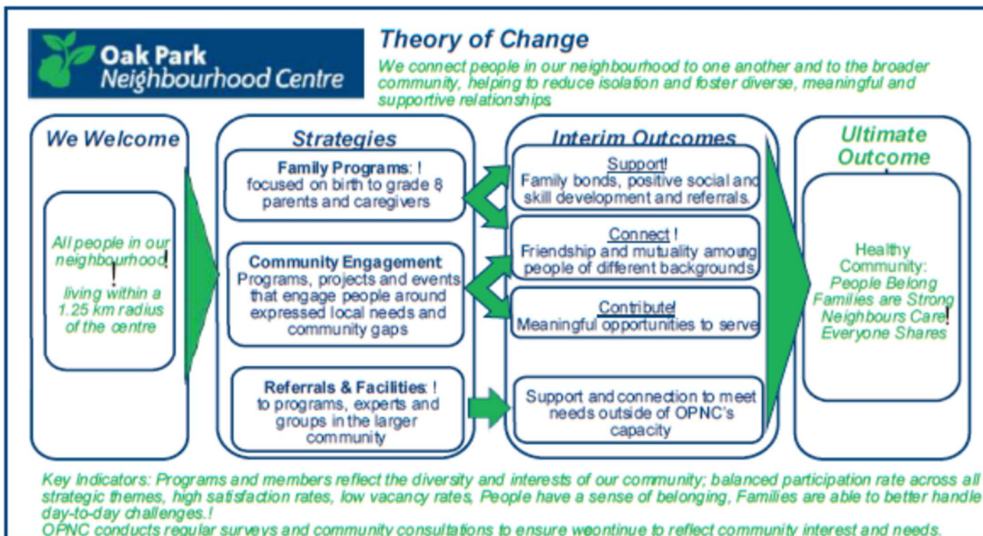


## Oak Park Neighbourhood Centre Theory of Change Mission, Vision & Outcomes

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

Outcomes	<b>Support, Connect, Engage</b> <ul style="list-style-type: none"> <li>People Belong,</li> <li>Families are Strong,</li> <li>Neighbours Care,</li> <li>Everyone Shares</li> </ul>
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



## OAK PARK NEIGHBOURHOOD CENTE

### History, Vision, Mission, Program Overview

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

We are a registered charity, community-based agency that began in 1999 with 6 women meeting together and in the last 24 years we have supported 20,552+8,810 people, currently serving over 51113500 people a year.

We have an inviting, non-institutional, barrier free space, so that is welcoming to everyone. It 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. We believe in supporting the whole community together, regardless of income level, age or background.

Our centre has various programs including, multicultural programs (Mandarin, Japanese, German, Arabic); food programs, household supports, infant pantry, harm reduction & supports, poverty support group, utility bill payments, financial literacy, year-round income tax, mobility Equipment, seniors, supports for people with disabilities. We run family, infant, toddler, preschool, school age, youth and seniors' programs. We provide free or affordable space to a number of local agencies and businesses to provide programs.

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 and ages.

- 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

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Privacy Policy- Full Agency</b>
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 the 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Respectful Environment – Full Agency</b> See also Childcare Responsible Adult Issues & Concerns Policy
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	June 2019, December 2022
Revision dates:	June 2023 / / / /

***Policy Statement***

Mutual respect and a discrimination free environment are values and priorities of Oak Park Neighbourhood Centre (OPNC). The benefits of a respectful environment 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 Centre and at Centre-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**

**OPNC 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 as it relates to OPNC; and
- Social events at OPNC programs 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. Employees should refer to the HR - Workplace Harassment Policy for further details.
- **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 environment.**

### **You have the right:**

- To work or participate in a respectful 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
- 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 the right to share information with its legal representatives, Board of Directors, and law enforcement as may be appropriate.

**False allegations:**

- A.** Knowingly making false allegations of disrespectful conduct is serious wrongdoing.
- B.** 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.

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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Accessible Customer Service Plan- Full Agency</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates	June 2014, Nov 30,23

***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 endeavor 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.

**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.

**Children with Medical Condition**

Individualized program plans will be developed for children with medical conditions.

The plan will include...

Ways to reduce the risk of medical incidents (response, contacts, symptoms, see “Individualized Treatment Plan”) Information on daily accommodations needed

How to support the child to enable their full participation

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

Any additional procedures to be followed for evacuation, or field trip.

### Accessibility Parking and Ramp

The parking spot and ramp are to be kept clear and open at all times. Every effort must be made to ensure there is a clear entrance through the back door ramp and ensure the door bell at the back door is in working order.

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### **Training**

Oak Park Neighbourhood Centre will provide integration training to all employees, and volunteers. This training will be provided to staff at the time of hire during their orientation and annually with the 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 the Centre at (905) 257-6029. Customers can expect to hear back in two business 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.

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Conflict of Interest Policy- Full Agency</b>
<b>Approved by:</b>	<b>Oak Park Neighbourhood Centre Board of Directors</b>
<b>Approval date:</b>	<b>October 2014</b>
<b>Revision dates:</b>	<b>March 25, 2020 / April 28, 2021 / March 2023 / /</b>

***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

- i. 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.
- ii. When someone’s responsibility to someone or something affects their ability to carry out their job or duties at the centre.
- iii. 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Agency Health &amp; Safety Policy- See also Childcare Health Policy</b>
Approved by:	OPNC Centre Board of Directors
Approval & Revision Dates:	Feb 24, 2021/ Nov 30, 2023/ <b>Board approval needed</b>

***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/>

***Procedures***

***Responsibility***

Maintaining a safe work environment requires the continuous co-operation of all employees.

- It is required that all employees recognize that it is their duty to comply with all Health and Safety rules, regulations and guidelines and in performing all tasks in a safe & healthy manner.
- All employees are required to make the Health and Safety of all persons working for OPNC an integral part of their work.
- All persons are required to refrain from any unsafe practices or hazardous actions and to exercise due care and diligence. No person shall carry out any action, practice or process, which may jeopardize the health and safety of others.
- Any unsafe conditions, materials or equipment and all accidents and injuries must be reported.

**Health and Safety Representative**

Paige Lauer (Early Years and Community Support Manager) is our health and safety Representative, selected by employees to deal with workplace health and safety concerns.

**Managers**

Managers are directly responsible for ensuring all processes and procedures used in their areas of responsibility meet Statutory and OPNC Health and Safety requirements. They will ensure that all staff know and comply with the appropriate Health and Safety guidelines. The specific Health and Safety requirements for each program must be included in their job description.

Managers are directly responsible for ensuring that employees complete any required health and safety training. Records of training completion are kept in employee files.

**Employees**

Every employee, student, volunteer, contractor, or other person working on site will comply with the duties and responsibilities imposed by law. In addition, they will comply with the rules, regulations and guidelines developed by OPNC to perform jobs, tasks or actions in a safe and healthy manner. All employees are required to take an active role in protecting and promoting their health and safety on site and that of our members, volunteers and co-workers.

The Executive Director in cooperation with the Health and Safety Rep and the Churchill Neighbourhood Centre Manager, shall ensure that:

- 1) The Health and Safety policies are available at each front desk, online and on One Drive and effectively communicated to each employee.
- 2) Health and safety specific policies and procedures are in place, including Childcare Health, Childcare Serious Occurrence, Risk Management, Emergency Management Plans, Respectful Environment, Childcare Concussion Procedures, Workplace Harassment and Violence, Respectful Environment, Childcare Serious Occurrence Forms
- 3) The location specific Emergency Plan is developed and published. Employee emergency response training, including fire training and drills, shall be conducted on a regular basis

Disciplinary action up to and including termination for cause shall be taken against any employee who fails to observe this policy or who violates established workplace safety requirements.

**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 (24hrs).

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

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

**Relevant Forms**

Critical Incident Form

Serious Occurrence Forms

Childcare Incident Forms

Concussion Forms

Workplace Harassment or Incident Investigation Report

## **MEDICAL EMERGENCY PROCEDURES- Full Agency**

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. Assess the severity, decide whether assistance or medication is needed.
7. Administer medication as per OPNC Policy. (Medication form in child file giving authorization)
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 reassure them until professional help arrives.



13. In the case of dehydration, help the person to a cooler environment and provide small amounts of water (100ml) every 5 minutes until symptoms resolve. 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 responsible adult/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.

#### **SANITARY PROCEDURES- Full Agency**

Staff at OPNC must adhere strictly to our safety guidelines and practices to reduce the possibility of contracting or transmitting communicable disease and to maintain a sanitary workplace. Any new Health Department Guidelines will be communicated to all staff via email from the Executive Director and any required procedures will be updated and staff will sign off on them.

**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, or wiping a nose
- After toileting, a child or self (Staff & Children)
- After sneezing or coughing
- After taking out garbage and when hands are obviously soiled
- Before and after giving any medications
- After contact with blood/body fluids. - wash for 30 seconds- always use gloves
- Before and after using protective gloves
- After completion of work shift to avoid taking micro-organisms home with you
- If handling chemicals, wash hands before eating, drinking, smoking, or using the washroom.

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

- Wash hands with hot and cold running water, paper towels and liquid dispenser soap.
- Soap is always the preferred cleaning method, but staff can administer hand sanitizer as substitute-keeping out of reach of children.
- Wet hands under running water & Apply soap to palm of hand (use a song or rhyme with children)
- Use friction to clean fingers, palms, backs of hands, wrists, forearms, under nails for approx.10-15 sec.
- 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) and dispose if damaged.
- Use as recommended by the manufacturer and dispose after each single use, per client.
- 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Pandemic Flu Policy- Full Agency</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revisions:	June 2019/ April 29, 20/ Nov 30,23/

**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 based in the direction of the Medical Officer of Health.

**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 Policies are followed, including:

- Hand sanitizer available at the front desk, in the childcare rooms and handwashing policies in place;
- Staff encourage people to cough into the crook of their elbow and not their hands, and model this
- 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 unwell.
- Masks and distancing used, and plexiglass screening in place at front desk.
- Staff schedules may be altered by their supervisor to reduce overlap to reduce illness spread.
- 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.
- Have adequate supply of soap, hand sanitizer, paper towels, masks, non latex gloves, bleach, disinfectant wipes, and test kits.
- When possible, work with members or other agencies by phone/zoom/email rather than in person or ensure distance or outside appointments.

- Frequent cleaning throughout the day, wiping surfaces with disinfectant wipes or bleach solution, tables, chairs, door handles, light switches after each group use; including staff work areas: desks, telephones, touchscreens, and keyboards;
- Programs change to disposable paper plates & plastic cutlery, to pre-packaged food, reduce toys available for play time, provide children with individual play kits to reduce sharing. For parented programs have parents drop off child on porch to the teacher. If possible, move programs outside or if inside increase distancing.
- Set up weekly phone calls to identified isolated members.
- Develop a plan for the potential reduction in volunteers and placement students.

#### Communication

- Communicate precautions on website, 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 use creative measures to continue to serve people who need the Centre while minimizing physical contact;
- Consider privacy risks of working from 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;
- The Executive Director must approve any outside communication regarding the virus. Staff are to 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, Harm Reduction, Tax completion, Utility Support, Phone check ins to all clients, Virtual programming.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Risk Management Policy – Full agency</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates:	March 20, 19/ Mar 26, 21/Apr 26 23, Nov 29 <del>30</del> ,23

***Policy Statement***

Oak Park Neighbourhood Centre (OPNC) is responsible for the 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. OPNC 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, Members, Volunteers, Students, Community, groups/agencies who utilize OPNC 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 (6) 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 that OPNC cannot directly control (though it may be able to mitigate).
- **Internal** - risks originating inside the organization that OPNC has control over through its structure, systems, policies and practices.

**Key Risk Categories that Impact OPNC:**

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

**General Principles**

**Who is responsible for risk management at OPNC?**

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

**A. Related Organization Policies**

Behaviour Management	Health Policy	Sanitary Practices
	Emergency Management Plans	Child Abuse Policy
Serious Occurrence Policy	Privacy Policy	Discrimination & Harassment
Volunteer Screening	Board Code of Conduct	Personnel Policy
Financial Policy	Pandemic Policy	

**B. Standing Practices and Guidelines**

- Annual planning cycle including an environmental scan;
- Board self-evaluation;
- Board orientation and training materials are updated annually;
- Ongoing staff training and development;
- Staff supervision (Human Resources Policy and Procedures including use of personal devices);
- Media response guidelines; and
- Sound employment and volunteer management practices, including:
  - Adherence to the *Employment Standards Act, 2000*.

- Job descriptions include skills and experience to include a risk management perspective;
- Screening of volunteers; and
- Maintain insurance including Directors' liability & Employee Accident and Property Insurance
- Adherence to the Fundraising Code of Ethics.

C. Individual Program Policies

At OPNC, individual programs use the following risk management process to review their program policies and procedures, in addition to reviewing their incident reports and practices.

Risk Assessment Process for Programs:

- Staff should be proactive by imagining worst-case scenarios and plan how to prevent them to reduce harm;
- Staff share ideas with other program staff in OPNC;
- Be conscious of balancing between:
  - Security versus accessibility (serving the most marginalized); and
  - Consistent practices versus allowing judgment to respond to specific circumstances.
- OPNC staff is aware of its obligation to address problems or issues that could cause serious risks for OPNC. 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 according to the following path: frontline staff to supervisor, to Executive Director. Where appropriate, problems or issues are reported to the Board by the Executive Director.

Areas of potential program risk include:

- Personal Health and Safety:
  - 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 participant.
  - Physical activities (sports, fitness programs);
  - Conflict and altercation.
  - Improper relationships (sexual, dependency, financial);
  - Signs of neglect or abuse.
  - Breach of confidentiality; and
  - Theft and or vandalism of OPNC property or personal property.
- Special consideration is required for vulnerable people.
  - Children, seniors and people with disabilities and people struggling with addiction; and
  - People for whom language or communication is a barrier.
- Staff to participant ratio: Ensuring legislative guidelines are met and child safety maintained.

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; and
- As needed reports to the Chair and/or Executive Committee of the Board.

### Sawgrass Emergency Management Plan- Full Agency

This plan provides direction to staff to respond to emergencies, communicate with members and restore services. An emergency is an urgent or pressing situation in which immediate action is required to ensure the safety of people at the Centre. Staff are responsible for the safety of the children in childcare programs and for members attending programs. Staff will co-ordinate actions together with guidance from emergency responders.

<b>Roles and Responsibilities of Staff During an Emergency</b>	The first staff who is aware of an emergency notifies other staff and asks for assistance in getting children, members, and staff to safety. Childcare lead staff must take the attendance binder, first aid kit and any medication with them to the safe room, or off-site location. All staff will encourage calmness, provide re-assurance, and attend to any injuries. Each program lead staff takes responsibility for ensuring members are safe.
<b>Mobility Support in an Emergency</b>	All childcare children with mobility challenges or developmental disabilities have individualized plans that address accommodations required during emergencies. The lead program staff will ask for helpers to support adults or children who need extra assistance to get to a safe place.
<b>Ensure Safety and Maintain Supervision</b>	During an emergency all non-program staff- (volunteer, office manager, student) take direction from lead program staff to ensure the safety of everyone.
<b>Communicate with Childcare Responsible adults &amp; Members</b>	A bulk email from lead childcare teachers explaining the situation as well as any evacuation details with address for pick up will be sent to responsible adults as soon as it is safe. A sign with child pick- up information will be posted on the door. Where possible childcare families will be called, and messages left if not reached. Emergency Notices will be posted on social media to explain the situation, steps taken, plan for resuming operations and follow up supports available.
<b>Emergency Response</b>	The first staff able to, calls 911 for Ambulance/Fire/Police/Gas leak. For water Leak, flood, building, construction issues- call plumber, roofer, contractor at numbers listed at front desk.
<b>Debrief Staff, board and Responsible adults After an Emergency</b>	Staff will write a note about the emergency and steps taken in the Childcare daily Logs and if it is considered a Preschool serious occurrence then the “Serious Occurrence Procedures” must be followed. A “Critical Incident Report” is to be completed and those procedures followed. The executive director is to be notified by the most senior staff on-site. The executive director will inform the board and any staff not at work of the emergency and report on the next steps and timeline. The executive director will have a staff meeting within 2 days of the event to review staff response, challenges, and any preventative measures to be put in place. The executive director will send an email to responsible adults with a detailed report of the emergency, staff roles, steps taken to avoid a re-occurrence and information to contact us with questions or concerns. If indicated, a public meeting may be called to discuss the emergency with emergency personnel present. Childcare staff will be available for child needs.
<b>Resume Normal Operations</b>	No one can re-enter the Centre without emergency personnel approval. Depending on the emergency, Town/Ministry/Insurance building inspections and/or a staff damage

	assessment may be required first. The executive director will inform staff when emergency personnel have provided permission to enter the building. Repairs must be prioritized to ensure limited closure. Members will be informed by email/call and social media about anticipated opening dates and interim plans.
<b>Support Children and Staff Who May Have Experienced Distress</b>	The impact of an emergency can have lasting effects on children’s wellbeing. Staff will support children to cope with their feelings, and fears to reduce anxiety. Staff will facilitate conversations, provide materials for role play, invite first responders, and set up counselling with community supports if needed.

**PROTECTIVE ACTIONS**

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

**Evacuation-** Childcare teachers 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 only temporary evacuation is required staff and children can stay on the sidewalk just south of the Centres entrance along Glenashton Drive. A written note of the event must be put in the “Preschool or Before & After School Daily Log”. If safe to do so a sign is put on the door with evacuation location. As soon as possible an email is sent to childcare responsible adults and individual family calls made. Staff must engage with children at the site and stay until all children have been picked up by their responsible adults. No one can re-enter the building unless emergency personnel allow it.

**Fire- See Fire Procedures**

**Flooding-** Ensure records are moved to the second floor and put in locked cabinet in Executive Directors office. Turn off electrical breakers in the games room and the executive director’s office. Evacuate to off site location if unsafe in the Centre.

**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 be a natural gas leak, spilling of a solvent, or a hazardous material spill in the neighbourhood. The WHMIS representative will identify hazardous materials in the Centre and ensure they are properly labeled and put out of reach of children. If there has been a chemical spill near the Centre, 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.

**Lock Down**

**(outside building threat)-** The first staff to learn of the threat tells any staff outside to bring childcare children inside and help them move quickly inside the locked preschool room. Staff lock the front and back doors. The lead childcare teacher calls 911. The lead teacher or assistant 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.

**(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. Officer manager will ensure first aid kits are equipped, safety lighting is operational and that there are flashlights and a radio with batteries available. The office manager will arrange for any repairs or removal required after a storm. The office manager will keep utility contacts at the front desk to report disruption and to schedule repair. The Executive Director or office manager will call 911 in the event of injuries or gas leak and ask for direction. In the event of an evacuation childcare 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 responsible adults of the closure and evacuation location.

