



Policy and Procedure Manual

Table of Contents

Standards for Excellence.....	6
Mission and Vision Statements.....	7
Principles and Values.....	8
Ethical Code of Conduct.....	9
Violations to the Ethical Code of Conducts.....	16

GOVERNANCE

The Constitution.....	19
Board of Directors (roles).....	20
Directors' Code of Conduct.....	24
Board of Directors Orientation.....	27
Board of Directors Conflict of Interest.....	28
Board Member Grievances.....	31
Board Education, Development and Performance.....	32
Board Meetings.....	33
Board and E.D. Relationship.....	35
E.D. Roles and Responsibilities.....	37
The Organizational Chart.....	40
Organizational Quality and Continuous Improvement.....	41
Society Membership.....	42

BUSINESS

Policy Development.....	43
-------------------------	----

Strategic and Operational Planning.....	44
Corporate Responsibility.....	45
Risk Management.....	47
Consumer Fees.....	48
Charitable Donations.....	49
Organizational Fundraising.....	51
Financial Management, Monitoring and Reporting.....	53
Banking Arrangements.....	54
Signatories, Expenditure Authorities and Arrangements.....	55
Petty Cash.....	56
Retention and Disposal of Files and Electronic Records.....	57
Asset Acquisition, Maintenance and Disposal.....	60
Insurance.....	61
Motor Vehicles.....	62
Theft in the Workplace	65

HUMAN RESOURCES

Unionization	66
Employment Contract	67
Equal Employment Opportunity.....	68
Recruitment and Hiring	69
Volunteers.....	73
Practicum Students	75
Employee Leave.....	77
Equity, Diversity and Inclusion	78

Anti-Bullying, Harassment, Discrimination & Violence	80
Conflict of Interest.....	84
Training and Development.....	86
Privacy and Confidential Information.....	88
Corporate Image and Communications.....	93
Releasing Information to the Media.....	94
Feedback	95
Complaint Resolution.....	96
Incident Reporting.....	100
Credentials and Background Verification	107
Security of Premises.....	111
Social Media.....	112
Use of Technology.....	113
Meal and Accommodation Reimbursement.....	116
Use of Private Vehicles.....	117
Testifying in Court.....	118
Search Warrants.....	120
Medication Management	123
Workplace Relations	124

THE PEOPLE WE SERVE

Acceptance into Service	125
Rights and Responsibilities of the People we Serve	126
Rights Restrictions.....	128
Managing Challenging Behaviours.....	129

Advocates.....	131
Access to Services.....	132
Accessibility.....	133
Accessibility and Accommodation	134
Protecting the People we Serve From Harm.....	137
Abuse and Neglect.....	140
Disclosure of Adverse Events.....	142
Formal Complaints.....	146
Withdrawal of Service.....	147
Service Exit Other Than Withdrawal of Service.....	149
Expected and Unexpected Deaths	150

Occupational Health and Safety

Working in Isolation.....	151
Workplace Safety	153
Domestic Violence	154
Communicable Disease	156
Motor Vehicle Emergencies	158
Community Emergencies	160
On Site Emergency Plan.....	161
On Site Fire Safety.....	163
On Site Earthquake.....	164
On Site Natural Disasters.....	167
On Site Bomb Threats.....	169
On Site Violent or Other Threatening Situations.....	171

On Site Medical Emergencies.....	174
On Site Utility Failure.....	177
Off Site Emergency Plan	178
Off Site Fire Safety	180
Off Site Earthquake	181
Off Site Natural Disasters	183
Off Site Bomb Threat	185
Off Site Violent or Other Threatening Situations	186
Off Site Medical Emergency	188
Off Site Utility Failure	191

Standards for Excellence

Chilliwack Opportunity Society is a non-profit charitable organization dedicated to making a difference in the lives of people with differing abilities. Chilliwack Opportunity Society must act ethically while establishing expectations of behaviour, character, and conduct; while being aware of the distinction between right and wrong, moral duty, and obligation to the community. The Society is accountable for achieving results through improved quality of life.

Chilliwack Opportunity Society standards for excellence are based on honesty, integrity, fairness, respect, trust, responsibility, and accountability in operations, governance, human resources, financial management, community supports and fundraising.

