

Policy and Procedure

Manual

Version:

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

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**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.

|  |  |
| --- | --- |
| Text Box | **Support, Connect, Engage**   * **People Belong,** * **Families are Strong,** * **Neighbours Care,** * **Everyone Shares** |
| Family Bonds, Positive Social and Skill Development | Learning, play & exercise |
|  | Demonstrate & support parent skills & behaviour guidance. |
|  | Increase family bonds |
| Meaningful opportunities to serve | Encourage & provide support for people to get involved |
|  | Sharing of skills & knowledge |
|  | Develop & demonstrate empathy |
| Friendship & mutuality among people of different backgrounds | Share traditions, stories, art, culture, celebration & heritage |
|  | Participants reflect community |
|  | Opportunity for community synergies |
|  | Neighbours build meaningful relationships |
|  | Welcoming, safe, supportive environment |
| Support & connection to meet Needs | Support individuality, self-esteem & confidence |
|  | Help with community strategies |
|  | Mentor groups to contribute |
|  | Support during personal challenges |
|  | Space & programs that reflect community need |
|  | Referrals |

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**OAK PARK NEIGHBOURHOOD CENTER PHILOSOPHY**

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

Drop-In program 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, Mandarin and South Asian), a food bank, community garden, financial literacy & support, tutoring, parent support group, medical devices, microloans 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.

**DROP IN PROGRAM**

**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

**Set-up**

* 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

**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 old’s 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. All children, regardless of challenge, are welcomed and accommodated. Our programs are planned to ensure that all children are able to fully participate, in a positive learning environment with positive experiences. Children’s learning and development is supported and inclusive of all, including those with individualized plans. 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’ OPNC supports continuous professional development for all its educators, placement students and volunteers. We offer in-house training and 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 note that we are unable to apply sunscreen or lipbalm or administer non- prescription medication, Please apply/provide these before children ae in the program. Please refer to the “Health and Safety” section in our policies and procedures for detailed information.

**Participant Complaints**

Every member of our community has the right to file a complaint with 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 will be completed by staff, 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 signature. 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, 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 participants and staff in the center. Staff

are responsible for the safety of the children and co-ordinate actions between themselves and emergency first

responders. 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 be made. A Facebook post will be made, if appropriate to explain the emergency, the steps taken, 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 pick up information. Our emergency evacuation location is Chartwell 180 Oak Park Blvd, Oakville ON L6H 0A6.

**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.

**Wait List**

We do not have wait list fees. If programs are full, your name and email address will be added to our wait list in the order they are received. Your information is never given out to anyone. You will be called when a space becomes available. Parents can call the centre to check on their location on the wait list.

**Activities Off Premises**

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

**Impact Assessment**

Our programs are evaluated by our participants in an annual survey to ensure we are meeting the goals set, supporting participant needs and to be made aware of any new needs or challenges.

**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.

|  |  |  |
| --- | --- | --- |
| P**RESCHOOL 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 | Weighs 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 | |
|  |  |  | |
| **Connect** | **Child Evidence** | **Teacher Support** | |
| 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. | |
|  |  |  | |
| **Engage** | **Child Evidence** | **Teacher Support** | |
| 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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Times** | **Morning Program** |  | **Times** | **Afternoon Program** |
| 9:30-9:45  9:40-10:00  10:00-11:00  11:00-11:30  11:30-11:45  11:45-12:00 | Arrival and Hand Washing  Morning Greeting & Opening Circle  Learning Centres & Small Groups  Washroom/Nutrition Break  Music & Movement  Outdoor Play & Dismissal |  | 1:00-1:10  1:10-1:30  1:30-2:30  2:30-3:00  3:00-3:15  3:15-3:30 | Arrival and Hand Washing Greeting & Opening Circle  Learning Centres & Small Groups  Washroom/Nutrition Break  Music & Movement  Outdoor Play & Dismissal |

**Preschool Licensing & Ratios**

Our Preschool is licensed by the Ministry of Education unde

r 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 placement

students are not counted in the ratio and are never left alone with preschool children.

**Fees/ Admission/Discharge – Base Fees**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 12:45-3:15**  **$35 Registration fee** | **$49.00** | **$92.75** | **$133.20** | **$166.5** | **$199.80** |

Our centre has opted in to the CWELCC ($10 a day) Childcare program. Currently our fees are $12 a day compared to approx. $27 a day on April 1 2022. We expect our fees to move to $10 a day in 2023. Members will receive advanced notification of any fee increases or decreases. We have a one-time base administration fee of $35 at the time of enrolment. We require you to complete a Pre-authorized debit (PAD) agreement form. Authorized deposits are made on the 15th of the month for the preceding month. The same fee is paid each month regardless of holidays, inclement weather or days a child is not in attendance. The monthly fee includes fees for statutory holidays and 2 weeks vcation coverage for staff. 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. This late fee is not included in your base fees. All registration forms and Pre-authorized debit (PAD) agreement **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, a cheque for the full amount will be required immediately with an additional $10 fee to cover bank charges.

**Arrival/Departure and Attendance**

Parents are encouraged to have their children ready to join their class on time to benefit fully from the program. Arrival times and departure times are recorded on our attendance sheet for each child at both drop off and pick up. 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. If a parent has not arrived by 15 minutes after the end of program, staff will attempt to contact all the parents listed phone number for home, cell and work. Messages will be left at each phone number. If no parent/caregiver is reached then the emergency contact will be called and emails sent to any email addresses on file for the child. If no contacts have been reached and pick up has not been arranged by parent or emergency contact then Halton Children’s Aid will be called and notified that that we have been unable to reach a parent/caregiver and a child is requiring support. In the event of an emergency at the Centre we will take all children to Chartwell 180 Oak Park Blvd, Oakville ON L6H 0A6 and parents/ caregiver will be notified.

**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

**Playground**

Daily, monthly and annual safety audits are done on the centre and outdoor space to maintain a safe environment. Any potentially unhealthy and/or hazardous situation must be immediately addressed and rectified. Please see the full Outdoor and Playground Policy for details.

**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 &** 8. **Family Boundaries**: Staff have clear rules and consequences and monitor as required.

**Expectations** 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. **Ac**tively engaged in learning.

**Commitment to Learn** 12. Youth like the program and are proud of the centre.

13. **Caring**: Young person places high value on helping other people.

**Positive Values** 14. **Equality and Social Justice**: Young person tries to help solve social problems

**Social Competence**  15. **Peer Connectedness**: Young person gets along well with peers.

16. **Personal Power**: Youth feels in control over their life and can cope well with challenges.

**Positive Identity** 17. **Self-esteem**: Young person reports having a high self-esteem.

18. **Positive View of Personal Future**: optimistic about their personal future.

**AFTER SCHOOL ELEMENTS AND PROGRAM OUTCOMES**

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. Monthly Program Plans are posted.

**Physical Activity -54 Minutes**

* Increase in physical Activity
* Increased enjoyment of physical activity through exploring different types of recreation activities
* Increased interest in participation in 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
* Staff lead, coach, mentor and participate 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.

**Healthy Food choices- 36 minutes**

* Participants are making healthy food choices and can plan a healthy snack
* Increase in healthy eating

Program delivery:

* Includes a fruit or vegetable 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 and offers choice. (Not used as reward/punishment)
* Accommodates dietary restrictions. (parents must provide written note and label any snack provided)
* All food meets provincial guidelines and the Canada Food Guide for healthy snacks.
* Variety of activities- menu planning, cooking, reading labels, cultural diversity, community garden, healthy choices
* Parents are engaged with the program’s emphasis on healthy eating.
* Staff support healthy eating through coaching, mentoring, and eating the snack with the children.

**Wellness & Empathy- 36 minutes**

* Increased resiliency, self-esteem, friendships, empathy

Program delivery:

* role-playing and interactive games to foster resilience, build friendship and empathy, bully and violence prevention, tobacco and substance abuse prevention, increase decision making and teamwork, positive body image
* Stress management activities like yoga, music, anger management tools.
* Community Speakers

Participants

There are two programs, an after-school program for children in grades 3-9 and a before and after program for children in JK to grade 3. 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.

Arrival/ Departure & Attendance

Arrival times and departure times are recorded on our attendance sheet for each child. At both drop off and pick up, parents are required to check in with staff to ensure they are aware the child has been dropped off/picked up. Children can only leave the premise with people from the authorized list provided by their parents.

Children will be walked to Post Corners School in the morning and supervised in the playground until the bell rings.

The junior program children will be picked up by staff in the playground at dismissal time. The route taken by staff to get to and from the school will be through Windfield parkette to the cross walk at Windfield and Glenashton. Then they will cross together with the crossing guard and walk one block to the school playground.

Parents are to let us know if a child will be late or absent before 3pm each day by emailing [youth@opnc.ca](mailto:youth@opnc.ca) or bacare@opnc.ca

For the senior after school program parents must complete the Safe Arrival, Departure form at the time of registration. If parents have indicated they want a phone call if their child does not arrive then we will phone the number provided at about 3:45. All children will sign in and out of the program each day with staff supervision.

In the event of an emergency at the centre we will take the children to Chartwell 180 Oak Park Blvd, Oakville ON L6H 0A6 and you will be notified.

School Age Ratios & Supervision

Our school age programs are licenced by the Ministry of Tourism Travel and Sport as Recreation Programs. Each program must have an on-site lead staff person at all times with a diploma in a child/youth related field such as Early Childhood Educator, Child and Youth Counsellor, or Social Worker. Ratios are 1 staff to 15 children for the under grade 3 and 1 to 20 for the grade 3 and over program. College and University student child and youth workers are included in the ratio but are never left alone with the children. When the group is outside and a child needs to use the bathroom, children over the age of 8 will be paired up with a suitable buddy, and children under the age of 8 will go with their leader and group.

**Ministry of Tourism Culture & Sport Reporting Requirements**

The agency reports on attendance monthly (by 10tth 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”, 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.

Aligning with HIGH FIVE 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”

**HIGH FIVE**

Family members are encouraged to use the HIGH FIVE Reviewing Programs. Program evaluation includes HIGH FIVE Principles of Healthy Development. Programs are evaluated using HIGH FIVE QUEST 2. QUEST 2 assessment highlights and concerns are reported in the staff monthly board reports “Support, connect Engage”. Plans are put in place to review concerns/deficiencies and find solutions.

HIGH FIVE is included on the monthly staff meeting agenda.

All notices received from HIGH FIVE, including policy notices are reviewed in a timely manner and implemented as appropriate, with updates noted in QUEST 1 review.