**Power Outage-** Report loss of electrical power to Oakville Hydro. We have a back up generator that will maintain power supply for the building. The fuel is natural gas so does not require filling. If natural gas supply fails, then the emergency lights will last for 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 2 hours or more. 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, if the temperature drops below 20 Celsius, call childcare responsible adults 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.

**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. All staff, members and children must come inside the building and ensure all windows and doors are locked. Information from emergency officials at the scene would advise on details concerning seeking shelter and for how long. In the event of a tornado or Earthquake the cupboard under the stairs is the safest spot. Only emergency personnel can come in and out and can call the end to Shelter in place.

**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 outside the building is told to come inside. 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 off the electrical panel in the games room closet and in the executive director's office. 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.

**Water Loss-** If water must be shut off to the building, then fill jugs with water first so that drinking water is available. A jug of water can be put near the toilet as well for flushing. Use hand sanitizer or baby wipes for handwashing short term. Water shut off for more than 2 hours may require evacuation to our off-site location.

## **PERSONAL SAFETY**

**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 responsible adults of all children involved must be provided with the report and sign it. If there was an issue of safety, then a "Critical Incident Form" must be filled out and provided to the Board of Directors. The Lead teacher must follow up with the responsible adults 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.

**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 Procedures”.

**Mental Health Crisis-** Call 911

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

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

**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. 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.

## **FIRE SAFETY PLAN Oak Park Neighbourhood Centre 2200 Sawgrass Drive 905 257-6029**

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

**Occupancy Type** Commercial      **Occupant Load** 68

**After Hour Contacts** Manager/Supervisor: Michelle Knoll Phone No. 905-257-9080 cell 905-627-0068  
Volunteer: Jamie Bay Phone No 905-582-5334

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

Upon Discovery of Fire

- Leave fire area immediately with children and close doors. Alert all occupants.
- Take attendance list & contact information if safe to do so.
- Exit the building via the nearest exit, ensuring everyone has exited
- Meet out front in the park to take attendance before walking to Chartwell Seniors at 180 Oak Park Blvd.
- Call 9-1-1 from a safe location and await the arrival of Fire Department in the front park away from harm.
- Entrance back into the building shall be authorized by the fire authorities only.

### **General Responsibilities**

Keep the approved up to date Fire Safety Plan at the front desk and notify the Fire Department of any changes  
Ensure doors, extinguishers and exit signs are always in good working condition and clear of any obstructions.

Do not have combustible materials in the building and

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 childcare.

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.

Ensure extension cords are not used as permanent wiring.

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

### **Portable Fire Extinguisher Operation**

Only trained persons can operate a fire extinguisher. Call 911 before operating and ensure everyone is safely out of the building first. Extinguishers are at the back and front doors, and at the top of the stairs on each side.

P - Pull the safety pin

A - Aim the nozzle

S - Squeeze the trigger handle

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

### **Fire Emergency Procedures** For visitors, Staff and members:

- 1 - Lead/assist parents and children in evacuation of the building to Chartwell Seniors
- 2 - Leave the fire area immediately.
- 3 - Staff, if safely able to, take attendance folder 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.

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

#### **Portable Fire Extinguishers Checklist**

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. Portable extinguishers shall be inspected monthly. Extinguishers shall be maintained annually or when indicated by an inspection. A thorough examination of mechanical parts, extinguishing agent, and expelling means. Every five years, pressurized water and carbon dioxide fire extinguishers shall be replaced with new ones.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Child Abuse Policy- Full Agency</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revisions:	June 2019/ April 29,2020 / March 24, 2021 / Nov 30, 23

#### **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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 responsible adult 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 childcare 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  
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

**Physical Abuse**

**Child's Appearance**

Bruises and welts in stages of healing on face, lips, mouth,  
on large areas of the torso, back, buttocks, or thighs, clustered or reflective of the instrument used (belt buckle, cord)  
Human bite marks  
Burns-Cigar/cigarette/ glove/rope or sock-like/ immersion in hot liquid / patterned burns that show the shape of the item use.  
Cuts and scrapes to the mouth, lips, gums, eye or genitalia  
Glassy and white eye (A shaken retina separates)  
Head injuries -absence of hair due to pulling, bleeding.  
Fractures -any fracture in a child under 2 yrs/ skull, jaw, or nose fractures/ multiple fractures/ in various stages of healing  
spiral fractures of the long (arm and leg) bones

**Neglect**

**Child's Appearance**

Failure to thrive or malnourished where there are no medical reasons found for the failure to thrive)  
Consistently dirty, unwashed, or inappropriately dressed for weather conditions.  
Unattended physical problems/ lacks routine medical care (i.e., eyeglasses)  
Injuries are inappropriately treated.  
Severe diaper rash/cradle cap

may involve the police and other community agencies. After reporting the abuse to the Children's Aid Society, the staff or volunteer is to complete the "Ministry of Education Serious Occurrence Form" provide the information to the Executive Director who will ensure the individual completes a "Critical Incident Report" and the Executive Director will notify the chairperson of the Oak Park Board of Directors immediately.

**Indicators of Child Abuse and Neglect**

**Sexual Abuse**

**Child's Appearance**

**Child's Behaviour**

Wary of physical contact with adults  
Seems frightened of responsible adults.  
Fearful of adults, not trusting\*  
Apprehensive when other children cry  
Demonstrates extremes in behaviour (e.g. extreme aggressiveness or withdrawal)  
Seems uptight, anxious\*  
Short attention span\*  
Seems sad, unhappy and has poor self-esteem\*  
Evidence of developmental lags\*  
Frequently absent - returns with healing signs of abuse  
Takes caretaking role of responsible adult or adult in family.  
Reports injury by responsible adults  
Poor social relationships with peers\*  
*\*These may be due to reasons other than abuse, e.g. attention deficit disorder or developmental delay.*

**Child's Behaviour**

Consistently hungry.  
Constantly tired or listless.  
Absent regularly; arrives very early before school or is picked up very late.  
Requires much physical contact and attention.  
Poor social relationships with peers.  
Takes role of responsible adult, adult in the family.  
Engages in acts such as vandalism, etc.

**Child's Behaviour**

Has torn, stained or bloody underclothing.	States he/she has been sexually assaulted by someone.
Has bruises or bleeding of genitalia, vagina, or anal areas.	Complains of pain or itching in the genital area.
Has venereal disease.	Appears withdrawn or engages in fantasy or infantile behaviour.
Has swollen or red cervix, vulva, or perineum.	Has poor peer relationships.
Has semen around mouth, genitalia or on clothing.	Is unwilling to participate in physical activities.
	Is engaging in delinquent acts or runs away.
	Sad, unhappy, poor self-esteem.
	<i>* Of the different types of abuse, this behaviour is unique to sexual abuse.</i>

### **Summary of Agency Policies Required in Childcare Handbooks**

#### **Respectful Environment- Please see full policy.**

Mutual respect and a discrimination free environment are values and priorities of Oak Park Neighbourhood Centre (OPNC). The benefits of a respectful environment 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 Centre and at Centre-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 because of the investigation confidential. 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.

#### **Criminal Reference Checks**

Staff must provide Police checks and vulnerable sector screens that are no older than 6 months at the time of hire. Students and volunteers over 18 must provide a Criminal Record and Judicial Matters check that are no older than 6 months at the start of volunteering. If largely unsupervised, students and volunteers must provide police checks and vulnerable sector screens. 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. We will not hire any staff or accept volunteers who have been convicted of sexual interference, child pornography, duty of persons to provide necessities, murder, or infanticide. We will not hire anyone who has committed an offence that has resulted in the permanent revocation of their membership, certificate or documentation in the regulatory bodies for the following acts: "Child Care and Early Years Act, The Early Childhood Educators Act 2007", the Ontario College of Teachers Act 1996, or the Social Work and Social Service Work Act". An offence declaration must be completed annually by staff and volunteers for the four years between police checks. A Criminal verification tracking sheet with date of last Police check and date of last offense declaration is maintained by the Childcare and Community Outreach Manager.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Health Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates:	Feb 24, 2021, Nov 30, 23

### ***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/>

### ***General Principles & Procedures***

#### **Childcare 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 Defibrillator is on the wall to 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 and left in each first aid kit.

#### **Children that are Ill**

A child is not to be brought to the Centre if they are ill. Please see the Halton Region “Periods of Exclusion” in this manual. A responsible adult who is unsure if their child should come to the Centre should call the telehealth line 1-866-797-007 complete the <https://www.ontario.ca/self-assessment/> and/or visit a doctor. Children are observed by staff at arrival to ensure they are healthy enough to participate. If a child becomes ill in a childcare 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 responsible adults 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. Responsible adults will be notified of the emergency as soon as possible. An outbreak is defined as an occurrence where more than 2



children have vomited or had diarrhea in the last 48 hours. If 30% of our childcare children are affected by a gastro illness the Centre is required to notify Halton Region and all responsible adults.

### **Injuries**

All injuries, falls, scrapes, bruises and cuts that happen at the Centre are recorded in the program "Daily Log." Staff will provide care including cleaning the cut, providing a band aid and or providing an ice pack. The responsible adult is notified of any injury at pick up time and provided a copy of the "Childcare Incident Report" that is to be signed by the responsible adult. This review ensures we are alerted to any needs to adjust the program or environment for safety. If someone needs to go to the hospital, and it is not an urgent need requiring an ambulance, the responsible adult/emergency contact will be called to take the child. In the event of an injury requiring immediate care the ambulance will be called and the responsible adult/ emergency contact will be notified as soon as possible. If medical professional intervention is required, follow the "Serious Occurrence Policy"

### **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 (24 hrs).

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

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

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Anaphylactic, Asthma &amp; Life-Threatening Illness Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revisions:	Feb 24, 2021, Nov 30, 23

***Policy Statement***

To help meet the needs and save lives of children with severe allergies and other life-threatening illness and provide relevant information to responsible adults, students, volunteers, and visitors at the Centre. Anaphylaxis is a serious allergy reaction that can be life threatening. It requires avoidance strategies and immediate response in the event of an emergency. Asthma and other life-threatening illness also require avoidance strategies and immediate response.

***Other Relevant Policies:*** “Medication Policy”

***Applicability:*** Staff, Students, Members, Volunteers

***General Policies and Procedures***

Oak Park Neighbourhood Centre strives to be a safe place for the whole community. We follow the recommendations from “Sabrina’s Law” to develop individualized plans and emergency procedures for all children receiving childcare with anaphylaxis, asthma, or any life-threatening illness. 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. . Responsible adults with a child with a Life-Threatening Illness or Allergy must complete “Life Threatening illness Package and Plan”

**Individualized Plans and Emergency Procedures**

The responsible adult, must disclose the health issue on their registration form and then in consultation with any regulated health professional that the responsible adult believes should be included, fills out a “Life Threatening Illness Package & Plan” that includes an Individual Student Plan for their child with detailed emergency procedures. The responsible adult will meet with a lead childcare staff to review the documents and to train the lead staff on the procedures required for their child’s allergy before their first day. In the event a child is diagnosed after they are already in care, a form will be filled out immediately and staff trained by the responsible adult. The plans will be reviewed annually with the responsible adult to ensure they are up to date. All individualized plans will include a description of symptoms of an anaphylactic reaction, asthmatic reaction or pending life threatening episode. The procedures to be followed in the event of a reaction or medical

emergency based on the severity of the child's symptoms. All Individualized plans and procedures will be kept in the cupboard above the sink in the kitchen area. The Individualized Plan and emergency procedures for each child will include information for those who are in direct contact with the child about the type of allergy, monitoring, avoidance strategies and appropriate treatment. The Epinephrine, and inhalers will be carried everywhere the child goes, in the preschool class they are accessible at all times in the kitchen and taken outside when they go to the playground. For school-age programs they will always be kept on the child.

#### **Strategies to Reduce the Risk of Exposure to Anaphylactic Allergens**

Do not serve food where the ingredients are not known, including food brought in from families.  
Do not serve food that says "may contain" for a known allergy in the class.  
Review the labels of all food before providing to children.  
Do not use craft supplies, sensory materials or toys that have known allergens on their labels.  
Share anaphylaxis avoidance strategies with all families to reduce the risk of allergen exposure and update them when changes to allergies occur while maintaining confidentiality.  
Ask all families in the program to wash their child's hands before coming to the program and if they have consumed a known allergen to brush their teeth afterwards, before attending the program.  
Update this policy and implement strategies based on allergies of children enrolled in care.  
Ensure "Life Threatening Illness Package & Plan's" are up to date and that staff, students and volunteers are trained on the plans and initial them. Alerting staff, students and volunteers of changes to plans to review again and initial.

#### **Food from Child's Home**

The Centre commits to making every effort to meet the allergy requirements of the children in our care by changing the Snack menus to meet the needs of children with allergies or special diets. In situations where the needs are too difficult for the Centre to accommodate; the responsible adult can provide snacks for their child. If responsible adults must provide food for children in the childcare programs due to a child's allergies or special diet, they must put the request in writing and clearly label their nut free food containers with the child's name and date it was provided. Responsible adults must provide a list of all ingredients in the food they supply to ensure the food does not contain any known allergens in the class. Children are not permitted to share the food they bring. Food can only be consumed at the snack table.

#### **Drug and Medication Requirements**

Where drugs or medications will need to be administered to a child, the drug and medication administration policy will be followed including the completion of a responsible adult authorization form to administer drugs or medications. Staff must record all dates and times for administering puffers or Epi-pens or medication for life threatening illness, on the "Medical Authorization & Administration Record" Emergency medication will be allowed to remain unlocked or carried by children based on the responsible adult direction in the "Individualized Treatment Plan"

#### **Training**

All staff will be trained by the lead staff person who was trained by the responsible adult on each "Individualized Treatment Plan" before the child starts the program or at the date of staff hire, whichever is first. Staff and placement students are trained when the child is enrolled, during hiring or start of student placement, and a written record kept of the review. Training is to include procedures to follow in the event of a reaction, including recognizing signs and symptoms and how to administer medication. Relevant policies and the "Individualized Treatment Plans" are reviewed by staff annually and anytime there is a change to an "Individualized Treatment Plan" and logged on the "Staff Hiring, Volunteer Intake and Annual Review Checklist". Staff are required to attend Anaphylactic and Standard First Aid training. A written record is kept of all who are trained as well as those yet to be trained to ensure training is tracked and follow up is completed.

### **Communication Plan**

Responsible adults are told not to bring foods that contain nuts and any known allergens at the Centre through posted signs on the childcare door, and through Seesaw newsletter communication.

For the preschool the two page “Individualized Treatment Plan” (which includes signs and symptoms and emergency procedures) for each child is posted on the inside of the cupboard door over the sink, in the room and a summary of all allergies and restrictions is posted in the room near the snack tables and posted in the fridge. The child full “Life Threatening Illness Package, which includes the “Individualized Treatment Plan” is also kept in the program registration binder with the child’s files. In Preschool EpiPen’s or puffers are kept in the cupboard above the sink in the preschool classroom.

For school-age programs, the two-page Individualized Treatment Plan” is posted on the cupboard door in the large room. For the before and after school programs, 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.

The program staff who order groceries for snack have a list of all allergies for children, staff, volunteers and students. The Preschool Manager will communicate with the Ministry of Education by reporting serious occurrences where an anaphylactic reaction occurs in accordance with the “Serious Occurrence Policy.” For family programs the responsible adult is required to record allergies on their Program Membership form. Responsible adults must always have the required medication with them. Children’s allergies are not posted publicly due to privacy issues unless a responsible adult requests it.

### **Confidentiality**

Information about a child’s allergies and medical needs will be kept confidential and every effort made to protect the privacy of the child, except when information must be disclosed for the purpose of implementing the procedures in this policy and for legal reasons.

## Oak Park Neighbourhood Centre

Policy Title:	<b>Childcare Medication Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Date:	March 2021, Nov 30 23

### ***Policy Statement***

To ensure the safety of our clients and staff we have limited the times when a childcare staff member can administer medication. We do not administer medication to childcare children 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 program hours. We are not to apply sunscreen or lip balm to your child or administer non- prescription 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***

To administer emergency medication that is prescribed by a doctor at the Centre, the child's doctor and responsible adult must give written authorization to do so. The "Life Threatening Illness Package and Plan" which includes the "Medical Authorization & Administration Record" must be completed. The package and plan contents must include Signs and symptoms for administering the medication, the appropriate dosage, indicate the situations and observable symptoms under which the medication is to be given will be reviewed every six months with the child's responsible adult to ensure nothing has changed, including the dosage.

All medication must be stored in its original packaging. Medications removed from their original packaging will not be accepted or administered 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 always kept inaccessible to children 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 responsible adult of the child. Where attempts have been made to return the medication to the responsible adult, 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 oversee 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.

### **CHILDCARE CONCUSSION PROCEDURES**

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

### **INITIAL RESPONSE: IDENTIFICATION**

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

- Stop the activity immediately – assume there is a concussion. Call 911.
- Do not move the person- wait for EMS personnel.
- Do not leave them until EMS arrives.
- Call responsible adult emergency contact.
- If they regain consciousness, encourage them to remain calm and to lie still.

### **Conscious**

- Stop the activity immediately.
- Conduct an initial concussion assessment (complete our concussion checklist form and provide copy to responsible adult)

### **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 responsible adult/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. Dr will advise family of next steps.
- Provide family with “Childcare Incident Report.”

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

- A concussion is not suspected.
- They should not be involved in physical activity that day.

Post-Concussion Symptoms	Impact on Student’s Learning	Potential Strategies
Headache and Fatigue	Difficulty concentrating, paying attention or multitasking	<ul style="list-style-type: none"> <li>· simple instructions</li> <li>· provide breaks.</li> <li>· reduce distractions</li> </ul>
Difficulty remembering or processing	Difficulty retaining new information, remembering instructions, responding	<ul style="list-style-type: none"> <li>· use visual aids</li> <li>· repeat instructions</li> </ul>
Attention & concentrating difficulty	Limited/short-term focus	<ul style="list-style-type: none"> <li>· break down tasks.</li> <li>· facilitate peer support</li> </ul>
Anxiety	Decreased attention/concentration. Overexertion to avoid falling behind	<ul style="list-style-type: none"> <li>· inform child of daily schedule</li> <li>· adjust program to avoid fatigue.</li> <li>· build in more frequent breaks</li> </ul>
Irritable or frustrated	Inappropriate or impulsive behaviour  Frustration, anger, or emotional outburst.	<ul style="list-style-type: none"> <li>· use consistent strategies.</li> <li>· acknowledge and empathise.</li> <li>· reinforce positive behaviour.</li> <li>· provide structure and consistency.</li> <li>· reduce transitions.</li> <li>· anticipate any problem situation</li> </ul>
Light/Noise Sensitivity	Difficulties in environment (lights, noise,)	<ul style="list-style-type: none"> <li>· turn down music.</li> <li>· use headphones, sunglasses</li> </ul>
Depression/Withdrawal	Withdrawal from participation with friends	<ul style="list-style-type: none"> <li>· Ensure time for socialization.</li> <li>· partner student with a “buddy”</li> </ul>

- The emergency contact must be contacted, told to seek doctors’ advice, provided “Childcare Incident Report”, and “Tool to Identify a Suspected Concussion”.