The following documents address Chilliwack Opportunity Society standards for ethical practices concerning community inclusion workers, volunteers, students, contractors, management, the Board of Directors and all operations of the Society. Inclusive in these is the expectation that support services are provided responsibly, fairly and with awareness of the surrounding community.

Who We Are:

Chilliwack Opportunity Society has been an integral part of the Chilliwack community by providing a person-centred community inclusion program for people with differing abilities since its formation in 1970.

What We Do:

We offer a safe place to build friendships, relationships and grow personal networks within our community. We assist the People we Serve in fully accessing their community and providing the support they need to enjoy leisure/recreational activities. Because of the strong ties to our community, the People we Serve also enjoy giving back through volunteering.

Our Commitment:

Our staff is dedicated to supporting the ever-changing needs and dreams of the People we Serve and building an environment where we can follow the Mandt philosophy in saying: "in this place and with these people, I feel safe".

Mission and Vision Statements

Mission: Why does Chilliwack Opportunity Society exist?

The mission statement guides our organization's actions, spells out its overall goal, provides direction, and focuses decision-making at all levels. It provides the context within which an organization's strategies are formulated. Chilliwack Opportunity Society's mission is:

Chilliwack Opportunity Society strives to enrich the quality of life for people with developmental disabilities. We provide support so the People we Serve can participate in all aspects of community living. We strive to enhance lives through community inclusion and lifelong learning, and to maximize independence through choice.

Vision: What are we trying to achieve?

A vision statement creates a picture of the future the organization desires for itself and the people it serves – it is about hopes, dreams, and aspirations. Chilliwack Opportunity Society's vision is:

Chilliwack Opportunity Society will be integral in creating a community where:

- *Full inclusion exists for people with disabilities.*
- *There is Support through all stages of life.*
- *Collaboration and partnerships are plentiful.*
- *Everyone's gifts and talents are celebrated.*
- *People see beyond the disability to the abilities.*

Principles and Values

Our Values: How do we want to operate?

- **Purpose and Potential:** Everyone has a purpose in life, the potential to develop and to contribute, and is worthy of achieving a positive quality of life.
- **Dignity and Respect:** Everyone has dignity and is to be respected to develop positive and trusting relationships.
- **Voice:** Everyone has a right to be heard, included, make choices and to have their views listened to within their community.
- **Rights with Responsibilities:** Everyone has the right to be safe, and to be treated with fairness and equity, but also has important responsibilities to self, family and community.
- **Community Responsibilities:** Communities have a responsibility to support, accept and engage all their members and celebrate their potential and citizenship.
- **Collaboration:** Working collaboratively and being active partners within the community are important in order to access all of the community's resources and supports to achieve the best outcomes for the People we Serve.
- **Culture of Innovation and Learning:** Developing an organizational culture that continually fosters learning, innovation and team, promotes best practices, is evidence informed, and recognizes the valued contributions of staff, volunteers, students, contractors and board members.
- **Accountability:** Being environmentally, socially and fiscally responsible for the resources and goodwill provided, while acting with transparency and ethics in all we do.

ETHICAL CODE OF CONDUCT

Purpose and Policy

The purpose of the Ethical Code is to guide the actions of all employees, board members, contractors, students and volunteers of Chilliwack Opportunity Society. Training on the Ethical Code will be conducted upon hire, during onboarding and then every second year, or as deemed necessary by the Executive Director.

Leadership: Chilliwack Opportunity Society, its Board of Directors and management team will:

- Provide leadership, planning and strategic direction that reflects the mission, vision, and values of the Society.
- Conduct business activities truthfully, accurately, and ethically in compliance with legal and accreditation requirements and in accordance with approved policies and procedures.

Business Practices: Chilliwack Opportunity Society, its employees, board members, contractors, volunteers and students will:

- Be earnest in all efforts and thoughtful in all undertakings
- Provide quality care at the highest level, while delivering services that are responsible, appropriate, and cost effective.
- Strive to be as competent, skilled, and informed as possible.
- Be committed to approaching work with integrity and conscientiousness, which means always using best judgement.
- Be fair, impartial, and dedicated to these ethics anytime work might be involved or affected.
- Be committed to the belief that everyone deserves to be part of a community, a family, a group of friends, and that communities are better and stronger when everyone lives together.
- Be compassionate, creative, and flexible in service delivery.
- Facilitate and encourage the sharing of ideas, suggestions and information and treat all opinions with respect and consideration.

