meets provincial guidelines for healthy snacks.
- Variety of activities- menu planning, cooking, reading labels, community garden, self-assessment, how media impacts choices, healthy choices

#### Program Support

- Food is not used as a reward or punishment.
- Staff discuss the health benefits of snack components with children.
- Staff members do not bring in/consume food or beverages in program that are not on the program menu.
- Parents are engaged with the program's emphasis on healthy eating.
- Staff support healthy eating through coaching, mentoring, and monitoring progress.

#### Assessment of outcomes:

- Observed or reported behaviour changes such as an increased consumption of fruits and vegetables.

### Wellness & Personal Health 36 minutes

#### Program outcomes:

- Demonstrated increased resiliency, self-esteem and self-reliance and increased awareness of safety and health-related issues

#### Program delivery:

- Activities -role-playing and interactive games to foster resilience, bully and violence prevention, tobacco and substance abuse prevention, decision making, positive body image, sun protection, personal safety
- Use motivational and inspirational activities, such as relaxation therapy and stress management.
- Personal health like diabetes prevention, injury prevention.
- Community Speakers- police, fire fighters, Cancer Society, Red Cross, Heart & Stroke Association and Diabetes Association

#### Assessment of outcomes:

- Observed or reported behaviour changes

## **BEHAVIOUR MANAGEMENT**

### **Prohibited Practices**

Our centre must be a safe place for everyone. Therefore hitting, shaking, spanking, kicking, pushing, shoving, grabbing, biting, squeezing, pinching, humiliating language, yelling, screaming or threatening behaviour are not allowed. Degrading or harsh treatment that would humiliate, single out or undermine a person's self-esteem or self-respect is not permitted. Confining a child or person in a room, any form of deprivation or corporal punishment is not permitted under any circumstances. Staff, volunteers or students who are in contravention of this will be let go.

### **Supporting Child Prosocial Behaviour**

Prosocial behaviour are actions that benefit another. We support learning opportunities that develop prosocial skills including self-expression, self-esteem, identifying emotions, team work, sharing, helping and cooperating.

- Activities and toys are age appropriate, open-ended, allow for choice and are accessible to increase confidence, socialization and success.
- Children's ideas, values and cultures are respected and integrated in class
- The teacher uses observation to have individualized plans for each child to learn at their own pace.
- Children are supported with positive reinforcement, recognition and encouragement to learn skills to empathize, share, help, cooperate and take turns
- Children develop rules and expectations for the class with the teacher
- Teachers role model prosocial behaviours- being courteous and developing trusting relationships
- There are opportunities for large group, small group and solitary play to support each child.
- Tell children what they can do rather than focus on what they can't do.
- Label the prosocial behaviour when it happens ("We all worked together")
- Talk about prosocial behaviour through play, stories, drama and puppets
- Encourage cooperation and not competition
- Encourage verbal abilities over aggression
- Help children name their emotions

### **Positive Interaction Guidelines**

All physical contact with a child or member is done in the presence of other adults. If a child requires comforting, permission is asked, "Do you need a hug?" If a child or member initiates contact, staff respond with gentle reassurance. Hold their hand, a pat on the back or an arm around their shoulders is acceptable caring behaviour. Prolonged contact is discouraged. Any contact that makes a child or person uncomfortable should be stopped immediately. No abuse of any child or person will be accepted, verbal or otherwise. If a child or person is harming or intending to harm another, staff will intervene to ensure everyone is safe. Children and members will be supported to communicate their needs in a healthy way and to develop their ability to self-regulate. If you have a program disruption issue with a child/member or have concerns please contact the director to discuss options to ensure participants are safe.

### **Policy Review**

Behaviour management policies are reviewed with staff and volunteers when they are hired and again annually. The Oak Park Neighbourhood Centre board of directors reviews them annually. Reviews are documented on the review sheet. The director monitors and documents the behaviour management practices of staff at least annually.

### **Contraventions**

Any staff person who acts against this policy will be dealt with in accordance with the personnel policy. Volunteers may be retrained, terminated or re-assigned. Any incident witnessed by a child, parent, volunteer, student or teacher must be immediately reported to the Director of Oak Park Neighbourhood Centre and/or the Chairperson of the Board of Directors. The Executive Director will make recommendations to the executive of the Board of Directors to decide what action should be taken in each instance.

### **Dangerous Behaviours**

On rare occasions, after much effort, when the centre has not been able to support a child or member so that the teachers can ensure the safety of all children/staff/members/parents at the centre, we will request that a person be withdrawn from the program. We will assist the family in finding outside supports in this instance.

## HEALTH POLICY

The Board of Oak Park Neighbourhood Centre is committed to promoting the health, safety, nutrition and well-being of its employees, volunteers, children and members. We will make every effort to provide a safe, healthy environment. All workers and volunteers must be dedicated to the continuing objective of reducing risk of injury. This Policy will be reviewed yearly at an Oak Park Neighbourhood Centre Board meeting and at staff reviews. The Preschool and Community Outreach Manager is our Health and Safety representative. Online training is provided to all staff through <http://www.labour.gov.on.ca/english/hs/training/>



### Child Immunization

Staff will refer families to the region of Halton for immunization information. Children in our Preschool program must provide proof of up to date immunization at registration according to the requirements of the Medical Officer of Health. You may decide because of medical, or religious reasons not to immunize your child. In this case, you will need to provide an exemption affidavit that you can obtain from Halton Region. Halton Public Health is allowed access to the health records at our centre to ensure immunizations are kept up to date.

### Injuries

All falls, scrapes, bruises and cuts that happen at the centre are recorded in the program communication book. In un-parented programs the parent is notified of any injury at pick up time and provided a copy of the injury form, that is to be signed by the parent. This review ensures we are alerted to any needs to adjust the program or environment for safety. More serious injuries are dealt with under the Serious Occurrence section listed in the Safety Policy and parents are notified immediately. All open cuts or sores are to be covered.

### Children or Adults that are Ill

People can not come to the centre if they are ill. Please see the Halton Region “periods of exclusion policy” in this manual”. If the person is unsure if they are ill should call ahead, call the telehealth line 1-866- 797-0007 and/or visit a doctor. Children will be observed by staff at arrival to ensure they are healthy enough to participate. If a child becomes ill during a parented program the parent will be asked to take them home. If a child becomes ill in an un-parented program the family will be contacted and asked to pick up the child as soon as possible. The centre will make every attempt to separate the ill child from the other children until the parents arrives. In the event of an emergency 911 will be called and the child will be taken to hospital by ambulance with the signed “Emergency Treatment Release Form” that is completed at the time of registration. Parents will be notified of the emergency as soon as possible. Any communicable disease outbreak will be communicated by email or letter to all parents.

### Anaphylactic, Asthma & Allergy Policy

We are a nut free centre and ask that children and adults who have had peanut butter or peanuts at home wash their hands and face with soap before coming to the centre. Nuts are not allowed at the centre and signs are posted to that effect. Adults are required to record allergies on their membership forms and a list of children and adults with allergies is kept in the membership binder at the front desk. For un-parented programs parents, must fill out an “Anaphylaxis, Asthma Package” that includes an Individualized Action Plan for their child with detailed emergency procedures. The information is kept in the program registration binder. For the preschool program, it is also posted on the inside of the cupboard door over the sink, in the room and in the fridge. Staff are required to attend Anaphylactic and Standard First Aid Training that we provide every three years in accordance with the Child Care Early Years Act. The parent of a child in an un-parented program will train staff on the procedures required for their child’s allergy. For the preschool program EpiPen’s or puffers are kept in the cupboard to the left of the sink in the preschool classroom. Staff must record all dates and times for administering puffers or Epi-pens on the “Medical Authorization & Administration |Record” For other un-parented programs the EpiPen will be in the child’s knapsack, above the sink or on their person depending on what is in their Individualized Action Plan. For parented programs the parent is required to ensure they have the required medication with them at all times. Children’s allergies are not posted publicly due to privacy issues unless a parent requests it. This policy and the Individualized Action Plan for individual children will be reviewed with staff when the child is enrolled, during hiring and annually by staff/volunteers/students and a written record kept. We ask that children, parents and staff refrain from using strong perfumes, while in our centre. We do not purchase scented toys or use strong scented markers.

## **Medication**

The staff at OPNC are not permitted to administer any medications to children or members at the centre. The only exception to this rule are EpiPen's and Inhalers. Staff must record all dates and times for administering puffers or Epi-pens on the "Medical Authorization & Administration Record" Adults must administer any prescribed antibiotics before or after children are at the centre so that there is no medication on the premise. In parented programs parents will take responsibility for the health of their individual child(ren) and carry their EpiPen and/or Inhaler.

## **Children with Medical Needs**

Individualized plans will be developed for children with medical needs. The plan will include...

- Steps to be followed to reduce the risk of the child being exposed to any causative agents or situations that may exacerbate their condition.

- Description of any medical devices used and instructions related to their use

- Description of the procedures to be followed for an allergic reaction or other medical emergency.

- Description of the supports that will be made available to the centre.

- Any additional procedures to be followed for evacuation, field trip or to maximize full integration.

## **Smoking**

Smoking, vaping, using electronic cigarettes, handling cigarettes, cigars, or cannabis inside the centre or on our property is not allowed. People doing so will be asked to leave or stop smoking.

## **Cleaning**

We clean the toys on a rotating basis at the centre to ensure that all the toys are cleaned once a month. This is a great volunteer opportunity for parents. Toys are washed in soap and water. We wash mouthed toys daily and do a general tidy up of any mess made that day. In the event of an outbreak toys are washed in 1/9 parts bleach. An "outbreak" is defined as an occurrence where "more than 2 children have vomited or had diarrhea in the last 48 hours". The preschool toilet seat is wiped after every use with disinfectant wipes. All tables used for food are cleaned with a bleach solution. The centre is cleaned daily by staff/volunteers and twice a week by cleaners.

## **General Program Hygiene, Diapering and Toileting**

Program staff are not allowed to change diapers or assist with bathroom routines in parented programs. Parents will use the paper towel provided for the change table and their own supplies for diapering. The diapering procedures are posted above the change table area. The parent is not to leave the child unattended. Adults and children are encouraged to use the hand washing guidelines posted, washing for 30 seconds. In the un-parented programs staff is not to go in the bathroom alone with a child. If children request assistance, then staff are to offer encouragement outside of the bathroom encouraging independence.

## **Periods of Exclusion for Illness as Indicated by the Halton Region Health Department**

Children with the following diseases should remain at home and away from others:

Chickenpox- Until well enough to participate in all activities regardless of the state of the rash.

Diarrhea - until 24 hours after it stops

Fifth's Disease (Parvovirus) - No exclusion. If the child is well enough to participate in all activities

Head lice or scabies- must have one treatment to return

Hepatitis A -safe to return 7 days after the jaundice began

Impetigo - Until the antibiotic prescribed by a doctor has been taken for at least 1 full day (a full 24-hour cycle).

Measles - For at least 4 days after the rash begins.

Mumps - For at least 5 days after the swollen glands first appear.

Pink-eye, bacterial conjunctivitis - Until antibiotic prescribed by doctor is taken for a full 24-hour cycle.

Ringworm - Until treatment has started.

Rubella (German Measles) - Until at least 7 days after the rash first appears.

Scarlet Fever - Until antibiotic treatment prescribed by a doctor has been taken for 1 full day (a full 24-hour cycle).

Strep Throat - Until antibiotic treatment prescribed by a doctor has been taken for 1 full day (a full 24-hour cycle).

Whooping Cough (pertussis) - Until antibiotic taken for 5 days or 3 weeks from when the cough began without antibiotic.

**Pandemic Flu Policy**

Flu symptoms are fever, muscle aches, sore throat, coughing and weakness. Young children, those with chronic illness and the elderly can become more seriously ill. Pandemic flu causes serious illness and spreads easily. In Halton as many as 35% of the population could be affected at one time.

1. Staff are encouraged to get the flu vaccine each fall. Flu vaccination information is available at our front desk.
3. Waterless hand sanitizer is available.
4. Staff will encourage people to cough into the crook of their elbow and not their hands.
5. Phones will be wiped off at the end of each shift, and all health procedures followed
6. If we are required to close then parents will be emailed and told about online chat times for them to connect

## **SANITARY PRACTICES POLICY**

All staff at OPNC must adhere strictly to the guidelines and practices below to reduce the possibility of contracting or transmitting communicable disease and to maintain a sanitary workplace.



### **Staff Awareness & Precautions**

Read the Centre communication book daily  
Review the Health Policies annually  
Review new information on sanitary practices

Do a daily room check to be aware of any hazards  
Ensure all your vaccinations are up to date

**Hand washing** will be done at the following times...

- Upon entering the all Programs (staff) (parents are asked to wash hands of preschool students at arrival)
- Before serving or eating food (Staff & Children)
- After smoking/vaping
- After diapering a child, cleaning up messes or wiping a nose
- After toileting, a child or self (Staff & Children)
- After sneezing or coughing
- After taking out garbage and when hands are obviously soiled
- Before and after giving any medications
- After contact with blood/body fluids wash for 30 seconds- always use gloves
- Before and after using protective gloves
- After completion of work shift to avoid taking micro-organisms home with you
- If handling chemicals, wash hands before eating, drinking smoking or using the washroom

### **Hand Washing Procedures for Staff & Children**

- Wash hands with hot and cold running water, paper towels and liquid dispenser soap.
- Soap is always the preferred cleaning method over anti-bacterial soap
- Wet hands under running water & Apply soap to palm of hand (use a song or rhyme with children to wash)
- Use friction to clean fingers, palms, backs of hands, wrists, forearms, under nails for approx.10-15 seconds
- Rinse under running water for a count of 5
- Dry with a paper towel & Turn off taps with a paper towel
- Dispose of paper towel in a compost container

**Vinyl Glove Use** when...

- Handling and/or preparing food if there is a cut or break in staff/volunteer skin
- Likely to be in contact with blood or body fluids
- Diapering a child
- The use of gloves does not replace the need for hand washing.

### **Glove Maintenance:**

- Store disposable vinyl gloves in a cool, dry place
- Inspect gloves prior to use for damage (holes and tears)
- Dispose of in the regular garbage if damaged
- Use as recommended by the manufacturer
- Use only for one specific task per client
- Remove after use and dispose of in the regular garbage (never wash and reuse)
- Wash hands after disposable vinyl gloves are removed

### **Universal Precautions**

Wash your hands for 30 seconds following contact with blood. Always use gloves when encountering this situation and wash hands for 30 seconds after disposing of the gloves. Gloves are only to be used once; dispose of them and any other blood stained material in a sealed bag and put in a sealed container. Keep cuts and scrapes covered with band-aids until they are completely healed. Clean any blood-stained surfaces with 1 part bleach to 9 parts water.



## **SAFETY ISSUES**

The centre meets all the bylaw requirements of the Town of Oakville (zoning, and fire), the requirements of the Ministry of Education, Province of Ontario and the Halton Region Health Department. Emergency phone numbers are kept by the phone. Staff have alternate phones in the event internet is down and for use outside.



### **Equipment**

Toys are inspected on a rotating basis so that all are cleaned and checked once a month to ensure that all broken toys are removed from the collection. Tables and chairs are checked daily. Staff ensure any sharp or dangerous office items are out of reach of children. Care is taken to purchase equipment that is safe, durable, and environmentally friendly as well as age appropriate.

### **Preschool Program Snack & Food Safety**

If parents must provide food for children in the Preschool Program due to allergies or special diets, they must put the request in writing and clearly label their nut free children's food containers. Staff will check the food to ensure it meets the centre's requirements. Children are not permitted to share their food. Food can only be consumed at the snack table. Children will wash their hands before snack. All snack will be provided on a disposable plate or napkin. The centre will provide water in disposable cups. A snack schedule that is for at least two weeks will be posted by the front door for parents. The centre will provide a daily snack that is in keeping with Canada's Food guide and will include at least two food groups. Water will be available at all times.

### **Arrival & Leaving**

Everyone coming in to the centre for programs must sign in. For parented programs, the parent must remain in the centre at all times. If the parent needs to leave the building, then the child must go with them, unless they are with a caregiver. For un-parented programs the parent must ensure the staff person is aware the parent is leaving. At dismissal time the child will only be released to the parent or designated person who has been listed on the child's file.

### **Building Security**

There is a reception desk by the front door where visitors check in. The preschool door has a code lock. The doors have a chime and sound when they are opened. The back door is to be locked and windows are to be locked shut after use.

### **First Aid**

There is always at least one staff on duty with up to date first aid, EpiPen and CPR training. The centre offers a Standard First Aid & Child CPR course. A first aid kit and manual is kept in both kitchens and a cold packs are in the fridge. A Defibrillator is by the front door. Any open sores or cuts are to be covered. The first aid kit is checked twice a year to ensure that it has all items that it requires. A "first aid kit checklist" is used for this purpose. All injuries including bruises and scrapes are written in the daily log book for parented programs. In un-parented and adult programs, all injuries are recorded in the daily communication book and an accident/incident form is completed. If someone needs to go to hospital, and it is not an urgent need requiring an ambulance the parent or emergency contact person listed on membership or program form will be called to take the child. In the event of an emergency in a parented program the child and parent(s) would be picked up by ambulance and taken to hospital. In the event of an injury requiring immediate care in an un-parented program or adult program, the parent/ emergency contact will be called after the ambulance.