In head injuries we require a doctor’s note for our files saying the person is able to return to the program with instructions for any adaptations. Symptoms can last for 10 days or longer. The person may encounter cognitive, emotional or behavioural challenges. Inform responsible adults of any concerns.

**Tool to Identify a Suspected Concussion**

Following a blow to the head, face or neck, or a blow that transmits force to the head, a concussion must be suspected if there are any one or more of the following signs or symptoms. If any 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).

Signs Observed by staff/responsible adult	Symptoms Felt by individual.
<input type="checkbox"/> vomiting	<input type="checkbox"/> headache
<input type="checkbox"/> slurred speech	<input type="checkbox"/> pressure in head
<input type="checkbox"/> slowed reaction time	<input type="checkbox"/> neck pain
<input type="checkbox"/> poor coordination or balance	<input type="checkbox"/> feeling off/not right
<input type="checkbox"/> blank stare/glassy-eyed/dazed or vacant look	<input type="checkbox"/> ringing in the ears
<input type="checkbox"/> decreased playing ability	<input type="checkbox"/> seeing double or blurry/loss of vision
<input type="checkbox"/> loss of consciousness or lack of responsiveness	<input type="checkbox"/> seeing stars, flashing lights
<input type="checkbox"/> lying motionless on the ground or slow to get up	<input type="checkbox"/> pain at physical site of injury
<input type="checkbox"/> amnesia	<input type="checkbox"/> nausea/stomachache/pain
<input type="checkbox"/> seizure or convulsion	<input type="checkbox"/> balance problems or dizziness



<input type="checkbox"/> grabbing or clutching of head	<input type="checkbox"/> fatigue or feeling tired
<input type="checkbox"/> difficulty concentrating	<input type="checkbox"/> sensitivity to light or noise
<input type="checkbox"/> easily distracted	<input type="checkbox"/> difficulty concentrating or remembering
<input type="checkbox"/> general confusion	<input type="checkbox"/> slowed down, fatigue or low energy
<input type="checkbox"/> cannot remember things that happened before and after the injury (see questions below)	<input type="checkbox"/> dazed or in a fog
<input type="checkbox"/> does not know time, date, place, type of activity	<input type="checkbox"/> irritable, sad, more emotional than usual
<input type="checkbox"/> slowed reaction time answering questions or following directions	<input type="checkbox"/> nervous, anxious, depressed
<input type="checkbox"/> strange or inappropriate emotions (laughing, crying, getting angry easily)	

Quick Memory Function Assessment

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

If the person fails to answer any of the above questions correctly, a concussion is suspected. The child's responsible adult will be asked to take child to see the Doctor.

- 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Serious Occurrence Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Date:	June 2019/ Jun 2020/ Jul 28 2021/ Nov 30, 23

***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**

- A) the death of a child who receives childcare at a licensed home premises or childcare Centre;
- B) abuse, neglect or an allegation of abuse or neglect of a child
- C) a life-threatening injury to or a life-threatening illness of a child
- D) an incident where a child goes missing or is temporarily unsupervised, or
- E) 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 responsible adults to alert them and see if they have information on the whereabouts and to advise police next if the responsible adults don't know where the child is.

**Immediate Response**

- a) The injured person will be provided with immediate medical attention when warranted.
- b) Responsible adults/or emergency contact are notified.
- c) Steps must be taken to address any continuing risks to all people's health and safety.

- d) The person witnessing the serious occurrence or another person witnessing or having knowledge of it must report it to the Oak Park Neighbourhood Centre Executive Director who will begin a serious occurrence inquiry.
- e) All people having knowledge of the occurrence must remain on the premises until the Executive Director has interviewed them.
- f) The Executive Director will gather the following information to be included in the Ministry of Education “Serious Occurrence Initial Notification Report”
  - i. Description of the occurrence
  - ii. Client’s allegation if applicable
  - iii. Date, time and place where it occurred.
  - iv. Time occurrence reported.
  - v. Reason for the occurrence if known.
  - vi. People involved.
  - vii. Action taken.
  - viii. Status
  - ix. Parties notified (coroner, police, CAS, responsible adults or designate
  - x. Further action recommended (specific to immediate situation or related to underlying factors like staff training, modification of environment, review of policies)
- g) If there is reason to suspect child abuse, then the person who has reasonable grounds to suspect this must contact Children’s Aid. See Child Abuse Policy.

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

#### **Preschool 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](mailto:childcare_toronto-west@ontario.ca). Responsible adults 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](mailto:childcare_toronto-west@ontario.ca)

#### **Accountability**

Oak Park Neighbourhood Centre is accountable to its members, board, and funders. The staff will complete a “Critical Incident Report” that the executive Director provides the board for signature. 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 reports 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Wait List Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates:	Nov 30,23

### ***Policy Statement***

Directions for waiting lists to be administered in a transparent manner. It supports the availability of information about the waiting list for prospective responsible adults in a way that maintains the privacy and confidentiality of children. The procedures provide steps that will be followed to place children on the waiting list, offer admission, and provide responsible adults with information about their child's position on the waiting list. This policy fulfills the obligations set out under Ontario Regulation 137/15 for a childcare Centre that maintains a waiting list to have related policies and procedures.

### ***General Policy and Procedures***

We will strive to accommodate all requests for the registration of children. When the maximum capacity of a program has been reached, the waiting list procedures will be followed. No fee will be charged to responsible adults for placing a child on the waiting list. The wait list will be maintained in a manner that protects the privacy and confidentiality of the children and families on the list and therefore only the child's position on the wait list will be provided to responsible adults. Names of other children or families or their placement on the list will not be shared with other individuals. The Program Manager will be the contact person for responsible adults who wish to inquire about the status of their child's place on the waiting list. The Program manager will respond to responsible adult inquiries and provide the child's current position on the list and an estimated likelihood of the child being offered a space in the program.

### **Procedures**

1. We will receive responsible adult requests to place children on a waiting list via email, phone or in person meeting.
2. We will place a child on the waiting list in chronological order, based on the date and time that the request was received.
3. Once a child has been placed on the waiting list, the licensee or designate will inform responsible adults of their child's position on the list.
4. When a space becomes available in the program, the next child chronologically on the wait list will be contacted.
5. Responsible adults of children on the wait list will be notified that a space has become available.
6. Responsible adults will be provided 24 hours in which a response is required before the next family on the wait list will be offered the spot.

7. Where a responsible adult has not responded within the given timeframe, we will call the responsible adult of the next child on the waiting list to offer them the space.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Safe Arrival and Departure Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revisions:	Nov 30,23

***Policy Statement***

To provide staff, students and volunteers with a clear understanding of their roles and responsibilities for ensuring the safe arrival and dismissal of children in childcare, including what steps are to be taken when a child does not arrive at the Centre as expected, as well as steps to follow to ensure the safe dismissal of children. This policy fulfills the obligations set out under Ontario Regulation 137/15 for policies and procedures regarding the safe arrival and dismissal of children in care.

***General Policy and Procedures***

We will ensure that any child receiving childcare is only released to the child’s responsible adult or an individual that the adult has provided written Release Authorization for on the childcare Registration form. A responsible adult may request on our registration form to that their child who is age 8 or older be released without supervision. The adult must provide written and signed authorization, including the time of dismissal. In this instance the responsible adult is aware that the Centre is no longer responsible for the child upon their dismissal.

Where a child does not arrive in care as expected, or is not picked up as expected, staff must follow the safe arrival and dismissal procedures below.

**Procedures**

Accepting a Child into Care

When accepting a child into care at the time of drop-off, program staff in the room must:

- Greet the responsible adult and child.
- Ask if someone other than the responsible adult will be picking up. Where the responsible adult has indicated that someone other than the child’s responsible adult will be picking up, the staff must confirm that the person is listed on registration form, where the individual is not listed, ask the responsible adult to provide authorization for pick-up in ~~writing~~writing.
- Document the change in pick-up procedure in the “Daily Log”.
- Sign the child in on the classroom attendance record.

Child has Not Arrived in Care as Expected

Where a child does not arrive at the Centre 45 minutes after the start of the program and they were expected at a certain time, and the responsible adult has not communicated a change in drop-off the staff must....:

Preschool and Before School Program: Inform the program manager and then ~~y must~~ contact the child's responsible adult using the fastest, most effective method, he phone/Seesaw/email-numbers-supplied-on-the "Registration Form" leaving a message and leave a message at each number 45 minutes after the start of the class. If you have not heard back in 20 minutes call all numbers.

After School JK to grade 3: If the child is not released from school at the end of the day, the staff will call the school office using their cell phone and ask if the child was absent. Then call the responsible adult number on the registration form while still at the school and leave a message. Once back at the centre call all other phone numbers provided.

After School grades 3 and up: Children who walk from school to the Centre on their own, if at 4pm they have not arrived, staff will call the contact numbers on the child registration form and if not reached in person leave a voice mail at all contact numbers including the emergency contacts.

Once the child's absence has been confirmed, program staff shall document the child's absence on the attendance record and any additional information about the child's absence in the daily written record.

#### Releasing a Child from Care

The staff who is supervising the child at the time of pick-up shall only release the child to the child's responsible adult or individual's that they have provided written authorization for release for. responsible adults are required to check in with staff to ensure they are aware the child has been dropped off/picked up. Where the staff does not know the individual picking up the child, confirm with another staff member that the individual picking up is authorized to do so, or if not possible, ask for photo identification and confirm the individual's information against the authorization list on the child's registration form. The time of release must be recorded on the attendance record.

#### Child has not been picked up as expected (before Centre closes)

Where a responsible adult has previously communicated with the staff a specific time or timeframe that their child is to be picked up from care and the child has not been picked up after 45 minutes has passed, teaching staff shall contact the responsible adult by phone, leaving a message at all authorized contact numbers until someone is reached and advise that the child is still in care and has not been picked up. If an authorized person for pick up does not call back, staff will follow the closed Centre procedures below.

#### Child has not Been Picked up and the Centre is Closed

Where a responsible adult or authorized individual who was supposed to pick up a child from care has not arrived by the end of the program, staff shall ensure that the child is given an activity, while they await their pick-up.

One staff will stay with the child, while a second staff calls the responsible adult to advise that the child is still in care and inquire their pick-up time. In the case where the person picking up the child is an authorized individual, the staff shall, contact the individual and leave a message and then call the responsible adult and leave messages at all numbers, including emergency contacts until someone is reached. Where staff is unable to reach the responsible adult or any other authorized or emergency contacts listed on the child's file by 30 minutes after the end of the program, the staff shall proceed with contacting the Halton Children's Aid Society at 866-607-KIDS (5437) or 905-333-4441, or by Fax: 905-333-1844. Staff will follow the CAS's direction with respect to next steps.

#### Dismissing a Child from Care Without Supervision Procedures

Where a responsible adult has provided written authorization on the registration form for their child who is 8 years old or older to be released from care without supervision, a childcare staff person will dismiss the child

from care, once they have documented the departure time in the attendance record and initialed it. The child's records must include a copy of any written permission signed by responsible adults permitting the child to be released from their child care program at a specified time on their own, without supervision.

#### School age school pick up and drop off

Staff do a head count and walk the children to Post's Corners Public School in the morning. The children will be paired up with one another. One staff will be at the front of the line, and one will be last in line with the children. At all times the staff person will ensure that all children are accounted for. The staff person will wait on the playground, supervising the children until 8:40 when the school staff take responsibility for their care. The route taken by staff to get to 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.

At pick up, children in kindergarten are picked up at their gate from their teacher. Grade 1 and 2 students are picked up across from the playground by the exit door of Post's Corners Public School. The children will be paired up with one another and staff will do a head count. One staff will be at the front of the line, and one will be last in line with the children. The route taken by staff to get to the Centre from school will be one block from the school playground to the cross walk at Windfield and Glenashton. Then they will cross together with the crossing guard and walk through Windfield parkette to the Centre. At all times the staff person will ensure that all children are accounted for.

Staff walk to and from Post Corners school to pick up and drop off the JK to grade 2 children. Children have partners and are fully supervised on the walk. Children grade 3 and up walk on their own to the centre. If a child is not at the school at pick up time the school office will be called from the playground and the parent will be called as well.

Children 8 years old and above walk to the After School Program from their school on their own, crossing at the cross walk with the crossing guard. Responsible adults are to inform staff of any absences or late arrivals before 3pm by contacting [youth@opnc.ca](mailto:youth@opnc.ca) and/or [bacare@opnc.ca](mailto:bacare@opnc.ca)

**Oak Park Neighbourhood Centre**

Policy Title:	<b>Childcare Playground and Outdoor Space</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates:	March 25, 2020, Nov 30,23

***Policy Statement***

Outdoor play is an integral part of the daily schedule and plays an important role in the development of children’s well-being. In order for children to thrive in outdoor play, it is crucial that there be sufficient toys and equipment for children to engage in active play and that educators engage as active participants in the play. Outdoor play provides physical benefits, strengthens functioning in cognitive areas such as perception, attention, creative problem solving, and complex thinking. These environments need to be safe but must also provide children with interesting opportunities for a reasonable degree of risk-taking. This policy sets out the Centre’s responsibilities in ensuring that the outdoor and playground spaces provide a safe and well-supervised environment for children’s play and meet Canadian Standards Association (CSA) standards. This policy fulfills the obligations set out under Ontario Regulation 137/15 for a playground safety policy.

***Applicability:*** Childcare Staff, Volunteers, Students

***General Principles and Procedures***

The Centre will ensure that there are enough outdoor play materials available that are appropriate for the children’s age and learning and developmental needs.

The maximum capacity of the playground will not be exceeded at any time.

Playground Inspections/Checks

Outdoor play space inspections will be conducted on a daily, monthly, and annual basis.



All playground inspections will be documented. All documentation and reports will be filed by the lead teachers in the program binder kept in the classroom.

The playground has no fixed equipment that would require licenced inspectors or any CSA requirements.

#### Hazards , Repairs or Defects

All items identified in the checklists as requiring repair will be documented on the repair log and repaired or addressed in a timely manner. Hazards are to be reported to the supervisor or executive director immediately. Documentation on the repair log includes the date the issue was identified, documentation on safety strategies until the repair is completed, and the date the repairs were completed.

Where outdoor space or playground repairs cannot be completed immediately, the area or space requiring repairs will be sectioned off to prevent children from using that area in order to protect their safety and reduce the risk of injury.

Children will be supervised at all times during outdoor play to ensure that they do not approach or use spaces that are sectioned off pending repairs.

Any repairs requiring alterations or renovations to the playground premises will not begin until site or playground plans are approved by a Ministry of Education Director.

#### Daily Inspection

i. Walk around the entire outdoor play space/playground to look for hazards.

ii. Safely remove any garbage, or hazards.

iii. Initial the inspection checklist under the correct date and file in the program binder in the classroom.

#### Monthly and Annual Inspections

The lead teacher must walk around the entire outdoor play space/playground to look for and identify hazards as indicated in the monthly and annual playground inspection checklist;

I. Remove any hazards or defects, where possible;

II. complete the monthly and annual inspection checklists, sign and date it; and

III. Develop a written plan to address any hazards, including a timeline to address the issues identified during the inspection.

IV. File the playground inspection checklist in the program binder in the classroom.

#### Supervision

Leaving the childcare room to use the outdoor space/playground the lead teacher must:

I. Count children before leaving the room and while walking to the playground.

II. Ensure they have all children epi-pens and inhalers;

III. Ensure the children's emergency contact, allergy list and attendance binder is readily available;

IV. Ensure the children are appropriately dressed and there are no entanglement risks

V. Ensure children safely walk down the stairs holding the railing with one hand and walk directly from the stairs to the playground gate following he teacher.

Complete a head count once you are entering the playground. Children will be supervised at all times during outdoor play. Staff will position themselves in the playground, moving around as required, so that children are visible and supervised at all times. Staff to child ratios will be maintained on the playground at all times.

Reduced ratios will never be used on the playground. Staff will ensure that the gate is securely closed at all times. Support play and ensure water is available at all times.

Returning to classroom from outdoor play.

i. conduct head counts prior to returning indoors from the outdoor play space or playground, while transitioning indoors, and upon returning to the indoor play activity space.

ii. Ensure that attendance records, emergency medication and children's emergency contact information is brought indoors with the group.