**Health & Safety**

At OPNC we recognize that health, safety and nutrition contribute to the well-being and optimal growth of the children and community we serve. Daily safety audits are done on the centre and outdoor space to maintain a safe environment. Any potentially unhealthy and/or hazardous situation must be immediately addressed and rectified.

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 programs are evaluated by our participants in an annual survey to ensure we are meeting the goals set, supporting participant needs and to be made aware of any new needs or challenges. In addition, our staff complete HIGH FIVE evaluations to ensure program quality. The Executive Director will present a HIGH FIVE staff report in July of each year to the board of directors.

**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.

**School Age Daily Plan**

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| --- | --- | --- | --- | --- |
| **Times** | **Morning Program** |  | **Times** | **Afternoon Program** |
| 7:00 am  8:30am  8:30-35 am  8:45 | Arrival/ Hand Wash  Snack/ quiet Play  Walk to Post corners  Staff leaves school playground once kindergarten children in gated play area & school age released to school teacher on duty |  | 3:10 pm  3:25 pm  3:30 pm  4:15 pm  4:50 pm  5:15 pm  6:00 pm | Staff meets children at Post Corners Walk to the centre  Hand wash/Bathroom Snack  Outdoor Play /Indoor active play  Wellness Activity  In bad weather Board Games, Homework, Quiet play  Pick up |

**Fe Fees/ Admission/Discharge**

|  |  |  |  |
| --- | --- | --- | --- |
| Fee Schedule | Before School  7:00-8:40 | After School  3:10-6:00 | Before and After School |
| JK-Gr 3 Full-Time Monthly Pro-rated Rate 10mths | $203.50 | $314.50 | $425.50 ($21.28 a day) |
| JK-Gr 3 Part-Time Rate | $13.00/day | $19.00/day | $26.00/day |
| Gr 4 and up after school (Annual fee) | 3 day $432/ 4 day $576/ 5 day $720 | | |
| PA Day | Daily Rate $45.00 snack provided | | |

Members will receive advanced notification of any fee increases. The grade 4 and up program paymets can be made in one or two payments by cheque. For monthly payments, we encourage families to sign up for PAD payments payable on the 15th of each month for the next 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. Late pick-ups are charged at $7 per 15 minutes. All registration forms, PAD forms and/or cheques **must** be completed and signed **before** your child starts. 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 payment, the cheque is to be replaced immediately with an additional $10 fee to cover bank charges.

**Registration**

Our registration form includes: child’s name, address and phone number. Parent or guardian home address, email, and phone numbers. Health conditions, including allergies and individual needs. A list of endorsed, alternative adults available to pick up the child with their name, address and phone numbers. Consents for photography, medical attention, pick up authorization and permission for older children to leave on their own are also on the registration form and kept on file in the program binder.

**Photographs**

Photographs are not permitted except when written permission has been granted by the parent or guardian in advance. In instances when some children in the group do not have consent on file for photographs then a group photo can not be taken with that child and posted on Facebook. Photographs are only to be taken for agency use and can not be shared with anyone outside the agency or used for personal use. The photographs are the property of Oak Park Neighbourhood Centre and are to be saved to the OPNC database and removed from personal phones.

**Wait List**

We do not have wait list fees. If programs are full, your name and email address will be added to our wait list in the order they are received. Your information is never given out to anyone. You will be called when a space becomes available. Parents can call the centre to check on their location on the wait list.

**Holidays & Inclement Weather**

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. Children will not have extended periods of play outside if the weather is -15 degrees Celsius or lower or if it is more than 31 degrees Celsius.

**Activities Off Premises**

In the summer, we may go off-site to the local play ground, and will get parent consent to do so. We do not take any trips on buses or using public transit.

**Participant Complaints**

Please see our full Complaints Policy. Staff are required to notify the Executive Director or the Board Chairperson of any complaint. Complaints will be dealt with promptly.

**Emergency Management Procedures**

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 participants and staff in the center. Staff

are responsible for the safety of the children and co-ordinate actions between themselves and emergency first

responders. 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 be made. A Facebook post will be made, if appropriate to explain the emergency, the steps taken, 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 pick up information. Our emergency evacuation location is Chartwell 180 Oak Park Blvd, Oakville ON L6H 0A6.

**BEHAVIOUR MANAGEMENT PROCEDURES**

**Prohibited Practices**

Our centre must be a safe place for everyone. Therefore, the following are prohibited:

(a) Corporal punishment of the child

(b) Physical restraint of the child, such as confining the child to a highchair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting themself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent

(c) Blocking the exits of the childcare centre or home childcare premises for the purpose of confining the child or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee’s emergency management policies and procedures.

(d) Use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine their self-respect, dignity or self-worth.

(e) Depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or

(f) Inflicting any bodily harm on children including making children eat or drink against their will.

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.

**Procedure Review**

Behaviour management procedures are reviewed with staff and volunteers when they are hired and again

annually. The director monitors and documents the behaviour management practices of staff at least annually.

**Contraventions**

Any staff person who acts against this procedure 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Health Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | Feb 24, 2021 |
| Revision dates: |  |

***Policy Statement***

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/>

**Applicability**

Staff team, volunteers, students

**Child Immunization**

Staff will refer families to the Region of Halton for immunization information and to inform the Region of all

immunizations. Children in our Ministry of Education licensed programs 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. If an outbreak occurs, a child who is not

adequately immunized will not be able to attend care (no refund will be provided) unless the child receives the

required vaccine or until the outbreak is over.

**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, they can call ahead, call the telehealth line 1-866- 797-0007 and/or visit a doctor. Families will be observed by staff at arrival to ensure they are healthy enough to participate. If a participant becomes ill during a parented program they will be supported to leave. 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.

**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 childcare toilet seat is wiped after every use with disinfectant wipes. All tables used for food are cleaned with a bleach solution daily. 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 are not to go in the bathroom alone with a child. If children requests assistance, then staff are to offer encouragement outside of the bathroom encouraging independence. When after school programs are outside, children over the age of 8 will be paired with a buddy to go to the bathroom, the younger group will all go in with the staff person.

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

Children with the following diseases will be instructed to 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 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Anaphylactic, Asthma & Allergy Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | Feb 24, 2021 |
| Revision dates: |  |

***Policy Statement***

Oak Park Neighbourhood Centre strives to be a safe place for the whole community.

**Applicability**

Staff, volunteers, Students

**General Principles and Procedures**

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 into 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 “Life

Threatening Emergency Child Plan-Anaphylaxis, Asthma Package” that includes an Individual Student Plan for

their child with detailed emergency procedures. The information is kept in the program registration binder. For

the preschool and before and after school programs, 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. 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 and before and after school programs 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 grades 3 to 6 after school program the EpiPen will be in the child’s knapsack, above the sink or on their person depending on what is in their Individual Student 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 Student Plan for individual children will be reviewed with staff when the child is enrolled, during hiring 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Medication Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 2021 |
| Revision dates: |  |

***Policy Statement***

To ensure the safety of our clients and staff we have limited the times when a staff member can administer medication.

**Applicability**

Guidance for the staff team

**Definition**

Life Saving medication: Any medication used in a life threatening situation, including puffers, epi pen and other doctor prescribed medications that are required to sustain life.

**General Principles and Procedures**

The staff at OPNC do not administer any medication to children in our parented programs. We do not administer medication to children in our unparented care with the exception of the 3 following medications: EpiPen, Inhaler and Doctor prescribed medication for life threatening illness only.  In all other instances families are required to coordinate medication dosages so that they are not during childcare hours.

To administer emergency medication that is prescribed by a doctor at the centre, the child’s doctor and parent must give written authorization to do so by completing the “Medical Authorization & Administration Record”. The doctor must clearly outline signs and symptoms on the “Medical Authorization & Administration Record” for administering the mediation and the appropriate dosage, indicate the situations and observable symptoms under which the medication is to be given. “Medical Authorization & Administration Records” will be reviewed every six months with the child’s parents to nothing has changed, including the dosage.

For un-parented programs parents, must fill out a “Life Threatening Emergency Child Plan-Anaphylaxis,

Asthma Package” that includes an Individual Student Plan for their child with detailed emergency procedures.

The information is kept in the program registration binder. For the preschool and before and after school

programs, it is also posted on the inside of the cupboard door over the sink, in the room and in the fridge. The

parent of the child will train the Lead Childcare staff on the procedures required for their child’s allergy. The

lead staff is to train all other staff and they are to initial the posted plan once training is complete.

All medication must be stored in its original packaging. Medications removed from their original packaging will not be accepted or administer to children. All medications must be clearly labelled with: The child’s full name; the name of the medication; the DIN number, the dosage required; instructions for storage and administration; date of purchase; and expiry date of the medication. The “Medical Authorization & Administration Record” information must match with the information listed above. Where the authorization form does not match the label on the labelled container, the doctor prescribed emergency medication will not be accepted or administered.

Doctor prescribed medication will be kept inaccessible to children at all times in a locked container above the sink in the Childcare Room. Emergency medications, EpiPen’s and Inhalers, will never be locked up and will be made easily accessible to all staff while still being kept out of the reach of children. Where a child has written permission to carry their emergency allergy or asthma medication, precautions will be taken to ensure that these medications are not accessible to other children. All staff, students and volunteers will be made aware of the location of children’s emergency medications. Emergency medications will be brought on all evacuations and off-site activities.

All medications for children will be stored in accordance with the instructions for storage of the label. Medication that is expired will not be administered or accepted. Any medication remaining after the treatment period will be returned to the parents of the child. Where attempts have been made to return the medication to the parents/guardian, the person in charge of the medication will ensure that the efforts to return the medication have been documented in the daily log and the medication will be taken to a pharmacist.

If doctor prescribed life-threatening medication is administered, the situation, signs and symptoms observed by the administrator must be recorded, as well as the date, time, and amount of medication given on the “Medical Authorization & Administration Record” Completed records will be kept in the child’s file. Medication will only be administered using the appropriate dispenser (e.g., syringe).

The Lead Teacher in the room will be in charge of medication and will deal with all drugs and medications to reduce the potential for errors.  Where the person is absent, they will delegate this responsibility to the Lead relief Teacher.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Pandemic Flu Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | April 29,2020 / / / / |

## Policy Statement

We take our health and safety policies very seriously at the Centre. In the event of a pandemic this policy can be used as a guide but additional steps will need to be considered depending on the specific nature of the flu.

**Applicability**

Guidance for the staff team

**Definition**

Flu: Flu symptoms can be fever, muscle aches, sore throat, coughing and weakness. People who have an underlying medical issue or are 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.