### **Insurance**

Oak Park Neighbourhood Centre has 5 million dollars' general liability insurance. Staff and volunteers are not covered if they act in a negligent manner. Our insurance does not cover personal vehicles.

### **Water Flushing & Sampling**

Water in the preschool kitchen is to be turned on and let run for five minutes Monday mornings before preschool starts. Staff are to document the date, time, and location of the flushing with name of the person doing it in the daily log book. Water sampling is completed between May 1 and October 1 every 2 yrs. Water records are kept in the preschool binder.

### **Staff to Child Ratios**

In our preschool program the ratio is one staff person to every 6 children age 2.5 to 5 years old for a class size of 12. (If the class size is under 8 then we have one teacher). In our school age programs, the ratio is one staff person to every 15 children with additional volunteers. Volunteers are never left alone with children.

## **Criminal Reference Checks**

All staff and volunteers over 18 must provide police checks and vulnerable sector screens that are no older than 6 months at the time of hire. Work can begin under supervision with proof of police check application. Checks and screens are done at the Halton Regional Police Headquarters at 95 Oak Walk Drive, Oakville (M-F 8:30-10pm). Two pieces of valid government ID (one photo ID) must be provided. The confidentiality of this information is protected in a locked file drawer. The safety of the individual continuing to work or volunteer at the centre will be discussed. We will not hire any staff who have been convicted of sexual interference, child pornography, duty of persons to provide necessities, murder, or infanticide. We will not hire anyone who has committed an offence that has resulted in the permanent revocation of their membership, certificate or documentation in the regulatory bodies for the following acts: Child Care and Early Years Act, The Early Childhood Educators Act 2007, the Ontario College of Teachers Act 1996, or the Social Work and Social Service Work Act. An offence declaration must be completed annually by staff and volunteers for the four years between police checks. A verification and Tracking workbook will be updated annually.

## **Staff Qualifications**

The Executive Director of Oak Park Neighbourhood Centre has a diploma in Early Childhood Education RECE and in Community Work with over 30 years' experience. The Preschool and Community Outreach Manager has a BA in Family & Child Relations and is an RECE with over 30 years of experience. The lead Preschool teacher is an RECE. All staff are eligible to work in Canada, have provided a doctor's note that they are fit to work, their references have been checked and they have up to date immunizations, vulnerable screens and police checks. There is always at least one RECE staff in the preschool room. We are committed to supporting our staff with continuous learning as we view our educators as co-learners.

## **Preschool Childcare Supervision Policy for Volunteers and Students**

Every child in the licensed preschool program will be supervised by an employee of the centre at all times. Direct unsupervised access is not permitted for persons who are not employees of our centre. Supervision is not permitted by people less than 18yrs of age. Placement students or volunteers at the centre are not counted in the staffing ratios in the licensed preschool program. OPNC's Behaviour Management Policy, Volunteer Policy, Emergency Procedures, Individual Anaphylaxis and Asthma Plans are reviewed by students and volunteers before they assist in the classroom and every year after that. Police checks, vulnerable sector screens and annual offence declarations are required by all volunteers and students.

Student and volunteer behaviour management practices will be monitored and documented by the lead teacher for reporting to the Executive Director. The lead teacher will stop any practices that do not follow our behaviour management practices and report them immediately to the director. If they fall under the Serious Occurrence Policy, then the proper reporting procedures must be followed and the director notified as soon as possible after the event.

The student will receive orientation from the Executive Director following the hiring procedures checklist. The lead teacher will provide the student/volunteer with limited supervised teaching opportunities at the beginning. The first task given is to allow them to read a book to the class during group time while supervised by the teacher. If this task is handled well then progression can begin to leading a couple of songs the next day, to moving daily towards running a whole group time. This progression should move at the students' pace and can stop at any time if the teacher feels the student is not ready yet to take on more responsibility. Once the teacher is satisfied the student can lead a group activity or craft they should discuss this with the student and be prepared to fully supervise them in any activity. At no time is the student to be left alone. The lead teacher will complete all student evaluation forms and behaviour management forms for the student/volunteer. Any time if the teacher is concerned about the volunteer/student then they are to notify the Executive Director immediately. This policy will be reviewed annually and before the start of employment, student placement or volunteering. The policy will be initialed and dated at that time.

## CONCUSSION POLICY

Without identification and proper management, a concussion can result in permanent brain damage and in rare occasions, even death. Someone who suffers a second concussion before they are symptom free from the first one is susceptible to a longer recovery, and Second Impact Syndrome – a rare condition that causes rapid and severe brain swelling. Staff play a crucial role in the identification of a suspected concussion as well as the monitoring of someone with a concussion

**A concussion:** is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (headache, dizziness), cognitive (difficulty concentrating or remembering), emotional/behavioural (depression, irritability) and/or related to drowsiness. It can occur even if there has been no loss of consciousness (most concussions occur without a loss of consciousness); a concussion is a clinical diagnosis made by a medical doctor or nurse practitioner.

## CONCUSSION COMMON SIGNS AND SYMPTOMS

Following a blow to the head, face or neck, or to the body that transmits a force to the head, a concussion should be suspected if there are **any of the** signs or symptoms listed on the concussion checklist in this policy.

Signs and symptoms can appear immediately after the injury or may take hours or days to emerge. They can be different for everyone. A student may not want to report symptoms because of a fear of missing an activity. Communication may be difficult for young children, a child with special needs or a child whose first language is not English. Signs for younger students (under the age of 10) may not be as obvious as in older students.

## INITIAL RESPONSE: IDENTIFICATION

**Unconscious** (or where there was any loss of consciousness)

- Stop the activity immediately – assume there is a concussion.
- call 911.
- Assume there is a possible neck injury and, do not move the person- wait for EMS personnel.
- Stay with them until emergency medical services arrive. (Never leave alone)
- Have someone contact the parent/guardian/emergency contact.
- Monitor and document any changes (physical, cognitive, emotional/behavioural) in the child.
- If they regain consciousness, encourage them to remain calm and to lie still.

### Conscious

- Stop the activity immediately.
- Conduct an initial concussion assessment (complete concussion checklist form)

### If Signs are Observed or Symptoms are Reported:

- A concussion should be suspected.
- They are not to return to the activity under any circumstances,
- Call the parent/emergency contact to tell them of the accident and ask them to go to the doctor that day.
- Record any changes on the form while waiting for pick up and call 911 if the condition worsens
- Comfort them until the emergency contact arrives. Do not leave them alone.

### If Signs are Not Observed or Symptoms are Not Reported:

- A concussion is not suspected - they may return to physical activity.
- However, the emergency contact must be contacted and informed of the incident.

### Information to be Provided to Parent/Emergency Contact with a suspected concussion

- Must be given “Tool to Identify a Suspected Concussion and the return to Physical Activity information.
- They must be informed that the person needs to see a doctor
- The person with the suspected concussion must remain home for 24 hours to rest.

We require a doctor’s note for our files saying the person is symptom free and able to return to the program

Post-Concussion Symptoms	Impact on Student's Learning	Potential Strategies
Headache and Fatigue	Difficulty concentrating, paying attention or multitasking	<ul style="list-style-type: none"> <li>• simple instructions</li> <li>• provide breaks</li> <li>• reduce distractions</li> </ul>
Difficulty remembering or processing	Difficulty retaining new information, remembering instructions, responding	<ul style="list-style-type: none"> <li>• use visual aids</li> <li>• repeat instructions</li> </ul>
Attention & concentrating difficulty	Limited/short-term focus	<ul style="list-style-type: none"> <li>• break down tasks</li> <li>• facilitate peer support</li> </ul>
Anxiety	Decreased attention/concentration Overexertion to avoid falling behind	<ul style="list-style-type: none"> <li>• inform the child of daily schedule</li> <li>• adjust program to avoid fatigue</li> <li>• build in more frequent breaks</li> </ul>
Irritable or Frustrated	Inappropriate or impulsive behaviour  Frustration, anger or emotional outburst.	<ul style="list-style-type: none"> <li>• use consistent strategies</li> <li>• acknowledge and empathize</li> <li>• reinforce positive behaviour</li> <li>• provide structure and consistency</li> <li>• prepare for &amp; reduce transitions</li> <li>• anticipate &amp; remove from a problem situation (without seen as punishment)</li> </ul>
Light/Noise Sensitivity	Difficulties in environment (lights, noise,)	<ul style="list-style-type: none"> <li>• turn down music</li> <li>• use headphones, sunglasses</li> </ul>
Depression/Withdrawal	Withdrawal from participation with friends	<ul style="list-style-type: none"> <li>• Ensure time for socialization</li> <li>• partner student with a “buddy”</li> </ul>

### **Return to Physical Activity after a Concussion Diagnosis (doctor pre-approval required)**

The person follows a medically supervised, gradual return to the program. Staff will monitor their progress, watching for symptoms and how they respond to various activities to inform the emergency contact/parent. Concussion symptoms can last for 10 days or longer. The person may encounter cognitive, emotional or behavioural challenges. Staff will adapt the program or suggest quiet activities for the participant where needed. Cognitive activities can cause concussion symptoms to reappear or worsen. If, at any time, concussion symptoms return and/or deterioration of habits or performance occur, they must be examined by a doctor.

The participant must be symptom free each day and the doctor agreed to attendance. Staff must report to parents/emergency contact at the end of each day all observations.

**Day 2:** Individual light aerobic physical activity only (e.g., walking)) to increase heart rate.

**Restrictions:** No resistance or weight training. No team sports No drills. No body contact.

**Day 3:** Individual sport-specific physical activity only (running drills in soccer, basketball shooting) to add movement.

**Restrictions:** No resistance/weight training. No competition. No body contact, no head impact activities (e.g., heading a ball in soccer) or jarring motions (e.g., high speed stops).

**Day 4:** Activities to increase exercise, coordination and cognitive load where there is no body contact (e.g., dance, badminton). Progressive resistance training may be started. Non-contact practice and progression to more complex training drills (e.g., passing drills in football).

**Restrictions:** No activities that involve body contact, head impact or other jarring motions

**Day 5:** Full participation in regular physical education in non-contact sports to restore confidence and assess functional skills by staff

**Restrictions:** No competition that involves body contact

**Day 6:** Symptom free with Doctors approval

**Activity:** Full participation in contact sports

**Restrictions:** None

**Tool to Identify a Suspected Concussion** (Adapted from McCroy et. al, Consensus Statement on Concussion in Sport. Br J Sports Med 47 (5), 2013) Ontario Physical Education Safety Guidelines Elementary - Curricular May 2013)

Following a blow to the head, face or neck, or a blow to the body that transmits a force to the head, a concussion must be suspected in the presence of any one or more of the following signs or symptoms. If any observed signs or symptoms worsen, call 911.

In all cases of a suspected concussion, the participant must be examined by a medical doctor for diagnosis. The following signs were observed or symptoms reported (check all that apply) for

\_\_\_\_\_ (name) on \_\_\_\_\_ (date).

Possible Signs Observed by staff/parent

Possible Symptoms Felt by individual

<input type="checkbox"/> vomiting	<input type="checkbox"/> headache
<input type="checkbox"/> slurred speech	<input type="checkbox"/> pressure in head
<input type="checkbox"/> slowed reaction time	<input type="checkbox"/> neck pain
<input type="checkbox"/> poor coordination or balance	<input type="checkbox"/> feeling off/not right
<input type="checkbox"/> blank stare/glassy-eyed/dazed or vacant look	<input type="checkbox"/> ringing in the ears
<input type="checkbox"/> decreased playing ability	<input type="checkbox"/> seeing double or blurry/loss of vision
<input type="checkbox"/> loss of consciousness or lack of responsiveness	<input type="checkbox"/> seeing stars, flashing lights
<input type="checkbox"/> lying motionless on the ground or slow to get up	<input type="checkbox"/> pain at physical site of injury
<input type="checkbox"/> amnesia	<input type="checkbox"/> nausea/stomach ache/pain
<input type="checkbox"/> seizure or convulsion	<input type="checkbox"/> balance problems or dizziness
<input type="checkbox"/> grabbing or clutching of head	<input type="checkbox"/> fatigue or feeling tired
<input type="checkbox"/> difficulty concentrating	<input type="checkbox"/> sensitivity to light or noise
<input type="checkbox"/> easily distracted	<input type="checkbox"/> difficulty concentrating or remembering
<input type="checkbox"/> general confusion	<input type="checkbox"/> slowed down, fatigue or low energy
<input type="checkbox"/> cannot remember things that happened before and after the injury (see questions below)	<input type="checkbox"/> dazed or in a fog
<input type="checkbox"/> does not know time, date, place, type of activity	<input type="checkbox"/> irritable, sad, more emotional than usual
<input type="checkbox"/> slowed reaction time answering questions or following directions	<input type="checkbox"/> nervous, anxious, depressed
<input type="checkbox"/> strange or inappropriate emotions (laughing, crying, getting angry easily)	

Quick Memory Function Assessment

- Where are we right now? Answer: \_\_\_\_\_
- How did you get hurt? Answer: \_\_\_\_\_
- What did you have for lunch/breakfast? Answer: \_\_\_\_\_
- What part of the day is it? Answer: \_\_\_\_\_
- What is your name? Answer: \_\_\_\_\_
- How did you get to the centre today? Answer: \_\_\_\_\_

If the person fails to answer any of the above questions correctly, a concussion is suspected and they must be immediately removed from the activity for at least that day. Participants with a suspected concussion should not be left alone and must not leave the premises without parent/emergency contact supervision

- Participants should be monitored for 24 – 48 hours following the incident as signs and symptoms can appear immediately after the injury or may take hours or days to emerge.
- If any signs or symptoms emerge, they need to be examined by a medical doctor or nurse practitioner.

## MEDICAL EMERGENCY ACTION PLAN

Given that there is an element of risk in all physical activity, an encounter with an injury or medical condition is highly possible. The key to the Emergency Action Plan is getting professional care to the injured/ill person as quickly as possible. For that to happen efficiently and effectively, you must be prepared with an Emergency Action Plan.

### A. Preparation

You should know the following information:

1. Location of the first aid kit.
2. Location of the telephone.
3. Emergency telephone number of ambulance and hospital (911).
4. Identity of people with medical conditions (e.g., asthma, life-threatening allergies, diabetes).
7. Location of medication (e.g., epinephrine auto injector, asthma reliever)
8. Emergency communication procedures (e.g., cellular phone) for off-site activities.

### B. When an injury/medical condition occurs:

1. Take control and assess the situation. Exercise universal precautions related to blood/bodily fluids
2. Keep in mind the cardinal rules of injury care:
  - **DO NOT MOVE THE INJURED PERSON.**
  - **IF THEY CANNOT START A MOVEMENT BY THEMSELVES, DO NOT MOVE THE BODY PART FOR THEM.**
3. Stay calm. Keep an even tone in your voice.
4. Instruct any bystanders to leave the injured/ill person alone.
5. Do not remove any equipment if there is a risk of further injury.
6. Evaluate the condition. Once you have assessed the severity, decide whether assistance or medication is needed.
7. Administer medication as per OPNC Policy.
8. If an ambulance is not needed, then decide what action is to be taken to remove the person from the area.
9. The following symptoms may be a warning sign for Sudden Arrhythmia Death Syndrome (SADS). If they faint or seizure call 911: - The person must seek medical attention before they can return to play.
10. Emergency situations that are an automatic 911 call:
  - Loss of consciousness (altered level of consciousness or lack of awareness of surroundings)
  - Fainting- syncope
  - Uncontrolled bleeding
  - An injury or illness that threatens life or limb
  - Anaphylactic reaction, asthma or anything that compromises the airway or ability to breathe
11. If an ambulance is required:
  - Have someone call an ambulance with the following information and then report back:
    - ✓ the nature of the emergency;
    - ✓ the location and closest cross-streets; and
    - ✓ the telephone number from where you are placing the call;
  - Have someone go outside the front entrance and wait for the ambulance.
12. Observe the person carefully for any change in condition and try to reassure them until professional help arrives.
13. In the case of dehydration, move the person to a cooler environment and provide small amounts of water (100ml) every 5 minutes until symptoms resolve. However, do not provide an injured person with food or drink if:
  - They show signs of decreased level of consciousness;
  - They have sustained a significant head injury
  - You anticipate an operation will be necessary e.g., broken leg.
14. The parents/emergency contact of the injured/ill person must be contacted as soon as possible.
15. Complete an accident report and file with the Executive Director.