Supervisor Playground/ Outdoor Play Responsibilities:

- i. Review outdoor injuries and accidents that have occurred to look for trends;
  - ii. Develop strategies, procedures or policies to prevent similar injuries and accidents from happening in the future.
  - iii. Review the repair logs and follow up on any outstanding identified issues still requiring repair.
  - iv. Amend policy for board approval where required.
  - v. Ensure all playground related documentation is made available to Ministry of Education staff and retained for three years from the date they were created or updated, whichever date is most recent.
- ~~children's age and learning and developmental needs.~~  
~~The maximum capacity of the playground will not be exceeded at any time.~~

**Playground Inspections/Checks**

~~Outdoor play space inspections will be conducted on a daily, monthly, and annual basis.~~  
~~All playground inspections will be documented. All documentation and reports will be filed by the lead teachers in the program binder kept in the classroom.~~  
~~The playground has no fixed equipment that would require licenced inspectors or any CSA requirements.~~

Hazards , Repairs or Defects

~~All items identified in the checklists as requiring repair will be documented on the repair log and repaired or addressed in a timely manner. Hazards are to be reported to the supervisor or executive director immediately. Documentation on the repair log includes the date the issue was identified, documentation on safety strategies until the repair is completed, and the date the repairs were completed.~~  
~~Where outdoor space or playground repairs cannot be completed immediately, the area or space requiring repairs will be sectioned off to prevent children from using that area in order to protect their safety and reduce the risk of injury.~~  
~~Children will be supervised at all times during outdoor play to ensure that they do not approach or use spaces that are sectioned off pending repairs.~~  
~~Any repairs requiring alterations or renovations to the playground premises will not begin until site or playground plans are approved by a Ministry of Education Director.~~

Daily Inspection

- ~~i. Walk around the entire outdoor play space/playground to look for hazards.~~
- ~~ii. Safely remove any garbage, or hazards.~~
- ~~iii. Initial the inspection checklist under the correct date and file in the program binder in the classroom.~~

Monthly and Annual Inspections

~~The lead teacher must walk around the entire outdoor play space/playground to look for and identify hazards as indicated in the monthly and annual playground inspection checklist;~~  
~~I. Remove any hazards or defects, where possible;~~  
~~II. complete the monthly and annual inspection checklists, sign and date it; and~~  
~~III. Develop a written plan to address any hazards, including a timeline to address the issues identified during the inspection;~~  
~~IV. File the playground inspection checklist in the program binder in the classroom.~~

**Supervision**

Leaving the childcare room to use the outdoor space/playground the lead teacher must:

- I. Count children before leaving the room and while walking to the playground.
- II. Ensure they have all children epi pens and inhalers;
- III. Ensure the children's emergency contact, allergy list and attendance binder is readily available;
- IV. Ensure the children are appropriately dressed and there are no entanglement risks

~~v. Ensure children safely walk down the stairs holding the railing with one hand and walk directly from the stairs to the playground gate following the teacher.~~

~~Complete a head count once you are entering the playground. Children will be supervised at all times during outdoor play. Staff will position themselves in the playground, moving around as required, so that children are visible and supervised at all times. Staff to child ratios will be maintained on the playground at all times. Reduced ratios will never be used on the playground. Staff will ensure that the gate is securely closed at all times. Support play and ensure water is available at all times.~~

~~Returning to classroom from outdoor play:~~

- ~~i. conduct head counts prior to returning indoors from the outdoor play space or playground, while transitioning indoors, and upon returning to the indoor play activity space.~~
- ~~ii. Ensure that attendance records, emergency medication and children's emergency contact information is brought indoors with the group.~~

~~**Supervisor Playground/ Outdoor Play Responsibilities:**~~

- ~~i. Review outdoor injuries and accidents that have occurred to look for trends;~~
- ~~ii. Develop strategies, procedures or policies to prevent similar injuries and accidents from happening in the future.~~
- ~~iii. Review the repair logs and follow up on any outstanding identified issues still requiring repair.~~
- ~~iv. Amend policy for board approval where required.~~
- ~~v. Ensure all playground related documentation is made available to Ministry of Education staff and retained for three years from the date they were created or updated, whichever date is most recent.~~

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## CHILDCARE BEHAVIOUR MANAGEMENT PROCEDURES

### Prohibited Practices

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

- (a) Corporal punishment of a child
- (b) Physical restraint of a child, such as confining the child to a chair, or seat 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 themselves 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 for the purpose of confining a child without adult supervision, unless such confinement occurs during an emergency and is required as part of the emergency management plan.
- (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, or clothing; or

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

### **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, teamwork, sharing, helping and cooperating.

- Activities, games, equipment 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 staff use observation to have individualized plans for each child to grow at their own pace.
- Children are supported with positive reinforcement, recognition and encouragement to learn skills to empathise, share, help, cooperate, work together and take turns
- Children develop rules and expectations for the class with staff
- Staff 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.
- Reinforce what the child 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, games, props
- 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.

### **Challenging Behaviours**

Everyone in our programs must treat others with dignity, respect and fairness. When unacceptable behaviours are present, we will implement a progressive approach to address and eliminate the behaviour and at the same time develop personal accountability, responsibility, empathy, conflict resolution, communication and social skills.

Challenging and unacceptable behaviours may include...

- Verbal abuse of staff and other children
- Physical abuse to staff and other children
- Unacceptable behaviour which is reoccurring and affecting the safety and well-being of others.
- Damage to ~~property~~property.

### **Challenging Behaviour Factors to be Considered:**

The effect of the child's behaviour on others

The nature of the incident that requires progressive approaches or alternative measures to reduce

~~behaviours~~behaviours.

The child's previous conduct and interventions

Supports required for the child demonstrating the challenging behaviours and also for the children impacted.  
The impact of the proposed actions on the child's future behaviours  
The child's individual developmental, health, current situation, life changes, routines and learning needs.

### **Supporting Challenging/Unacceptable Behaviours**

Implementing prosocial strategies and progressive approaches to support positive interactions  
Use Restorative Practice approach when appropriate.

Frequent family communication regarding how proactive approaches are being used and to develop strategies together to support the child at home and in program. This may include a formal meeting, if necessary.

With the responsible adults' permission, connect with the school to have consistency with any implemented school strategies.

Staff can seek support from our Inclusion Specialist for supporting positive behaviour interactions and pro-social skills. Provide responsible adults with community resources and referrals if helpful.

In some situations to rule out any health issues a Doctors Appointment may be helpful.

### **Progressive Strategies to Reduce Challenging Behaviours**

- Look for antecedents of behaviors to reduce triggers that maybe increasing the challenges.
- Set up the environment to maximize success including reducing transition times, give simple one step instructions, having enough structured activities, engaging activities: consistent routines, ensuring balance of group, and individual activities, drawing each child into the group, supporting play skills and developing child friendships with other children, preparing children for the activities of the day, reduce program noise, involving children in creating program rules.
- Learn the child's interests, talents and skills to incorporate them in the program.
- Engage the child as a leader or helper.
- Highlight positive aspects of the child's day, so they outweigh any challenges.
- Child brings something from home to feel secure.
- Implement sensory supports or accommodations to ensure positive behaviour interactions.
- Incorporate children's books and activities into group programs that explore challenging behaviours like sharing, managing anger, emotions, friendship, anxiety and social skills.

### **One Day Suspension**

If the challenging behaviour includes physical aggression towards a staff or child, or destructive behaviour then the child will be suspended for the next program day. We are a safe space for all our staff and children and take this very seriously. We do not do this in isolation of other strategies. All children and staff in our programs need to treat others with dignity, respect and fairness. We find that a one-day suspension is very effective in sending a clear message that the behaviour is not ok, gives the child a chance to pause and consider a more positive approach and is an effective strategy in moving towards a successful experience where we support, mentor and encourage positive interactions. Restorative Practice strategies will be explored before suspension if possible or when the child returns to programming to ensure the dignity and safety of all parties involved is respected.

### **Restorative Practice**

The Restorative Practice Approach provides strategies to resolve conflict through a peaceful and fair process in which all parties are heard and respected. This approach provides children with the skills to independently take responsibility for their behaviour and make more informed choices in the future. We are aiming to reduce challenging behaviors and improve interactions while developing responsibility, accountability, empathy, conflict resolution skills and increase positive behaviour interactions.

### Restorative Language

When a child finds themselves in conflict or upset, we can ask them:

What happened?

What were you thinking or feeling when it happened?

What needs to happen to put this right?  
 What would you do differently next time?  
 We can also ask:  
 What would you think or feel if this happened to you?  
 What is your part in the conflict/incident?  
 What other choices could you have made?  
 How could you make sure this doesn't happen again?

**SNAP program-specific measures for supporting children with complex behavioural considerations.**  
As part of the intake and treatment planning for the SNAP program, a Positive Behaviour Support Plan (PBSP) will be created for each student enrolled in the program. In consultation with parents/guardians, children, and child program facilitators, a PBSP will be created. The purpose of the PBSP is to ensure triggers and key indicators of escalating behaviours are identified and supported with strategies for effective de-escalation and stabilization. Modifications or changes will be made to the PBSP as required, and parents/guardians will be notified regarding any changes to the plan. If persistent escalation and aggressive behaviours are present, and the child is unable to engage in the program with safe behaviours, parents/guardians will be asked to remove the child for the session. The SNAP program manager will support the child and family with program readiness strategies to engage in future program sessions and be provided with additional community referrals for ongoing behaviour supports. Refer to the "Positive Behaviour Support Plan" and "Crisis Cycle" forms.

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**Withdrawal from Programming**

If all strategies and community support approaches are unsuccessful and challenging/inappropriate behaviours continue to persist and we are unable to support the child in the program to be their best self, we will provide one month's notice that they are not able to continue in the program.

**Procedure Review & Contraventions**

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. Any staff, person who acts against this procedure will be dealt with in accordance with the personnel policy. Volunteers and students will be terminated. Any incident witnessed by a child, responsible adult, volunteer, student or teacher must be immediately reported following our "Complaints Procedures" in this manual.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Childcare Responsible Adult Issues &amp; Concerns Policy</b>

Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision dates:	January 24/

**Policy Statement**

To provide a transparent process for parents, and staff to use when parents bring forward issues or concerns.

**Other Relevant Policies:** Serious Occurrence, Child Abuse, Agency Respectful Environment & Complaints Policy

**General Principles**

Parents are encouraged to take an active role at our centre and regularly discuss what their child is experiencing with our team. We support positive and responsive interactions among the children, parents, childcare providers and staff, and foster ongoing communication with parents about our centre, the program and their children.

All issues and concerns raised by parents are taken seriously by our team and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues and concerns may be brought forward verbally or in writing. We may encourage a parent to provide written detail of the concern raised depending on the issue. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided to the parent will respect and maintain the confidentiality of all parties involved. An initial response to an issue or concern will be provided to parents within 1 business day. The person who raised the concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial, and respectful to parties involved.

**Confidentiality**

Every issue and concern will be treated confidentially, and every effort will be made to protect the privacy of parents, children, staff, students and volunteers, except when information must be disclosed for legal reasons to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society.

**Conduct**

Our agency maintains high standards for positive interaction, communication, and role-modeling for children. Harassment and discrimination will therefore not be tolerated from any party. If at any point a parent or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the immediate supervisor. Our “Respectful Environment & Complaints Policy” will be followed.

**Concerns about the Suspected Abuse or Neglect of a child**

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a responsible adult express concerns that a child is being abused or neglected, the parent will be advised to contact Halton children’s Aid at 866-607-KIDS (5437) or 905-333-4441, or by Fax: 905-333-1844

Persons who become aware of such concerns are also responsible for reporting this information to Children’s Aid Society (CAS) as per the “Duty to Report” requirement under the *Child and Family Services Act*. SEE “Child Abuse Policy”

**Procedures**

### **Raising Concerns or Issues**

Parents can address their concerns to the lead teacher, the preschool or youth supervisor or the executive director in person, over the phone or by email. If concerns relate to a volunteer or placement student, then concerns are to be directed to the lead teacher. You may wish to put your concerns in writing so that it is clearly stated to assist the resolution process.

Depending on the nature of the concern it is usually best to speak to the lead teacher first. It is not always possible to adequately address concerns at pick up or drop off when other families are present, and the teacher is still supervising the children. It may be advisable to wait until you are alone at pick up time with the teacher to allow for a more focused conversation or send an email with the concern to set a time to meet outside of program hours.

### **Program or General Centre Operation Concern Procedures**

The program lead teacher will address the concern at the time it is raised and/or arrange for a meeting within 2 business days. The lead teacher will make a note in the “Daily Log” with the name of the parent and a short sentence description of the issue.

On the “Issues & Concerns Report” the staff who received the complaint will document the issue in detail, with the name of the member with the concern, the date and time that the concern was raised and the staff who received the complaint. Include details of the concern, including as many specifics as possible. Also add any steps taken to resolve the issue or any information provided to the parent regarding next steps or referral and any contact information needed. Give a copy of the “Issues & Concerns Report” to your immediate supervisor. The supervisor will inform the Executive Director of all complaints and involve the board if warranted. The appropriate team member will initiate an investigation within 2 business days or as soon as possible. Any delays will be documented in writing. A written resolution or outcome will be provided to the parent who raised the issue.

### **Conduct Related Concern or Issue Procedures**

All issues or concerns about the conduct of staff, students or volunteers that puts a child’s health, safety and well-being at risk must be reported by phone call, email or in person to the executive director as soon as parents become aware of the situation. The executive director will document all details and follow the procedures listed in the program or general Centre concerns procedures or if of a serious nature will follow the serious occurrence procedures.

### **Escalation of Issues or Concerns**

Where parents are not satisfied with the response or outcome of an issue or concern, they may escalate the concern verbally or in writing to the executive director [michelle@opnc.ca](mailto:michelle@opnc.ca) first and then if not resolved to the Centre’s Board of Directors [board@opnc.ca](mailto:board@opnc.ca). Concerns related to compliance with requirements set out in the “*Child Care and Early Years Act., 2014*” and Ontario Regulation 137/15 must be reported to the Ministry of Education’s Child Care Quality Assurance and Licensing Branch 1-877-510-5333 or [childcare\\_ontario@ontario.ca](mailto:childcare_ontario@ontario.ca). Concerns may also be reported to Halton Public Health, Halton Regional Police, Ministry of Environment, Ministry of Labour, Oakville Fire Department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers where appropriate.

## **PROGRAM PROCEDURES**



## **DROP IN PROGRAM**

### **Philosophy add**

Drop-In program participants are asked to contribute a membership fee of \$60 a year that is waived for anyone financially unable to pay.

### **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

### **Registration and fees**

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.

### **Completion process, inputting binder**

#### **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 all participants have signed in
- Provide activities before the circle-time
- Interact with responsible adults 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 responsible adult'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 responsible adults 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 responsible adults songs and role model good parenting skills.
- Gross motor activities must be included each day.

#### **Arrival & Departure**

Everyone coming in to the Centre for programs must sign in. For family programs, the responsible adult must remain in the Centre at all times. If the responsible adult needs to leave the building, then the child must go with them, unless they are with another responsible adult.

#### **Drop In Program Hygiene, Diapering and Toileting**

Program staff are not allowed to change diapers or assist with bathroom routines in family programs. Responsible adults 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 responsible adult is not to leave the child unattended. Adults and children are encouraged to use the hand washing guidelines posted, washing for 30 seconds

### **Breast Feeding Philosophy**

Oak Park Neighbourhood Centre recognizes the benefits of breastfeeding for health and bonding. We will nurture a welcoming environment where breastfeeding is encouraged and supported so women can breastfeed their children. Women are informed of the benefits of breastfeeding through the books available in our program and through referral to La Leche League or our public health nurse here once a month. We respect a women's decision to bottle feed and will support them in that decision. This philosophy 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.

- 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.
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- Gross motor activities must be included each day.

### **Utility Support Program Procedures**

- 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
- laisse 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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## **PRESCHOOL PROGRAM Procedures**

### **Philosophy Statement**

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”

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 responsible adults 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.

**Responsible adults** -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 Seesaw, progress reports, and collaboration meetings with the classroom educators to ensure that each child reaches their full potential. We invite responsible adults into 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 call on local community partners for assistance in our programs and acknowledge that they play an important role at OPNC, supporting the children, their families and staff.

**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 “Positive Interaction Guidelines”

#### **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. To be welcoming to all our members we are inclusive when around holidays and celebrations.

For winter celebrations we celebrate santa, dreidels, trees, ornaments, giving and lights; for new year we do not celebrate zodiac but we do include the year of the animal; for Valentines day we make valentines for local seniors to show we care and may share thoughts on the positive characteristics of each of our children; for Halloween we include bats, skeletons, black cats, monsters and pumpkins but not witches, goblins, devil, or ghosts.

All children, regardless of abilities, 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 childcare programs will have a developmental challenge. Individualized support plans with descriptive instructions are put in place and developed with the responsible adult, child, educator and supporting agencies. Details on our requirements for Individual Plans for children with 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.

#### **Health & Safety**

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. The Preschool and Community Outreach Manager is our Health and Safety representative.

Daily safety checks are done on the Centre and the “OPNC Playground Inspection, Monthly Review and Repair Log” is completed to maintain a safe environment. Any potentially unhealthy and/or hazardous situation is immediately addressed and rectified. We have Centre wide policies to ensure all children, families and educators in our program are safe.

#### **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 responsible adults 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 Seniors residence at 180 Oak Park Blvd.

#### 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.

#### Activities Off Premises

We do enjoy the park outside the Centre and go for a walk around the block from time to time. If we go off-site for field trips, like to the seniors' Centre, will get responsible adult consent to do so.

#### Program Statement Review & Impact Assessment

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

### PRESCHOOL GOALS 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

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

<b>Engage</b>	<b>Child Evidence</b>	<b>Teacher Support</b>
Engages	Expresses joy and wonder	Explore ideas and provide set up and materials that allow for exploration for all
		Consider what children are doing with objects to allow for expansion of learning.
		Design environment to spark curiosity
		Participate with child as a co-learner

Participates	Shares culture, traditions, interests, talents	Connect with families to and invite participation and ensure class activities reflect and are relevant to everyday lives
		Make children's thinking, learning, competence visible to children, families & others
Creative expression	Comfortable exploring mediums and creating	Provide time, space, materials to encourage expression that reflect capabilities and background
		Provide open ended, varied, accessible materials.
Literacy skill & competence	Gains competence in language acquisition	Include language & literacy in all daily activities and spaces
	Expresses themselves through language	Provide individual support so all voices are heard
	Knows 26 letters and sounds	Provide time, space, materials
	Can recognize and print first name	Provide opportunities for learning & assist with pencil grip
	Fine motor skills developed	Provide lacing, tracing, cutting activities
	Beginning reading	Cultivate love of books, stories & rhymes

#### Preschool Daily Plan

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

#### Preschool Licensing & Ratios

Our Preschool is licensed by the Ministry of Education under the Child Care and Early years Act for 12 children aged 2.5 to 6. Our daycare license and decal are posted by our door. The ratio is one staff person to every 8 children. If the class is 9 children or more, we have 2 teachers. Our license allows us to have 20% mixed ratio – 2 children between 2-2.5 years old. Placement students are not counted in the ratio and are never left alone with preschool children.

#### Wait List

We do not have wait list fees. If programs are full, your contact information and date of inquiry will be added to our wait list. You will be contacted when a space becomes available. Responsible adults can email the Centre to check on their place on the list. Priority is given to siblings of children already in the program.

**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 1:00-3:30 \$35 Registration fee	\$82.69	\$125.21	\$170.10	\$212.63	\$255.15
Previous Fees March 2022- Daily Monthly & \$35 Registration Fee	\$39.23 \$175	\$30.47 \$265	\$27.59 \$360	\$25.96 \$450	\$24.92 \$540

Our Licensed Preschool Program has opted in to the CWELCC Childcare program. Currently our fees are \$12 a day compared to approx. \$27 a day on April 1, 2022. Members will receive advanced notification of any fee changes. We have a one-time base administration fee of \$35 at the time of enrolment.

We must complete a pre-authorized debit (PAD) agreement form. Authorized deposits are made on the 15<sup>th</sup> of the month for the preceding month. Income tax receipts will be issued at the end of each year. 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 vacation 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. The \$7 fee for each quarter hour late for pick up are not part of the base fees. All registration forms and pre-authorized debit (PAD) agreement **must** be completed and signed at least one business day **before** your child starts. Your child may be withdrawn with one months notice or fees in lieu. If there are insufficient funds to cover the monthly payment, a cheque, or cash for the full amount plus a \$20 processing fee are required.