**General Principles and Procedures**

Our existing Health and Safety Policies are followed, including:

* Hand sanitizer available at the front desk, in the preschool room and handwashing policies in place;
* Staff encourage people to cough into the crook of their elbow and not their hands;
* Screening of all people coming into the program and people sent home who are ill or have a temperature;
* Staff are encouraged to get a flu shot annually.

Additional precautions put in place include:

* Visible signage, encouraging people to stay home if not well;
* Screen people coming into the centre with questions specific to: Recent travel history? Temperature? Feeling sick? In contact with others who have travelled recently and/or are sick? And as always people who are sick are encouraged to stay at home;
* Ensuring adequate supply of soap, hand sanitizer, paper towels, masks, non latex gloves, bleach, disinfectant wipes;
* Whenever possible, working with participants or other agencies over the phone or by email instead of in-person whenever possible;
* Additional cleaning of all spaces in the Centre throughout the day, wiping surfaces with disinfectant wipes or bleach solution frequently;
* Wiping down and disinfecting all tables and chairs, door handles, light switches etc. after each group use;
* Each staff undertaking more cleaning in reception, office and group spaces used including staff desks, telephones, touchscreens, and keyboards;
* Specific changes for the After School Program to move to paper plates & plastic cutlery, to pre-packaged food and to increase surface washing of all flat surfaces including tables and reduce toys available for play time in order to provide more thorough cleaning.

* Potential cancellation of Seniors Programs. Each senior is to be called to ensure that they know how to reach the Centre and that their phone tree is in place. Set up weekly phone calls to identified seniors.
* Food Bank distribution changed to pre-packaged bags for each participant to reduce the number of people touching food.
* Develop a plan for the potential reduction in volunteers and placement students to cover the work they do.

Communication

* Communicate precautions on social media and via email to all participants and stakeholders. Call any families who have traveled to infected areas.
* Meet with the Executive Board of Directors to brainstorm plans and communications.

Potential Closure or Program Disruption:

* All program teams need to plan how to continue to help OPNC’s most vulnerable participants;
* Staff to please use creative measures to explore how we can continue to serve people who need the Centre while minimizing our physical contact;
* Think about what you need to take home if working at the Centre is no longer an option. Prior approval from the Executive Director is required before taking any OPNC materials, equipment or property home;
* Discuss options and approval for virtual programs with the executive Director;
* Gain information for any EI or government supports in the event of staff layoffs;
* Notify funders of any deadlines that may not be met to request extensions;
* Please seek approval for any outside communication with the Executive Director regarding the virus. Please be careful about misinformation. Safest to always direct to government websites.
* Review financial risk and prepare a three-month financial projection including canceled renters, refunds required for programs, program extensions;
* Executive Director to ensure the Treasurer and Board Chair have all password and financial information in the event of illness;
* Essential OPNC services include: Food bank, Food delivery, Providing household needs, Tax completion, Utility Support, Phone check ins to all clients, Virtual programming.

**SANITARY PROCEDURES**

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 Do a daily room check to be aware of any hazards

Review the Health Policies annually Ensure all your vaccinations are up to date

Review new information on sanitary practices

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

* Upon entering the centre- staff and children (parents are asked to wash hands of children 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 beforeeating, 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 10 parts water.

**SAFETY PROCEDURES**

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 & Primary After School Program Snack & Food Safety**

If parents must provide food for children in the Ministry of Education licensed programs 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 centres’ requirements. Children are not permitted to share the food they bring. 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 when required but children are encouraged to provide a water bottle labeled with their name. 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 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 are kept in both kitchens and cold packs are in the

fridge. A Defibulator 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 Ministry of Education licensed childcare room kitchen is to be turned on and let run for five minutes Monday mornings before the before-school program starts. On days when there is no before school program the Preschool staff must do the water flushing as record it. Staff are to document the date, time, and location of the flushing with name of the person doing it on the daily log sheet. Water sampling is completed between May 1 and October 1 every 3 yrs. (last done 2019) Water records are kept in the licensing 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 for primary program and 20 to 1 for senior school program with College Students included in the ratios.

**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 necessaries, 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 program. 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.

**Student Supervision**

OPNC’s Behaviour Management Policy, Volunteer Policy, Emergency Procedures, Individual Plans, including Medical, Anaphylaxis and Asthma Plans are reviewed by students and volunteers before they assist in the classroom and every year after that. The “Hiring, Volunteer and Annual Review” sheet is completed as well as the Student Placement Letter. 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 immediate supervisor following the hiring procedures checklist. The lead teacher will complete all student evaluation forms and provide mentoring and feedback. 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.

**CONCUSSION PROCEDURES**

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 | * simple instructions * provide breaks * reduce distractions |
| Difficulty remembering or processing | Difficulty retaining new information, remembering instructions, responding | * use visual aids * repeat instructions |
| Attention & concentrating difficulty | Limited/short-term focus | * break down tasks * facilitate peer support |
| Anxiety | Decreased attention/concentration  Overexertion to  avoid falling behind | * inform the child of daily schedule * adjust program to avoid fatigue * build in more frequent breaks |
| Irritable or Frustrated | Inappropriate or impulsive behaviour  Frustration, anger or emotional outburst. | * use consistent strategies * acknowledge and empathize * reinforce positive behaviour * provide structure and consistency * prepare for & reduce transitions * anticipate & remove from a problem situation (without seen as punishment) |
| Light/Noise Sensitivity | Difficulties in environment (lights, noise,) | * turn down music * use headphones, sunglasses |
| Depression/Withdrawal | Withdrawal from participation with friends | * Ensure time for socialization * partner student with a “buddy” |

**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

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

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, emergency medication)

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

1. Leave fire area immediately with children and close doors. Alert all occupants.
2. Take attendance list if safe to do so
3. If possible, get the membership binder and fire plan information in the red binder.
4. Call 9-1-1 from a safe location.
5. Exit the building via the nearest exit.
6. Ensure all children and staff are exiting the building to meet out front in the park to take attendance before walking to Chartwell at 180 Oak Park Blvd.
7. 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.
8. Entrance back into the building shall be authorized by the fire authorities.

**General Responsibilities**

1. 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 and afterschool.
* 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 Chartwell.

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:

1. mechanical parts
2. extinguishing agent
3. expelling means

5 Years

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

**Sawgrass 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.

|  |  |
| --- | --- |
| **Roles and Responsibilities of Staff During an Emergency** | The first staff who is aware of an emergency must notify other staff for assistance in getting children, participants and staff to safety. The Lead teacher must take the attendance binder, first aid kit and any medication with them 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.  In all programs the lead staff takes responsibility for ensuring participants safely exit the building. See Specific hazards in this policy for details |
| **Provide Additional Support for everyone who Needs it in Case of an Emergency** | 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. The lead staff will ask for assistance to support adults with mobility issues to leave the building. This would need to be in place especially for our seniors’ program. |
| **Ensure Child Safety and Maintain Supervision** | 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. |
| **Communicate with Parents** | A bulk email from the lead childcare teachers with as many details as possible will be sent to families as soon as possible followed by calls to each family. Notices will be put on social media to explain the emergency, steps taken, plan for resuming normal operations and follow up supports available. In the event of an evacuation an email will be sent to families and a sign will be put on the front door with the address for family pick up, and when possible each family called/ spoken to. |
| **Emergency Response Agencies** | 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. |
| **Debrief Staff, Children and Parents After an Emergency** | 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 differently. Staff will discuss any preventative measures that can be put in place 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 as a group and individually.. |
| **Resume Normal Operations of**  **Programs** | Staff, program participants and children cannot re-enter the center without emergency personnel approval. Depending on the emergency there may also be Town and Ministry building inspections required to ensure safety. A full damage assessment by lead program staff and the executive director is required to ensure the center is free from hazards. The executive director will decide and inform staff when programs will resume, based on emergency personnel recommendations and site inspection. A report to our insurance provider will be required for 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. |
| **Support Children and Staff Who May Have Experienced Distress** | The impact of an emergency can have lasting effects on children’s wellbeing. Staff and families must support children to 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, invite first responders, and set up counselling with community supports if needed. |

**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 Chartwell 180 Oak Park Blvd, Oakville ON L6H 0A6. 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, i.e., 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.

**CHURCHILL EMERGENCY PLAN**

# Emergency Definition

1: an unforeseen combination of circumstances or the resulting state that calls for immediate action

2: an urgent need for assistance or relief

the mayor declared a state of emergency after the flood

Merriam-Webster

An Emergency at the Churchill Neighbourhood Centre, is an urgent pressing situation, where immediate action is required, to ensure the safety of the community, and group participants.

Staff is ultimately responsible for the safety of the clients, and will co-ordinate actions between themselves and first responders. Volunteers are expected to help staff with executing safety plans. For the purposes of this document, volunteers are included when “staff” is mentioned in this document.

The intent of this plan is to assist staff in responding to emergencies, provide information to clients regarding emergency planning, and provide a basis for restoration of services. This document is to be reviewed annually, by all community partners.

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| Roles and responsibilities of staff during an emergency. | The first staff member who is made aware of an emergency MUST notify other staff on site, for assistance. The OPNC staff person must confirm who is on site in an emergency. They must also take the emergency kit with them to the safe location. |
| Providing additional support for everyone who needs it in case of an emergency. | All staff must take note of individuals who may need extra assistance to get to a safe place quickly in an emergency |
| Emergency Response Agencies | The first staff able to, calls 911 or hits the panic button immediately. This pertains to Ambulance/Fire/Police/Gas leak. For water Leak, flood, building, construction issues- Please contact landlord. Contact information is at back of this plan. |
| Debriefing Staff, participants Children and Parents After an Emergency | OPNC staff will ensure a record of the emergency and steps taken is made in the “Critical incident Report” (on the shared drive, and in this plan).  The report will be sent to the Executive Director of Oak Park Neighbourhood Centre.  All available staff will debrief with the clients attending programming at the time of incident. After clients are debriefed, the staff team will meet to debrief and assess responses. |
| Resuming normal operations of the programs | Staff and participants are not able to re-enter the space without emergency response team’s approval. Once allowed by emergency personnel, staff will do a damage assessment as needed. |
| Ongoing follow-up | The impact of an emergency on our clients may have a triggering effect. Staff must manage their response, as well as helping clients cope with their feelings and fears. Respecting the individual’s feelings and finding ways to participate in recovery activities can reduce anxiety. Our counsellors on staff will be available for group and one on one conversations. Supports from ROCK, the Region and Police victim services can be brought in for additional supports. |

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# PROTECTIVE ACTIONS **Evacuation:** The Lead staff for that day will take the (Emergency Response Kit). They will ensure everyone has left the building and instruct clients to go home. Staff and participants will meet outside at the Churchill Apartments close to North Service Road. If temporary evacuation is required staff and participants can stay in the parking lot, at the fence. A Critical Incidence should be completed. 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 doors locked. In the event of a tornado or Earthquake the basement near support beams is the safest spot. 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 come inside. The facilities staff locks the front and back doors and closes the blinds if there is time. Everyone is to go to the basement, locking the door behind them. Staff are to help clients move quickly into the basement. The first staff in the basement is to push the panic button at the top of the stairs or press the call bell around their neck (kept in the front reception desk). Everyone will mute their phones. Wait for emergency personnel to advise next steps. Do not leave the room unless advised to do so by emergency personnel.