## **FIRE SAFETY PLAN Oak Park Neighbourhood Centre**

**2200 Sawgrass Drive 905 257-6029**

**Occupancy Type**     Commercial

**Occupant Load**     68



**SEE FIRE PLAN IN RED FOLDER ON DESK**

### **After Hour Contacts (24-hour telephone numbers)**

Manager/Supervisor:     Michelle Knoll Phone No. 905-257-9080     cell 905-627-0068

Volunteer:     Jamie Bay Phone No 905-582-5334

### **Fire Emergency Procedures for Supervisory Staff**

#### **Upon Discovery of Fire**

- Leave fire area immediately with children and close doors. Alert all occupants.
- Take attendance list if safe to do so
- If possible, get the membership binder and fire plan information in the red binder.
- Call 9-1-1 from a safe location.
- Exit the building via the nearest exit.
- Ensure all children and staff are exiting the building to meet out front in the park to take attendance before walking to Wellspring at 6<sup>th</sup> Line & Glenashton.
- Await the arrival of Fire Department in the front park where it is safe if you are the only ones in the building at the time.
- Entrance back into the building shall be authorized by the fire authorities.

### **General Responsibilities**

- Keep the approved Fire Safety Plan at the front desk
- Ensure all doors are in good working condition and clear of any obstructions at all times.
- Do not have combustible materials in the building.
- Complete all required fire checklists and retain for 2 years.
- Ensure emergency phone numbers are posted by phones and emergency procedures are posted by exits.
- Organize and participate in fire drills with staff, volunteers and children monthly in preschool.
- Train staff yearly at signed review in fire safety responsibilities and ask them to report any fire hazards.
- Have a working knowledge of building fire safety systems and comply with Ontario Fire Code.
- Receive training in fire extinguisher use.
- Notification of the Oakville Chief Fire Official regarding changes in the Fire Safety Plan.
- Ensure that the information in the Fire Safety Plan is current.
- Designate and train sufficient alternates to replace supervisory staff during any absence.
- Ensure extension cords are not used as permanent wiring.

### **Portable Fire Extinguisher Operation**

Only those persons who are trained and familiar with extinguisher operation may attempt to fight the fire. The children should be safely out of the building with adequate supervision first before the extinguisher is used. Call 911 before operating.

P - Pull the safety pin

A - Aim the nozzle

S - Squeeze the trigger handle

S - Sweep from side to side (watch for fire restarting)

Never re-hang extinguishers after use they must be replaced immediately.

There are three extinguishers. One is by the back door, one by the front door and one at the top of the stairs. All must be kept visible and free of obstructions.

## **Fire Emergency Procedures**

For visitors, Staff and members:

- 1 - Lead/assist parents and children in evacuation of the building to Wellspring.
- 2 - Leave the fire area immediately.
- 3 - Staff, if safely able to, takes folder with attendance and contact information with them.
- 4 - Close all doors behind you to confine the smoke and fire.
- 5 - Use front door or back door exit to leave building. Remain Calm.
- 6 - Call 911 from a safe location.
- 7 - Count attendees to ensure all are present.
- 8 - If possible, have a volunteer meet the fire truck when it arrives and notify neighbouring units of fire.

Do not re-enter the building until instructed to do so by the fire department.

## **General Fire Protection Systems/Equipment Checklist**

### General

Exit signs shall be clearly visible and maintained in a clean and legible condition

Internally illuminated exit signs shall be kept clearly illuminated at all times when the building is occupied

## **Portable Fire Extinguishers Checklist**

### General

Each portable extinguisher shall have a tag attached to it showing maintenance, the servicing agency and the signature of the person who performed the service.

All extinguishers shall be replaced after use.

### Monthly

Portable extinguishers shall be inspected monthly.

### Yearly

Extinguisher shall be subject to maintenance not more than one year apart or when specifically indicated by an inspection; including a thorough examination of the three basic elements of an extinguisher:

- a) mechanical parts
- b) extinguishing agent
- c) expelling means

### 5 Years

Every five years, pressurized water and carbon dioxide fire extinguishers shall be replaced with new ones.



## Emergency Management Plan

An emergency at our center means an urgent or pressing situation in which immediate action is required to ensure the safety of children and adults in the center. Staff are responsible for the safety of the children and will co-ordinate actions between themselves and emergency first responders. The intent of this plan is to assist staff in responding to emergencies, provide information to family members concerning emergency planning, and provide a basis for restoration of services.

<b>Roles and Responsibilities of Staff During an Emergency</b>	The first staff who is aware of an emergency must notify other staff for assistance in getting children and staff to safety. The Lead teacher must take the attendance binder, first aid kit and any medication with her to the safe room, or off site location. All staff with the children will attempt to stay calm, re-assure children, and attend to any injuries. See Specific hazards in this policy for details.
<b>Providing Additional Support for everyone who Needs it in Case of an Emergency</b>	All children with mobility challenges or developmental disabilities have individualized plans that address any accommodations or adaptations required during emergencies. Staff must take note of adults or children who may need extra assistance to get to a safe place quickly in an emergency or to return back to the center.
<b>Ensuring Children's Safety and Maintaining Supervision</b>	During an emergency all staff, and non-program staff- (bookkeeper, volunteers, facilities manager, student) are required to take direction from lead program staff to ensure the safety of everyone.
<b>Communication with Parents</b>	A bulk email from the lead teacher with as many details as possible will be sent to families as soon as possible followed by individual calls to each family. Notices will be put on social media to explain the emergency, the steps taken, plan for resuming normal operations and follow up supports available. In the event of an evacuation a call will be made, an email sent to families and a sign will be put on the front door with the address for family pick up.
<b>Emergency Response Agencies</b>	The first staff able to, calls 911 immediately. This pertains to Ambulance/Fire/Police/Gas leak. For water Leak, flood, building, construction issues- Please contact plumber, roofer, contractor. Please see phone numbers at front desk, and by the preschool phone.
<b>Debriefing Staff, Children and Parents After an Emergency</b>	Staff will write out a record of the emergency and steps taken for the daily log book and serious occurrence, accident and/or incident report for the ministry and board. If the executive director was not on-site during the emergency the most senior staff on-site will contact them as soon as possible. The executive director will inform any staff not at work of the emergency and report to all staff next steps and time line. The executive Director will host a staff meeting within 2 days of the emergency to review steps taken and anything that could have been done better or differently. Staff will discuss any preventative measures that could be taken to reduce the chance for re-occurrence. The executive director will send an email to parents with a detailed report of the emergency, steps the staff took, and any steps taken to avoid a re-occurrence. The email will invite parents to call or email with any questions or concerns. In the event of an emergency that involved police we may call a public meeting with families for a presentation and question opportunity. Staff will open discussion with children at group times and also one on one.
<b>Resuming Normal Operations of the Child Care Centre &amp; Other Programs</b>	Staff and children cannot re-enter the center without emergency personnel approval. In addition, depending on the emergency there may be Town and Ministry building inspections required to ensure safety. At the very least a full damage assessment by Lead program staff and the executive Director is required to ensure the center is free from hazards- broken items etc. The executive Director will decide and tell staff if the program will resume that day based on emergency personnel recommendations and the site inspection. A report to our insurance provider will be required to report any significant damages. Repairs must be prioritized based on ensuring limited closure. Parents will be informed by email, call and social media about anticipated opening dates and interim plans.
<b>Supporting Children and Staff Who May Have Experienced Distress</b>	The impact of an emergency on children can have lasting effects on their wellbeing. Staff and families must manage their response as well as helping children cope with their feelings, and fears. Respecting the child's feelings and finding ways to participate in recovery activities can reduce anxiety. Staff can facilitate conversations, provide materials for role play, and have first responders in the class as visitors. Our counsellors on staff will be available for group and one on one conversations. Supports from ROCK, Oakmed Family Health team, the Region and Police victim services can be brought in for additional supports.

## PROTECTIVE ACTIONS

The Executive Director, facilities manager or emergency personnel may recommend protective actions in an emergency.

**Evacuation-** The lead teacher will take the attendance binder, first aid kit and any medication with them. They will take attendance before leaving for the offsite meeting location and again at arrival. Staff and children will walk to Wellspring at 2545 Sixth Line. If temporary evacuation is required staff and children can stay on the sidewalk just south of the centers entrance along Glenashton Drive. A written log of the event must be put in the daily log book, If safe to do so a sign is put on the door with evacuation location. As soon as possible an email is sent to parents and individual family calls made. Staff must engage with children at the site and stay until all children have been picked up by their parents. No one can re-enter the building unless emergency personnel allow it.

**Shelter-in-Place (non-intruder) -** Shelter in place may be ordered to provide emergency protection in the event of a hazardous materials accident, natural hazard, emergency outside the building or other airborne threat. The public would be advised to remain indoors or to come indoors. Information from emergency officials at the scene would advise on details concerning seeking shelter and for how long. Our shelter in place location is in the center with windows and doors locked. In the event of a tornado or Earthquake the cupboard under the stairs at 2200 Sawgrass is the safest spot and the large room at North Service Rd. Only emergency personnel can come in and out and can call the end to Shelter in place.

**Lock Down (outside building threat)-** The first staff to learn of the threat tells any staff outside to bring children inside. The facilities staff locks the front and back doors and goes into preschool room. All staff are to help children to move quickly into the locked preschool room. The lead teacher calls 911. The lead teacher closes the blinds in the room and encourages play on the floor away from the windows. For added security the lead staff can take children into the preschool bathroom and lock that door. The lead teacher will take attendance to ensure all children are with them. All staff will comfort and re-assure children and members. At the North Service location staff will press the panic button (which is kept in the top left drawer of the front desk and should always be with the lead staff) and go in the locked office with no windows. All staff will mute their phones. Wait for emergency personnel to advice next steps. Do not leave the room unless advised to do so by emergency personnel. **(Inside threat)** Staff calls other staff at their extensions and they close the door to the room they are in and move things in front of the door to barricade it. Close blinds, mute cell phones and call 911.

## NATURAL & TECHNOLOGICAL HAZARDS

The Executive Director will monitor media for warnings and updates. Facilities management staff will ensure first aid kits are equipped, safety lighting is operational and that there are flashlights and a radio with batteries available. The facilities manager will arrange for any repairs or removal required after a storm. The facilities manager will keep listings for utility contacts at the front desk to report disruption and to schedule repair. The Executive Director or facilities manager will call 911 in the event of injuries or gas leak and to ask for direction on whether to leave or remain in place. In the event of an evacuation the staff will take the emergency contact book with them. A note will be placed on the front door and on our Facebook page to notify parents of the closure and evacuation location.

**Snow and Ice Storms-** The Executive Director will decide if a closure before a storm is indicated. If both school boards are closed for severe weather then we are also closed. Children will remain indoors in the event of a storm.

**Tornado or Earthquake-** The first staff to hear of the event tells other staff and ensures anyone immediately outside the building are told. All staff work together to direct children and adults under the stairs and close the door. If safe to do so the Executive Director and/or facilities manager will shut off the gas outside, turn off the water in the preschool bathroom behind the wall panel, shut of the electrical panel in the green room closet. Staff and children will stay in place until emergency personnel give the okay to come out (call 911). Be careful of damaged utility lines and debris.

**Flooding-** At Sawgrass ensure records are moved to the second floor and put in locked cabinet in Executive Directors office. Turn off gas and electrical breakers at Sawgrass location only.(see above for spot in centre). Evacuate to off site location if unsafe in the centre.

**Water Loss-** If water must be shut off to the building then pour water into jugs so that drinking water is available to the children. Pour water in a jug to be used to flush the toilet if needed. Wet a tea towel to be used for handwashing short term. Water shut off for more than 2 hours may require evacuation to our off-site location.

**Power Outage-** Report loss of electrical power to Oakville Hydro. Our emergency lighting will light areas for at least 20 minutes. Remain in natural light areas. Have flashlights for the bathrooms once the emergency lighting is done. Throw out refrigerated food if the power is off for an extended period. All food in the freezer is to be thrown out. Be aware of the safety and comfort of those in the building, ie open a window or door in the summer to increase air flow and in the winter, be aware of the temperature. If the temperature drops below 20 Celsius, call parents to pick up the children; move to the second floor for warmth and more light, or close the centre and evacuate to our off-site location.

### **Fire- See Fire Procedures Policy**

**Hazardous Materials-** Hazardous materials are substances that are either flammable, combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive. A hazardous materials accident could occur at your facility such as a natural gas leak, spilling of a solvent, or on a roadway or factory or processor in the immediate area. The facilities manager will identify hazardous materials in the center and ensure they are properly labeled and put of reach of children. If there has been a chemical spill near the center the first staff to smell something will call 911 and ask for direction on whether to stay in the building or evacuate. This person will notify all staff. If staying inside is directed then the facilities manager will ensure all windows and doors are closed, and the heating or cooling system is turned off. Notify Executive Director.

### **PERSONAL SAFETY**

**Bomb Threat, suspicious article or threatening call or message.** -Calls of a threatening nature should be recorded as accurately as possible and reported to the police by the staff who took the call or heard the threat. Depending on the nature of the call, immediate action should be taken to protect lives and property, including evacuation. The lead staff in each program should proceed to evacuation. A threat to personal safety should never be discounted as a hoax. Do not attempt to move a suspicious article, package, or letter. Any threats are to be reported to the Executive Director and the Board.

**Medical Emergency-** See Medical Emergency policy.

**Overdose-** Call 911 Use Naloxone if available.

**Mental Health Crisis-** Call 911

**Missing Child-** Call 911 after initial search by all available staff of the center. See Serious Occurrence policy.

**Unauthorized or suspicious person outside-** If an unauthorized or suspicious person is near the facility, the staff who sees them should notify all other staff, lock the outside doors and call 911. (Use panic button at North Service Rd.) If there is a feeling of risk, then follow the Lock Down Procedures. Report suspicious activity to the Executive Director when it is safe to do so and they will report to the Board.

**Aggressive or threatening child-** If a child becomes threatening or aggressive the children should be encouraged to go with the assistant teacher into a room without other children. Call the 911 if you feel there is a threat to anyone's safety. An incident form must be filled out and the parents of all children involved must be provided with the report and sign it. The Lead teacher must follow up with the parents for any additional supports required including agency referrals. A plan must be put in place to ensure the safety of teachers and children moving forward.

**Aggressive or threatening Adult-** If an adult becomes threatening they are to be asked to leave by the first staff who encounters them. Items like scissors are never to be kept out on the front desk. Dial 911 from your cell phone or phone in a safe room. Follow Lock Down procedures. Call any staff in the building at their extension and advise them to close the door to the room they are in.

## CHILD ABUSE POLICY

Staff and volunteers have a responsibility for the welfare of the children and are required by law to report suspected child abuse to the Children's Aid Society promptly. Abuse includes physical, sexual and emotional abuse, neglect and risk of harm.



### **What is Abuse** [Child and Family Services Act (CFSA) s.72 (1)]

1. The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.
3. The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
4. There is a risk that the child is likely to be sexually molested or exploited as described in paragraph 3.
5. The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, refuses, is unavailable or unable to consent to the treatment.
6. The child has suffered emotional harm, demonstrated by serious, anxiety, depression, withdrawal, self-destructive or aggressive behaviour, or delayed development, and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
7. The child has suffered emotional harm of the kind described in paragraph 6 and the child's parent or the person having charge of the child does not provide, refuses, is unavailable or unable to consent to services or treatment to remedy or alleviate the harm.
8. There is a risk that the child is likely to suffer emotional harm of the kind described in paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
9. There is a risk that the child is likely to suffer emotional harm of the kind described in paragraph 6 and that the child's parent or the person having charge of the child does not provide, refuses is unavailable or unable to consent to services or treatment to prevent the harm.
10. The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, refuses, is unavailable or unable to consent to treatment to remedy or alleviate the condition.
11. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

12. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.

13. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

### **Reporting Responsibilities of Professionals**

Persons working closely with children including teachers, operators or employees of child care centres and any other person who performs professional or official duties with respect to a child have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions. Any professional or official who fails to report a suspicion that a child is or may need protection, where the information on which that suspicion is based was obtained during his or her professional or official duties, is liable on conviction to a fine of up to \$1,000.

### **Reporting Process**

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf. You do not need to be sure that a child is or may need protection to make a report to a Children's Aid Society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment would suspect. The professional must report that a child is or may need protection even when the information is supposed to be confidential or privileged. If a civil action is brought against a person who made a report, that person will be protected unless they acted maliciously or without reasonable grounds for his or her suspicion. Children's Aid Society workers investigate allegations and provide services to protect children. The worker may involve the police and other community agencies. After reporting the abuse to the Children's Aid Society, the staff or volunteer is to provide the information to the Executive Director who will ensure the individual completes an incident report and the Executive Director will notify the chairperson of the Oak Park Board of Directors immediately.