**Responsible adult Information**

Responsible adults are encouraged to have their children ready to join their class on time to benefit fully from the program. Responsible adults are asked to ensure their child has used the washroom before coming to the program and please wash their hands before class as well. This reduces the staff time spent on bathroom routines and increases class learning time. Responsible adults are welcome to stay for a few minutes the first day if needed to ensure their child is settled into the program. Please send your child with a change of clothes in a Ziplock bag to keep at the Centre. If your child requires diapers and wipes send those as well. In the winter indoor shoes are needed. We request that you not send back packs to the program, we have limited room to store these, and it adds to the challenges at home time. Please remember to read your Seesaw weekly emails to stay up to date. 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 responsible adult will be notified.

**Child Immunization**

Staff will refer families to the Region of Halton for immunization information and will inform the Region of all immunizations. Children in our preschool program must provide proof of up-to-date immunization at registration according to the requirements of the Medical Officer of Health. You may decide because of medical, or religious reasons not to immunize your child. In this case, you will need to provide an exemption affidavit that you can obtain from Halton Region. If an outbreak occurs, a child who is not adequately immunized will not be able to attend programs (no refund will be provided) unless the child receives the required vaccine or until the outbreak is over.

**Preschool Snack & Food Safety**

Children will wash their hands before snack. Snack will be provided on a disposable plate or napkin. The Centre will provide water 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 responsible adults. The Centre will provide a daily snack that is in keeping with Canada’s Food guide and will include at least two food groups. Our target is to ensure servings do not contain more than 6 grams of sugar and 200 mg of sodium.

Food Group	Preschool Snack Size (2-5 years)	School-age Snack Size (6-12 years)
Fruit/Vegetable	¼ cup	½ cup
Dairy	1/3 cup yogurt - 1 yogurt tube 1 oz cheese - 3 slices of cheese	¾ cup yogurt 2 oz cheese- 6 slices from brick



Grain	½ slice of bread ¼ bagel, pita, tortilla ½ cup cereal 2 rice cakes 4-5 crackers 4 graham crackers 2 wheat toasts	1 slice of bread 1 cup cereal 10 crackers 8 graham crackers
Meat/Alternatives		1Tbsp WOWButter

**Anaphylaxis, Asthma and Life-Threatening Illness**

Oak Park Neighbourhood Centre strives to be a safe place for the whole community. We follow the recommendations from “Sabrina’s Law” to develop individualized plans and emergency procedures for all children receiving childcare with anaphylaxis, asthma, or any life-threatening illness. 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 and brush their teeth before coming into the Centre. Nuts are not allowed at the Centre and signs are posted to that effect. Responsible adults with a child with a Life-Threatening Illness or Allergy must complete “Life Threatening illness Package and Plan.”

The Centre commits to making every effort to meet the allergy requirements of the children in our care by changing the Snack menus to meet the needs of children with allergies or special diets. In situations where the needs are too difficult for the Centre to accommodate; the responsible adult can provide snacks for their child. If responsible adults must provide food for children in the childcare programs due to a child’s allergies or special diet, they must put the request in writing and clearly label their nut free food containers with the child’s name and date it was provided. Responsible adults must provide a list of all ingredients in the food they supply to ensure the food does not contain any known allergens in the class. Children are not permitted to share the food they bring. Food can only be consumed at the snack table.

**Preschool Program Diapering and Toileting**

If children request assistance, in the bathroom, staff are to offer encouragement from a distance, encouraging independence as much as possible, leaving the door open. We work with responsible adults and children to assist with toilet training, so the child moves towards independence. Please change your child’s diaper and have your child go to the washroom before class. Send diapers and spare clothes in a zip lock bag to keep in class. Dress them in clothing that is easy for them to remove independently. For diaper changing, staff will use the paper towel provided for the change table and the supplies provided for diapering. The diapering procedures are posted above the change table area. Staff are not to leave the child unattended. Staff and children are to wash their hands after diapering or using the bathroom.

**Water Flushing & Sampling- Not required in handbook.**

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.

**Preschool Equipment, Cleaning & Sanitation**

After each program we wash mouthed toys and do a general tidy up of any mess made that day. All toys in circulation are washed on a rotating basis weekly. All toys and equipment is inspected for safety daily and removed if a hazard. Care is taken to purchase equipment that is washable, safe, durable, and environmentally friendly as well as age appropriate. We follow the OPNC ECERS Standards for classroom set up. The childcare toilet seat is wiped after each program with disinfectant wipes. All snack tables and counters are washed with soap and water and then cleaned with a 1/10 bleach solution (1tbl bleach to 1 cup of water) after each snack **and replace weekly**. Water play equipment is ~~is~~-washed and disinfected after each daily use. Outdoor sandboxes are kept covered when not in use and checked daily for cleanliness. The Centre is cleaned

daily by staff/volunteers and once a week by cleaners. We have UV light purifiers on our HVAC system to stop microbial growth, hands free soap dispensers and hands-free taps in all washrooms. All high traffic surfaces like light switches, doorknobs tables and counter tops are washed daily.

#### **Building Safety**

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. The preschool door has a code lock, and there is a Ring camera at the front door. 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.

#### **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.

#### **Preschool Supervision for Volunteers and Students -In volunteer Policy**

The student will receive orientation from the immediate supervisor following the hiring procedures checklist. The supervising staff will complete all student evaluation forms and provide mentoring and feedback. Childcare Program Procedures, OPNC's Behaviour Management Procedures, 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. As students and volunteers are supervised at all times, a Criminal Record and Judicial Matters check and annual offence declarations are required. 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 their supervisor. 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. If the staff 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. 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 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.

#### **Staff Qualifications**

The Executive Director of Oak Park Neighbourhood Centre has a diploma in Early Childhood Education RECE and in Community Work with over 40 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 member in the preschool room. We are committed to supporting our staff with continuous learning as we view our educators as co-learners.

## **SCHOOL AGE PROGRAM DETAILS**

### **Youth Developmental Assets – Search Institute Framework**

- |                                      |  |
|--------------------------------------|--|
| <b>Support</b>                       | 1. <b>Support:</b> We provide high levels of nurturing and support the same in families          |
|                                      | 2. <b>Positive Communication:</b> Youth & staff communicate positively, and seek advice.         |
|                                      | 3. <b>Caring Neighbourhood:</b> Young person experiences caring neighbours.                      |
|                                      | 4. <b>Caring Climate:</b> Centre provides a caring, encouraging environment.                     |
| <b>Empowerment</b>                   | 5. <b>Youth as Resources:</b> Youth are provided opportunities to contribute to their community. |
|                                      | 6. <b>Service to Others:</b> Youth volunteer in the community.                                   |
| <b>Boundaries &amp; Expectations</b> | 7. <b>Safety:</b> Youth feels safe at the Centre and in their neighbourhood.                     |
|                                      | 8. <b>Family Boundaries:</b> Staff have clear rules and consequences and monitor as required.    |
|                                      | 9. <b>Positive Peer Influence:</b> Youth's close friends' model responsible behaviour.           |
| <b>Use of Time</b>                   | 10. <b>Youth Programs:</b> Young person spends time participating in youth programs.             |
|                                      | 11. <b>Actively engaged</b> 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.

**BEFORE & 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 using HIGH FIVE and “Search Institutes Developmental Assets” which complement our Support, Connect, Engage philosophy. The program will nurture participant development through fun, safe, interesting and engaging activities that teach new skills and increase knowledge. Monthly calendars include details of the elements listed below

**Physical Activity -60 Minutes (For JK/SK 30 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

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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 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 participate in activity selection, organization, and leadership. Staff lead, coach, mentor and participate in active play. Staff do not withhold or use physical activity as a punishment or reward. Responsible adults are engaged with the program’s emphasis on healthy physical activity. Placement students support in the planning and delivery of fitness programming and are required to research and have activities ready to go before the program that are reviewed by the Youth Program Manager.

**Healthy Food choices- 36 minutes**

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

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A snack schedule that is for at least two weeks will be posted by the front door for responsible adults. The Centre will provide a daily snack that is in keeping with Canada’s Food guide and will include at least two food groups. Our target is to ensure servings do not contain more than 6 grams of sugar and 200 mg of sodium. Water will be available at all times. Children are involved in preparing the menu and the snacks, the menu varies, including cultural diversity. Food is not used as a reward/punishment. Activities include menu planning, cooking, reading labels, cultural diversity, community garden, healthy choices. Responsible adults are engaged with the program’s emphasis on healthy eating. A few leaders support healthy eating by eating the snack with the children.

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Food Group	Preschool Snack Size (2-5 years)	School-age Snack Size (6-12 years)
Fruit/Vegetable	¼ cup	½ cup
Dairy	1/3 cup yogurt - 1 yogurt tube	¾ cup yogurt
	1 oz cheese - 3 slices of cheese	2 oz cheese- 6 slices from brick
Grain	½ slice of bread	1 slice of bread
	¼ bagel, pita, tortilla	1 cup cereal
	½ cup cereal	10 crackers
	2 rice cakes or wheat Toasts 4-5 crackers or graham crackers	8 graham crackers
Meat/Alternatives		1Tbsp WOW Butter

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**Before & After School Program Food**

Children and staff/volunteers/placement students will wash their hands before snack preparation. Hand sanitizer can be used, if necessary, administered by staff. Children are in groups of 6 at each table and together prepare the snack. They will assist with table and chair set up and getting plates, and everything needed to prepare the snack as well as clean up. Staff will have items ready earlier in the day. Dishes will be washed using the two-sink method. Dishes will be washed in hot water and soap and rinsed with water and then sanitized in 1 litre of water with ½ a tsp of bleach. The tables are cleaned with soap and water and then sanitized with bleach solution 1/10 (1 tbsp bleach to 1 cup of water) **and replaced weekly**. A monthly snack schedule will be posted on the youth bulletin board. The JK group will follow the two-week snack schedule posted by the preschool classroom.

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**Bagged Lunches for PD Days**

Bagged lunches that adhere to Canada’s Food Guide and are nut free are to be provided by the responsible adults for PA days. Families will be notified in an email if there are children with allergies besides nuts in the group. Staff will monitor lunches to ensure food arriving at the Centre is free from nut and nut products and from any other products that participants may be allergic too. Children will not be allowed to share lunches. If a child should forget their lunch, or have something in their lunch with an allergen, then a healthy choice will be provided. The Centre always keeps lunch alternatives on hand.

**Wellness & Empathy- 30 minutes**

Increased resiliency, self-esteem, friendships, empathy. 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.

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**Program and School Age Ratios**

Our grades 3 to 8 school age program is an unlicensed After School Program, funded by the Ministry of Tourism, Culture and Sport. Our JK to grade 3 Before and After School programs are unlicensed Ministry of Education Authorized Recreation Program. 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, Recreation or Social Worker. Ratios are 1 staff to 15 children. College and University CYC, SW, ECE placement students are included in the ratio but are never left alone with the children.

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**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. To be welcoming to all our members we are inclusive when around holidays and celebrations. For winter celebrations we celebrate Santa, dreidels, trees, ornaments, giving and lights; for new year we do not celebrate zodiac but we do include the year of the animal; for Valentines day we make valentines for local seniors to show we care and may share thoughts on the positive characteristics of each of our children; for Halloween we include bats, skeletons, black cats, monsters and pumpkins but not witches, goblins, devil, or ghosts.

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All children, regardless of abilities, 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 each childcare program will have a developmental challenge. Individualized support plans with descriptive instructions are put in place and developed with the responsible adult, child, educator and supporting agencies. Details on our requirements for

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Individual Plans for children with are found in our “Health Policy”. The Executive Director of OPNC will report to the Board of Directors at least annually on inclusive activities.

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**Bathroom Routine**

Staff are not permitted to go in the bathroom with a child. If children request assistance in the bathroom, staff are to offer encouragement from outside the bathroom, encouraging independence. When the group is outside, children who need to use the bathroom will be paired up with a suitable buddy.

**Un-Licensed After School Recreation School Age Grade 3-8 Daily Plan**

Times	Morning Program	Times	Afternoon Program
7:30 am	Arrival/ Hand Wash	3:25 pm	Staff meets children at the Centre.
8:00am	Snack/ quiet Play	3:30 pm	Outdoor Play /Indoor active play
8:30-35 am	Walk to Post corners.	4:30 pm	Snack
8:45	Staff leaves school playground once kindergarten children in gated play area & school age released to schoolteacher on duty	5:15 pm	Wellness Activity
		6:00 pm	Pick up

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**Unlicensed Authorized Recreation Program JK-Gr 3**

Times	Morning Program	Times	Afternoon Program
7:30 am	Arrival/ Hand Wash	3:10 pm	Staff meets children at Post
8:00am	Snack/ quiet Play	3:25 pm	Corners Walk to the Centre
8:30-35 am	Walk to Post corners.	3:30 pm	Outdoor Play /Indoor active play
8:45	Staff leaves school playground once kindergarten children in gated play area & school age released to schoolteacher on duty	4:30 pm	Snack
		5:15 pm	Wellness Activity
		6:00 pm	Pick up

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**Fees/Admission/Discharge**

Fee Schedule	Before School	After School	Before and After
	7:00-8:40	3:10-6:00	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		

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Members will receive advanced notification of any fee changes. The grade 3 and up program payments can be made in one or two payments by cheque. The grades JK to 3 require monthly PAD payments payable on the 15<sup>th</sup> of each month for the next month. If there are insufficient funds in a member’s account to cover their payment, the cheque is to be replaced immediately with an additional \$20 fee to cover bank charges.

There is a \$35 registration fee for the JK-Grade 3 youth program.

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. Income tax receipts will be issued each year. All registration forms, PAD forms and/or cheques **must** be completed and signed **before** your child starts. Your child may be withdrawn with one months notice or fees in lieu.

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**Responsible adult Information**

At the time of registration, responsible adults will receive the before & after school handbook with program information. At the beginning of the school year, acorns are attached to children’s backpacks in JK-Grade 3 for

teachers to identify which of their students are part of our program. For the JK-Grade 3 program, responsible adults are to inform staff of their child's teacher's name and class before their child begins in the program. Program leaders will share information on their child's experience from time to time at pick up.

#### **Photographs**

Photographs are not permitted except when written permission has been granted by the responsible adult 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.

#### **Holidays & Inclement Weather**

We are closed for all statutory holidays, March Break, Easter Monday, and Christmas Break. 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 -25 degrees Celsius or lower or if it is more than 31 degrees Celsius.

#### **Activities Off Premises**

We will obtain responsible adult consent for any activities off premises. During our summer camp program, we may go off-site to the local playground. During the after-school program, a trip to the local senior's home is made in February to deliver valentines. We do not take any trips on buses or using public transit.

#### **Health & Safety**

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. The Preschool and Community Outreach Manager is our Health and Safety representative. The "Daily Log" includes safety checks that look for hazards indoors and outdoors before the start of program each day. Any potentially unhealthy and/or hazardous situation is immediately addressed and rectified. We have Centre wide policies to ensure all children, families and educators in our program are safe.

#### **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 responsible adults 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 Seniors residence at 180 Oak Park Blvd.

#### **Equipment, Cleaning & Sanitation**

All toys and equipment is inspected for safety daily and removed if a hazard. Care is taken to purchase equipment that is washable, safe, durable, and environmentally friendly as well as age appropriate. The Centre is cleaned daily by staff/volunteers and once a week by cleaners. We have UV light purifiers on our HVAC system to stop microbial growth, hands free soap dispensers and hands-free taps in all washrooms. All high traffic surfaces such as light switches, doorknobs tables and counter tops are washed daily.

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### **Building Safety**

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 (police, fire, Hospital address, Poison Control. Taxi). Staff have alternate phones in the event internet is down and for use outside. The preschool door has a code lock, and there is a Ring camera at the front door. 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.

### **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.

### **Staff Training**

Upon hire and annually, staff complete a review of relevant policies and procedures and sign off on the "Staff Hiring, Volunteer Intake and Annual Review Checklist" document. 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. Staff must hold a current First Aid and CPR certificate, be trained and familiar with curricular resources on integrating and adapting physical activity, self regulation, encouraging positive interactions and communication, 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.

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### **School Age Program Staff Qualifications**

The Executive Director of Oak Park Neighbourhood Centre has a diploma in Early Childhood Education RECE and in Community Work with over 40 years' experience. The Youth Program Manager has a BSW and Certificate in Community Engagement, Leadership and Development. Each program has 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. Staff who complete High Five Program evaluations are trained in HIGH FIVE's Principles of Healthy Development, QUEST 1 and QUEST 2. 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 sector screen and police checks. We are committed to supporting our staff with continuous learning as we view our educators as co-learners.

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### **Before & After School Placement Student & Volunteer Supervision & Training -In volunteer Policy**

The student will receive orientation and Student Placement Letter from the immediate supervisor following the "Staff Hiring, Volunteer Intake and Annual Review Checklist". The supervising staff will complete all student evaluation forms and provide mentoring and feedback. Childcare Program Procedures, OPNC's Behaviour Management Procedures, 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. As students and volunteers are supervised at all times, a Criminal Record and Judicial Matters check and annual offence declarations are required. Placement Students obtain HIGH FIVE certification for training on healthy child development. Students prepare daily learning plans that are reviewed by the Youth Program Coordinator. Student and volunteer behaviour management practices will be monitored and documented by the lead teacher. The lead teacher will stop any practices that do not follow our Behaviour Management practices and report them immediately to their supervisor. If the staff 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.

**HIGH FIVE & Impact Assessment**

Our school age programs are evaluated by our children and families annually with surveys that reflect High Five principles to ensure we are meeting our goals as well as their needs. In addition, families are encouraged to use the HIGH FIVE reviewing programs together resource. HIGH FIVE is a quality assurance program designed to support the safety, well-being and healthy development of children in recreation programs. We are a High Five Accredited organization. Programs are evaluated using the HIGH FIVE QUEST 2 assessment. Debrief plans are used with leaders to highlight successes and areas of improvement after each assessment. HIGH FIVE reports and assessment progress is reported on monthly “Support, Connect, Engage” and presented annually to the board. QUEST 1 is completed annually to review, measure, and evaluate the extent to which our policies, procedures and systems support healthy child development. 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. Annual Survey includes HIGH FIVE Principles of Healthy Development. Plans are put in place to review concerns/deficiencies and find solutions. 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. Our Accredited Organization Certificate and HIGH FIVE principles are posted by the front door.

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<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Volunteer Policy (incl. Students)- Full Agency</b>
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

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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.

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### **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.

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#### Key Volunteer Expectations & Standards

Criminal Record & Judicial Matters 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 and sign the Confidentiality Agreement
- 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.

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#### 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 childcare 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- Family Drop In

Monday-Friday 10:00 am-12:00 pm

- Assist leader with set up and clean up, including craft.
- ~~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, including
- ~~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

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

The opportunities range from running the event, taking leadership in a specific area, taking a shift at a table at the event, or baking. 2<sup>nd</sup> 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.