### **Lock Down (Inside threat);** Panic button is pushed. Staff calls or texts 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. All staff are to get behind a locked door or exit the building where possible.

## NATURAL & TECHNOLOGICAL HAZARDS

The lead staff will monitor media for warnings and updates. OPNC staff will ensure first aid kits are equipped, safety lighting is operational and that there are flashlights and a radio with batteries available. The staff team will arrange for any repairs or removal required after a storm. OPNC will ensure there are listings for utility contacts and emergency contacts at the front desk to report disruption and to schedule repair. The first staff who becomes aware of an emergency will call 911/ press the panic button, in the event of injuries or gas leak and will ask for direction on whether to leave or remain in place. In the event of an evacuation the staff will take the attendance book with them. A note will be placed on the front door.

Snow and Ice Storms: The staff team will decide if a closure before a storm is indicated. If both school boards are closed for severe weather, then our scheduled programs are cancelled.

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 individuals to the basement and close the door. If safe to do so the staff person will shut off the gas, turn off the water, and shut off the electrical panel in the basement. Staff and clients will stay in place until emergency personnel give the okay to come out (call 911). Be careful of damaged utility lines and debris.

Flooding**:** Ensure all items are stored four feet off the ground in the basement. Do not go into the basement in the event of a flood as there may be electrocution dangers. All programs will be cancelled until damage can be accessed and any repairs made.

Water Loss: If water must be shut off to the building, then pour water into jugs so that drinking water is available. 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 cancellations of programs.

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 available 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, i.e., open a door in the summer to increase air flow and in the winter, be aware of the temperature. If the temperature drops below 20 Celsius, programs are cancelled. Post a sign on the door in the event of closure.

Fire

Upon Discovery of Fire

Leave fire area immediately with clients and close doors. Alert all occupants.

Take attendance list if safe to do so

Call 9-1-1 from a safe location or push panic button

Exit the building via the nearest exit.

Clients should be instructed to go home if they are a safe distance

Staff should await the arrival of Fire Department at a safe distance.

Entrance back into the building shall be authorized by the fire authorities.

General Daily Responsibilities

Ensure all doors are in good working condition and clear of any obstructions at all times.

Do not have combustible materials in the building.

Ensure emergency phone numbers are posted by phones and emergency procedures posted by exits.

Ensure extension cords are not used as permanent wiring.

**Portable Fire Extinguisher Operation**

Only those persons who are trained with extinguisher operation may attempt to fight the fire. Call 911 before operating. Used extinguishers must be replaced immediately. There is one extinguisher at the back door. That must be kept visible and free of obstructions.

P - Pull the safety pin

A - Aim the nozzle

S - Squeeze the trigger handle

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

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. A staff person will be made responsible for identifying 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 that all staff ensure outside doors are closed, and the heating or cooling system is turned off. If closure is recommended by 911 then put a closed sign on the door and leave with direction from 911.

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. Under 911 direction staff and clients should evacuate. 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 of OPNC.

Medical Emergency

Get professional care to the injured/ill person as quickly as possible by calling 911.

The closest cross streets are Sixth Line and North Service Road.

The first Aid Kit is kept next to the microwave

When an injury/medical condition occurs, take control and assess the situation. Exercise universal precautions related to blood/bodily fluids. Do not move the injured person if they can not move themselves. Instruct any bystanders to provide space and have someone wait for the ambulance outside.

Overdose- Call 911 Use Naloxone if available.

Missing Child- Call 911 after initial search by all available staff of the center.

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 and advise them to close the door to the room they are in.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Risk Management Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 20/2019 |
| Revision dates: | May 26/2021 / / / / |
|  |  |

**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:

* Identification of the sources of risks for the six Key Risk Categories.
* Assessment of risk by combining likelihood and consequences in the context of existing control measures as required.
* Management of risk by establishing controls through policies and procedures that avoid, reduce, or transfer risk.
* 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:**

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| **Risks** | **Resulting from:** |
| 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?**

1. The Board is responsible for ensuring that there is a Risk Management Policy (the “Policy”).
2. 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:

* Organization Policies

Behaviour Management Health Policy Sanitary Practices

Safety Plan Emergency Management Plans Child Abuse Policy

Serious Occurrence Policy Privacy Policy Discrimination & Harassment

Volunteer Screening Board Code of Conduct Personnel Policy

Financial Policy Pandemic Flu Policy

* 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
* 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 use, 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 (program daily safety checks, playground checks, monitor for mobility issues, choking and potential hazards)
    - 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 of any risk issues
* As needed reports to the Chair and/or Executive Committee of the Board

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Child Abuse Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | April 29,2020 / March 24, 2021 / / / |

## Policy Statement

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.

**Applicability**

Staff team, volunteers, students

**Definition**

**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, -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 their 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.

**General Principles and Procedures**

**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 their 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 their 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 their 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 their suspicion.

The individual must call Halton Children’s Aid to report the abuse:

[**Halton Children's Aid Society**](http://www.haltoncas.ca/)   
1445 Norjohn Ct. Burlington, ON. L7L 0E6 Toll Free: 866-607-KIDS (5437), Phone: 905-333-4441, Fax: 905-333-1844

Reporting abuse is stressful, but knowing how to report removes some of the stress. Halton Children’s Aid Society encourages you to call and give them an overview of the suspected abuse. Intake social workers will guide you through the process of reporting in cases of abuse and/or suspected abuse.

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.

**Indicators of Child Abuse and Neglect**

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| **Physical Abuse**  **Child’s Appearance** | **Child’s Behaviour** | | | |
| * 1. Bruises and welts in various stages of healing   2. on the face, lips, or mouth   3. on large areas of the torso, back, buttocks, or thighs   4. in unusual patterns - clustered or reflective of the instrument used to inflict them, e.g., belt buckle, cord   5. on several di fferent areas of the body especially multiple bruising on both arms   6. Human bite marks   7. Burns cigar or cigarette burns   8. glove or sock-like burns   9. doughnut shaped burns on the buttocks or genitalia indicative of immersion in hot liquid   10. rope burns on the arms, legs, neck or torso   11. patterned burns that show the shape of the item used to inflict them   12. Cuts and scrapes to the mouth, lips, gums, or eye   13. to the external genitalia   14. Glassy and white eye (A shaken retina separates)   15. Head injuries absence of hair due to pulling   16. bleeding   17. Fractures any fracture in a child under the age of two   18. skull, jaw, or nose fractures   19. multiple fractures   20. fractures in various stages of healing   21. spiral fractures of the long (arm and leg) bones   **Neglect** | | | 1. Wary of physical contact with adults 2. Seems frightened of parents 3. Fearful of adults, not trusting\* 4. Apprehensive when other children cry 5. Demonstrates extremes in behaviour (e.g., extreme aggressiveness or withdrawal) 6. Seems uptight, anxious\* 7. Short attention span\* 8. Seems sad, unhappy and has poor self-esteem\* 9. Evidence of developmental lags\* 10. Frequently absent - returns with healingsigns of abuse 11. Takes caretaking role of parent or adult in family 12. Reports injury by parents 13. Poor social relationships with peers\*   *\*These may be due to reasons other than abuse, e.g. attention deficit disorder or developmental delay.* | | |
| **Child’s Appearance** | | **Child’s Behaviour** | | |
|  | |  | | |
| Failure to thrive due to problems in the home, for example, alcohol problems, financial problems, promiscuity, illness, etc. (There are no medical reasons found for the failure to thrive.)   1. Consistently dirty, unwashed or inappropriately dressed for weather conditions 2. Has unattended physical problems or lacks routine medical care (i.e., eyeglasses) 3. Injuries are inappropriately treated 4. Vomit burns on face and shoulder area from vomit not being cleaned up right away 5. Severe diaper rash/cradle cap 6. Malnourished | | | | Consistently hungry. Begs or steals food.   1. Constantly tired or listless. 2. Rarely attends school; arrives very early before school or is picked up very late. 3. Seems to require much physical contact and attention. 4. Poor social relationships with peers. 5. Takes role of parent, adult in the family. 6. Engages in acts such as vandalism, etc. |

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| **Sexual Abuse**  **Child’s Appearance Child’s Behaviour** | |  |
| 1. Has torn, stained or bloody underclothing. 2. Has bruises or bleeding of external genitalia, vagina or anal areas. 3. Has venereal disease. 4. Has swollen or red cervix, vulva or perineum. 5. Has semen around mouth, genitalia or on clothing. | 1. States he/she has been sexually assaulted by someone.\* 2. Complains of pain or itching in the genital area. 3. Appears withdrawn or engages in fantasy or infantile behaviour. 4. Has poor peer relationships. 5. Is unwilling to participate in physical activities.\* 6. Is engaging in delinquent acts or runs away. 7. Sad, unhappy, poor self-esteem.   *\* Of the different types of abuse, this behaviour is unique to sexual abuse.* |

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Serious Occurrence Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | June 2020 / July 28 2021 / / / |

***Policy Statement***

At the Centre we strive to put preventative measures in place to reduce the possibility of a Serious Occurrence. When a Serious Occurrence does happen, we commit to notifying all parties and reviewing the circumstances to reduce risks.

**Applicability**

Staff, volunteers and students will read and initial the serious occurrence policies as outlined here at yearly

reviews and at the time of hire.