### **Halton Children's Aid Society**

1445 Norjohn Ct. Burlington, ON. L7L 0E6

Toll Free: 866-607-KIDS (5437), Phone: 905-333-4441, Fax: 905-333-1844

## SERIOUS OCCURRENCE POLICY

### What is a Serious Occurrence?

- 1.) Any death of a client while participating in a program whether on or off premises.
- 2.) Any abuse, neglect or any alleged abuse or neglect of a member which occurs while participating in a program at Oak Park Neighbourhood Centre.
- 3.) Any life -threatening injury or life-threatening illness which occurs while participating in a program.
  - Any injury or caused by the service provider
  - A serious accidental injury received while in attendance at Oak Park Neighbourhood Centre
  - An injury to a member, which is non-accidental, including self, inflicted, or unexplained and requires treatment by a medical practitioner, including a nurse or dentist.
- 4.) Any situation where a child is missing or is temporarily unsupervised.
- 5.) Any unplanned disruption of the normal operations of the centre that poses a risk to the health, safety, or well-being of members. Fire, flood, gas leak, carbon monoxide, outbreak, lockdown, relocation or closure



### Staff and Volunteer Instruction

Staff, volunteers and students will read and initial the serious occurrence policies as outlined here at yearly reviews and at the time of hire.

### Missing Child Protocol

All staff must be notified. Immediately search the premises, inside and out. One staff member not searching is to contact the parents to alert them and see if they have information on the whereabouts and to advise police next if the parents don't know where the child is.

### Immediate Response

- 1.) The injured person will be provided with immediate medical attention when warranted.
- 2.) Parents/or emergency contact are notified.
- 3.) Steps must be taken to address any continuing risks to all person's health and safety.
- 4.) Coroner must be notified immediately in all cases involving death.
- 5.) The person witnessing the serious occurrence or another person witnessing or having knowledge of it must report it the Oak Park Neighbourhood Centre Executive Director who will begin a serious occurrence inquiry.
- 6.) All people having knowledge of the occurrence must remain on the premises until the Executive Director has interviewed them.
- 7.) The Executive Director will gather the following information to be included in the "Serious Occurrence Initial Notification Report"
  - Description of the occurrence
  - Client's allegation if applicable
  - Date, time and place where it occurred
  - Time occurrence reported
  - Reason for the occurrence if known
  - People involved
  - Action taken
  - Status
  - Parties notified (coroner, police, CAS, parents or designate
  - Further action recommended (specific to immediate situation or related to underlying factors like staff training, modification of environment, review of policies)
- 8.) If there is reason to suspect child abuse, then the person who has reasonable grounds to suspect this must contact Children's Aid. See Child Abuse Policy.

**Halton Children's Aid Society**

1445 Norjohn Ct. Burlington, ON. L7L 0E6

Toll Free: 866-607-KIDS (5437), Phone: 905-333-4441, Fax: 905-333-1844

**Preschool Reporting Process**

All serious occurrences must be reported to the Program Advisor at the Ministry of Education and Halton Region – Children Services within 24 hours on the “Initial Notification Report” form and faxed to Toronto Region (West) at 1-647-724-0944 or email to [childcare\\_toronto-west@ontario.ca](mailto:childcare_toronto-west@ontario.ca). Parents must also be notified within 24 hours. The “Serious Occurrence Notification form” is to be posted on the preschool board by the front door right away. It is to be updated as additional actions or investigations are completed. The Notification form is to be posted for a minimum of 10 days. The form remains posted for 10 days from the date of the last update. The Oak Park Neighbourhood Centre board is also to be notified that there was an incident. These forms will be retained for 7 years.

A “Serious Occurrence Inquiry Report” must be sent to the Ministry of Education within seven business days of the initial notification. This report is to be summarized at the next board meeting outlining any changes in policies that may be necessary, if training, or support are needed and how changes will be implemented and when. If the incident raises issues of an ECE’s conduct, then the College of ECE’s must also be notified.

**Ministry of Education Child Care Quality Assurance & Licensing Offices**

Tel. (905) 897-5333 ext. 6352

General Fax. 647-724-0944

Serious Occurrence fax 647-724-0944

Enhances serious occurrence fax 647-724-0943

Email to [childcare\\_toronto-west@ontario.ca](mailto:childcare_toronto-west@ontario.ca)

**Accountability**

Oak Park Neighbourhood Centre is accountable to its members, board and funders. The Chair of the Board of Directors shall be notified immediately of all serious occurrences or complaints. The OPNC takes very seriously any recommendations made by the bodies that it serves. The Board of Directors will consider if the actions taken were appropriate, complete and consistent with the legislation and policies that govern the activities of the Oak Park Neighbourhood Centre. All necessary changes in policy or budget requests to meet needs will be dealt with in a timely fashion.

The Executive Director is required to prepare an annual analysis of all serious occurrence report for presentation to the Board of Directors. Records will be kept of the actions taken in response to the analysis.

All serious occurrence records will be kept for seven years.



## **PRIVACY POLICY**

The federal government has enacted the Personal Information Protection and Electronic Documents act “PIPEDA”. This act regulates the collection, use and disclosure of personal Information.

### **Information We Collect**

Oak Park Neighbourhood Centre collects the following personal information.

- Members name, address, email address, telephone number
- Children’s name and birthdate
- Emergency contact name and phone number
- Medical information (Parents are not denied enrolment if they do not sign consent to release information)

### **What We Do with the Information**

The information is used to provide us with demographic data for our members, to manage any medical conditions and to have contact information. We are required to allow Ministry of Education and the Region of Halton to review files for our preschool program to ensure we have complete records and meet staff ratios. Oak Park Neighbourhood Centre will not disclose personal information to any other third parties. All records are kept for a period of 7 years and are shredded and disposed of at that time. Access to personal records without parental consent can only be given to Coroners office, courts in response to a warrant or order, Ombudsmen, authorities vested in Provincial or Federal statutes, or Minister and officials to whom the parent has delegated the authority in writing.

### **Who Has Access to Member Information?**

The Oak Park Neighbourhood Centre staff has access to all membership and registration forms. Preschool files are locked in a file cabinet and limited information is in the preschool binder. Files are not left out when not in use. Files are never to be removed from the building except the binder for emergency evacuation. Member information is in a binder in a file cabinet at the centre and an electronic copy of the membership list is maintained by staff. The volunteer coordinator and communications director receive the names and contact information for people who have expressed an interest in volunteering or asked to be added to the newsletter email list on their membership form. All board members sign confidentiality agreements. OPNC staff, The Region of Halton and Ministry of Education have access to all the records for our preschool program. The emergency contact information and medical condition information would be passed on to medical staff in case of an emergency. Family contact information and medical information is kept in the child’s classroom in a binder.

### **Board Confidentiality**

All board meetings are open to members however, proceedings at closed sessions of meetings of the Board are confidential. Briefing documents, minutes, reports and other documents identified as confidential are confidential. Confidential information received by a member of the Board or received by anyone else for purposes of a confidential proceeding of the Board or its committees shall not be used, directly or indirectly, for personal gain by the Board member or other person and shall not be divulged to any other person without the prior consent of the Board. All communications to/from the media about a confidential proceeding of the Board or its committees or about decisions of the Board shall be directed to the Chair or other designated person. All files and information of any sort, including but not limited to, donors, prospective donors, members and/or their families, past and present employees, and past and present volunteers is strictly confidential. Inappropriate discussion and/or use of information to which the Board member may be privileged may be cause for immediate dismissal. Board members are not allowed to use their position for personal or family gain but act in the best interests of the agency and sign a “Code of Conduct” agreeing to this each year.

### **Privacy Officer**

Our Board Chair, Joe Mauro has the responsibility of Privacy Officer. He can be reached by leaving a phone message at the centre: 905-257-6029. He has the responsibility of overseeing all elements of our information handling practices and bringing forward concerns to the Board of Directors.

### **Policy Review**

The privacy policy is reviewed with staff at the time of hire and again annually. It is in our policy binder at the front desk and on our website. The policy is reviewed annually with the Board of Directors at a board meeting. Failure to comply with the policy by Board members or OPNC staff will be handled in keeping with our personnel and board policies.



## **DISCRIMINATION. VIOLENCE AND HARRASSMENT POLICY**

All employees, volunteers and members have a right to work, volunteer and participate in activities in an environment that asserts the personal worth and dignity of everyone. This policy covers discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, age, record of offences, marital status, family status, the receipt of public assistance, mental or physical disability, union or non-union membership, or political affiliation. To achieve this objective, we will not tolerate any form of discrimination, violence and/or harassment in its employment or programs. Staff must alert the director to any violence risk they may have including domestic violence so the centre can take precautions to protect the worker and our members. The director will provide information to a worker about a risk of workplace violence from a person with a history of violent behaviour if the worker can expect to encounter that person during work, and if the worker may be at risk of physical injury. Workers have the right to refuse work with no reprisals if they have a reason to believe they are in danger from workplace violence. The director will meet with the worker to resolve the situation.

**Harassment** is a form of discrimination. It involves any unwanted physical or verbal behaviour including bullying that offends, intimidates, or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also be considered harassment. Harassment occurs when someone makes unwelcome remarks or jokes, threatens or intimidates you, about your race, religion, sex, age, disability, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or a conviction for which a pardon has been granted or a record suspended. <http://www.chrc-ccdp.gc.ca/eng/content/what-harassment>

**Discrimination** is an action or a decision that treats a person or a group negatively for any of the reasons listed above.

**Sexual harassment** is any unwelcomed conduct, comment, gesture, and/or contact of a sexual nature likely to cause offence or humiliation.

**Violence** is the exercise of physical force or an attempt to exercise physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

This policy will be reviewed with staff and at time of hire as well as annually. A copy of this policy is included in our policy binder.

## **COMPLAINTS POLICY**

Every member of our community has the right to file a complaint with our Preschool and community Outreach Manager, our Executive Director, the Board of Directors or the Chairperson of the Board. The complaint can be made verbally in person, over the phone, by email or in writing. Please ensure the complaint is directed to one of the people mentioned above. The staff and/or board will respond within 24 hours to your concern. If the concern relates to health and safety then an Incident Report is to be completed which includes steps to be taken to reduce or eliminate future risk. The form is provided to the Executive Director for review and approval and is provided to the complainant for discussion and sign off on the steps to be taken to address the concern.

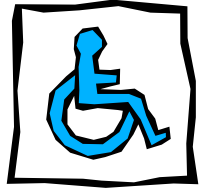
If the concern relates to violence, discrimination, harassment the board and/or director will deal quickly, fairly and effectively with complaints and does not condone any of the above in its operations. They will involve police when necessary. Individuals are encouraged to seek counsel regarding possible violations of this policy, it is requested that the confidential nature of the complaint be maintained, to that end the board and director will handle all such complaints in a confidential manner.

Staff are required to notify the Executive Director or the Board Chairperson of any complaint. The Executive Director is required to notify the Board Chair of any complaints immediately and notify the Board at the next meeting. Complaints will be dealt with promptly. If there have been no complaints in the previous year, the Executive Director is required to report this at a Board Meeting once a year.

## **Breast Feeding Policy**

Oak Park Neighbourhood Centre recognizes the benefits of breastfeeding for health and bonding. We will nurture a welcoming environment where breastfeeding is encouraged and supported so women can breastfeed their children. Women are informed of the benefits of breastfeeding through the books available in our program and through referral to La Leche League or our public health nurse here once a month. We respect a women's decision to bottle feed and will support her in that decision. This policy is shared with staff at the time of hire and reviewed annually at coaching each year. We will reassure women that they are welcome to breastfeed in all our programs.

## ACCESSIBLE CUSTOMER SERVICE PLAN



### **Providing Goods and Services to People with Disabilities**

Oak Park Neighbourhood Centre is committed to excellence in serving all customers including people with disabilities.

#### **Assistive Devices**

We will ensure that our staff are trained by the people who require assistive devices so that the training is relevant to their needs.

#### **Communication**

We will adjust our communication styles when needed to ensure that people with disabilities are able to participate in our programs.

#### **Service Animals**

We welcome people with disabilities and their service animals. In light of our small space and the large number of young children at our centre at one time, we will attempt to connect with the individual in advance to ensure that we have a plan in place to ensure the safest, most welcoming integration possible.

#### **Support Persons**

A person with a disability is welcome to have a support person with them at the centre for no additional charge, unless the support person is bringing their own child and then they would also be considered a member.

#### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services we will notify customers promptly about the reason for the closure and its anticipated duration on our Facebook page.

#### **Training**

Oak Park Neighbourhood Centre will provide integration training to our employees, and volunteers. This training will be provided to staff at the time of hire during our orientation and annually with our board of directors.

Training will include:

- The requirements of the OPNC customer service standard's plan.
- How to interact and communicate with people.
- How to interact with people who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing our services.

#### **Feedback Process**

Customers who wish to provide feedback on the way we provide goods and services to people with disabilities can contact the Executive Director at [michelle@opnc.ca](mailto:michelle@opnc.ca) or call us at (905) 257-6029. Customers can expect to hear back in two days.

Complaints will be addressed according to our organization's regular complaint management procedures.

#### **Modifications to this or Other Policies**

Any policy of Oak Park Neighbourhood Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

# CONFLICT OF INTEREST POLICY

## Preamble

Conflicts of interest are not accepted within the Oak Park Neighbourhood Centre (OPNC), an agency which is responsible to the integrity of its community; real conflicts of interest are considered a breach of business ethics.

The purpose of the following policy is to prevent the personal interest of staff members, board members and volunteers from interfering with the performance of their duties at OPNC or result in personal financial, professional or political gain on the part of such persons at the expense of the Oak Park Neighbourhood Centre or its supporters, staff, volunteers or community.

## The Oak Park Neighbourhood Centre defines a conflict of interest as follows:

- i) A situation that has the potential to undermine the impartiality of an individual because of the possibility of a contention between their self-interest and professional interest or public interest or agency interest or community interest.
- ii) When someone's responsibility to someone or something affects their ability to carry out their job or duties at the centre. When an employee, volunteer or board member has competing interests or loyalties that either are, or could potentially be, in discord with each other. This causes the employee, volunteer or board member to experience difficulty between interests, points of view or allegiances.

**1. Where there is a conflict or potential conflict of interest** full disclosure, by notice in writing, shall be made by the interested parties to the Board of Directors in all conflicts of interest including but not limited to the following:

- a) A board member is related to another board member by blood, marriage or domestic partnership
- b) A staff member in a supervisory capacity is related to another member whom they supervise
- c) A board member or their organization stands to benefit from an OPNC transaction or staff member of such organization receives payment from OPNC for any subcontract, goods or services other than part of his/her regular job responsibilities or as reimbursement for reasonable expenses incurred as provided by board policy.
- d) A volunteer working on behalf of the OPNC who meets any of the situations or criteria listed above.

**2.** Following full disclosure of a possible conflict of interest or any condition(s) listed above, the Board of Directors shall **determine whether a conflict of interest exists** and if so, the Board shall vote to authorize or reject the transaction or take any other action deemed necessary to address the conflict and protect the Oak Park Neighbourhood Centre's best interest. Both votes shall be majority votes without counting the vote of any interested director, even if the disinterested directors are less than quorum provided that at least one consenting director is disinterested.

Any interested board member, staff or volunteer shall not participate in any discussion or debate during a board meeting, or any committee, subcommittee in which the subject of discussion is a contract, transaction or situation which may be perceived as an actual conflict of interest. However, they may be present to provide clarifying information in such a meeting unless one or more board or committee members object.

Anyone in a position to make decisions about spending OPNC's resources, who also stands to benefit from that decision, has a duty to disclose that conflict as soon as it arises or becomes apparent. This person should not participate in any final decisions.

A copy of this policy shall be given to all board members, staff members, volunteers and other key personnel upon commencement of such person's relationship with the OPNC or at the adoption of stated policy. Failure to sign does not nullify the policy.

The OPNC policy and disclosure form must be filled annually by all specified parties.

**3.** All concerns or evidence of a conflict of interest must be directed to the Chairperson of the OPNC Board of Directors. Real or perceived conflicts of interest can be brought before the OPNC Board of Directors Chairperson by staff, volunteers, board members or community.

**The steps to declare a conflict** are as follows:

- If the conflict of interest involves employees of OPNC, the notice of conflict of interest would be presented to the Executive Director and the Board of Directors to be determined by the Board.
- If the conflict of interest involves a volunteer the notice of conflict of interest would be presented to the Director of Volunteers, the Executive Director and the Board of Directors to be determined by the Board.
- If the conflict of interest involves the Executive Director, the notice of conflict goes directly before the Board of Directors.
- If the conflict of interest involves a board member, the notice of conflict goes before the Board of Directors with the interested board member recused.
- If the conflict of interest involves the Chairperson, the notice of conflict of interest goes to the Executive Director and then to the Board of Directors with the Chairperson recused.

In each case, the parties who are given notice of the conflict of interest must ascertain the validity of a real or perceived conflict by applying the definition of conflict of interest as set forward by this policy to each case (definition/Conflict of Interest i, ii). All potential conflicts of interest must be dealt with in a timely manner.