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## **Communications**

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

## **Preschool Supervision for Volunteers and Students - Childcare Procedures**

The student will receive orientation from the immediate supervisor following the hiring procedures checklist. The supervising staff will complete all student evaluation forms and provide mentoring and feedback. Childcare Program Procedures, OPNC's Behaviour Management Procedures, 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. As students and volunteers are supervised at all times, a Criminal Record and Judicial Matters check and annual offence declarations are required. 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 their supervisor. 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. If the staff 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.

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.

## **Before & After School Placement Student & Volunteer Supervision & Training -Childcare Procedures**

The student will receive orientation and Student Placement Letter from the immediate supervisor following the "Staff Hiring, Volunteer Intake and Annual Review Checklist". The supervising staff will complete all student evaluation forms and provide mentoring and feedback. Childcare Program Procedures, OPNC's Behaviour Management Procedures, 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. As students and volunteers are supervised at all times, a Criminal Record and Judicial Matters check and annual offence declarations are required. Placement Students obtain HIGH FIVE certification for training on healthy child development. Student and volunteer behaviour management practices will be monitored and documented by the lead teacher. The lead teacher will stop any practices that do not follow our Behaviour Management practices and report them immediately to their supervisor. If the staff 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Income Tax Volunteer Policy</b>
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 Policies**

- 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**

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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: \_\_\_\_\_

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

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### **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.

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

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### (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 responsible for maintaining the official records of the organization. The secretary shall attend all meetings and act as clerk, recording all votes and minutes of the proceedings and will ensure all records are retained for 7 years. The Secretary shall give official notice of all meetings in accordance with the policies established by the members and the Board of Directors. The Secretary 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.

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## 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~~ ~~Employee~~ Policies.
- Maintain up- to-date staff contracts & job descriptions
- Maintain minutes ~~books~~ and membership ~~databases~~ ~~rolls~~ for 7years.
- Ensure adequate insurance is in place for OPNC that includes Officers & Directors Coverage
- Review ~~B~~board ~~job-descriptions~~ Policies
- 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, Nov 2022

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### **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

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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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<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Fundraising Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval & Revision Dates:	April 2019/ Oct. 23, 19/Dec. 16, 20/ Sept 28, 22

**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.

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Investment Policy</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	March 20, 2019
<b>Revision dates:</b>	Oct 23 2019 /Dec 16 2020 / Nov 2022 / /

**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:

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**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.

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**Fixed Income: Allowable Range:** Minimum 0%; Maximum 50% of total assets  
 Bond investments will consist solely of taxable, fixed income securities that have an investment-grade rating that possess a liquid secondary market.

**General Principals**

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

a. The Board of Directors shall review the investment policy annually.

b. The treasurer will recommend any changes in the policy to the Board of Directors.

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

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<b>Policy Title:</b>	<b>Program &amp; Agency Gift Acceptance Policy</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	March 20, 2019
<b>Revision dates:</b>	October 23, 2019/ Dec16 2020 /Nov 2022 /

### **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 accept 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.

Type Of Gift	Amount	Executive Director	Board of Directors
Cash, cheque, money Order,	\$15,000 or less	●	●●
Gifts In Kind: incl, publicly listed securities, real estate, personal property.		●	●
Planned gifts: incl.Bequests, life insurance, Registered retirement savings plans		●	●
Restricted and Designated Gifts		●	●
Anonymous Gifts		●	●
Naming Gifts		●	●
Endowment Gifts		●	●

**Tax Receipts**

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

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Amortization of Assets Policy</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	March 20/2019
<b>Revision dates:</b>	October 23, 2019/ Dec 16 2020 / Nov 2022 /

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**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**



<b>Accounting Terms</b>	
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.
<b>Asset Categories</b>	
Building	A structure that is normally affixed to land, used or intended for supporting or sheltering any use or occupancy.
Land Improvements	Cost of improvements to land, but excludes buildings.
Furniture & Fixtures	Any furniture or group of furniture that costs greater than \$1,000.00 to purchase.
Land	Land includes raw land, but excludes all improvements such as buildings, land improvements and equipment affixed to the land.

### **General Principals**

All assets will initially be recorded at cost. Amortization will be recorded over the asset's useful life, using the straight-line method.

#### **Regulation**

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

<u>Amortization – Useful Life Asset</u>	<u>Amortization Period</u>
Land	N/A
Building	15
Land Improvements	10
Furniture & Fixtures	5

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Human Resource Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	February 24 2019
Revision dates:	February 26, 2020/ December 2022 / Jan 2024 / /

#### **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 a “Critical 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 childcare employees must provide proof of vaccination before start of hire and ensure that their immunizations are kept up to date. The Halton Region Medical Officer of Health requires a doctors note and the following vaccinations.

- Tetanus, Diphtheria & Pertussis: A booster dose for Tetanus and Diphtheria (Td booster) every 10 years. Adults should receive a single dose of pertussis (whooping cough) given as a Tdap booster
- MMR Measles, Mumps, Rubella: Provide evidence of immunity, 2 documented doses.
- IPV/OPV Poliomyelitis : a series of 3 doses
- TB Tuberculosis: Documentation from a health care professional that a single TST or an IGRA blood test were performed within 6 months of hire. No repeat TST testing is necessary.

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. Staff are prohibited from being impaired by drugs, alcohol or any other chemical substances or products while on OPNC property or within site of clients. Employees and students are to follow all policies & 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.

#### **Early Years and Community Support 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 new position. Job Postings shall include salary range, shall not require Canadian experience, and shall be kept for three years.

For all positions, other than Executive Director, the Executive Director or a senior staff member (“the Hiring Manager”), will carry out the interview process. The applicants will be narrowed down based on resume and cover letter, a skills- experience grid, an email to review key details, and an initial phone call to review the position. All candidates will be asked the same questions at the interview and their qualifications will be

assessed in a way that is transparent, objective, impartial and fair. Unsuccessful candidates will be notified by the Hiring Manager. The Hiring Manager will check references of the candidate.

The Executive Director will approve final hiring decision, 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. Employees must enter their information in Quickbooks Payroll themselves. If 4% vacation pay will be paid out on each pay or in any other manner there must be a written or electronic agreement in place.

The Hiring Manager 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 six 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.

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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**

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

Grant Management

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

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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

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Workplace Harassment Policy</b>
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

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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](#) 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 that resolving the matter informally is not possible or appropriate the worker should report 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Workplace Violence Policy</b>
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).

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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 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.

<b>Oak Park Neighbourhood Centre</b>	
Policy Title:	<b>Staff &amp; Volunteer Acceptance of Gifts Policy</b>
Approved by:	Oak Park Neighbourhood Centre Board of Directors
Approval date:	September 25, 2019
Revision dates:	Dec 2022 / / / /

***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**

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- 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.

<b>Oak Park Neighbourhood Centre</b>	
<b>Policy Title:</b>	<b>Information Technology and Personal Device Use</b>
<b>Approved by:</b>	Oak Park Neighbourhood Centre Board of Directors
<b>Approval date:</b>	October 23, 2019
<b>Revision dates:</b>	Dec 2022 / / / /

### **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.

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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.~~

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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;
- develop the annual operating budget and prepare the books for audit in consultation with 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 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
- attend monthly Board meetings and presenting required reports (outcome, incident, complaint, 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
- 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

### **Early Years and Community Support 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 Childcare 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 have experience with and love working with children, have a caring attitude, 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 and be able to provide positive leadership and interact positively with children.
- \* 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.~~

## Churchill Neighbourhood Centre Procedures

### Relevant Policies:

Sanitary, Child Abuse, Pandemic, Privacy, Respectful Environment, Accessibility, Conflict of Interest, Volunteer, Emergency Plan, Risk Management, Workplace Harassment, Workplace violence, Gift Acceptance, Information technology and Personal Use, HR & Financial Policies, Theory of Change Mission, Vision & Outcomes

### Address

125 North Service Rd E Oakville L6H 1A3 905 257 6029 x 109

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### Alarm Code

The alarm panel is located above a small shelving unit immediately to the left upon entering the CNC site. Enter code 2530 to arm/disarm depending upon arrival and or departure. The door must be closed and people can not be moving for it to work. There is a yellow triangle on the panel in case of emergency. Press it to send police.

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### Bathroom

The bathroom is located in the common area of the Centre nearest to the backdoor on the left side past the kitchenette.

### Building Information

Please turn on the Open sign when you arrive.

The heat comes from the units near the ceiling in front and back room. You must turn on the wall switch for them to work,

There is a white HRV unit on the back wall that provides air conditioning. There is a remote control to turn it on. Please do not leave it on with door open and remember to turn off when you leave to reduce our overhead costs.

If there are any building or plumbing ~~issues~~issues, please call or email executive director 905-257-6029 x 101 [michelle@opnc.ca](mailto:michelle@opnc.ca) If the furnace stops working there are space heaters to use. If there is an issue with water or the toilet. The hair dresser or Jamaican restaurant would likely let staff use the bathroom. We do have hand sanitizer available for hand washing . If there is no heat or no water the building will need to be closed.

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### Bus Tickets

Are limited and provided on an emergency ~~basis~~.~~Exceptions~~basis. ~~Exceptions~~ can be made (an unhoused client trying to stay warm, etc.) Medical Appointments and Probation are the most common. Ask the client if they have an email proving the appointment as part of your consideration for providing tickets.

Ask the client if you can assist them with an online application for the split transit pass. All ODSP and OW recipients qualify. However, they must have a Halton address and member ID #. In the case of homelessness, please use our office address.

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## Cameras

There are cameras at the front and back door, in the front area and back area for safety.

## Closing

Ensure the back door is locked- there are two locks. Both small knobs should be turned so they are inset. Ask for training on this if you are not sure. Turn off the heat units or the air conditioning unit and all lights. Turn off the "Open" sign. Set the alarm by putting in 2053 while the door is closed. It will not work if people are moving, or the door is open. The retrieve the key from the lock box (1964) lock the door and return the key, scrambling the number dials when done.

## Emergency

Please see our more detailed emergency procedures and [Risk Management Plan](#).

**Alarm Panel:** Located just inside the front door. Press the yellow triangle button and police will be dispatched.

**Neck Lanyard:** There is a panic alarm on a neck lanyard located on the front reception desk. It is grey and approximate size of a loonie. In order to call emergency services (911) press the centre button down for 3 seconds until it flashes red. Your call has been sent for assistance.

**Personal Alarms:** There are two personal alarms on short wrist lanyards that are in the top drawer of the reception desk. These **DO NOT** call emergency services; they emit a high-pitched frequency only.

## Food, & Pet Pantry

We do not provide food or pet food to members who do not live south of Upper Middle Road between 16 Mile creek and Trafalgar Rd unless they are also a Harm reduction member. Food recipients who live outside our catchment will be referred to a food bank closer to them.

For pet food there is a column to check off on the attendance form when it is provided. Pet food is provided only once a month to ensure fair distribution.

When food is provided put a check mark under the correct date. Please ask for assistance in how to use the form to become familiar with it.

We provide about 3 days worth of food at our food program on Monday and Thursdays. To ensure we have enough food for everyone, please do not provide more than a [daysday's](#) worth of food to someone who has already been to the food bank twice that week.

We also have candy for people who require the sugar. [P-Pleaselease](#) limit that to one bag per person a week as we have limited supply.

## Household

When items are being distributed, please document major items [given under the notes section on the attendance list](#). What we have varies base don what we get from the church donations or from United Way. We typically have some clothing, toiletries, camping supplies, toys, cleaning supplies etc. We do take requests and can post them on our Facebook page for donations.

## Harm Reduction Supplies

See our [Harm Reduction Policy](#)

## Hygiene Kits

The hygiene kits [are located in are in](#) the Harm Reduction cabinet and are donated for unhoused clients only. Please ensure there is an "X" through the bar codes, We also have hygiene supplies in the basement.

## Infant

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Diapers and formula are distributed once per month due to limited stock. Provide one can of formula and one sleeve of diapers. Indicate on the attendance form that these were provided.  
One weeks worth of baby food can be provided at a time.

**Intake**

We have intake forms that are to be filled out. Members can give a nick name or made-up name if they choose not to use their real name.  
Members must show proof of address unless they are unhoused. The centre is focused on serving people living below Upper Middle Road and between 16 Mile creek and Trafalgar Rd. for food and general supports. People who are not within this area will be referred to other food banks and supports unless they are a Harm reduction member. We will serve anyone in Oakville for harm reduction Support.  
This information must be put into CiviCRM at least monthly. Any needs are to be posted on our website if we don't have them and any goals are to be tracked and followed up on.

**Internet/WiFi**

SmartRG-4726 Password 3d469c82a3

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**Lockbox (front door)**

Spin the dials and unlock by entering 1964 and pulling the small black tab down to retrieve the key. Please return the key after use to the box and ensure it is locked, Spin the dials to different numbers to secure it from tampering--tampering. If you would like a keykey, please contact the Churchill Program Manager navigator@opnc.ca and a key agreement will be provided.

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**Mail**

Our mailbox is located on Kent St; it is # 13, box 3.  
Two people are to go to the mail-box/mailbox at a time.

**Member Internet and Phone Use**

There is a small office that can be used by members to attend virtual court, probation, and other appointments in addition to using the phonephone.  
The desktop is set up with Microsoft Office and is connected to our Wi-Fi network.  
Items can be printed for clients in black & white. Ask clients if they are able to pay \$20 a page for printing as we do not have a budget for this expense.  
Members are able to can visit the centre to charge their phones.

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**Partner Agencies**

Partner agencies must have an MOU with Oak Park Neighbourhood Centre and provide proof of insurance with OPNC added as additional insured.

**Safety**

Please see our Emergency Management Plan for more information  
Two responsible adults are to be in the building at all times. Placement students and lead, trained volunteers are never to be left alone but do count as a second staff in the building as do staff from partner agencies. Outreach activities must be done with a staff person our partner agency staff.  
Please review the Churchill Emergency Plan.

**Students**

Students are not to be alone at the centre at anytime. If for any reason you are alone in the building you must have all doors locked and stay in an area of the centre where you are not visible. Do not answer the door or go to the door when you are alone.  
Every student will take a turn cleaning and keeping the centre clean on placement days.

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30 minutes break will be provided on placement days, and this does not affect placement hours.  
Students will meet with their supervisor at least once a week to review goals, questions and tasks, however if you have a ~~concern~~ concern, please bring it up to your supervisor as soon as possible.  
Confidentiality of member's information will be maintained at all times.  
Casual or comfortable clothing is best for this position.

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### ~~Training Opportunities~~ Training Opportunities

Safe Women: Understanding & apply trauma and violence informed approaches  
[https://training.familiescanada.ca/catalog/info/id:136?mc\\_cid=0a663b75e3&mc\\_eid=b631b722f9](https://training.familiescanada.ca/catalog/info/id:136?mc_cid=0a663b75e3&mc_eid=b631b722f9)

First Aid for ~~Opioed~~ Opioid Poisoning Emergencies  
Becoming and ~~Opioed~~ Opioid Harm Reduction Champion 30 min Red cross  
<https://www.redcross.ca/training-and-certification/course-descriptions/opioid-harm-reduction>

Online Training to Address Human Trafficking- Province of Ontario  
A series of workshops with certificates <http://helpingtraffickedpersons.org/training/curriculum>

Indigenous Course University of Alberta Indigenous Canada  
<https://www.coursera.org/learn/indigenous-canada>

Toronto Hostels training centre  
Various Courses (Anti-racism Anti Oppression, Foundations of Criminal Justice, Verbal de-escalation Training, CPI Non violent Crisis Intervention, Beyond Harm Reduction, Defusing Hostility, Substance Use, Navigating Ontario's Social Assistance Programs, Inclusive spaces training  
<https://thtcentre.com/training-calendar/>

An Introduction to Human trafficking- <https://kmb.camh.ca/eenet/initiatives/ht>

Homelessness Learning Hub  
<https://homelessnesslearninghub.ca/library/resources/notinmycity/> trafficking  
homeless harm reduction, duty to assist legislation, Eviction Prevention, homelessness,

Gender based Analysis – Gov't of ~~eanada~~ Canada.  
[https://women-gender-equality.canada.ca/gbapplus-course-cours-acplus/eng/mod00/mod00\\_01\\_01.html](https://women-gender-equality.canada.ca/gbapplus-course-cours-acplus/eng/mod00/mod00_01_01.html)

[Halton Region Harm Reduction Slide Deck in One Drive](#)

## **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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## PROTECTIVE ACTIONS

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**Evacuation:** The Lead staff for that day will ensure everyone has left the building and instruct members 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

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). 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 partners, the Region and Police victim services can be brought in for additional supports.

Incident Report” must be completed. No one can re-enter the building unless emergency personnel allow it.

**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.  
**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.

### 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.

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### Fire

See "Fire Safety Plan Summary" and Full Fire Plan at front desk.

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**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.

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**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.

**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.

**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.

**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 or use hand sanitizer. Use neighbouring store facilities. Water shut off for more than 2 hours may require cancellations of programs.

## PERSONAL SAFETY

**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.

**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.

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

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

## FIRE SAFETY PLAN Summary Churchill Neighbourhood Centre 125 North Service Rd

905 257-6029 **SEE FULL FIRE PLAN IN RED FOLDER ON DESK**

Occupancy Type Commercial Occupant Load unknown

After Hour Contacts Manager/Supervisor: Michelle Knoll Phone No. 905-257-9080 cell 905-617-0068

Volunteer: Jeff Knoll 905 617-0068

### Fire Emergency Procedures for Supervisory Staff

Upon Discovery of Fire

- Leave fire area immediately and close doors. Alert all occupants.
- Exit the building via the nearest exit, ensuring everyone has exited

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- Meet a safe distance from the building.
- Call 9-1-1 from a safe location and await the arrival of Fire Department in the front park away from harm.
- Alert other shops if safe to do so.
- Entrance back into the building shall be authorized by the fire authorities only.

**General Responsibilities**

Keep the approved up to date Fire Safety Plan at the front desk and notify the Fire Department of any changes. Ensure doors, extinguishers and exit signs are always in good working condition and clear of any obstructions. Do not have combustible materials in the building and 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.. 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. Ensure extension cords are not used as permanent wiring. Never re-hang extinguishers after use they must be replaced.

**Portable Fire Extinguisher Operation**

Only trained persons can operate a fire extinguisher. Call 911 before operating and ensure everyone is safely out of the building first. Extinguishers are at the back and front doors, and at the top of the stairs on each side.