**Definitions**

**A serious occurrence is defined under the CCEYA as**

1. the death of a child who receives child care at a licensed home premises or child care centre;
2. abuse, neglect or an allegation of abuse or neglect of a child
3. a life-threatening injury to or a life-threatening illness of a child
4. an incident where a child goes missing or is temporarily unsupervised, or
5. an unplanned disruption of the normal operations of our childcare programs that poses a risk to the health, safety or wellbeing of children. (i.e., Fire, flood, gas leak, carbon monoxide, outbreak, lockdown, relocation or closure

**General Principles and Procedures**

**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. 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.
5. All people having knowledge of the occurrence must remain on the premises until the Executive Director has interviewed them.
6. The Executive Director will gather the following information to be included in the “Serious Occurrence Initial Notification Report”
7. Description of the occurrence
8. Client’s allegation if applicable
9. Date, time and place where it occurred
10. Time occurrence reported
11. Reason for the occurrence if known
12. People involved
13. Action taken
14. Status
15. Parties notified (coroner, police, CAS, parents or designate
16. Further action recommended (specific to immediate situation or related to underlying factors like staff training, modification of environment, review of policies)
17. 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**](http://www.haltoncas.ca/)   
1445 Norjohn Ct. Burlington, ON. L7L 0E6

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

**Childcare Program 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. Parents must also be notified within 24 hours. The “Serious Occurrence Notification form” is to be posted on the childcare 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

**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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Privacy Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | April 28, 2021 / / / / |

## Policy Statement

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.

**Applicability**

Staff and board

**Information We Collect**

Oak Park Neighbourhood Centre collects the following personal information.

* Member’s 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)

**General Principles and Procedures**

**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 Coroner’s 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 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Respectful Workplace Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | / / / / |

## Policy Statement

Mutual respect and a discrimination free workplace are values and priorities of Oak Park Neighbourhood Centre (OPNC). The benefits of a respectful workplace include a positive employee, participant and volunteer experience. OPNC is committed to demonstrating a welcoming and respectful environment, promoting ethical behaviour and striving for professional excellence.

All persons associated with OPNC are accountable for conducting themselves in a civil, respectful, cooperative and non-discriminatory manner at the workplace and at work-related gatherings. Everyone participating in OPNC activities has the responsibility to refrain from and to report any disrespectful conduct. All allegations of disrespectful conduct will be investigated.

OPNC prohibits retaliation of any kind against an individual reporting a complaint or providing information in connection with an investigation. Every effort will be made to keep the complaint, investigation, and action taken as a result of the investigation confidential.

This policy sets the minimum standard for OPNC. Where local law or legislations apply, they must be followed. Where other OPNC policies apply, they must also be followed.

**Applicability**

* All Staff
* Program Participants, Clients, Members
* Volunteers
* Student Placements
* Community groups who utilize OPNC space
* Donors
* Third Party Contractors
* General public

**Definition**

**Work environment includes but is not limited to:**

* Homes of clients or any other work sites;
* OPNC related travel or restaurants, hotels or meeting facilities that are being used for OPNC purposes;
* OPNC owned or leased facilities;
* Telephone, email or other communications; and
* Social events where OPNC staff or Board members are present.

**Disrespectful conduct includes but is not limited to in person or by information and communication technology:**

**Harassment** is a behaviour that humiliates, insults, or degrades another person or people, often for reasons of sex, race, ethnicity, age, religion, sexual orientation, gender identity, marital or family status or disability. It is unwelcome, unwanted and uninvited. It may be intentional or unintentional and can be physical or verbal, passive or aggressive.

* **Sexual harassment** means engaging in vexatious comment(s) or conduct against another person or people related to sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. In the workplace, sexual harassment also means making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and/or the person knows or ought reasonably to know that the solicitation or advance is unwelcome.
* **Psychological/Emotional Abuse** is defined as but not limited to an on-going attack on an individual’s self-esteem. It can take the form of name calling, threatening, ridiculing, berating, bullying, intimidating, isolating, hazing, habitual scapegoating, blaming.
* **Bullying** is deliberate behaviour that is malicious and/or cruel with the aim to humiliate, undermine or destroy the confidence or self-esteem of an individual or group of individuals. Bullying may include a disrespectful conduct of power by one person or group over another. Bullying behaviour is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual, who ought reasonably to have known that their actions are unwelcome or unwanted. It can also be an aspect of group behaviour.
* **Verbal Abuse** is defined as but not limited to humiliating remarks, name-calling, swearing at someone, taunting, teasing and/or continual put downs.
* **Physical Abuse/Physical Assault** is defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take any form of violence including but not limited to fighting, grabbing, pinching, striking, slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling, or the abusive use of restraints.
* **Sexual Abuse/Sexual Assault** is defined as but not limited to any unwanted physical contact, verbal or written propositions or innuendos, exhibitionism or exploitation, and may   
  involve the use of force or the threat of force.
* **Neglect** is defined as but not limited to any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.
* **Financial abuse** includes but is not limited to theft, fraud, intentionally defaulting or delaying loan repayments to vulnerable persons, high pressure sales tactics and intentionally providing misleading financial information or financial services.

**Local laws or legislation applicable to this policy includes but are not limited to:**

* Children and Family Services Act
* Day Nurseries Act
* Ontario Human Rights Code
* Criminal Code of Canada
* Regulated Health Professions Act
* Long Term Care Act
* Occupational Health & Safety Act
* Accessibility for Ontarians Disability Act
* Personal Health Information Protection Act (PHIPA)

**General Principles and Procedures**

**Everyone at OPNC shares the responsibility for creating and maintaining a respectful workplace**.

**You have the right:**

* To work or participate in a respectful work environment at OPNC,
* To confidentiality as set out below,
* To protection from intimidation, threat, unfair discipline or unfair dismissal if you have filed a complaint honestly believing you have been confronted with disrespectful conduct or have witnessed disrespectful conduct,
* To protection from unfair evaluation if you are an employee or student and have filed a complaint of disrespectful conduct against your supervisor,
* To have a friend or support person with you during all meetings, informal and formal.

**Consider taking the following action if you are confronted with disrespectful conduct or if you have witnessed disrespectful conduct**:

* First and foremost, put yourself in a position where you feel safe.
* If you can, tell the person(s) the behavior is unwelcome. Ask them to STOP, if you feel you can. Some people may not understand that what they are saying or doing is wrong.
* Write down what happened and what you saw. You do not need a written record to make a complaint, but it will help you to remember the details.
* You may file a complaint of disrespectful conduct with OPNC (please refer to the below procedure).
* You may inform the police or need to call 911 immediately depending on the situation. When you suspect neglect, physical or sexual abuse or sexual harassment of someone who is or you suspect to be under 18, you must report the situation to a child welfare agency (e.g. Children’s Aid Society). These actions must then be reported to the supervisor and Executive Director.
* Program participants and volunteers may want to talk to a staff person. The staff person can go with you to see a staff supervisor or Executive Director who may assist you contacting the police.
* Staff may want to talk to their supervisor or Executive Director to assess their options.
* Staff must report any incidents of disrespectful conduct related to OPNC to their supervisor or Executive Director.
* The Executive Director will keep the Chair of the Board of Directors informed of serious cases of alleged disrespectful conduct and will at least monthly report to the Board of Directors disrespectful conduct cases arising. The Executive Director may also decide to seek legal counsel.

**Take the following action when program participants exhibit disrespectful conduct:**

* Let the person know their behavior is unacceptable and if they wish to continue using the services or space of OPNC, the disrespectful conduct must stop.
* In some cases, staff may involve the police or child welfare agencies.
* If the person continues the disrespectful conduct, call upon the staff person, supervisor or Executive Director to reinforce the warning and to consider involving the police.
* If the person is asked to leave, staff present will meet to have a quick consultation to clarify who will be the lead person, be clear about what they are going to do (e.g. walk the person out the door, ask person to leave, or call the police) so that everyone understands their role.
* In consultation with the Executive Director, the program staff may choose to restrict the participant’s access to program activities or to OPNC premises for a period of time or indefinitely, depending on the circumstances.

**Follow the procedures below when making, investigating, and resolving complaints of disrespectful conduct:**

**Goals for addressing complaints of disrespectful conduct:**

* To stop and prevent further disrespectful conduct,
* To support individuals and/or groups experiencing disrespectful conduct,
* To ensure programs and services and the work environment of OPNC are welcoming and respectful.

**A complaint can be made by:**

* + Any person or people who feel they have been confronted with disrespectful conduct from anyone in OPNC community. This includes staff, Board members, volunteers, students, participants, donors and visitors to our location.
  + A person who sees another person being confronted with disrespectful conduct.
  + OPNC as an entity can also make a complaint.

**How to make a complaint:**

* Anyone who thinks that they have been confronted with or has witnessed disrespectful conduct may file a complaint to an OPNC staff person, Executive Director or Chair of the Board.

**Investigation:**

* OPNC will investigate all complaints of disrespectful conduct.
* However, OPNC will not investigate complaints of disrespectful conduct which have already been investigated and addressed by OPNC. This is to avoid multiple investigations and action in respect of the same allegation(s).
* In order to achieve the purposes of this policy, during the investigation, OPNC may limit the program participation of volunteers or participants accused of disrespectful conduct, pending the outcome of the investigation.
* Where a disrespectful conduct complaint is against a staff person, OPNC will consider where it is appropriate to transfer or suspend (with or without pay) the staff person accused of disrespectful conduct, pending the outcome of the investigation.

**Resolution:**

* If the investigation determines that disrespectful conduct has occurred by a participant, volunteer, student, OPNC will take appropriate action including, but not limited to, reporting the disrespectful conduct to relevant authorities, suspension or expulsion from some or all of the programs offered by OPNC or from its premises.
* In addition, if the investigation determines that disrespectful conduct has been committed by a staff member, OPNC will take appropriate action, including but not limited to reporting disrespectful conduct to relevant authorities, disciplinary action up to and including dismissal, subject to the collective agreement, if applicable, and human resource policies and procedures.
* Where possible and applicable, OPNC will refer victims of disrespectful conduct to counselling services.

**Confidentiality:**

* Confidentiality is an extremely serious issue. Significant personal harm and damage to reputation could come to any party through inappropriate breaches of confidentiality, including harm created by innuendo and gossip. Trust in confidentiality also encourages people to come forward with their complaint.
* Everyone involved in a complaint under the Respectful Workplace Policy has a responsibility to ensure confidentiality in order to respect the right to fair process for the complainant and respondent. Everyone involved has a responsibility to strictly limit the number of people who share information with, and to caution such contacts on the importance of confidentiality. Contacts should only include parties who have a clear interest in the matter.
* OPNC also reserves to right to share information with its legal representatives, Board of Directors, and law enforcement as may be appropriate.

**False allegations:**

1. Knowingly making false allegations of disrespectful conduct is serious wrongdoing.
2. Where OPNC determines that an employee has intentionally made a false accusation of disrespectful conduct, it will take appropriate action, including, but not limited to, disciplinary action up to and including termination.
3. Where OPNC determines that a participant, volunteer, Board member or other user of the premises has intentionally made a false accusation of disrespectful conduct, it will take appropriate action including exclusion of that person from some or all services, programs or building use.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Complaints Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | June 2020 / July, 28 2021 / / / |

**Policy Statement**

At Oak Park Neighborhood Centre we encourage input so that we can improve our programs and better serve the community.