**4. Consequences of failure to declare a conflict of interest** can be severe.

- For staff or volunteers' consequences of a conflict of interest, if not deemed inadvertent or an error of judgment made in good faith, could include possible dismissal, reimbursement, restitution or criminal charges.
- For a Board Member, the consequences could involve having his or her seat declared vacant, possible criminal charges, reimbursement or restitution.
- For the agency (OPNC) a conflict of interest could result in loss of reputation, good faith and credibility within its community and beyond and possible criminal charges of breach of fiduciary duty.

**5.** In its prevailing **culture of openness**, the OPNC requires and encourages its board, employees and volunteers to discuss hypothetical situations that could result in a conflict of interest and then to discuss how the board would manage that potential conflict of interest. This theory in practice prepares the OPNC for a future plan of action for an actual conflict of interest.

**6.** The **process** that OPNC uses to ensure that staff, volunteers and directors are familiar with, and adhere to the Conflict of Interest Policy is to require every person who wishes to serve at the agency to read the OPNC Policy Manual. After reading every policy, each person initials the page and fills in the form at the end of the manual listing who has read them and the date.

Oct. 30/14 HCMu

## **VOLUNTEER (Incl Students) POLICY**

### Volunteer Role at OPNC

We rely heavily on our volunteers at OPNC. Volunteers are integral to our mission, ensure we can provide programs and keep us connected to the community we serve. Our centre is at its best when the community shares its talents and gifts. All our staff are part time and we have a small budget so new or expanded programs can't happen without the assistance of volunteers. Volunteers represent 90% of our work hours. We provide meaningful opportunities to serve that reflect volunteer's abilities and interests and the agencies mission.

### Volunteer Rewards & Appreciation

Studies show that when people get involved in their community they have an increased sense of belonging. This makes people healthier, provides a sense of empowerment, increases self-confidence, and makes communities safer. We acknowledge the efforts and contributions of our volunteers by showing gratitude for their efforts, respecting their talents and contributions and by ensuring their safety and wellbeing. We have an annual volunteer appreciation event to thank our volunteers for their contributions but of course we recognize their contributions every day.

### Key Volunteer Expectations & Standards

First Aid and CPR qualifications are recommended. OPNC provides a First Aid and CPR training every three years and volunteers are welcome to attend at a reduced cost.

Volunteers shall:

- Adhere to the OPNC Policies & Procedures
- Deal with people in a friendly, welcoming and courteous manner.
- Treat everyone with respect, patience, courtesy, dignity, and consideration
- Use positive reinforcement rather than criticism, competition, or comparison
- Cooperate fully in any investigation of abuse of children
- Maintain the dignity and integrity of the organization with the public
- Carry out duties promptly and reliably to the best of their ability
- Be willing to learn and participate in orientation and to continue to learn on the job
- To accept the guidance and decisions of the coordinators of volunteers
- Not be included in the teacher ratios for our licensed programs
- Be at work on-time and ready to work.
- Inform their supervisor if they are unable to work as soon as possible,
- Wear comfortable clothes suitable for interacting with children and a volunteer name tag. Clothes should not display offensive pictures.

No volunteer shall use his or her position, or access to material or property, for the personal financial gain of the volunteer or volunteer's family. Volunteers should avoid all activities, including the acceptance of personal gifts that could result in potential conflict of interest with their position. Volunteers must disclose any existing or potential conflict of interest as it exists before accepting a position with OPNC

### Agency Policies

Volunteers must read and initial the Policy and Procedures manual. Depending on the program they volunteer for there may be policies specific to that program.

### Volunteer Recruitment

Many OPNC volunteers have attended programs at the centre and have decided to volunteer. In addition, OPNC recruit's volunteers through, websites, word-of-mouth, local agencies & businesses, religious leaders,

membership forms, newsletters, volunteer centers, local newspaper and social media. OPNC strives to reflect the community it serves in its members and volunteers.

### Volunteer Screening

OPNC takes responsibility for participants by screening all volunteer applicants thoroughly; not everyone who applies as a volunteer is accepted. Volunteer forms are provided to each volunteer after the Orientation Meeting which is held at least 3 times a year. Potential applicants are given the opportunity to decline to volunteer. Position descriptions, references, police check, interviews, risk assessment (i.e., match to job, assessing capabilities, ensuring competence, any risk to community, any risk to volunteer, behavior and attitude reflects OPNC Mission) and approval by the Executive Director are the main components of the screening process. Volunteers are assigned to positions and responsibilities accordingly.

At Board level, volunteers are elected from Oak Park Neighbourhood Centre members. The Board of Directors at OPNC is a working Board and directors volunteer their time and efforts at agency events and wherever else they are needed. Board Committee members are appointed by the OPNC Board of Directors and will have references checked. Committee members who are not directly involved in programs may not require a police check. (For volunteers who wish to be in the preschool room there are additional Ministry of Education requirements that will be reviewed prior to volunteering.) An interview is conducted to ensure the right fit for the candidate and the agency in terms of their skills, availability, interests and suitability. All program volunteers are subject to the final approval of the Executive Director.

### Volunteer Orientation and Training

Volunteers are provided with appropriate orientation and training and are introduced to the organization at an Orientation meeting held at least 3 times a year. An overview of the history and mission of OPNC is provided at this meeting. Once a volunteer has been accepted, the policies, practices, and procedures are reviewed and appropriate training is provided by the staff or lead volunteer that they will report to. Volunteers are oriented to the OPNC building and surrounding property with emphasis on safety and proper use of facilities. Volunteers are introduced to their relevant team and the staff in charge of training. Volunteers are provided with the *Volunteer Handbook*, which outlines expectations, guidelines and policies. Policies are reviewed annually. New policies or changes in policies are presented as they are made for training and sign off. Volunteer position duties are provided in this handbook and are reviewed by the volunteer together with lead staff.

### Volunteer Management, Concerns, Feedback and Reporting

The Board of Directors Volunteer Director is responsible for developing the volunteer policies and for ensuring that there are volunteer positions available. Volunteers are trained, recognized and valued. The Director works with staff to develop positions and oversee volunteers. We value the feedback and input of our volunteers and will make ourselves available when needed. OPNC is committed to encouraging consultation and collaboration with its volunteers. Volunteers can take concerns, needs, recommendations, ideas or challenges to the lead staff they report too, the Executive Director or the Volunteer Director. If these routes are not possible or have been exhausted, then volunteers may wish to contact the Chairperson of the Board of Directors. OPNC conducts an annual volunteer survey that assesses volunteers' satisfaction and asks for input on the agency.

### Volunteer Impact Measurement

Volunteer contributions and the impacts of their service are evaluated through the annual agency survey and statistics are gathered on hours of service. The results of these are published in our annual report. The *Volunteer Program* is measured and evaluated by the OPNC's Board of Directors.

### Volunteer Roles

OPNC aspires to give volunteers meaningful opportunities to serve. There are various roles available that range from 1 day a week to a few hours a year.

### **Teacher Helper- Morning Pre- School, Family Drop In or Baby Rhyme Time**

Monday-Friday 9:00 am-12:00 pm and 12:45-3:15pm and Tuesdays 1-3pm

- Assist leader with set up and clean up.
- Help with craft and ensure supplies are available to families
- Ensure attendance is taken and name tags distributed.
- Connect mothers with one another.
- Make coffee and tea for the morning
- Bring in nut-free baked goods to share

### **Homework Club Helper**

Thursdays 3:15pm-5:30 pm

- Help set up and clean up room
- Help the students with their schoolwork, reading and playing learning games.

### **Oak Park Clean Up Crew**

Ongoing- Monthly, Weekly, Daily, Any week day between 12:00-5:00 or various times seasonally

- Lend a hand in cleaning up the spaces at Oak Park
- Weekly fridge clean out, organize toys, clean shelves, sanitize, mop, sweep, dust
- Clean out cupboards (food bank, seniors, afterschool program, etc.)
- Organize shelves

### **Oak Park Seasonal Big Clean**

Seasonal-Fall and Spring (Dates to be determined)

- Assist staff with the big seasonal clean
- Throwing things out
- Organizing spaces: →Rooms, shelves, drawers, cupboards, bins etc.
- Landscaping, gardening, painting, upkeep.
- Sweep, vacuum, mop
- Dusting

### **Special Events Volunteers**

3<sup>rd</sup> Saturday in May Garage Sale,

2<sup>nd</sup> Saturday in September Fall Fair

The opportunities range from running the event, taking leadership in a specific area, taking a shift at a table at the event, or baking.

### **Opportunities to Share Skills**

This could be running a workshop, providing an activity in an existing program, baking, volunteering your specific skills, and/or running a program. We are open to your ideas.

### **Communications**

- Upload website content, events, updating sponsors, updating program information.
- Make flyers for events and programs

# HUMAN RESOURCE POLICY



## Performance Management & Quality Assurance

Staff strive to have the best quality programs. To do this staff informally evaluate programs daily based on participant input, outcomes, activities and participation to make improvements. An annual survey is completed with participants of all programs to get input on quality of programming, staff conduct, and recommendations for change. These results are compared with the Family resource program of Canada's survey results to compare feedback. In addition the feedback is used to set goals for the next year. Staff performance reviews are a collaborative process for maximizing group and individual performance and aligning individuals with our Theory of Change in order to achieve desired outcomes. A performance review form is completed by the staff person each year. Successes are reviewed and goals set for the upcoming year. Successes that relate to our "Support, Connect, Engage" focus are documented by staff in a shared document that is provided to the board monthly. The Executive Director is available at all times for staff input and questions. Staff meetings are held at least 4 times a year.

## Dress Code

Comfortable clothes suitable for interacting with children should be worn as well as your staff name tag. Clothes that are too low cut, too short or have inappropriate pictures are not to be worn. Inform the Director if you have lost your name tag so a new one can be ordered. You may be required to pay for a replacement name tag.

## Use of Oak Park Neighbourhood Centre Property

Oak Park Neighbourhood Centre property or resources are not to be taken home or used for private use without prior consent from the Executive Director.

## Insurance Coverage

We have a 5 million liability insurance policy that covers staff and volunteers when carrying out their duties at the centre unless they act in a negligent way. If a staff person is injured while they are performing their duties, they must report their injury to the Executive Director as soon as possible. Staff are required to complete an incident report prior to leaving the building. For an injury that affects your ability to work we will require a Dr's note. Please note that OPNC is not responsible for any injuries sustained while traveling to and from work.

## Holiday Schedule

The following are recognized as holidays and we are closed on these days. You are paid for statutory holidays based on Labour Standards guidelines and are not required to work on these days.

New Year's Day	Christmas Day	Labour Day	Good Friday	Family Day
Boxing Day	Canada Day	Victoria Day	Thanksgiving Day	

We are closed the week of March Break, Easter Monday and the two weeks of Christmas holidays. Staff are not paid during these times.

## Salary Range

Students	\$13.15 to \$14.99	Grade 1	\$15.00 to \$17.99	Grade 2	\$18.00 to \$21.99
Grade 3	\$22.00 to \$27.99	Grade 4	\$28.00 to \$33.99	Grade 5	\$34.00 to \$39.00

## Attendance and Substitution

Staff are required to be at work on time and ready to work. If you are going to be late due to an emergency, please call ahead. If you are not able to work, please call a replacement as soon as possible. Notify the Executive Director of the change in staff for that day. If you cannot find a replacement call the Executive Director who will attempt to find a volunteer to fill the shift. Staff are not paid for absences. For extended time off please allow plenty of time so that you can find a replacement. Summer Holiday requests are normally discussed mid-May. An employee subpoenaed for jury duty may be granted a leave of absence without pay.

## Training

Staff are required to have current Standard First Aid & CPR training and a Health and Safety Certificate. At least one staff has a current Food Handlers Certificate and our Children's Program manager has High 5 and WHMIS training. Staff are required to review the "How Does Learning Happen?" document annually. We are a member in good standing of Quality First and our staff receive regular training through this program. RECE staff are



supported to ensure they have the annual training required by the Colleges of ECE completed. We are committed to provide training for staff based on their goals and our program philosophy. After school staff have additional requirements listed in their program section.

### **Staff Resources**

The Occupational Health & Safety Act, Water Safety Act, Fire Safety Plan and other related materials are located at the front reception desk.

### **Immunization and Police Check**

All preschool employees must provide proof of TB, MMR, Tetanus and have a doctors note that they are able to work. All staff must provide current police checks and Vulnerable Sector Screens every five year. At the time of hire these must be less than 6 mths old. Staff can start work if they provide proof they have applied for the checks. Safety precautions will be put in place so that they are never alone with a child until they are received. An offence declaration must be completed annually by staff and volunteers for the four years between police checks. See the Health & Safety policy for full details.

### **Professional Code of Conduct**

All employees are expected to act in a friendly, courteous manner when interacting with our members and the general public. Participants are to be seen for their assets. Employees and students are to follow all polices & procedures and act in accordance with our mission, vision and theory of change.

### **Executive Director Role**

The Executive Director acts as a liaison between the staff and the board, reporting to the Chairperson and the Board of Directors.

### **Program Coordinator Role**

Coordinates the day to day activities of the drop-ins, Preschool or After School Program and supports the children and families who attend. They provide direction and new ideas for the programs and report to the Executive Director.

### **Employee Recruitment & Hiring Process**

Potential employees may be recruited through a newspaper ad, websites, employee search agencies and by word of mouth with local agencies. Hiring will only take place to: fill a vacant position or if the new position has been agreed to by the Board of Directors and sufficient funds exist to cover the position. For all positions, other than Executive Director, a Hiring Committee of no more than 3 people will carry out the interview process. The Executive Director will choose the committee which may include two staff and a board member or community volunteer.

The committee will narrow down the candidates based on a scoring system and an initial phone call to review the position. All candidates will be asked the same questions at the interview. Questions will be reviewed by the committee before the interview process to see if any changes should be made. Unsuccessful candidates will be notified by the Executive Director. The Executive Director will check references of the candidate and notify the board of the person hired to fill the position. The Executive Director will provide a contract and job description and ensure the employee completes the agency orientation checklist which includes a review of all policies. They must also provide all necessary proof of immunization, diplomas, certificates and a recent police check. The Executive Director or a senior staff person will complete a six-month review with the new staff person

### **Executive Director Recruitment Process**

When hiring the Executive Director, the board will appoint an Executive Search Committee (ESC). The Executive Search Committee will consist of: the Chair of the Board along with 2 members appointed at large. The ESC will review the job description and recommend changes to the Board. The ESC will advertise the position, develop interview questions, gather resumes and interview qualified candidates.

The ESC will present two candidates for the Board to consider. Each candidate will be required to make a presentation to the whole board at a time and place established by the Board. The Board will pass a motion approving the hiring of a candidate.

The Board, prior to any hiring process, will establish the salary, benefits and length of contract for the position of executive director. The executive of the Board will negotiate the details of the contract with the chosen candidate. The ESC will notify the unsuccessful candidates.

The new executive director will be given an orientation that covers the responsibilities of the position, performance standards, and policies of the Oak Park Neighbourhood Centre. A Performance review will be conducted by a Board committee within sixth months of hire.

### **Probationary Period**

During the first three months of employment, each employee is working under a probationary period. Oak Park Neighbourhood Centre reserves the right to dismiss a probationary employee for any reason it deems appropriate.

### **Vacation Requests**

Employees will notify the Executive Director of any vacation requests 4 weeks in advance.

### **Employment Records**

The Executive Director shall maintain a human resources file for each employee. This file shall be kept up to date , shall be kept confidential and locked in a file drawer. Each employee shall have the right of access and examination of their respective human resources file.

### **Employee Concerns**

Employees are encouraged to bring concerns forward to the Executive Director first and if not resolved may approach the Chairperson. If the employee's concern is not resolved to the satisfaction of the employee, the employee may present the matter to the executive and finally at a Board meeting for review. The employee may be accompanied at the Board meeting by an individual of their choice.

### **Discipline/Termination of Employment**

Employees who fail to abide by the mission, policies and procedures of the centre, fail to perform the tasks and duties of their positions or commit a prohibited practice may face discipline from the Board. Such discipline may include verbal warning(s), written warning(s), suspension without pay, or termination. Employment may be terminated for just cause in cases such as:

- Serious misconduct by the employee of a nature that destroys the basis of the employment relationship. This could include activities such as stealing from the employer, repeated unapproved absences, failing to follow reasonable employment rules, improper conduct with families and children, fighting and lying.
- The employee's inability to perform the duties of the job through incompetence.

In the event the executive director feels it is necessary to terminate employment it will be after careful consideration and with final approval from the Board Executive.

### **Absences**

Employees will not be paid for personal absences. The absence of an employee for three working days, for any cause, without notifying the Executive Director of his/her absence will be deemed a resignation.