- P - Pull the safety pin
- A - Aim the nozzle
- S - Squeeze the trigger handle
- S - Sweep from side to side (watch for fire restarting)

**Fire Emergency Procedures** For visitors, Staff and members:

- 1 - Lead/assist parents and children in evacuation of the building to Chartwell Seniors
- 2 - Leave the fire area immediately.
- 3 - Staff, if safely able to, take attendance folder 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.

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

**Portable Fire Extinguishers Checklist**

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. Portable extinguishers shall be inspected monthly. Extinguishers shall be maintained annually or when indicated by an inspection. A thorough examination of mechanical parts, extinguishing agent, and expelling means. Every five years, pressurized water and carbon dioxide fire extinguishers shall be replaced with new ones

<b><u>Oak Park Neighbourhood Centre</u></b>	
<b><u>Policy Title:</u></b>	<b><u>Harm Reduction Policy</u></b>
<b><u>Approved by:</u></b>	<b><u>Oak Park Neighbourhood Centre Board of Directors</u></b>
<b><u>Approval &amp; Revisions:</u></b>	<b><u>March 27, 2024</u></b>
<b><u>Policy Statement</u></b>	

This policy provides protocols for the ways in which Churchill Neighbourhood Centre- a program of Oak Park Neighbourhood Centre - will support harm reduction options, programs, education and access to services.

Harm reduction aims to reduce the negative health, social and economic consequences that may ensue from the use of legal and illegal psychoactive drugs, without necessarily reducing drug use. We believe that harm reduction principles are underpinned by a framework of public health, human rights and social justice which benefits not just people who use drugs, but society as a whole.

### **Applicability**

- Staff, volunteers, partner agencies.
- Churchill Neighbourhood Centre location only.

### **Principles**

We respect the right of a capable person to make their own choices about their body without judgment or criticism. In line with current public health initiatives and best practices, we acknowledge that access to safer sex and safer substance use tools, supplies, and education will decrease the negative outcomes of potentially harmful activities, prevent death, transmission of disease, unsafe disposal of materials and increases pro social contact with service providers. OPNC will not discharge or restrict services to participants of our services based solely on the use of substances or people engaging in sex work.

We will address behaviour issues pertaining to the safety of other participants/members, volunteers, and staff without penalizing a person for their substance use. We will discuss only the behaviour (even if the evidence supports that the negative behaviour is “caused by substance use”). We will use agency policy to address behaviour that conflicts with code of conduct without infringing upon a person’s right to make decisions about their mind and body.

### **Definitions**

Substance use: the use of chemicals that have a psychoactive and intoxicating or physiological impact or both.

### **Policies and Procedures**

- Provide harm reduction service through access to supplies, food programs, clothing, health care, income tax completion, utility support, ID, housing, employment readiness, justice supports, phone and computer access, goal setting, counselling, and office space for local agencies to provide wrap around supports.
- Address issues using a client-centered, harm reduction approach which respects human rights and aims to support members holistically.
- Ensure members are not penalized for their substance use, but address behaviour that is harmful to other members, volunteers, staff or the immediate community.
- Develop partnerships with agencies that operate using a harm reduction model and support persons who are in need of harm reduction support services.
- Ensure the safety of volunteers, staff, participants/members, the community and agency partners by addressing behavioural issues that pose a danger or threat by following agency policies, however, substance use cannot be the sole reason for disciplinary actions to be taken.
- Advise members about any community trends in drug use. I.e., overdoses and new dangerous products.
- Ensure that illegal drugs are not used or sold on the agency property.

Staff, agency partners, peer workers, volunteers or students connected to the OPNC may not:

- Purchase or sell drugs within the vicinity of the organization or use any office equipment to purchase, promote or sell drugs.
- Refer to drug dealers.
- Purchase drugs from clients or ask a client to procure illegal drugs.
- Sell drugs to clients under any circumstances.
- Receive free drugs or sex as tokens of appreciation from clients. (Refer to the Gift Policy)
- Lend or borrow money from members.
- Support a member with injecting illegal drugs.
- Be under the influence of illegal (or non-prescribed) drugs, alcohol, or other controlled substance which might affect the employee's ability to work safely.

#### **Harm Reduction and Naloxone Distribution**

We are a satellite site for Harm Reduction Supplies and a Naloxone Distribution site for Halton Region Public Health. Harm Reduction Supplies are in the black cabinet in the Front Office. Bins in the cabinet are labeled by type of material. Most members come in knowing exactly what they are looking for.

Safer use kits:

- Blue Bags → Cocaine
- Green Bags → Methamphetamine
- Yellow Bags → Heroin

Staff can provide to members as much as they require. If all supplies are diminished, more are located in the basement. Remember to check expiry dates and give any expired materials to the Churchill manager. Staff will provide training to new members on how to use Naloxone, if members are willing. Open the kit and indicate the instruction card insert and see the training section below.

When providing supplies please indicate what is provided by putting a tick in the appropriate column on the magnetic sheet attached to the cupboard to assist us in our monthly reporting.

Ask the member if they are comfortable providing their first name for our reporting purposes and if they are put a check on our attendance list under the HR column under the correct date.

If supplies are low in the blue bins, more stock is in the crates on top of the Harm Reduction Shelves in the basement. If you must bring up more stock, please indicate the amount you brought up on the magnetic sheet on the right side of the cupboard and let the Churchill Manager know so we can keep track of inventory. If stocks are low or out, please inform the Churchill Program Manager right away. (stock should never be out)

#### **Naloxone Training**

Naloxone:

- Temporarily reverses the effects of an opioid overdose until emergency services arrive.
- Can restore breathing within 3-5 minutes
- Is active in the body for 20 – 90 minutes
- May need to be used more than once
- Cannot be improperly used and does not create dependence.

See "Overdose Response" policy and procedures

#### **Overdose Prevention Strategies**

- Don't Mix- Most overdoses occur when multiple drugs have been taken.
- Don't Use Alone- Use with a friend, Leave the door unlocked, Ask a friend to check on you
- Start Slow- Try a small amount first. Does it taste, smell, look different? If so, stop.

**Reporting**

When a member reports that naloxone was administered, staff, volunteers and students must provide a listening ear to the member and document the administration on our attendance tracking sheet.

Halton Region "Monthly Reporting" forms are due within the first 5 days of the month to the Sexual Health and Harm Reduction Program, reporting on the Number of clients/friends/family members trained and supplied with naloxone and harm reduction supplies and the Number of supplies distributed.

**Ordering**

Order forms are completed and emailed to [needleexchange@halton.ca](mailto:needleexchange@halton.ca)

**Support and Supervision**

Peer workers, agency partners, volunteers and students will receive support, training and guidance from the Churchill Manager on this policy, and other relevant policies to the centre.

The following training materials will be provided:

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**Oak Park Neighbourhood Centre**

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<b><u>Approval &amp; Revisions:</u></b>	<b><u>To Be Approved</u></b>

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### ***Relevance***

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### ***Principles***

~~We respect the right of a capable person to make their own choices about their body without judgment or criticism. In line with current public health initiatives and best practices, we acknowledge that access to safer sex and safer substance use tools, supplies, and education will decrease the negative outcomes of potentially harmful activities, prevent death, transmission of disease, unsafe disposal of materials and increases pro social contact with service providers. OPNC will not discharge or restrict services to participants of our services based solely on the use of substances or people engaging in sex work.~~

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~~We will address behaviour issues pertaining to the safety of other participants/members, volunteers, and staff without penalizing a person for their substance use. We will discuss only the behaviour (even if the evidence supports that the negative behaviour is “caused by substance use”). We will use agency policy to address behaviour that conflicts with code of conduct without infringing upon a person’s right to make decisions about their mind and body.~~

### **Definitions**

~~Substance use: the use of chemicals that have a psychoactive and intoxicating or physiological impact or both.~~

### **Policies and Procedures**

- ~~• Provide harm reduction service through access to supplies, food programs, clothing, health care, income tax completion, utility support, ID, housing, employment readiness, justice supports, phone and computer access, goal setting, counselling, and office space for local agencies to provide wrap around supports.~~
- ~~• Address issues using a client centered, harm reduction approach which respects human rights and aims to support members holistically.~~
- ~~• Ensure members are not penalized for their substance use but to address behaviour that is harmful to other members, volunteers, staff or the immediate community.~~
- ~~• Develop partnerships with agencies that operate using a harm reduction model and support persons who are in need of harm reduction support services.~~
- ~~• Ensure the safety of volunteers, staff, participants/members, the community and agency partners by addressing behavioural issues that pose a danger or threat by following agency policies, however, substance use cannot be the sole reason for disciplinary actions to be taken.~~
- ~~• Advise members about any community trends in drug use, ie overdoses and new dangerous products.~~
- ~~• Ensure that illegal drugs are not used or sold on the agency property.~~

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~~Staff, agency partners, peer workers, volunteers or students connected to the OPNC may not:~~

- ~~• Purchase or sell drugs within the vicinity of the organization or use any office equipment to purchase, promote or sell drugs.~~
- ~~• Refer to or engage with drug dealers~~
- ~~• Purchase drugs from clients or ask a client to procure illegal drugs.~~
- ~~• Sell drugs to clients under any circumstances.~~
- ~~• Receive free drugs or sex as tokens of appreciation from clients. (Refer to the Gift Policy)~~
- ~~• Lend or borrow money from members.~~
- ~~• Support a member with injecting illegal drugs.~~
- ~~• Be under the influence of illegal (or non-prescribed) drugs, alcohol, or other controlled substance which might affect the employee’s ability to work safely.~~

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### **Harm Reduction and Naloxone Distribution**

~~We are a satellite site for Harm Reduction Supplies through OHRDP for Halton Public Health. We are also a Naloxone Distribution site for Halton Public Health. Harm Reduction Supplies are in the black cabinet in the Front Office. Bins in the cabinet are labeled by type of material. Most members come in knowing exactly what they are looking for.~~

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~~Safer use kits~~

- ~~• Blue Bags → Cocaine~~
- ~~• Green Bags → Methamphetamine~~
- ~~• Yellow Bags → Heroin~~

Members are welcome to have as much as they require. If they take all the supplies, there are more in the basement.

When providing supplies please indicate what is provided by putting a tick in the appropriate column on the magnetic sheet attached to the cupboard to assist us in our monthly reporting.

Ask the member if they are comfortable providing their first name for our reporting purposes and if they are put a check on our attendance list under the HR column under the correct date.

If supplies are low in the blue bins, more stock is in the crates on top of the Harm Reduction Shelves in the basement. If you must bring up more stock please indicate the amount you brought up on the magnetic sheet on the right side of the cupboard and let the Churchill Manager know so we can keep track of inventory. If stocks are low or out, please inform the Churchill Program Manager right away.

#### Support and Supervision

~~Peer workers, agency partners, volunteers and students will receive support, training and guidance from the Churchill Manager on this policy, and other relevant policies to the centre.~~

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The following training materials will be provided...

- ~~Harm Reduction Fundamentals: A Toolkit for Service Providers~~  
~~<https://www.catie.ca/harmreduction>~~
- ~~Connecting – A Guide to Using Harm Reduction Supplies as Engagement Tools~~  
~~[https://ohrdp.ca/connecting\\_guide/](https://ohrdp.ca/connecting_guide/)~~
- ~~Harm Reduction Supply Details~~ ~~<https://ohrdp.ca/supplies/>~~
- ~~First Aid for Opioid Poisoning Emergencies – & Becoming an Opioid Harm Reduction Champion~~
- ~~<https://www.redecross.ca/training-and-certification/course-descriptions/opioid-harm-reduction>~~

Homelessness Learning Hub ~~<https://homelessnesslearninghub.ca/trainings/harm-reduction-for-the-homelessness-sector/>~~ homeless harm reduction, ~~<https://homelessnesslearninghub.ca/trainings/duty-to-assist/>~~ duty to assist legislation

### Oak Park Neighbourhood Centre

<u>Title:</u>	<u>Overdose Response Policy &amp; Procedure</u>
<u>Approved by:</u>	<u>The Board of Directors</u>
<u>Approval &amp; Revision Date:</u>	<u>March 27, 2024</u>

#### Policy Statement

Oak Park Neighbourhood Centre strives to follow outlined overdose response procedures to monitor and respond to suspected overdoses.

#### Applicability

Staff, volunteers, partner agencies

### **Scope / Exemptions**

This policy applies to all staff who have received training in overdose response and prevention.

**Red Cross First Aid for Opioid Poisoning Emergencies & Becoming and Opioid Harm Reduction**

**Champion** <https://www.redcross.ca/training-and-certification/course-descriptions/opioid-harm-reduction>

### **Applicable Law**

To provide information and instruction on how staff will manage a suspected drug overdose.

Ontario Good Samaritan Act 2001

### **Definitions**

*Opioids* belong to a group of drugs known as depressants. Depressants slow the activity of the brain and the body. Commonly known opioids include: heroin, as well as prescription medications used to treat pain such as morphine, codeine, methadone, oxycodone (OxyContin®, Percodan®, Percocet®), hydrocodone (Vicodin®, Lortab®, Norco®), fentanyl (Duragesic®, Fentora®), hydromorphone (Dilaudid®, Exalgo®), and buprenorphine (Subutex®, Suboxone®).

*Naloxone* is a medication used to prevent or reverse the effects of opioid overdose. It produces virtually no effect in the absence of opioids. Naloxone will cause withdrawal symptoms when administered. Naloxone can be given in pregnancy and is considered safe for individuals who are breast-feeding. Staff who administer naloxone as part of an emergency first aid response are protected from liabilities under Ontario's Good Samaritan laws.

*Stimulants* are a group of drugs that can speed up the body including heart rate and can cause people to be more alert. Commonly known stimulants include: crack, cocaine, amphetamine (crystal meth, speed) and ecstasy.

### **General Principles and Procedures**

#### **Roles and Responsibilities:**

##### **Staff will:**

1. Read and be familiar with this policy and procedure
2. Be able to recognize the signs and symptoms of a potential drug overdose
3. Maintain up-to-date first aid and CPR certification as required

##### **Management will:**

1. Ensure that all relevant staff have been appropriately trained in overdose response training
2. Ensure the First Aid Kit is checked four times a year and the checklist is kept in the kit.
3. Establish procedures concerning safe storage of naloxone and appropriate documentation and reporting
4. Ensure that staff have up-to-date CPR and First Aid certification as required
5. Provide an opportunity for debriefing to staff and any clients identified as affected by an opioid overdose event to ensure access to adequate resources and support and to evaluate interventions
6. Ensure adequate medical supplies are available for response to opioid overdose events
7. Ensure appropriate documentation and reporting of all overdose incidents on the "Critical Incident Report"

##### **Staff and Management will:**

1. Establish and maintain tracking of staff training in harm reduction and overdose response
2. Establish and maintain tracking of overdose incidents
3. Establish and maintain tracking of naloxone kit distribution and use

**Procedure:**

**Staff will:**

1. Regularly monitor all high-risk locations including bathrooms and other secluded locations
2. Ensure prompt and appropriate response to any potential drug overdose
3. Accurately document the emergency incident, responses to and outcomes of the incident in a “Critical Incident Report”
4. Ensure supervisor/manager is notified of the incident

**Recognizing an Overdose:**

1. Opioid overdose

Common signs of opioid overdose include changes to a person's skin and eyes. They may appear pale, their fingernails and lips may have a blue cast known as cyanosis and they may have pinpoint pupils. Also their breathing may slow down, become irregular or stop. Often you can hear deep snoring, gurgling (“death rattle”) or wheezing sounds. Similarly, the person may be unconsciousness in which case you will be unable to wake them up and they will not respond to painful stimuli, light or sound.

**If a person is exhibiting signs of opioid overdose, including blue lips, will not wake up, slow or irregular breathing – this is a medical emergency. Staff will call 911 immediately and follow response procedures below.**

**Upon discovery of a suspected opioid overdose in a client:**

**Step 1: Stimulation**

Try to wake the client. Shout their Name. Shake at Shoulders. If you cannot rouse the client, try rubbing their sternum (rub your knuckles on their chest bone for about 5-10 seconds): this is painful and should wake the client up.

**Step 2: Call 911**

If the client does not respond to stimulation, call 911 immediately.

- State the agency name and address where the overdose has occurred
- Specify location (floor, closest entrance)
- Describe signs and symptoms observed, treatment administered, client's status
- Provide information about drug use if known.

**Step 3: Initiate CPR if No Naloxone Available If there is Naloxone follow steps below.**

**Step 3: Administer Naloxone (Intranasal)**

If physically possible, lay the person on their back to receive a dose of naloxone nasal spray.

1. Peel back the tab with the circle to open the naloxone nasal spray.

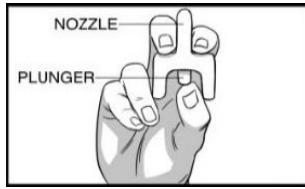


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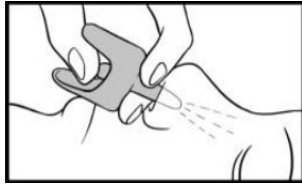
2. Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into the nostril until your fingers on either side of the nozzle are against the bottom of the person's nose.



3. Hold the naloxone nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle. Do not prime or test the device.



4. Press the plunger firmly to give the entire dose of naloxone nasal spray.



**\* Remove the naloxone nasal spray from the nostril after giving each dose**

#### **Step 4: Initiate CPR**

Follow the site's emergency response procedures with regards to administering CPR.

#### **Step 5: Reassess**

If person does not start breathing on their own within 2-3 minutes, administer a second dose of naloxone in the other nostril following the same procedure in step 3 & continue CPR until EMS arrives. If additional naloxone nasal sprays are available, naloxone may be administered in alternating nostrils every 2-3 minutes until the person responds or EMS arrives.

When the naloxone starts working the individual may:

- Wake up suddenly
- Wake up slowly
- Be disorientated
- Want to use more drugs

- Be agitated and may become combative- the last thing the client likely remembered was feeling good. Naloxone temporarily takes this feeling away.

**Recovery Position**

If at any point you need to leave the person alone, place them in the recovery position (on their side). Placing a person in the recovery position gives gravity assistance to the clearance of physical obstruction of the airway by the tongue, and also gives a clear route by which fluid can drain from the airway and prevent choking.

2. Non-opioid overdose/Stimulant intoxication overdose

Seizures largely occur within 90 minutes of stimulant use. The most prevalent symptom reported in clients experiencing a stimulant overdose is chest pain, within the initial 3 hours following use. Other cardiac related symptoms include: sweating, palpitations, and shortness of breath. In addition, crack cocaine smokers report the following respiratory symptoms: cough, black sputum, chest pain, shortness of breath and asthma.