**Applicability**

* All Staff
* Program Participants, Clients, Members
* Volunteers
* Student Placements
* Community groups who utilize OPNC space
* Donors
* Third Party Contractors
* General public

**General Principals and Procedures**

Every member of our community has the right to file a complaint with our Preschool and community Outreach

Manager, or our Executive Director. If the report can not be filed with either of the two staff as they are

implicated in the complaint then the complainant can contact the Chairperson of the Board.

Please note that if this complaint relates to harassment or abuse or a serious occurrence that there are policies to

follow in those instances contained in this manual. Please refer to those specific processes.

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. The Executive Director is required to notify the Board Chair

of any complaints immediately. 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Breast Feeding Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2014 |
| Revision dates: |  |

**Policy Statement**

Oak Park Neighbourhood Centre recognizes the benefits of breastfeeding for health and bonding.

**Applicability**

* All Staff
* Program Participants, Clients, Members
* Volunteers
* Student Placements
* Community groups who utilize OPNC space
* Donors
* Third Party Contractors
* General public

**General Principals and Procedures**

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 them 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Accessible Customer Service Plan** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2014 |
| Revision dates: |  |

**Policy Statement**

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

**Applicability**

* All Staff
* Program Participants, Clients, Members
* Volunteers
* Student Placements
* Community groups who utilize OPNC space
* Donors
* Third Party Contractors
* General public

**General Principals and Procedures**

**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.

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| **Oak Park Neighbourhood Centre** | |
| **Policy Title:** | **Conflict of Interest Policy** |
| **Approved by:** | **Oak Park Neighbourhood Centre Board of Directors** |
| **Approval date:** | **October 2014** |
| **Revision dates:** | **March 25, 2020 / April 28, 2021 / / /** |

## Policy Statement

Conflicts of interest are not accepted within the Oak Park Neighbourhood Centre (OPNC). Conflicts of interest are considered a breach of community trust and 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, its supporters, staff, volunteers or community.

**Applicability**

Staff Board Members Volunteers

**Definitions**

Conflict of Interest

1. A situation that has the potential to undermine the impartiality of an individual because of a contention/ overlap between their self-interest, professional interest, public interest, agency interest or community interest.
2. When someone’s responsibility to someone or something affects their ability to carry out their job or duties at the centre.
3. 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 them to experience difficulty between interests, points of view or allegiances.

**General Principles and Procedures**

**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 board member is related to another board member by blood, marriage or domestic partnership
* A staff member in a supervisory capacity is related to another member whom they supervise
* 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 their regular job responsibilities or as reimbursement for reasonable expenses incurred as provided by board policy.
* 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 their 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, and volunteers are familiar with, and adhere to the Conflict of Interest Policy is to require them to read the policy, and sign off and review at least annually.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Volunteer Policy (incl. Students)** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | February 24 2019 |
| Revision dates: | May 27, 2020/ / / / |

**Policy Statement**

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.

**Applicability**

This policy applies to all volunteers, placement students, board members and students.

**General Policies and Practices**

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 recognize volunteer contributions with small tokens of appreciation and notes at seasonal holidays.

Key Volunteer Expectations & Standards

Police check is required for anyone over the age of 18. First Aid and CPR qualifications are recommended and OPNC has on site First Aid and CPR training that volunteers are welcome to attend. For our school programs HIGH FIVE is recommended. Volunteers are never left alone with children. Volunteers must complete the “Hiring, Volunteer Intake and Annual Review” Sheet as well as the “Volunteer Form”

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 their 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. 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. Volunteers for school age programs are provided with a HIGH FIVE overview, including the five principles by the youth staff leaders. An overview of the history and mission of OPNC is provided. 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. 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

Volunteers are trained, recognized and valued. The Executive 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, or the Executive. If this is not possible or has 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
* Ensure attendance is taken
* Connect parents with one another.

**After School Helper**

Weekdays 3-6pm

* Help set up activities and clean up room
* Help with food prep, engaging children in activities.

**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.)

**Oak Park Seasonal Big Clean**

Seasonal-Fall and Spring (Dates to be determined)

* Throwing things out
* Organizing spaces: àRooms, shelves, drawers, cupboards, bins etc.
* Landscaping, gardening, painting, upkeep.
* Sweep, vacuum, mop
* Dusting

**Tax Clinic Volunteers**

* CVITP registered volunteers to complete tax returns for people who live below the poverty line

**Seniors Program Assistance**

* Set up chairs
* Welcome seniors

**Cultural Programs**

* Organize and carry out cultural programming for the community

**Special Events Volunteers**

2nd 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. 2nd Saturday in September Fall Fair. This position encourages people to connect with others and share their culture, talents and gifts to build community. It provides an opportunity to engage in giving back to the community.

**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. Support people in need by teaching skills or providing food, connect with others and engage by sharing your talent with others to build community. This supports our mission by creating a welcoming space that reflects diverse cultures and programs, encourages friendships, strengthens people and creates a healthy community.

**Communications**

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

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Income Tax Volunteer Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | January 26, 2022 |
| Revision dates: | / / / / |

**Policy Statement**

OPNC deploys income tax completion volunteers who often need to work remotely from home, rather than onsite, to process and complete OPNC client income tax returns. These volunteers register through the Community Volunteer Income Tax Program (CVITP), which trains volunteers to prepare and file income taxes using the Canada Revenue Agency’s (CRA’s) UFile software.

***This policy outlines the required steps to ensure****:*

* Confidentiality of client information
* There is no or potential conflict of interest
* Volunteers receive the training they require and are vetted to ensure confidentiality

**Applicability**

* Income Tax Completion Volunteers
* Income Tax Staff

**Definitions**

Community Volunteer Income Tax Program (CVITP)

**Related Polices**

* Volunteer Policy
* Staff & Volunteer Acceptance of Gift Policy
* Information Technology and Personal Device Use Policy
* Conflict of Interest Policy

**General Principles and Procedures**

The following policies will be reviewed with and agreed to by each income tax completion volunteer to **ensure that all client information and data is always protected**.

1. Volunteers have provided OPNC with a recent Criminal Record Check and been approved by CRA EFile department as CVITP eligible. Criminal reference check specifications outlined in OPNC’s Volunteer Policy are to be followed.
2. Volunteers are required to sign an OPNC Volunteer Code of Conduct and the Centre’s Confidentiality Agreement.
3. An OPNC e-mail address will be assigned to each volunteer to facilitate communication with the OPNC Income Tax Coordinator and income tax clients (taxpayers).
4. The Income Tax Coordinator is responsible for uploading client information to the OPNC Microsoft 365 portal where information will be accessed by income tax volunteers.
5. Volunteers are provided an OPNC computer laptop and are required to ensure it is password protected and that the laptop is turned off and stored in a secure area of their home when not in use.
6. Volunteers are required to block their personal phone number when making telephone phone contact with a taxpayer (income tax client).
7. Volunteers are to always use the standardized OPNC e-mail template to confirm the return has been completed and to request confirmation of the email address the taxpayer would like their return sent to. Once the taxpayer confirms this with the volunteer, a copy of the return can then be submitted to CRA.
8. Volunteers agree to abide by CRA’s CVITP rules, requiring all taxpayer data and completed returns be deleted from their computer within 48 hours of completion.
9. Once the income tax return has been e-filed and the volunteer receives confirmation from CRA that the filing has been received, the Income Tax Coordinator will remove taxpayer information from the OPNC portal.

**Acknowledgement of Policy**

I acknowledge that I have received and read the Income Tax Volunteer Policy and have had it explained to me.

I understand that it is my responsibility to abide by this policy and related policies of Oak Park Neighbourhood Centre as a condition of my employment or volunteer participation in Oak Park Neighbourhood Centre.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Employee/Volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Human Resource Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | February 24 2019 |
| Revision dates: | February 26, 2020/ December 2022 / / / |

**Policy Statement**

At Oak Park we value our staff and the passion and commitment they bring to our community. This policy provides clear guidelines and information required for each position.

**Applicability**

This policy applies to all staff and some aspects may be applicable to volunteers who are working in a staff role.

**General Policies and Practices**

**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. 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 6 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, symbols or words are not to be worn. Inform the Executive Director if you have lost your name tag so a new one can be ordered. Staff 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 personal use without prior consent from the Executive Director.

**Insurance Coverage**

OPNC has 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 OPNC will require a Doctor’s note. Please note that OPNC is not responsible for any injuries sustained while traveling to and from work.

**Holiday Schedule**

The following days are recognized as holidays and the Centre is closed on these days. Staff are paid for statutory holidays based on Labour Standards guidelines and are not required to work on the following days: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day. OPNC is 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 under 18 $14.60 to $15.49 Grade 1 $15.50 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

**Pay Equity Plan**

Pay is the same for a position regardless of age, gender, race or other protected status. Differences in pay are tied to job responsibilities, performance and experience.

**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 solution to handle the absence. Staff are not paid for absences. For extended time off please allow 2 weeks time so that you can find a replacement. Summer holiday requests are normally discussed mid-May. An employee subpoenaed for jury duty will be granted a leave of absence without pay.

**Training**

Preschool and after school program staff are required to have current Standard First Aid & CPR and Food Handlers certificates. After school staff are required to have HIGH FIVE training. The Children’s Program

manager is required to have HIGH FIVE 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 preschool 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.

**Staff Resources**

The Occupational Health & Safety Act, Water Safety Act, Fire Safety Plan and other related materials are

located at the front reception desk. The Policy and Procedures manual is provided in the cloud, on our

website and at the front desk.

### Immunization and Police Checks

### All preschool employees must provide proof of TB, MMR, Tetanus and have a doctor’s note that they are able to work. All staff must provide current police checks and Vulnerable Sector Screens every five years. At the time of hire these must be less than 6 months old. Staff can start work if they provide proof they have applied for the check. Safety precautions will be put in place so that they are never alone with a child until they are properly certified. 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 OPNC members and the general public. Participants are to be supported through an asset based lens. 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 (ED) is the chief staffing officer and oversees all employees. The ED reports to the Board of Directors.

**Preschool and Community Outreach Manager**

Coordinates the day-to-day activities of the drop-ins, Preschool, and utility support program and supports the children and families who attend. They liaise with community agencies and volunteers related to the above programs. They provide direction and new ideas for the programs and report to the Executive Director

**Employee Recruitment, Hiring Process & Orientation** Potential employees may be recruited through websites, employee search sites 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, the Executive Director and possibly the Preschool and Community Outreach Manager willcarry out the interview process. The applicants will be narrowed down based on resume and cover letter, a skills and experience grid, and an initial phone call to review the position. All candidates will be asked the same questions at the interview. 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 ESC 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 resource file for each employee. This file shall be kept up to date, shall be kept confidential and secure.. Each employee shall have the right of access and examination of their respective human resources file.