### **Leave**

All of our employees are part time with various weekly hours, so the amount of paid sick time varies and is included in each individual contract agreement. We strive to be an agency that is supportive of employee needs and as such will support extended unpaid sick leave with a doctor's note if it does not impact our ability to run programs. Pregnant employees have the right to take unpaid Pregnancy Leave of 17 weeks off work. New parents are entitled to 37 weeks' unpaid parental leave. These employees would continue to earn credit for length of employment, service, and seniority. Our employment positions rely on funding and as such are often for limited periods of time of one year or less depending on the program. If a person on leave returns after their original contract has expired they will be able to apply for any new positions that may come up. For any on-going positions a temporary replacement for the leave would be hired and the position would be open for the returning employee. We will not penalize an employee because the employee is/will be taking or planning to take a sick/parental/maternity leave.

### **Resignations**

The Board will accept a resignation in writing only and respond in writing. The Executive Director or Board Chairperson may choose to do an exit interview with the employee.

## **Inclement Weather**

The Executive Director has the authority to cancel programs during periods of inclement weather, when travel may be dangerous and the safety of members or employees warrants such action. Programs will not run when the Public/Catholic schools are closed due to weather. Staff will be paid for their scheduled shift that day but are expected to do program preparation at home.

## **General Operating Grant (GOG) Policy**

Oak Park Neighbourhood Centre qualifies for the Ministry of Education GOG program to improve the salaries of childcare workers. The details can be reviewed in the Halton Region Child Care Service Management Agreement, GOG User Guide, and policies. The funds are received from Halton Region quarterly. 90% of the funding is allocated to salary and employer and employee portions of benefits (SPP, EI & EHT) and 10% is for administration of the grant. Once funds are received they are only distributed to our preschool lead teacher, assistant teacher and supervisor, once they have completed one pay cycle. (Occasional, temporary or supply teachers do not qualify) GOG funding is on top of the “base” rate of pay. GOG funding is NOT to replace pay increases. Each employee that qualifies will receive a portion of the GOG based on the total number of paid hours for all eligible staff divided by the total GOG quarterly funding amount multiplied by the individual staff’s hours worked each quarter of the year it is received (March, June, September and December). The Staff are not eligible for GOG funding for any unpaid time, sick time, leave of absence or maternity leave. The funds will show on the pay stub under a separate GOG line. Staff will be informed of the grant at the time of hire and their annual review in their contract letter which shows the base pay and the per hour GOG amount and the employee checklist form which includes signing off on the policies. Policies are posted on our website and at the front desk of the agency. The grant amount will vary from year-to-year based on hours worked and what is received from Halton Region. The funds will be accounted for in a quarterly report to Halton Region and in our annual audited statement and all unspent funds will be returned. OPNC must notify Halton region of any changes in operating capacity to allow for GOG re-calculation. OPNC must remain in good standing with Quality First, including supporting an inclusive model to be eligible for funding.

## **Wage Enhancement Grant Policy**

We provide the provincial Wage Enhancement Grant (WEG) to eligible Preschool Program staff, including Supervisor, Lead Teacher, and Support Staff when funding is received from Halton Region.

### Grant Management

- Ensure all attendance and QuickBooks are up to date and accurate for the reporting time period
- Ensure QuickBooks has WEG as a separate line on pay stubs so it is easily tracked, reconciled and complies with our annual audit requirements.
- Ensure calculations are completed for all eligible hours/days/ positions for WEG, based on the WEG application process and Halton Region User Manual
  - i. Create a spreadsheet showing all eligible staff positions for WEG and attendance
  - ii. Calculate the sick and vacation time taken per position
  - iii. Confirm hourly rate inclusive of all additional grants.
- Apply to Halton Region annually for available WEG
- Establish and provide a copy of the WEG policy to staff and Halton Region
- Sign and return the Legal Agreement for WEG to Halton Region to receive funding
- Return any unspent funds promptly

### Payment to Staff

- Include WEG entitlement in annual eligible staff contracts, review policy annually with staff and post in policy manual
- Allocate the funding to each eligible Preschool staff, using hours worked, excluding sick days and vacation days
- Pay out WEG regularly to eligible recipients
- Eligible staff include the supervisor,
- Notify staff when WEG is no longer available
- Ensure any staff who leave our employment are paid any grants outstanding
- WEG must be paid out to staff in the year it is allocated to the Operator

**Job Description****Position Title: Executive Director****Reports to: Chairperson, Board of Directors****Job Summary**

The Oak Park Neighbourhood Centre (“OPNC” and “the Centre”) is a welcoming community of people supporting each other through diverse programs and resources to build friendships, strengthen each other, and create healthy neighbourhoods.

The Executive Director is a position designed to manage the day-to-day functions of the Centre at the direction of and in compliance with the policies established by the Board of Directors. The Executive Director will also assist the Board of Directors in shaping the vision of the Oak Park Neighbourhood Centre.

OPNC relies heavily on volunteer participation. The Executive Director position is primarily a volunteer position, requiring significant unpaid contribution time and effort by the Director. However, the Board of Directors and the Executive Director shall agree from time to time on compensation for the position on a part-time basis, paying the Executive Director for a fixed number of hours per week at an agreed rate, which compensation will be mutually determined having regard to the requirements of the Executive Director and the allocation of available resources within the approved budget of OPNC. It is anticipated that the paid compensation for the Executive Director’s services will be for approximately thirty-six (36) hours or less of work per week.

**Principal Duties and Responsibilities**

The Executive Director’s principal duties include the following as well as other duties that may be assigned:

- a) implementing programs approved by the Board of Directors and reviewing programs regularly to ensure that they are in keeping with the goals of a non-profit organization and OPNC’s mission statement.
- b) recruiting, providing orientation and supervising employees;
- c) developing the annual operating budget and preparing the books for audit in consultation with the treasurer and the Board
- d) with the board Volunteer Director, overseeing initiatives to encourage and maintain volunteers
- e) gathering and reporting statistical information and current studies or articles that are relevant to OPNC
- f) ensuring the order, safety, cleanliness and safety of the premises used for programs; meeting fire code, municipal and regional codes, all funder obligations and Early Years Act regulations
- g) overseeing initiatives to welcome, record and contact members, together with the Membership Director
- h) liaising with other community groups and local organizations
- i) completing funding proposals and reports and liaising with funders
- j) developing new programs consistent with OPNC’s mission, and ensuring curriculum meets current industry standards
- k) seeking out and managing renters
- l) completing annual report and presenting it at the Annual General Meeting
- m) Doing strategic planning and reviewing policies with the Board annually
- n) providing orientation to the Board at the beginning of each new year, going over requirements/responsibilities
- o) attending regular Board meetings and presenting required reports (outcomes, incidents, complaints, insurance, government filings)
- p) Ensuring that all programs provide opportunities for Support, Contribution and Connection.

**Job Qualifications, Experience and Skills**

- Excellent organizational and interpersonal skills; an enthusiastic collaborator  
Certification in WHMIS, Food Handler, Standard First Aid
- Excellent oral and written language skills
- Self-starter who can work independently, yet willing to accept direction in order to meet organizational goals
- Able to work co-operatively with others, while providing work direction to employees and volunteers
- Able to accommodate competing demands
- Proficient in Excell, Outlook and Word
- Experience in preparation of funding proposals strongly preferred
- Experience in light accounting preferred, including accounts payable, accounts receivable and payroll
- Early Childhood Education College diploma, and Social Worker or equivalent required
- Active volunteerism in the community
- Police check required

**Working Conditions**

The Executive Director works in a general office environment as well as in active and creative environments focused on child, youth, parent and community contribution, connections, support, and development

## **Oak Park Neighbourhood Centre Job Description for Program Coordinators, Assistants & Relief Staff Positions**

### **Duties:**

Staff will have read and understood all policies in our Policies & Procedures Manual that relate to their position. The Program Coordinators will work with volunteers, assistants and members. Staff will ensure their programs relate to our mission and outcomes contained in our policies, so that programs allow for support, connecting and contributions and will provide monthly reports to the Executive Director that reflect the outcomes and alert her to any concerns, trends in the program or share new ideas. Staff will set up a safe environment and monitor for potential risks. They will alert the Executive Director to any potential risks to put preventative measures in place.

A.) Baby Rhyme Time – The Coordinator has 1 hr of prep time. They must set up the room with mats for the infants and set out toys. They will design and lead a circle with songs, rhymes, lap games and bouncy songs Tuesdays from 1:00 to 3:00. They will clean the toys and put away equipment. The staff will follow the Drop In Program Details in this manual.

B) Drop In - The Coordinator has 1 hr of prep time. They will set up the room, ensuring toy rotation and an out of reach activity for preschool children and toddler activity stations. They will supervise and support a parent-child family drop in program Monday to Friday 9:30-11:30 with free play, learning stations and a 25-minute child-centred circle time program. Staff will clean up all activities and put away all equipment.

D) Preschool- An RECE teacher with an assistant teacher will run a preschool program for 2.5-5 yr. old's Mondays to Fridays following the Preschool Program Details in the Policy & Procedures Manual. The lead teacher will report to our Preschool and Community Outreach Manager.

E) After School Program- Please refer to the After-School Program Details in the Policy & Procedure manual. Staff will provide a 3-hour program Mon, Weds & Fri. with 1 hr of self-esteem building fitness, ½ hr of wellness & ½ hr of preparing & eating nutritious snack 3 times a week. The assistant teacher will help the program lead.

F) Preschool Assistant- Refer to the Preschool handbook and program details. Contributes to the set-up of the room's learning centres, as per the posted schedule, making suggestions for appropriate extensions in play based on observations. Encourages children to find their 'name hook' independently as they arrive, offering assistance when necessary. Encourages parent 'goodbyes' at the entrance. Actively engages in play with as many of the children as possible promoting the development of literacy, numeracy, handwriting, creativity, artistic expression, and scientific discovery. Encourages children to participate actively, and respectfully in circle time and helps sets the environment for this to take place. Ensures all hands are washed before snack. Assist in the distribution of snack, encouraging child independence, and sit with the children. Assist with toileting as per agency guidelines. Returns supplies and materials to the appropriate storage each day.

### **Qualifications:**

- \* The successful candidates will love working with children, be a self-starter, creative, organized, flexible, able to build relationships, and will demonstrate strong communication and leadership skills.
- \* Completion of a relevant formal training program, such as Early Childhood Education, Child & Youth Worker, or Bachelor of Education.
- \* Have a solid understanding of child development and educational needs.
- \* High 5, Food Handler, Developmental assets and Physical Literacy education an asset
- \* Have knowledge of local child & parent services
- \* Have the ability to evaluate the effectiveness and safety of programs and make recommendations for improvement.

\*1st Aid, CPR, WHMIS, Health & Safety training, Police Check & vulnerable screen, immunizations and doctor's health note required

### **Receptionist Job Description**

- Create a safe, welcoming space. Alert the Executive Director to any safety concerns to ensure a safe environment.
- Oversee registrations for paid programs and memberships as needed i.e. – preschool, dance, summer, paid
- Update registration forms with current dates/fees
- Ensure all registrations are complete including payments received and waivers on file
- Keep all attendance and sign in lists up-to-date and maintain waitlist if necessary
- Provide child care tax receipts
- Answer phone, take messages and make referrals
- Ensure enough copies of all forms available
- Get mail
- Manage rentals, room bookings and parking

### **Utility Support Programs**

- Ensure a safe, welcoming environment, alerting the Executive Director to any concerns
- Respond to all inquiries from clients needing assistance with the programs
- Ensure all applications are completed. (contact info, annual income, back up documents)
- Update records monthly regarding Oakville Hydro & Union Gas payments and complete filing
- Liaise with Utilities and Halton Region to determine amounts owing
- Prepare backup for bookkeeper to write utility cheques.
- Scan client files for Union gas and send
- Complete Ontario Energy Online registrations.
- Refer clients to support services.

# **BOARD POLICY**

## **Role of Directors**

The Board of Directors of OPNC is responsible for the management of the corporation. The Board is responsible for being knowledgeable about the business and financial affairs of the agency, protection of its charitable property, supervising the Executive Director, providing strategic planning to the agency, and developing and implementing policy. In discharging its mandate to manage the agency's affairs, the Board must comply with the objects of the corporation as stated in the letters patent or articles of incorporation and with the bylaws of the corporation. The Board must also comply with the relevant provisions of the Corporations Act (RSO) under which the agency is incorporated and the rules established under the common law (the law established by courts) governing directors' duties.

## **Duties of Directors**

Directors are required to exercise their power with competence (or skill) and diligence in the best interests of the agency. They owe a "fiduciary duty" to the agency. The duty is a "fiduciary" duty because the obligation to act in the best interests of the agency, is an obligation of loyalty, honesty and good faith. Directors' fiduciary duties can be divided into two main branches: the duty of care; and the duty of loyalty.

## **Civil Responsibility of Directors**

In law, a corporation is a distinct legal entity. It has a separate legal personality from its directors, members and other stakeholders. As a separate legal entity, the corporation can own property, enter into contracts, be responsible vicariously for the civil wrongs ("torts") of its employees, and sue and be sued. Directors and members are not generally, personally liable for the corporation. When a director properly signs a contract on behalf of the corporation, only the corporation is bound, not the director. As a general rule, when an employee of a corporation commits a tort, only the corporation, (as employer), and the employee, are responsible, not the director.

Directors are responsible, however, for breaches of their fiduciary duty to the corporation. They can be held personally liable for breaches of statutory provisions that impose responsibility on them as directors. Directors are liable for the torts that they commit themselves, even if committed while executing their responsibilities as a director. In general, if directors commit a tort, the fact that they were acting as directors when doing so will not be an excuse.

## **The Duty of Care**

### **(A) The Duty of Skill or Competence**

To exercise such degree of skill and diligence as would amount to the reasonable care that an ordinary person might be expected to take in the circumstances on his or her own behalf.

- A Director is not liable for mere errors in business judgement (e.g., considered decisions to pursue a particular commercial course made after honest and good faith evaluation);
- Directors are justified in entrusting certain matters of business to officers of the corporation; and,
- Directors are justified, in the absence of grounds for suspicion, in trusting that officers of the corporation will perform their duties
- Directors should make decisions affecting the corporation based on full consideration of all appropriate material and on the advice of professionals where required.
- Directors should oversee all aspects of the corporation's operations.
- Directors may delegate certain functions to key senior management, committees, members or executive but must maintain a supervisory role. Directors are accountable for the overall management of the organization.
- The board of directors is responsible for regularly reviewing the performance of senior staff to whom they are entrusting the implementation of the corporation's mandate on a daily basis.

### **(B) The Duty of Diligence**

Directors have a duty of diligence in their management of the affairs of the corporation. They are required to act within their particular knowledge and skill level. It is not enough to merely attend board meetings. The duty of diligence requires active and concerted effort on the part of directors to be knowledgeable about all aspects of the organization and ready to make informed decisions affecting the corporation.

Directors should:

- Ensure that the board of directors meets regularly;
- Attend meetings of the board of directors regularly and participate in debate- proxy voting is not allowed;

- Be thoroughly informed about any decisions the board must make and ensure that they are provided in a timely manner before the board meeting with all relevant documents including agreements, financial reports and information, legal opinions and other information necessary to make knowledgeable and informed decisions at the board meeting;
- Exercise independent judgement when voting in all corporate decisions, and not simply vote with the majority for no well-informed reason;
- Ensure that minutes of meetings of the corporation accurately reflect any comments or votes in opposition to matters acted upon;
- Carefully review all reports relating to the corporation's financial affairs, including interim and year-end financial statements;
- With the assistance of Executive Director, carefully review and participate in formulating the annual budget and strategic plan;
- Understand and comply with the stated purposes of the corporation as provided for in the letters patent of the corporation;
- Understand and carry out their obligations under the corporation's bylaws, including the requirement to call an annual general meeting and to provide information to the members at that meeting;
- Require the Executive Director to provide them with any ongoing operational and program information;
- Monitor and supervise the Executive Director and regularly assess his or her performance;
- Be aware of all internal policies affecting the organization and ensure that certain key policies are in place (such as an investment policy and conflict of interest policy); and,
- Be aware of the laws affecting the corporation and obtain necessary legal and accounting advice.

### **(C) Corporation Asset Management**

Directors play an active role in managing their corporations' assets in order to meet duty of care. Directors should:

- Actively oversee the operations of the agency and ensure that all programs are permitted by the corporation's charitable objects;
- Oversee fundraising, being aware of the methods being employed;
- Be aware of the terms of any special purpose trust funds and comply with those terms;
- Ensure that all charitable donations, particularly special purpose trusts, which are not to be used for immediate purposes, are properly invested;
- Invest property from donations in accordance with the Ontario, *Trustee Act*
- Protect and conserve the trust property under their administration;
- Keep proper books of accounts with respect to the affairs of the agency, including donor restricted charitable trust

### **Duty of Loyalty**

The duty of loyalty involves good faith, honesty, trust and special confidence. The director must not profit from his or her position. The 'good faith' requirement requires a director to act with pure intentions to serve the best interests of the corporation. Directors may not abuse their powers by exercising them for an improper purpose, - i.e., in order to give themselves an advantage or to confer an advantage to someone else, or in order to unduly discriminate against a person. These actions could result in personal liability of the directors involved.