**If a person is exhibiting signs of stimulant overdose, including rigid or jerking limbs, seizures, rapidly elevating temperature and/or pulse, or chest pain – this is a medical emergency. Staff will call 911 immediately and follow site emergency response procedures.**

**Post Overdose Management**

If/when the client regains consciousness:

- Reassure the member that staff are trained to respond to opioid overdose and that naloxone has been administered.
- Communicate the need to be transferred to hospital for observation.
- Tell the member that they may be at risk of a secondary overdose. Symptoms of overdose may resolve/decline with the administration of Naloxone but return once the effects subside in about 2 hours.
- Instruct the client to temporarily discontinue use of all opioids o

Once the member has been discharged from the hospital they are encouraged to debrief with agency staff. After the event, staff will complete the “Critical Incident Form” and debrief with staff involved. Management staff will follow up with the staff involved to provide support as appropriate.

**Good Samaritan Drug Overdose Act**

The Good Samaritan Drug Overdose Act provides some legal protection for individuals who experience an overdose, the person who seeks emergency help (whether they stay or leave from the overdose scene) and anyone else at the scene when help arrives.

The Act can protect a person from, Charges for drug possession; Breaches of conditions regarding simple drug possession.

The Act does not provide legal protection against more serious offences, like, outstanding warrants, Production and trafficking of controlled substances; All other crimes not outlined within the Act

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<b>Oak Park Neighbourhood Centre</b>	
<b>Title:</b>	<b>Overdose Response Policy &amp; Procedure</b>
<b>Approved by:</b>	<b>The Board of Directors</b>

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Approval & Revision Date:

### **Policy Statement**

Oak Park Neighbourhood Centre strives to follow outlined overdose response procedures to monitor and respond to suspected overdoses.

### **Scope / Exemptions**

This policy applies to all staff who have received training in overdose response and prevention.

**Red Cross First Aid for Opioid Poisoning Emergencies & Becoming an Opioid Harm Reduction Champion** <https://www.redeross.ca/training-and-certification/course-descriptions/opioid-harm-reduction>

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##### **Step 2: Call 911**

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- State the agency name and address where the overdose has occurred
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##### **Step 3: Initiate CPR if No Naloxone Available If there is Naloxone follow steps below.**

##### **Step 3: Administer Naloxone (Intranasal)**

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2. Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into the nostril until your fingers on either side of the nozzle are against the bottom of the person's nose.

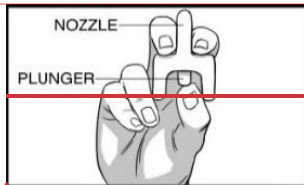


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3. Hold the naloxone nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle. Do not prime or test the device.

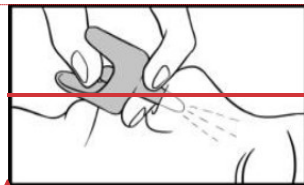


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- ~~Wake up slowly~~
- ~~Be disorientated~~
- ~~Want to use more drugs~~
- ~~Be agitated and may become combative~~—the last thing the client likely remembered was feeling good. Naloxone temporarily takes this feeling away.

#### **Recovery Position**

If at any point you need to leave the person alone, place them in the recovery position (on their side). Placing a person in the recovery position gives gravity assistance to the clearance of physical obstruction of the airway by the tongue, and also gives a clear route by which fluid can drain from the airway and prevent choking.

#### **2. Non-opioid overdose/Stimulant intoxication overdose**

Seizures largely occur within 90 minutes of stimulant use. The most prevalent symptom reported in clients experiencing a stimulant overdose is chest pain, within the initial 3 hours following use. Other cardiac-related symptoms include: sweating, palpitations, and shortness of breath. In addition, crack cocaine smokers report the following respiratory symptoms: cough, black sputum, chest pain, shortness of breath and asthma.

**If a person is exhibiting signs of stimulant overdose, including rigid or jerking limbs, seizures, rapidly elevating temperature and/or pulse, or chest pain—this is a medical emergency. Staff will call 911 immediately and follow site emergency response procedures.**

#### **Post-Overdose Management**

If/when the client regains consciousness:

- ~~Reassure the client that staff are trained to respond to opioid overdose and that naloxone has been administered~~
- ~~Communicate the need to be transferred to a hospital for observation irrespective of the severity of the situation~~
- ~~Make the client aware that they may be at risk of a secondary overdose. Symptoms of opioid overdose may resolve or decline with the administration of Naloxone but return once Naloxone's effects subside in approximately 2 hours.~~
- ~~Instruct the client to temporarily discontinue use of all opioids or opioid-containing substances.~~

Once the client has been discharged from the care of hospital staff, they are encouraged to debrief with agency staff.

After the event, sites will follow their critical incident response procedure, including completion of an incident report and debrief with staff involved. Management staff will follow up with the staff involved to provide support as appropriate.

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## Food Bank Procedures

In 2006 we were approached by Food For Life to consider opening a food bank as there were none north of the QEW, our food bank opened in the Fall of 2006. On July 13, 2006 we were approached by the community to meet the needs of the community in the Churchill area and with the support of Food For Life, we added a new food bank at our Churchill location in Partnership with Sanctuary Church (Now Catalyst).

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### *Procedures*

We follow Food Banks Canada code of ethics...

- Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, religion, sex, sexual orientation, income source, age or mental or physical ability.
- Treat all those who access services with the utmost dignity and respect. Build relationships. See members as people with dreams and potential rather than what their present circumstances present.
- Operate in an efficient and fair manner to reduce wait times and distribute as much food as possible
- Implement best practices in the proper and safe storage and handling of food and maintain a safe environment.
- Respect the privacy of those served and maintain confidentiality.
- Not sell donated food.

- Acquire and share food in a spirit of cooperation with other food banks and food programs.
- Make the public aware of the existence of hunger, and of the factors that contribute to it.
- Recognize that food banks are not a viable long-term response to hunger and devote part of our activities to reducing the need for food assistance, through our financial literacy programs.
- Represent accurately, honestly, and completely our mission and activities.

### **Volunteers**

We rely heavily on our food program volunteers and are grateful for their commitment. We will provide meaningful volunteer opportunities and value their contributions in a safe and supportive environment. We will ensure volunteers are trained for the positions and that we are available for any questions or concerns. We will schedule the correct number of volunteers so that they are engaged, and their time is well spent and valued. New volunteers will fill out a volunteer application and sign a confidentiality agreement. They must apply for a Criminal Reference and Judicial Matters check. We will provide volunteers with an agency letter, so the police check is free. Volunteers will review relevant policies and the history of the centre and be trained on the job in food bank procedures. Volunteers will report their volunteer hours via email to our volunteer statistics keeper.

### **Intake**

Our food banks were set up to support the underserved community above the QEW. Specifically, people in the L6H or L6M areas. There are many food banks below the QEW to serve that community.

Churchill food programs are for people who live between Upper Middle Rd & QEW and 16 Mile Creek and Trafalgar Road and also the Cross Avenue neighbourhood. In addition anyone struggling with addiction in Oakville is welcome.

People outside of the description above are referred to other food banks that are closer to where they live.

When someone new comes to the food bank the registration form is completed. They are asked their name (they can use a nickname or refuse to provide information), address, how many adults and children live in their home and their email and phone number. If you suspect they are not from the Churchill area (ie they drive to attend) let them know that this food bank is specifically to serve this community. This is a good time to inquire if they need support besides food. Any requests for things we don't have can be posted on our Facebook page. The Community navigator will work with the member on any goals or needs they have. The completed forms are to be inputted to Civicism at least once a month.

Oak Park food bank intake requires that new clients fill in the registration form. They receive food the first day they come even if they do not live in the area. If they do not live in the L6H area or L6M (limited to the area west of sixteen Mile creek in Oakville) refer clients to other food programs for future use. Let the member know that they will have to send our Community Support Manager one month of bank statements so we can see if they qualify for utility bill supports and the Town recreation grant. Provide them with a business card. Sometimes it helps if you ask to see ID to assist with filling out the form and ensure they live in the area.

### **Attendance and Record Keeping**

At Churchill the weekly attendance sheet includes columns for diapers, harm reduction, nurse, counselling and pet food. You must check these off if a person receives any of those supports. If someone is new, add their name to the bottom of the list.

At Oak Park the attendance is for three months, and people are to be checked off when they attend. If they receive diapers or Depends put a "D" instead of a checkmark. Members receive diapers or depends once a month. An X is put through the bar code.

### **Food Donations**

Food For Life delivers food to our food program. We pick up food from Starbucks, Shoppers Drug Mart and Aveiro Bakery. Local churches, businesses, sports teams and schools host food drives and contribute food.

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In June we host a food drive with faith communities. We have maps of Oakville divided into areas so there is no overlap for food pick ups. The bags to distribute are provided by Purolator Courier. Kings Community Church hosts the drop off of food and Food For Life stores the food.

At Christmas our volunteers attend a local grocery store to ask for donated turkeys and we also purchase turkey frozen dinners or turkey legs/breast for singles. We provide canned vegetables, gravy, stuffing and cranberry sauce that is donated by local churches. Sometimes gingerbread houses, cookies and other vegetables re also donated.

At Thanksgiving we provide additional food for a meal but not turkeys.

All donated food must be recorded by approximate value in our financial log book. For estimates we use \$12 for a bag and \$25 for a box. If people need a tax receipt for the donation, they must tell us the value or provide a receipt. We will need their name, address and email address.

### **Back Packs & Christmas Gifts**

Food bank volunteers gather information on children and grades for the team to put together back packs in August and gifts at Christmas for our Holiday Cheer program through community donations.

### **Purchasing**

We purchase milk, and yogurt weekly for the food programs and other foods for holidays or as needed. The food is ordered online from Walmart and delivered the day before food bank. The food is kept stored in the fridge.

### **Food Temperature, Quality & Storage**

Materials must be received, handled and stored, at the proper temperature, in clean containers.

Starbucks food donations can not be frozen as it they have already been defrosted when received. The sandwiches must go in the fridge, but the deserts can be left out.

Cut up and ready to eat fruits and vegetables and sprouts, milk and all products requiring refrigeration must be stored at temperatures between 0 °C and 4 °C. in the fridge. If the food is 6°C or colder when received, it can be put back in the fridge.

Food received frozen is to stay in the freezer to ensure it does not defrost. This is the safest option. If the temperature is warmer than -5° C to 6° C, it can **not be put back in the freezer, but can** be kept in the fridge for 2 days before disposing of it. The food must be clearly marked with a marker with the expired date on it.

Food is rotated to have closest to expiry out first.

Some food from grocery stores may exhibit some spoilage (fruits and vegetables). The food will need to be sorted to dispose of some and clean the product that is still in good condition.

### **Surplus or Lack of Food**

If we have too many infant products MCRC Infant food bank is to be called for pick up. If we have too many Depends, they are to be taken to Fareshare. If we are low on canned food call Fareshare and Food For Life and ask if they have any extra. Pick will need o be arranged.

### **Restricted Substances**

Items containing the following ingredients are “restricted” and cannot be distributed:

- Pseudoephedrine-active ingredient in Sudafed, Actifed, and other like products.
- Dextromethorfan (DM)-active ingredient in cough syrups and cold medications.
- Diphenhydramine-active ingredient in Gravol and other like products.
- Acetaminophen-active ingredient in Tylenol.
- Ibuprofen-active ingredient in Motrin or Advil.
- Naproxen-active ingredient in Aleve or Naprosyn.
- Any item that requires a prescription cannot be distributed by the food bank
- No Aerosol products can be distributed to clients.

- No alcohol or medicinal ingredients

### Rejecting Food

Dispose of ...

- nonperishable food without a label
- perishable food that is mouldy, or decomposing
- Food that is expired
- Food that the “Best Before” date is a month or more past
- Food that was frozen at -18 °C or colder and is now warmer than -5° C (i.e. not frozen solid)
- Food that must be refrigerated at 0 °C to 4 °C. and is now over 7° C
- Packages leaking, with a broken seal, punctured, or with an off odour or infestation.
- All opened products (excluding pet food) must be thrown out.
- Cans with serious defects (deep dents, crushed, leakage, holes, broken pull tabs, bulging, rusted, defective seams)
- Expired Infant food and formula and nutritional supplements
- Homemade/Canned foods (food that is not commercially packaged)

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### Non Perishable Storage

Organize food by category and store food with the first to expire in the front.

The majority of food should be given out in the month it is received. Exceptions are cereal, peanut butter and popular food that we hold back until there are 35 to ensure everyone gets one item.

Food should be in peoples homes and not in our cupboards. It is acceptable to store one weeks worth of food in case there is a shortage one week.

Ensure non-food items (cleaners, toiletries) are kept separate from food.

Ensure the shelves above the kitchen counter at Churchill are stored with non perishable food. It is best to have the shelves full so that staff/volunteers are not having to go to the basement during food bank and leaving us with reduced supports. Ideally there should be no food in the basement.

At Oak Park any stored food goes in the one pantry shelf. There should be no food stored anywhere else.

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### Food Repackaging

Sometimes perishable food comes in large bags and needs to be repackaged.

Repackaging must be done in an appropriate area, using clean, sanitized food contact surfaces.

All surfaces must be washed- with bleach solution of 1 tbl bleach to 1 cup of water (replaced weekly).

Wash hands and gather all food to be divided and food grade packaging,

Label packaging with date of repackaging or best before date if it is indicated on the existing packaging.

Use the bags we get donated from local grocery stores to repackaging or zip lock bags.

It is not necessary to package food we receive loose

### Food Storage

Check for expiry dates, look at the colour of meat to see if looks off before storing, ensure frozen food is still frozen before putting in freezer. see section above regarding temperatures.

Organize shelf food by category and store food with the first to expire in the front.

The majority of food should be given out in the month it is received. Exceptions are cereal, peanut butter and popular food that we hold back until there are 35 to ensure everyone gets one item. A post can be put on social media to ask for these foods to get the amount we need quickly.

Food should be in peoples homes and not in our cupboards. It is acceptable to store one weeks worth of food in case there is a shortage one week.

Ensure non-food items (cleaners, toiletries) are kept separate from food.

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### **Food Distribution**

We aim to provide each household with three days worth of food.

Members are to have independence in choosing food. Labels are put out that indicate the amount of food people can take. "Take 2, Take as many as you need" etc.

Put aside larger items for large families, things like large salads, prepared meals, larger cuts of meat. Do not leave these out on the table where everyone can see them but bring them forward when someone with a larger family comes up

There should always be a miscellaneous section each week with foods that are hard for us to put on shelves due to odd size. Things like condiments, glass tomato sauce, dressing, spices, sauces, bake mixes and supplies, drink mixes, jam, honey, pancake syrup, coffee, tea, salt, toiletries and anything else that can not be easily stored on shelves.

### **Cleaning Up**

Sweep the floor and mop any spills

Clean counters and tables with soap and water and then spray with bleach and water 1 tbl bleach to 1 cup of water and let sit for 3 minutes. Replace bleach solution weekly.

Clean the inside and outside of the refrigerator and freezer.

Gather all garbage and put in appropriate bin. Ensure cardboard is folded down a put lengthwise into the Blue bin. Check if a program can use any leftover food

Throw out any food that will go bad before the next food bank

### **Potential Risks and Hazards**

Salt outside areas in winter to reduce chance of falls

Have mats inside doors

Keep floors and surfaces clean

Maintain food at proper temperatures

Have at least one person present with Food Handlers certification.

Do not distribute expired foods

### **Sanitary Procedures-** see full Sanitary Procedures

Long hair should be tied back

Any cuts on hands must be covered with Band-Aid and gloves

No eating or drinking while supporting the food program

Clean all tables and then spray with 1/10 bleach solution and let sit for 3 minutes.

Personal effects are stored away from food under the counter.

### **Illness**

Staff and volunteers can not participate in the food bank if they are ill.  
Please notify the foodbank supervisor if you are ill.

### **Hand Washing**

- Before handling food
- Before putting on gloves if you are using them
- After coughing, sneezing, or blowing your nose.
- After smoking or eating.
- After any break.
- After handling raw material, garbage or performing maintenance or sanitation activities.
- After picking something up from the floor.
- After visiting the washroom.

### **Hand Washing Procedures**

Wet your hands and add soap  
Scrub back of hands, wrists, between fingers, under nails for 20 seconds.  
Rinse and then dry hands using a single use towel.  
Turn off the taps with the paper towel and but in garbage

### **Lifting**

- Volunteers should be careful to not lift more than they can handle. Always ask for help and leave it to someone else if something is too heavy
- Test the weight before you lift.
- Position feet securely and shoulder width apart.
- Use slow and smooth movements. Do not jerk.
- Keep your body facing the object when you lift it. Do not twist.
- Firmly grip the object and keep the box/crate close to your body.
- Lift with your legs. Bend your knees and not your back. Keep your back straight.
- To lift above shoulder height, maintain a walk standing position, transfer weight and maintain erect spine without bending the lower back backwards.
- Repeated lifting for long periods can cause fatigue and that is a contributing factor in causing accidents. Be aware of limitations and take a break or move to another task.

### **Emergency**

Refer to Emergency Management Plan and be aware of location of first aid kits, exits, safe rooms and fire extinguishers.

### **Challenging Behaviours- see Emergency Management Plan**

If at any time you fear for your own or others safety, **immediately call 911.**

Stay calm – do NOT mirror the person’s behaviour.

Depending on the behaviour you can leave the area for safety, ask the individual “how can I help”, or say “we need you to step outside until you are calmer and then we are happy to serve you”

Do not get closer to the person or try to touch them – this may be interpreted as hostile.

Have another volunteer or staff step in to diffuse the situation if safe to do so.

### **Churchill Food Bank Schedule**

The food bank is open every day, but the bulk of our food is distributed on Monday and Thursday by Food 4 Life.

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9am Any food from previous day is sorted, throwing out anything past due.  
Tables are set up and cleaned. Basket shelving is organized to make room for new food  
10am Food truck arrives at back of building  
Food is brought into the building, sorted and put out, bad food thrown out.  
Put similar items together making full use of the basket shelves to increase traffic flow  
Ensure food labels are out “take 1” ect

#### Food Bank Opens

A volunteer at front desk does attendance.  
Members are not let in until the food bank is ready  
Members enter through the front door and exit through the back, being careful to keep the lobby not too full.  
Three clients at a time can go though the food bank in the back room.  
Households get one litre of milk  
Large families receive larger portions of meat  
Members receive food for 3 days, including 3 pieces of meat  
As food empties out, remaining food is moved to the tables and baskets along he wall

#### ▲ **Oak Park Food Bank Schedule**

Starbucks food is sorted Tuesday afternoon, and the tables, room divider and any food donated that week are set up that night.  
Members enter through the back door and exit through the front door. Doors open at 8:30am  
Food 4 Life truck arrives about 8am and the truck is unloaded  
Organizing food by category, throwing out any that is bad, and putting out the “Take 1” signs  
As food empties out, the tables are taken down to ready the room for family drop in.

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