**Employee Concerns**

Employees are encouraged to bring work-related concerns to their immediate supervisor. If not resolved then to the Executive Director may be approached. .

**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 Executive Director. 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, other staff and volunteers, fighting and lying.
* The employee’s inability to perform the duties of the job through incompetence.

In the event the Executive Director believes it is necessary to terminate employment it will be after careful consideration.

**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 their absence will be deemed a resignation.

**Leave**

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 of 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 Executive Director 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 monthly. 90% of the funding is allocated to salary and employer and employee portions of benefits (CPP, 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
  + 1. Create a spreadsheet showing all eligible staff positions for WEG and attendance
    2. Calculate the sick and vacation time taken per position
    3. 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 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 on each pay cheque 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

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Workplace Harassment Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | May 22, 2019 |
| Revision dates: | December 2022 / / / / |

## Policy Statement

Oak Park Neighbourhood Centre is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment including workplace sexual harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment including workplace sexual harassment. Supervisors and workers are expected to uphold this policy, and will be held accountable by the employer.

This policy is to be read in conjunction with the Respectful Workplace Policy which applies to the general public, program participants, clients, members, volunteers, student placements,community groups who utilize Oak Park Neighbourhood Centre space, donors, and third-party contractors.

**Applicability**

* All Staff

**Definition**

Workplace harassment means engaging in vexatious comment(s) or conduct against a worker in a workplace.

For the purposes of this policy:

* “Harassment” is defined as a comment or conduct that is known or ought to be reasonably known to be unwelcome.
* “Vexatious” is defined as causing, tending to cause or reasonably expecting to cause annoyance, frustration or worry.
* “Workplace” is defined as any land, premises, location or thing at, upon, in or near which a worker works. It includes, but is not limited to, the physical work premises (e.g. offices), work-related social functions (e.g. parties, retreats, etc.), work assignments outside Oak Park Neighbourhood Centre’s office and work-related travel, conferences or training sessions.

Workplace sexual harassment means engaging vexatious comment(s) or conduct against a worker in a workplace related to sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. Workplace sexual harassment also means making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and/or the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it does not have to.

**General Principles and Procedures**

Workplace harassment occurring within the context of an employment relationship may involve conduct that is verbal or non-verbal, a single incident or a series of incidents. Workplace harassment can be directed at a co-worker, subordinate or supervisor.

Workplace harassment does not include legitimate decisions or actions relating to the worker’s employment, including a decision to change the work to be performed or the working conditions, to discipline the worker or to terminate the worker’s employment. This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

There are [workplace violence and harassment procedures](http://www.westnh.org/wp-content/uploads/2014/02/Workplace-Violence-and-Harassment-Procedures-2016.pdf) and a “**Workplace Harassment or Incident Investigation Report**” that implement this policy. It includes measures and procedures for making complaints, having them investigated and seeking remedies that address the incident. Workers are encouraged to attempt to resolve issues informally with the individual with whom they have a concern. However, where the worker feels thatresolving the matter informally is not possible or appropriate the worker shouldreport any incidents of workplace harassment to their supervisor.

Management (the Executive Director) will investigate and address all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers’ privacy as much as possible. Where the worker believes that they have been the subject of workplace harassment by a staff member of Oak Park Neighbourhood Centre other than Executive Director, the worker is encouraged to contact the Executive Director to report the incident. Where the worker believes that they have been the subject of workplace harassment by the Executive Director, the worker is encouraged to contact the Chair of the Board of Directors to report the incident. The Chair of the Board of Directors, or designate, shall investigate and address the concern, complaint or incident in accordance with Oak Park Neighbourhood Centre’s procedures under this policy.

An investigation will include understanding the complaint and circumstances of the issue, meeting with parties concerned and any one who may have information concerning the complaint, keep meeting notes, weigh evidence, prepare a report and make recommendations for any changes required in the workplace Parties to the investigation will be notified in writing with the results of the investigation. The investigator will use our “Workplace Harassment or Incident Investigation Report” Form.

No worker or any other individual associated with Oak Park Neighbourhood Centre shall subject any other person to workplace harassment. A worker that subjects another worker or other person to workplace harassment may be subject to disciplinary action including termination. Other persons may be removed from the workplace.

The Workplace Violence Policy should be consulted whenever there are concerns about violence in the workplace.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Workplace Violence Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 2019 |
| Revision dates: | December 2022 / / / / |

## Policy Statement

Oak Park Neighbourhood Centre (OPNC) is committed to the prevention of workplace violence. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources (including but not limited to domestic violence in the workplace).

This policy is to be read in conjunction with the Respectful Workplace Policy which applies to the general public, program participants, clients, volunteers, student placements, community groups who utilize OPNC space, donors, and third party contractors.

**Applicability**

* All Staff

**Definition**

Workplace violence is:

* the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker;
* an attempt to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
* a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker in a workplace that could cause physical injury to the worker.

“Workplace” is defined as any land, premises, location or thing at, upon, in or near which a worker works. It includes, but is not limited to, the physical work premises (e.g. offices), work-related social functions (e.g. parties, retreats, etc.), work assignments outside OPNC’s offices and work-related travel, conferences or training sessions.

Domestic violence is:

* violent or aggressive behavior within the home, typically involving the violent abuse of a spouse or partner

**General Principles and Procedures**

Violent behaviour in the workplace is unacceptable from anyone (including but not limited to all staff, volunteers, program participants, contract workers, students, and visitors). Everyone is expected to uphold this policy and work together to prevent workplace violence.

There are [workplace violence and harassment procedures](http://www.westnh.org/wp-content/uploads/2014/02/Workplace-Violence-and-Harassment-Procedures-2016.pdf) that implement this policy. It includes measures and procedures to identify risks, protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. OPNC as the employer will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, **ensuring staff are safe** and respecting the privacy of all concerned as much as possible. **An investigation will include understanding the complaint and circumstances of the issue, meeting with parties concerned and any one who may have information concerning the complaint, keep meeting notes, weighing evidence, preparing a report and making recommendations for any changes required in the workplace. Parties to the investigation will be notified in writing with the results of the investigation.** **The investigator will use our “Workplace Harassment or Incident Investigation Report” Form.** A worker that subjects another worker or other person to workplace violence may be subject to disciplinary action including termination. Other persons may be removed from the workplace.

The Workplace Harassment Policy should be consulted whenever there are concerns about harassment in the workplace.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Staff & Volunteer Acceptance of Gifts Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | September 25, 2019 |
| Revision dates: | / / / / |

## Policy Statement

Staff, students or volunteers personally will not request, borrow, receive free services or accept tangible gifts of any monetary value, such as but not limited to money, jewellery, clothing, consumable goods or gift cards for personal use or benefit.

**Applicability**

* All Staff, Students , Volunteers

**General Principles and Procedures**

Oak Park Neighbourhood Centre is held accountable by its donors and funders for the responsible use of their gifts and donations to support its programs/services and mission. The situation is different when an individual or group offers a gift to a staff person, student or volunteer because doing so would create a perception of obligation and potential conflict of interest.

* Gifts must not be accepted from participants. While a gift may be a cultural expression of appreciation and gratitude, in some cases, a participant also may assume that a gift is necessary to assure access to services for themselves or family members. A gift can also be offered on the expectation of establishing a prior claim for future service or preferred status.
* Money may only be accepted on behalf of Oak Park Neighbourhood Centre and must be in exchange for a receipt. A charitable tax receipt will be provided upon request. In all instances, the staff person must clearly inform the individual that it is their duty to provide equal access to all services as part of their responsibilities and job. The gift, while gratefully accepted or declined, will make no difference to this general value.

## Consumable items (food, non-alcoholic beverages, candies, cakes etc.) may be accepted in the name of the Centre and must be used for an event or shared openly with participants, students and other staff. Occasional meals may be accepted if there is an appropriate business/work purpose. Acceptance of anything beyond an occasional meal must be reported to the supervisor/Executive Director immediately.

* Gifts must not be accepted from suppliers, vendors, or contractors. Doing so may create an assumption that the gift will leverage or secure a long-term business relationship. Gifts may be accepted on behalf of Oak Park Neighbourhood Centre or its participants with the understanding that there is no obligation attached. Gifts that cannot be received with this understanding must be politely declined. If a tax receipt is requested the Executive Director or designate must be consulted.
* If a staff person is informed that they have been named in a participant or volunteer’s will by virtue of their participant/employee relationship, they must inform the Executive Director. The Executive Director will meet with the participant or volunteer (if possible) and suggest that they bequeath the gift to Oak Park Neighbourhood Centre.
* If a staff person, student or volunteer disregards this policy and solicits or accepts personal gifts it will be cause for investigation which may lead to disciplinary action, up to and including termination, depending on the severity of the breach.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Information Technology and Personal Device Use** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | October 23, 2019 |
| Revision dates: | / / / / |

**Policy Statement**

The statement of Personal Device and Agency Computer Use was adopted by the board of directors to provide guidelines for the management of technology use to reduce agency potential for risk, to ensure confidentiality, to improve agency responsiveness to members and to respect staff time away from work. It should be read in conjunction with the Privacy and Confidentiality Policies.

**Applicability**

This policy outlines the use of personal and company devices.

* Employees
* Placement Students
* Volunteers
* Board Members

**Definitions**

Personal Devices: Cell phones, tablets, laptops, computers or electronic devices belonging to the

employee/student/volunteer.

OPNC Devices: Laptops, iPods and electronic devices that are provided by Oak Park Neighbourhood Centre.

User: Any employee, volunteer or student using OPNC electronic resources.

**General Principles**

Personal Devices for OPNC Business

Employees and Placement students can not use their personal devices- phones, lap tops or computers for Oak Park Neighbourhood Centre business. Failure to follow policies and procedures may result in disciplinary action up to and including termination

All work emails and phone calls must be made from Oak Park neighbourhood Centre devices.

Personal devices can not have confidential OPNC information contained on them.

In special circumstances when it is an emergency and a device must be used but it is impossible to use an OPNC device then personal use is allowed for either the staff or members safety.

The Executive Director is the only staff allowed to use a personal computer and personal phone to be able to respond to the needs of the board during off hours and to be able to handle any emergencies from home when needed. The Executive Director is responsible for all maintenance and replacement of the device.

The Board of Directors will have access to the Board Drop Box file and can access it from their personal devices. Any confidential information that might be downloaded on to a board members’ personal computer must be deleted.