Directors must:

- Disclose the entire truth in dealings with the agency and actively avoid any impropriety or dishonesty, incomplete or misleading representations or citing from an improper motive;
- Have full allegiance to the corporation's mission and further its cause;
- Resign as a director if there are any personal prejudices or beliefs that are inconsistent with the agency's mission and that might interfere with their duties;
- Place the interests of the agency above personal self-interest in all agency dealings and actively avoid all potential conflicts of interest;
- Fulfill all of the corporation's reporting obligations with honesty and good faith, and accurately represent the corporation's financial or other position;
- Ensure that all corporate decisions are implemented in accordance with the applicable board resolution;
- Accurately portray the corporation's programs and objectives to the general public and to any requesting government authority;



- Not disclose any information acquired in connection with their position as directors that might be harmful to the interests of the corporation and that is not already available to the public; and,
- Fulfill the terms and restrictions of any trust fund maintained by the agency, honestly and in good faith.

### **Board Recruitment**

1. In September the chairperson of the board will ask all board members their intentions for the upcoming fiscal year. This will allow the chairperson to begin a search to fill potential vacancies due to planned departures from the Board. The search will include notification to our members that there are board positions available, posting positions on board match sites and contacting current and past members to encourage participation on the board. A list of required skills will be developed including chairperson skills to prepare for succession. Board member terms are 2 years with staggered elections in which half the seats are up for election at any one time.

2. Initial Orientation - In order to ensure a good match, it's best to make sure the potential candidate has a solid understanding of the organization and position. Potential board members will be directed to our Annual report, Newsletter, Audited Statements, Bylaws and Policies and Procedures found online. Candidates will be asked to review our job descriptions, code of conduct, philosophy and mandate.

3. Interview – If the candidate is still interested in a position an interview will be scheduled with a board member and/or the executive director. The interview will include questions to determine the candidate's interests and see where they may best fit into the organization. The Board Skill Set form will be completed. It will also include a discussion of the time requirements of the board positions. Candidates may be asked why they feel this would be a good opportunity for them and what they can contribute to the organization.

4. Attendance at a Board Meeting- After reviewing the orientation material it's advisable to have the candidate attend a board meeting in order to get a feel for the organization and the board's working style.

5. Follow Up - After completion of the orientation, interview and meeting attendance, a follow up phone call by the Chair to get the candidate's feedback and determine their interest in running for a board position will be arranged.

6. Candidates will be asked to provide 2 references. After completion of the reference check the candidate will be contacted by the Chair or Executive Director and will be eligible to seek election to the Board of Directors.

7. An annual review of the Board of Directors Code of Conduct is conducted to ensure board responsibilities are understood by all members of the Board.

### **Election**

Board members are elected following the rules laid out in our By-Laws. Once elected the Executive Director is to notify the following within 15 days-Canada Revenue Agency, Halton Region, our Banking institution, our insurer and the Ministry of Education.

### **Orientation of New Board Members**

New board members will be provided with relevant documents (The organization's letters patent and bylaws, recent annual reports and minutes, Policy and Procedure Manual which includes board policies, mission statement, role of the board, job desc. etc.; Strategic plan, long-term goals and or Theory of change document, Recent newsletter with the programs and services offered by the organization, administrative structure, financial status, budget, and funding structure. New board members will meet with the Executive Director and or the Board Chairperson to assist them in settling in to their position.

Wherever possible the new board member will be matched with the outgoing member to pass on any relevant or historical information to the position.

The first meeting of the new board will review the role of the board and the Board code of conduct.

For people who are new to a board position additional support resources will be provided on basic Roberts Rules of Order.

## **Board Job Descriptions**

All board members shall be at arm's length from staff and no board member may receive any remuneration, compensation, salary or commissions as a result of their board position.

**The Chairperson-** The chairperson shall be the chief executive officer of the corporation. They shall preside at all meetings of the corporation and of the board of directors. They shall have the general and active management of the affairs of the corporation. They shall see that all orders and resolutions of the board of directors are carried into effect.

**The Vice-Chairperson-** The vice-chairperson shall, in the absence or disability of the chair, perform the duties and exercise the powers of the chair and shall perform such other duties as shall from time to time be imposed upon them by the board of directors. The vice- chairperson will also take on some fundraising duties.

### **Secretary:**

Is responsible for maintaining the official records of the organization. The secretary shall attend all meetings and act as clerk, recording all votes and minutes of the proceedings and will ensure all records are retained for 7 years. The Secretary shall give official notice of all meetings in accordance with the policies established by the members and the Board of Directors. The Secretary is also responsible for the preparation of a meeting package that will include an agenda, minutes and reports for distribution to the appropriate audience. The Secretary will also perform other duties as may be prescribed by the Board of Directors or Chair of the Board.

### **Treasurer**

The Treasurer shall be the custodian of the funds and securities of the corporation and shall keep full and accurate accounts of all assets, liabilities, receipts and disbursements of the corporation in the books belonging to the corporation and shall oversee deposit of all monies, securities and other valuable effects in the name and to the credit of the corporation in a recognized financial institution, or, in the case of securities, a registered dealer in securities as may be designated by the board of directors from time to time. The Treasurer will oversee and delegate the disbursement of the funds of the corporation to the Executive Director and will verify that there are proper vouchers for such disbursements.

At the regular meeting of the board of directors, or whenever they may require it, the Treasurer will prepare an accounting of all the transactions and a statement of the financial position of the corporation.

The Treasurer may also perform such other duties as may from time to time be directed by the Board of Directors. This includes but not limited to:

- Overseeing the writing of donation receipts by the Executive Director and confirming that one copy is maintained in the books and records of the corporation.
- Obtaining two signatures on all cheques.
- Responsible for floats at all fundraisers and functions and counting all money received. The Treasurer may delegate this responsibility however it must be overseen by the Treasurer.
- Present financial position of corporation at the Board of Directors meeting at least quarterly.
- Prepare and present an annual balanced budget.
- Fulfill the responsibilities required of Treasurer which are detailed in OPNC's Financial Policy and Fundraising Policy.
- Review the prospective and existing donor list with the Executive Director annually

### **Communications Director**

This person shall oversee and/or perform the organization of all e-mails, newsletters, forms and flyers upon resolution and approval of the board. They will also coordinate all press releases as dictated and approved by the board. They will ensure a continuous flow of open communication to all members and may coordinate this by various means including the phone tree.

### **Special Events Director**

The Special Events Director will oversee The Fall Fair, and The Spring Fair. This may include developing a committee. The director will liaise with the board Volunteer Director and Communications Director, and the Executive Director..

The director will ensure that:

- Board reports are made on the events
- Committee meetings are called & held
- Key positions appointed- silent auction, vendor lead, entertainer & inflatable coordinator
- Check in with lead co-ordinators to ensure they are on schedule
- Staff have a database of contact information for donors and sponsors of special events.
- Trouble shoot with committee any challenges

### **Volunteer Director**

Shall keep an up-to-date list of all volunteers and their contact information and receive new names from the Membership Secretary. Contact will be made with new volunteers to establish a suitable fit for our needs based on their schedule of availability. The Volunteer Director liaises with the Special Events Director regarding volunteer requirements for various fundraising events. They advertise such needs to the volunteer list and to the public, keeping record of all those who commit to helping out at such events. They keep a tally of all volunteer hours on a spreadsheet and records these hours by sending out an email to all OPNC Board Members, staff, and regular volunteers at the end of each month. They record the hours of all volunteers who participated at the fundraisers immediately after the event is over.

The Volunteer Director will produce an end-of-the-year report that shows the number of volunteers and total number of volunteer hours.

### **Members at Large**

The Member at Large represents the general membership on issues of interest or concern. They conduct projects to further the goals of the organization. This could include setting objectives and developing action plans for selected or assigned projects.

## Oak Park Neighbourhood Centre Board of Directors Code of Conduct

I, \_\_\_\_\_, am a Board Member of Oak Park Neighbourhood Centre. In carrying out my duties as a Director of the organization during my term of office I declare that: I will use the powers of my office and carry out my duties honestly, in good faith and in the best interests of the Organization. At all times, I will apply myself with care, skill, and diligence. And I will do so reasonably and prudently.

I will honour and observe the Organization's:

- (a) Constitution and By-Laws;
- (b) policies adopted and approved by the Board of Directors; and
- (c) decisions taken by resolution of the membership.

I will read all agency promotional literature and be knowledgeable about agency programs.

I will endeavour to attend all board meetings and participate in the meetings.

I will encourage board member diversity

I will read meeting material including the agenda, financial reports, minutes and all other reports.

I will ask questions or ask for more information on anything that is unclear or troubling.

I will make decisions that are in keeping with the agency's mission and will ensure funds are used to fulfill the agencies mission.

I will engage in careful oversight of the agencies finances

I will ensure that internal policies are in place to safeguard the agencies funds and assets.

I will review and abide by the Conflict of Interest Policy, disclosing any conflict or potential conflict of interest in advance of joining the board and will not participate in voting that relates to this conflict.

I will review and adhere to the agency Confidentiality Policy, and the Financial Guidelines.

I will implement the Executive Director evaluation process and be involved in the Executive Director selection process as needed to ensure they have the appropriate education, skills and experience

I will participate in completing an annual risk liability checklist with the Executive Director at a board meeting that includes ensuring that the following is done...

- Review and sign this document
- Update Incorporation Documents
- Review Personnel policies.
- Maintain up- to-date staff contracts & job descriptions
- Maintain minute books and membership rolls for 7years.
- Ensure adequate insurance is in place for OPNC that includes Officers & Directors Coverage
- Review board job descriptions
- Ensure all staff payroll deductions and payments have been made and T4's sent out.
- Ensure all funder and licensee commitments have been met.
- Ensure charity tax return has been completed and tax receipts sent.
- Review programs to ensure they are in keeping with the agencies strategic plan and Mission.
- Member surveys are completed annually and summary of programs with recommendations are presented to the board for approval.
- Complete Board evaluation
- Ensure all complaints have come to the board of directors
- Review community demographics and trends
- Set a volunteer appreciation strategy
- Establish the annual budget

Signature\_\_\_\_\_

Date\_\_\_\_\_

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Financial Policy</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	March 20, 2019
<b>Revision dates:</b>	/ / / /

### **Policy Statement**

This policy was adopted by the board of directors to provide direction and guidelines for financial accountability to reduce risk and ensure transparency.

### **Applicability**

This policy applies to all employees (including temporary employees and students), volunteers, students, members, children, partners, renters, participants, supporters, and consultants. It applies in any circumstance or location in which you are engaged in OPNC related activities, including work-related social events and business travel.

### **General Principals**

The Treasurer shall fulfill their duties as outlined in By-Law number 1.

The Treasurer will ensure the financial records of Oak Park Neighbourhood Centre (“OPNC”) are retained for 7 years.

The Treasurer will maintain a petty cash fund only for special activities where change is required for that day. The Treasurer or designate will be responsible for the cash and proper accounting for that day.

The Treasurer will ensure all requests for our financial information and agency details are responded to promptly within ten business days.

The Treasurer shall ensure that OPNC maintains a minimum of \$50,000 combined in their bank and investment accounts.

Understanding that all monies received from funders must be spent in the timeframes outlined by the funders. The Treasurer will notify the Board of Directors if the combined accounts are below this amount.

There will be a maximum of four signing officers of the corporation appointed by the Board at its first meeting and two signatures are required on all cheques. These officers will include the Executive Director, Treasurer and two Board Members.

If a signing officer leaves the Board, the Treasurer will ensure that the signing officer provides a signed letter detailing that they have resigned their position on the Board and are no longer a signing officer. The Treasurer will then ensure the resigned signing officers names is removed from the bank documents and the board will appoint a new signing officer within 30 days of the signing officer leaving the Board. The signing officers will sign cheques for expenses that have been approved by the Board.

The Executive Director is responsible for the operating budget as approved by the Board of Directors. Any expenditure outside those approved in the budget must be presented to the Board for consideration.

The Board will review and approve an annual operating budget prior to the next fiscal year and ensure the agency activities remain consistent with those indicated in its budget and with our goals and plans. At each Board meeting the Treasurer will present the financial position of OPNC from the previous month highlighting any significant variances. The Treasurer will also present financial reports quarterly which detail OPNC’s revenues and expenses

compared to OPNC's budget. The Board will review and approve the financial statements to ensure actual income and expenditures are in line with the approved operating budget. The Board cannot spend over and above what it has available in the bank account. Any expenditure over \$5000 requires a minimum of two quotes.

The Treasurer will ensure the books are prepared for the annual audit by the independent auditor appointed by the Board. The audit must be received and approved by the Board and released within six months following OPNC's yearend. The general membership will approve it at a General Meeting. The annual audited financial statements and annual reports for the last three years will be posted to OPNC's website.

The organization will make the following available on its website:

- list of Board Members
- Canada Revenue Agency (CRA) registration number
- Staff Compensation Summary
- Link to the current CRA Registered Charity Information Return

When the organization collects donations online its practice should be consistent with the provisions of the Canadian Code of Practice for Consumer in Electronic Commerce.

The Treasurer will ensure the Registered Charity Return (T3010) is completed within six months of OPNC's yearend. Upon completion, the Treasurer will report to the Board that this responsibility has been completed.

The Treasurer will ensure at least twice a year that all statutory remittances have been paid.

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Fundraising Policy</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	
<b>Revision dates:</b>	/ / / /

### **Policy Statement**

This policy was adopted by the board of directors to provide direction and guidelines for raising funds for the agency.

### **Applicability**

This policy applies to all employees (including temporary employees and students), volunteers, students, members, children, partners, renters, participants, supporters, contractors and consultants. It applies in any circumstance or location in which you are engaged in OPNC related activities, including work-related social events and business travel.

### **General Principals**

All fundraising activities conducted by or on behalf of the organization must:

- Be truthful;
- Accurately describe the organization's activities;
- Disclose the organization's name and address;
- Disclose the purpose for which funds are requested;
- Disclose the organization's policy with respect to issuing Official Income Tax receipts including any policy on minimum amounts for which a receipt will be issued;
- Disclose, upon request, if the individual/entity seeking donations is a volunteer, employee or contracted third party;
- Not put the organization at reputational risk; and adhere to all government reporting requirements.

OPNC will...

- ensure all fundraising materials distributed by or on behalf of the organization include OPNC's address;
- not make claims that cannot be upheld or are misleading; and
- Not exploit its beneficiaries. OPNC is sensitive to those it serves and fairly represents their needs.

The Treasurer will ensure charitable tax receipts are written in accordance with CRA guidelines and acknowledged for any donation over ten dollars.

The cost-effectiveness of OPNC's fundraising shall be reviewed regularly by the board. Fundraising costs shall not exceed 15% of the expected revenue from a fundraiser and in all instances costs will be reduced where possible through in kind donations. OPNC shall disclose its process for evaluating its spending.

Revenues raised will be applied to the programs indicated in the fundraising announcements. Designated gifts or fundraising will be recorded in a separate class on the financial statements to ensure they are spent only on the programs indicated by the donor.

The OPNC shall not sell its donor list and will not use external paid fundraisers.

Any complaint related to fundraising or donors will be part of an annual report to the Board by the Executive Director.

The privacy of donors shall be respected. Any donor records that are maintained by OPNC will be kept confidential. Donors shall have the right to see their own donor record, and to challenge its accuracy. Additionally, OPNC will honour donors' requests to be excluded from donor lists. OPNC shall honour donor's

requests to remain anonymous in respect to being publicly identified as a supporter of the organization; and/or having the amount of their contribution publicly disclosed.

Solicitations by or on behalf of OPNC shall treat donors and prospective donors with respect. Every effort shall be made to honour their requests to:

- limit their frequency of solicitations;
- not be solicited by telephone or other technology;
- receive printed material concerning the charity; and
- Discontinue solicitations when donors request it.

Anyone seeking or receiving funds on behalf of OPNC, whether a volunteer, employee or contracted third party must:

- act with fairness, integrity, and in accordance with all applicable laws;
- Cease contacting a prospective donor who states that they do not wish to be contacted.
- Disclose immediately to the organization any actual or apparent conflict of interest or loyalty.
- Not accept donations for purposes that are inconsistent with the organization's mission.

OPNC does not, directly or indirectly, pay finder's fees, commissions or percentage compensation based on contributions.

If OPNC formally enters into a cause-related marketing agreement with a third-party, it will disclose in all related materials it produces, how OPNC benefits from the sale of products or services and any amounts payable under the arrangement.

### **Fundraising by Staff and Volunteers**

Staff and volunteers review our policies annually and this is documented in the "Staff Annual Review Checklist" for staff. If there is ever a situation where agency volunteers are to be involved in fundraising at our front desk, then in addition to the agency program policies they would be required to read and initial all the board financial and fundraising policies. The Board of Directors review all policies annually at the first meeting of each new board. The board members also sign the "Board Code of Conduct."