Volunteers are to work on Oak Park Neighbourhood Centre tasks on Oak Park devices. From time to time when a volunteer maybe be working on a special project that does not involve any confidential information, permission may be granted by the executive director to work from the volunteers devices.

Use of Personal Devices While at Work

Excessive personal calls, e-mails, or text messaging during work, can interfere with employee productivity and be distracting to others. Employees must handle personal matters on non-work time and ensure that friends and family members are aware of the policy. Exceptions may be made for emergency situations. Mobile devices shall be set to a low ring, to silent or vibrate mode so not to disrupt a program or member. During program time the focus must be on program participants so phones must be turned off and put away for the duration of the program. Personal devices can not be used for work related matters unless under extreme emergency circumstances during working hours that someone must be contacted that day and OPNC devices are not functioning.

Use of OPNC Devices

Oak Park Neighbourhood Centre devices are to be used for OPNC business only. They are to facilitate and support company business only. They can not be used to play games, access inappropriate sites, or engage in any illegal activity- including downloading movies. Employees can not store any non work related information/documents/photos on OPNC devices.

Making any modifications to the device hardware or software, or installing additional hardware or software, beyond routine updates of existing software is prohibited. Use of unlicensed software is forbidden.

Computers must be logged off and turned off at the end of use and locked in a cabinet. They can not be left open and on with sensitive data visible.

If the device is not working properly, the Executive Director is to be notified immediately. A note is to be placed on the lap top stating what is not working. Employees are not to attempt to fix the issue on their own. Employees who attempt to fix an issue without permission may be liable for any damages.

OPNC reserves the right to monitor and/or search any part of its computer or communications resources at any time and for any reason. For this reason, users should not consider personal information stored on any OPNC devices to be private from OPNC.

Passwords for accessing OPNC’s computer resources (such as computer logins) must not be shared with any other person, including a supervisor or manager. Passwords can not be changed without permission from the Executive Director. Password protecting documents or spreadsheets may only be done with management approval.

Due to the risk of computer viruses, users may not connect any personal removable media (USB drives, CD/DVDs, cell phones, etc.) on computers and other such equipment without the consent of a supervisor or manager.

Users issued portable (laptop, tablet, etc.) computers or other electronic devices must take reasonable precautions and protect from loss, damage, or theft. When out of the office with permission from the Executive Director, the computer should always be under direct control of the user or out of sight in a secure location. OPNC may also take other security measures including, but not limited to, computer tracking hardware/software, security cables, and/or hard drive encryption.

Computers must be logged off and turned off at the end of use and locked in a cabinet. They can not be left open and on with sensitive data visible.

Electronic Media

Electronic media (email, social media, instant messaging, etc.) must not be used for knowingly transmitting, retrieving or storing any communication that:

* + Is discriminatory
  + Is harassing or threatening
  + Is derogatory to any individual or group
  + Is obscene or pornographic
  + Is defamatory
  + Is engaged in any purpose that is illegal or contrary to OPNC’s policy or interests.

Employees must use caution when representing the agency on any online forums or in email. Remember that any statement made is a representation of the Agency. All agency policies must be respected, including communication guidelines, privacy and confidentiality.

**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:

* 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.
* recruiting, providing orientation and supervising employees;
* developing the annual operating budget and preparing the books for audit in consultation with the treasurer and the Board
* with the board Volunteer Director, overseeing initiatives to encourage and maintain volunteers
* gathering and reporting statistical information and current studies or articles that are relevant to OPNC
* 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
* overseeing initiatives to welcome, record and contact members, together with the Membership Director
* liaising with other community groups and local organizations
* completing funding proposals and reports and liaising with funders
* developing new programs consistent with OPNC’s mission, and ensuring curriculum meets current industry standards
* seeking out and managing renters
* completing annual report and presenting it at the Annual General Meeting
* Doing strategic planning and reviewing policies with the Board annually
* providing orientation to the Board at the beginning of each new year, going over requirements/responsibilities
* attending regular monthly Board meetings and presenting required reports (outcomes, incidents, complaints, insurance, government filings)
* 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 Excel, 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

**Community Services Manager**

Oak Park Neighbourhood Centre  
Support, Connect, Contribute People Belong, Families are strong, Neighbours Care, everyone Shares  
A welcoming community, supporting each other through diverse programs & resources to build friendships, strengthen our children & create healthy neighbourhoods. To relieve poverty, provide education, support, recreational & social opportunities for people of all abilities

**Qualifications**

• Early Childhood Education Diploma RECE  
• Two Years experience in Children or Family Services  
• Current Criminal Reference/Vulnerable Screening Check  
• Current Standard First Aid  
• Current Health Certificate & Immunization Records  
• A working understanding of the Child Care and Early Years Act  
• Working knowledge of "How Does Learning Happen? Ontario's Pedagogy for the Early Years"  
• Excellent communication skills  
• Familiar with Asset based Community facilitation approach.  
• Welcoming, friendly, compassionate  
• Ability to work co-operatively with others in a team environment  
• Ability to maintain confidentiality and professionalism

**Job Description**

• Part time 30 hours a week. 9am to 3pm Monday to Friday $23 an hour. (We could offer reduced hours or summers off if this is of interest)

**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 them 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 weekday program with with 1 hr of self-esteem building fitness, ½ hr of wellness & ½ hr of preparing & eating nutritious snack. 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 FIVE, 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Board Of Directors Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | June 24, 2020 |
| Revision dates: | Mar 24/21/ Oct 27/21/ / / |

**Policy Statement**

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.

**Applicability**

This policy outlines the role of the Board of Directors.

* Board Members

**General Principles**

**Board Meetings**

Board meetings are held monthly, except for one month in the summer and December. 50% of the board must be present for quorum and voting. Board members are expected to attend all meetings.

**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 their own behalf.

1. 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);
2. Directors are justified in entrusting certain matters of business to officers of the corporation; and,
3. Directors are justified, in the absence of grounds for suspicion, in trusting that officers of the corporation will perform their duties
4. Directors should make decisions affecting the corporation based on full consideration of all appropriate material and on the advice of professionals where required.
5. Directors should oversee all aspects of the corporation's operations.
6. 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.
7. 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 monthly 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 to ensure 50% plus 1 quorum is maintained 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 their 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 their 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. It is important to OPNC to take the time up front to ensure volunteers are committed to the board and that they reflect the diverse community. This builds a board that reflects our community, has the diverse skill sets we need and will stay with us for at least the full term.

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 website, including our video of history and mandate, 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 with 15 days-Canada Revenue Agency, Halton Region, our Banking institution, our insurer and the Ministry of Education. Board Members are limited to three consecutive terms of two years each.

**Orientation of New Board Members**

New board members will be provided access to our online board files (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, Theory of change document, Program flyer with programs and services offered by the organization, administrative structure, audited statements, most recent financial statements, budget, and funding structure

New board members will meet with the Executive Director and or the Board Chairperson or Vice Chairperson to assist them in settling in to their position.

Wherever possible a new executive 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 oversee the general and active management of the affairs of the corporation. They shall see that all directives 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 Chairperson, perform the duties and exercise the authority of the Chairperson and shall perform such other duties as shall from time to time be requested of them by the Board of Directors.  The Vice- Chairperson will also take on some fundraising duties.

**Secretary:**

Is responsiblefor 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 willensure 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 will maintain the Board annual timeline with the support of the Chairperson and the executive Director. The Secretary is responsible for the preparation of a meeting package that will include an agenda, minutes and reports. 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 other fundraising events . This will 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, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, at this address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ consent to be a Director of the Board 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 monthly board meetings and participate in the monthly 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…

* Ensure OPNC complies with all Federal, Provincial and municipal laws and regulations.
* 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 Government, 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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Financial Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 20, 2019 |
| Revision dates: | Oct 23/19,/Dec/16/20/, May 26/21, Oct 27/21 |

**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, bookkeeper, financial and fundraising volunteers, members, partners, Board of Directors, supporters, and financial 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, Chair o the Board, Treasurer and one Board Member.

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 its annual 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 board approval and 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Fundraising Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | April 24/19 |
| Revision dates: | October 23, 2019/December 16 2020/ Sept 28, 2022 / |

**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, students, bookkeeper, financial and fundraising volunteers, members, participants, partners, Board of Directors, supporters, and financial 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, share, rent, or exchange 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.

Contact 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 contact;
* not be contacted by telephone or other technology;
* receive printed material concerning the charity; and
* Discontinue contact 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Investment Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 20, 2019 |
| Revision dates: | Oct 23 2019 /Dec 16 2020 / / / |

**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 the Executive Director, bookkeeper, financial volunteers, funders, the Board of Directors, including the Treasurer and financial 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.

* 1. The Board of Directors shall review the investment policy annually.
  2. The treasurer will recommend any changes in the policy to the Board of Directors.

A contingency reserve will be established annually based on 3 months overhead costs ($40,000 target). Budgeted net income or deficit will be the amount required to meet the contingency reserve requirement. The contingency reserve can only be used to cover the core costs including payroll expenses, utilities, mortgage interest, property taxes, insurance, facilities maintenance, telephone, website expenses, and audit fees when the total income does not meet the budgeted number as set at the AGM. The net income balance excludes the reserve needs to meet a minimum requirement of the funders.

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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Gift Acceptance Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 20, 2019 |
| Revision dates: | October 23, 2019/ Dec16 2020 / / |

**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, 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 used at the centre like toys, sports equipment, furniture, household goods, or food for our food bank. We also accept gifts in kind for our annual silent auction. 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 an auction 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 gift 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 OPNC 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 there are changes with the program so 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 or negatively affects the OPNC image, implies an endorsement of a product or ideological position, or 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 responsible for 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 at any time.

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 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 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 satisfied that the donor has a charitable intention and an accurate understanding of the nature and consequences of the donation, the mission of the agency and where the gift will be applied.

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

OPNC encourages donors to seek independent advice if a proposed gift is a Planned Gift and/or the charity has any reason to believe 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 onerous restrictions 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 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.

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

**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 there 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.

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| **Oak Park Neighbourhood Centre** | |
| Policy Title: | **Amortization of Assets Policy** |
| Approved by: | Oak Park Neighbourhood Centre Board of Directors |
| Approval date: | March 20/2019 |
| Revision dates: | October 23, 2019/ Dec 16 2020 / / |

**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**

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| |  |  | | --- | --- | | 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).   |  |  | | --- | --- | | Amortization – Useful Life **Asset** | **Amortization Period** | | Land | N/A | | Building | 15 | | Land Improvements | 10 | | Furniture & Fixtures | 5 | | . |