The Executive Director ensures that a master existing and potential donor list is kept for the agency. Inquiries will only be made to this list. The addition of new potential donors must be approved by the Executive Director to ensure that donors who have asked not to be contacted are not being approached and that new donors are a good fit for the agency.

Staff and volunteers are required to act with fairness, integrity, and in accordance with all of the agencies fundraising policies. Specifically, they are to cease contacting a prospective donor who states that they do not wish to be contacted and to inform the Executive Director of this so the details can be added to the master fundraising list. They are not to accept donations for purposes that are inconsistent with the organization's mission.

The Executive Director writes the annual fundraising request letters and a copy is provided to the board of directors for approval. The letter includes the agency's mission statement, and how the funds will be spent. The Executive Director reviews fundraising policies with the board. The board members declare any actual or apparent conflict of interest or loyalty regarding any existing or potential sponsors. The Vice Chair of the board, the Executive Director and two board members are chosen to approach sponsors. Board members involve the Executive Director if follow up questions or direction is required.

The Executive Director writes all proposals for funding for the agency to ensure appropriate requests and commitments are made and that the agency mission is included in all applications. The treasurer reviews potential funding candidates annually with the Executive Director to ensure potential donors are in keeping with the agencies mission and is notified when each request is made. The Treasurer can request a proposal be withdrawn or take concerns to the board of directors if there are inconsistencies that arise.



<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Investment Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	March 20, 2019
Revision dates:	/ / /

### **Policy Statement**

The statement of investment policy was adopted by the board of directors to provide the creation of and guidelines for the management of various funds that may be held by the organization.

OPNC has reserved funds, deferred revenue and/or cash balances throughout the year which may or may not be needed for use within the fiscal year. In order to maximize the investment earnings potential of deferred revenue and/or cash, this policy sets out the guidelines and restrictions for the use of those funds.

The investment goal of the total fund is safety of principal. The following guidelines apply to the main investment classes:

### **Applicability**

This policy applies to all employees (including temporary employees and students), volunteers, students, members, children, partners, renters, participants, supporters, contractors and consultants. It applies in any circumstance or location in which you are engaged in OPNC related activities, including work-related social events and business travel.

### **Definitions**

Money Market / GIC's Allowable range: Minimum 50%, Maximum 100% of total assets

A GIC or quality money market fund will be utilized for the liquidity needs of the portfolio whose objective is to seek as high a current income as is consistent with liquidity and stability of principal. The fund will invest in "money market" instruments with remaining maturities of one year or less, that have been rated by at least one nationally recognized rating agency in the highest category for short-term debt securities. If non-rated, the securities must be of comparable quality.

Equities: Allowable Range: Minimum 0%; Maximum 10% of total assets

The equity component of the portfolio will consist of high-quality, large capitalization, domestic equity securities. The securities must be screened for their above average financial characteristics such as price-to-earnings, return-on-equity, debt-to-capital ratios, etc.

Fixed Income: Allowable Range: Minimum 0%; Maximum 50% of total assets

Bond investments will consist solely of taxable, fixed income securities that have an investment-grade rating that possess a liquid secondary market.

**General Principals** The following procedures will be followed to ensure the investment policy statement is consistent with the mission of OPNC and accurately reflects current financial conditions.

- a. The Board of Directors shall review the investment policy annually.
- b. The treasurer will recommend any changes in the policy to the Board of Directors.

For all investments of OPNC, the treasurer will recommend the dollar amount and the investment vehicle to be purchased. Approval must be obtained by the Board of Directors which must take into consideration investment objectives and the time horizon. Any changes to the investment vehicle must also be approved by the Board of Directors.

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Gift Acceptance Policy- Draft</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	
<b>Revision dates:</b>	/ / / /

## **Policy Statement**

Oak Park Neighbourhood Centre accepts gifts that ensure we are able to run quality programs that reflect the needs of the community and provide opportunities for Support, Connections and Contributions.

## **Applicability**

This policy applies to all employees (including temporary employees and students), volunteers, students, members, children, partners, renters, participants, supporters, contractors and consultants. It applies in any circumstance or location in which you are engaged in OPNC related activities, including work-related social events and business travel.

## **Definitions**

### **Cash**

OPNC accepts cash, cheques, credit card or money orders made payable to “Oak Park Neighbourhood Centre or OPNC”. Postdated cheques are accepted. Credit card payments can be made through Canada Helps.

### **Gifts In Kind**

OPNC accepts gifts in kind of items that can be use at the centre like toys, sports equipment, furniture or food for our food bank. We also accept gifts in kind to sell at our annual garage sale. When these gifts are provided with the intent of the donor receiving a tax receipt the donor must provide proof of their worth. When the gifts are provided for the garage sale the receipt cannot exceed the amount that the items were sold for. Receipts are not provided for items worth less than \$20.

### **Bequests**

Bequests made to OPNC may qualify as a charitable if the terms and conditions are acceptable under OPNC’s gift acceptance policies. Receipts will be issued to the estate once documents naming OPNC as the beneficiary are provided.

### **Restricted and Designated Gifts**

Oak Park Neighbourhood Centre will accept restricted gifts for existing core programs and will also consider gifts for new initiatives provided that they fit with our mission and Theory of change. The OPNC Board of Directors and the Executive Director will review the terms of each restricted gift to ensure it does not compromise our values or priorities. If the restrictions are too limiting for Oak Park Neighbourhood centre to except the gift, the donor will be asked to remove or modify the restrictions. Restricted gifts that have been accepted will be used as designated, and if any conditions or reporting requirements are part of the agreement, OPNC will ensure all requirements are met within the time frame stipulated. OPNC commits to communicate with the funder when they are challenges with the program so that funds are returned or re-designated if required to a similar purpose with the prior approval of the funder. If the donor is deceased, legally incompetent, cannot be found and there is no legal designate, then the funds will be used in a manner that is as consistent as possible with the donor’s original intent. The Board of Directors will seek legal authorization if needed.

### Anonymous Gifts

A donor's request to remain anonymous will be respected. The Executive Director shall consult with the Chair of the Board of Directors if they are uncertain about the desirability of accepting an anonymous gift.

### Naming Gift

When Appropriate, Oak Park Neighbourhood Centre will consider naming programs, endowments and other funds in honour of significant financial contributions. The Board of Directors of OPNC must approve any proposal to name and are required to vote on any transference or discontinuation of a naming program. No naming gift will be approved that is contrary to OPNC's mission statement that negatively affects the OPNC image, that implies an endorsement of a product of ideological position, or that suggests a choosing of sides to cause division in the community.

The board has the authority to delegate to staff or establish a board committee the responsibility of negotiating the terms of a naming opportunity.

The duration and form of display of the named recognition will be negotiated as part of the agreement in all instances and must be approved by the Board of Directors of OPNC, who also have the right to discontinue use or change the form of the recognition.

### Endowment Gift

Oak Park Neighbourhood Centre will accept endowment gifts of \$50,000 or more. Any amount may be contributed to a general endowment or for any previously established named endowment. A signed endowment agreement between the donor and OPNC is required. An endowment can be defined as a long-term gift to a charity, normally to be held for at least ten years, that is set aside for a particular purpose, or for the general charitable purposes of the charity. Once the endowment period has expired (except where the donor directs that the endowment be held in perpetuity) the entire endowment can be disbursed by OPNC.

## **General Principals**

Oak Park Neighbourhood Centre will accept unrestricted gifts and gifts for specific programs and purposes, including endowment gifts. This policy governs acceptance of gifts made to OPNC.

A gift received by OPNC does not constitute a gift until Oak Park Neighbourhood Centre has determined that the gift meets the conditions outlined in this policy and that it is acceptable to OPNC.

All gifts must be consistent with the OPNC mission, meet all statutory provisions and not compromise the agency's integrity or reputation.

Gifts must have clarity of intent and consequences. All donors are encouraged to work with independent legal and tax professionals in making gifts. OPNC will not solicit or accept a gift unless we are satisfied that the donor has a charitable intention and has an accurate understanding of the nature and consequences of the donation, the mission of the agency and where the gift will be applied.

Board of Directors or the Executive Director of OPNC shall inform, serve, guide and assist donors but never under any circumstances are they to have undue influence that pressures or unduly persuades the donor.

OPNC shall encourage donors to seek independent advice if a proposed gift is a Planned Gift and/or the charity has any reason to believe that the proposed gift might significantly affect the donor's financial position, taxable income, or relationship with other family members.

Oak Park Neighbourhood centre will not accept gifts that are too difficult or costly to administer or with restrictions that are too onerous for OPNC to comply with.

Oak Park Neighbourhood Centre is committed to meeting all its legal and regulatory obligations, and retains the right to, in its sole discretion, determine such obligations and take any steps necessary with respect to gifts or donations to comply with legal or regulatory requirements.

### **Authorization**

Gifts are to be negotiated by the Board of Directors or the Executive Director with final approval by the OPNC Board of Directors.

Type Of Gift	Amount	Executive Director	Board of Directors
Cash, cheque, money Order,	\$15,000 or less	●	●
Gifts In Kind		●	●
Bequests		●	●
Restricted and Designated Gifts		●	●
Anonymous Gifts		●	●
Naming Gifts		●	●
Endowment Gifts		●	●

### **Tax Receipts**

Receipts will be issued in accordance with the guidelines of Canada Revenue Agency. Tax receipts will be issued for \$20 or more for donations that qualify as charitable gifts. A pledge of a gift cannot be receipted. Receipts are issued when a gift has been received by OPNC. In-Kind gifts must have independent documentation to establish their worth for a tax receipt to be issued. If there is uncertainty as to whether a donation is charitable, an inquiry will be made to the CRA.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Amortization of Assets Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	
Revision dates:	/ / / /

## **Policy Statement**

This policy defines capital assets and establishes the accounting procedures associated with the recognition and accounting of these assets over their expected useful lives. This policy applies to OPNC's building, land improvements, furniture & fixtures and donations.

## **Definitions**

Accounting Terms	
Amortization	The process of allocating the cost of an asset to the periods of benefit over the useful life.
Useful Life	The estimate of the period over which a capital asset is expected to be used by OPNC. The life of a capital asset may extend beyond its useful life to OPNC. The life of a capital asset, other than land, is finite, and is normally the shortest of the physical, technological, commercial or legal life.
Asset Categories	
Building	A structure that is normally affixed to land, used or intended for supporting or sheltering any use or occupancy.
Land Improvements	Cost of improvements to land, but excludes buildings.
Furniture & Fixtures	Any furniture or group of furniture that costs greater than \$1,000.00 to purchase.
Land	Land includes raw land, but excludes all improvements such as buildings, land improvements and equipment affixed to the land.

## **General Principals**

All assets will initially be recorded at cost.

Amortization will be recorded over the asset's useful life, using the straight-line method.

## **Regulation**

The CICA Handbook requires that the method of amortization chosen be *rational and systematic*, appropriate to the nature of the capital asset and its use (CICA 3061.28).

<u>Amortization – Useful Life Asset</u>	<u>Amortization Period</u>
Land	N/A
Building	20
Building Donations	20
Land Improvements	20
Furniture & Fixtures	5

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Risk Management Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	March 22/2019
Revision dates:	/ / /

### **Policy Statement**

Oak Park Neighbourhood Centre is responsible for proactive identification, mitigation, and management of internal and external risks. Risk mitigation planning and sound risk management procedures are implemented through a risk management framework and risk assessment processes. Oak Park Neighbourhood Centre is committed to educating all staff and volunteers with the knowledge skills and resources to carry out their risk management duties.

### **Applicability**

All Staff , General Public , Program Participants, and Members, Volunteers, Students, Community, groups/agencies who utilize Oak Park Neighbourhood Centre space, and Contractors

### **Definitions**

**Risk Management:** Risk management is a discipline for dealing with the possibility that some future event will cause harm. It provides strategies, techniques and an approach to recognizing and confronting any threat faced by an organization (program) in fulfilling its mission.

Risk management may be as simple as asking and answering the following three questions:

- What can go wrong?
- What will we do to reduce the chances of something going wrong?
- What will we do if (despite our efforts) something does go wrong?

### **Risk Management Framework**

The risk management framework consists of the following:

1. Identification of the sources of risks for the six Key Risk Categories.
2. Assessment of risk by combining likelihood and consequences in the context of existing control measures as required.
3. Management of risk by establishing controls through policies and procedures that avoid, reduce, or transfer risk.
4. Monitoring and evaluation of policies and procedures with defined review cycles to ensure mitigation effectiveness against risk factors.

### **Types of Risk**

Risk may be divided into two main types.

- **External** - risks originating outside the organization which Oak Park Neighbourhood Centre cannot directly control (though it may be able to mitigate)
- **Internal** - risks originating inside the organization which Oak Park Neighbourhood Centre has control over through its structure, systems, policies and practices.

## Key Risk Categories which impact Oak Park Neighbourhood Centre:

<b>Risks</b>	<b>Resulting from:</b>
1. Strategic	Economic, technological, competitive, regulatory, and other environmental changes.
2. Compliance	Non-compliance with laws, rules, regulations, prescribed practices, internal policies, and procedures, or ethical standards.
3. Operational	People, process, information, technology, and systems factors that impact the staff and participants of Oak Park Neighbourhood Centre (their physical and mental wellbeing) as well as day to day activities, such as program delivery.
4. Governance/ Organizational	Factors that impact Oak Park Neighbourhood Centre's organizational structure and its Board functioning and accountabilities.
5. Financial	Factors that impact obtaining, committing, and using economic resources including financial management of a balanced budget.
6. Reputational	Decisions, actions, communications and relationships that impact Oak Park Neighbourhood Centre's reputation.

## General Principles

### Who is responsible for risk management at Oak Park Neighbourhood Centre?

- The Board is responsible for ensuring that there is a Risk Management Policy (the "Policy").
- Senior management is responsible for implementing the Policy within the risk management framework and all staff and volunteers are responsible for adhering to the Policy and the standards, practices and guidelines outlined below. Resources for Managing Risk:

#### A. Organization Policies

Behaviour Management

Safety Plan

Serious Occurrence Policy

Volunteer Screening

Financial Policy

Health Policy

Emergency Management Plans

Privacy Policy

Board Code of Conduct

Sanitary Practices

Child Abuse Policy

Discrimination & Harassment

Personnel Policy

#### B. Standing Practices and Guidelines

- Annual planning cycle including an environmental scan
- Board self-evaluation
- Board orientation and training materials updated annually
- Ongoing staff training and development
- Staff supervision (Human Resources Policy and Procedures including use of personal devices)
- Media response guidelines
- Sound employment and volunteer management practices, including:
  - Adherence to the Employment Standards Act, 2000
  - Job descriptions include risk management perspective by including the skills and experience required for each job
  - Screening of volunteers
  - Maintain insurance, including: Directors' liability & Employee, accident and property insurance
- Adherence to Fundraising Code of Ethics

### C. Individual Program Policies

At Oak Park Neighbourhood Centre, individual programs use the following risk management process. Individual programs conduct the following exercise regularly. As part of this process programs also review serious occurrence reports and their existing risk management policies and practices.

#### Risk Assessment Process for Programs

- Be proactive by imagining worst case scenarios and planning for preventing them and containing damage to participants, staff, volunteers and the organization
- Share ideas with other programs in Oak Park Neighbourhood Centre.
- Be conscious of balancing between:
  - Security versus accessibility (serving the most marginalized)
  - Consistent practices versus allowing judgment to respond to specific circumstances

Areas of potential program risk include:

- Personal Health and Safety including the following:
  - Physical and social harm (staff and participants)
  - Food (preparation, storage, serving, cleaning)
  - Cleaning and maintenance (building and equipment, bodily fluids)
  - Mental health crises
  - Physical health crises (allergic reactions, overdoses, medication problems, strokes and heart attacks, diabetic and epileptic crises, animal bites, contagious diseases)
  - Missing participants
  - Physical activities e.g. sports, fitness programs
  - Conflict and altercation
  - Improper relationships (sexual, dependency, financial)
  - Signs of neglect or abuse
  - Breach of confidentiality
  - Theft and or vandalism of Oak Park Neighbourhood Centre property or personal property
- Special consideration required for vulnerable people:
  - Children, seniors and people with disabilities
  - People for whom language and communication is a barrier(s)
- Staff to participant ratio

The staff of Oak Park Neighbourhood Centre are aware of their obligation to address problems or issues that could cause serious risks for Oak Park Neighbourhood Centre. If a staff member is uncertain as to whether a problem or issue might result in a serious risk, they will advise their immediate supervisor. If the severity of the issue or problem warrants escalation, it will be escalated in accordance with the following path: frontline staff to supervisor, to Executive Director. Where appropriate, problems or issues are reported to the Board of Directors by the Executive Director.

### D. Reporting- The Executive Director will provide the following reports:

- An Annual report summarizing the risk management activities for the year
- Monthly updates in the Executive Director report to the Board
- As needed reports to the Chair and/or Executive Committee of the Board