- Be committed to acting in a manner that reflects well upon the People we Serve and Chilliwack Opportunity Society.
- Ensure the health and safety of all of the People we Serve, families, employees, contractors, students, volunteers, and other stakeholders are a priority in providing service.
- Be vigilant to barriers that may exist and where these exist, leadership will consider corrective action.
- Respect the rights of all the People we Serve and their families/caregivers.
- Commit to ensuring that Chilliwack Opportunity Society's property and assets are kept in good condition.

Service Delivery: Employees, board members, contractors, students and volunteers will:

- Be committed to ensuring that the best interest of the People we Serve is the first priority.
- Demonstrate a genuine interest in the People we Serve and dedicate themselves to their development and well-being.
- Commit to helping the People we Serve be as independent as they can be.
- Commit to ensuring that required documentation is up to date and thorough.
- Commit to providing the highest quality of service to the People we Serve.
- Commit to knowing about and understanding the needs of the People we Serve.
- Follow the Care Plans for the People we Serve, and direction given by professionals or leadership.
- Adhere to all Chilliwack Opportunity Society policies and procedures, CLBC policies and licensing regulations when delivering services.
- Report any violations of this Ethical Code of Conduct, violations of law and violations of Chilliwack Opportunity Society's policies to the appropriate person.

Diversity and Inclusion: Employees, board members, contractors, students and volunteers will:

- Not discriminate against anyone based on gender, age, disability, race, color, religion, national origin, marital status, sexual orientation, or any other legally protected status.
- Act in ways that acknowledge both diversity and oppression and promote the reduction of systemic and institutional barriers to the well-being of all the People we Serve.

- Treat all of the People we Serve with dignity and respect, being aware of cultural differences and promoting dignity, empowerment, and inclusion.
- Acknowledge that all people are unique and diverse and that being sensitive to diverse cultural backgrounds is essential to excellent quality service and a strong knowledgeable team to provide that service.

Professional Responsibilities and Boundaries: Employees, board members, contractors, students and volunteers will:

- Ensure that professional, personal and occupational interests do not affect judgement, competence or relationships with those served or with whom business is conducted.
- Not impose personal beliefs or preferences onto the People we Serve, whether that be religious, cultural or otherwise.
- Maintain a professional attitude which upholds confidentiality towards the People we Serve, colleagues and other stakeholders.
- Not engage in inappropriate and/or personal conversations in front of the People we Serve.
- Not exploit the trust of the public or co-workers.
- Make every effort to avoid relationships that could impair professional judgement.
- Not permit fellow staff members to present themselves as competent or perform services beyond their training and/or level of experience.
- Accurately represent education, training, experience and competencies as they relate to the profession.
- Understand the role as a support worker and never attempt to diagnose, treat or advise on issues outside the recognized bounds of my competence.
- Continually assess personal strengths, limitation, bias and effectiveness.
- Strive to become and remain proficient in professional practice and the performance of professional functions.

Treatment of the People we Serve: Employees, board members, contractors, students and volunteers will:

- Acknowledge that all of the People we Serve have inherent value, and all interactions will be done with integrity, dignity, respect, fairness, courtesy and in good faith.
- Recognize the capacity and competency of the People we Serve, before any limitation. We will seek to expand their choices and opportunities and to provide

them with information they want and/or need. In all that we do, we will promote choice, decision making and personal empowerment.

- Respectfully accept feedback and input as it is a right of all the People we Serve.
- Commit to assisting the People we Serve to understand information they are given.

Privacy and Confidentiality: Chilliwack Opportunity Society, its employees, board members, contractors, students and volunteers will:

- Respect the privacy of the People we Serve by holding in confidence all information obtained in the course of service delivery.
- Maintain information that is accurate, current, and managed (organized, secured, archived, and destroyed) in accordance with all applicable regulations.
- Never share medical information for the People we Serve with others, except:
 - as required by law (i.e. disclosure of abuse)
 - to warn of clear and immediate danger
 - when subpoenaed in a civil, criminal or disciplinary action arising from service, in which case I will disclose confidences only to the extent required by the action
 - if there is a consent of information signed by the People we Serve (or his/her legal representative), I will disclose information only according to the terms of that consent.
 - if it is in the best interest of the People we Serve to disclose information obtained during the course of my duties i.e. knowledge of a criminal act. I will first advise the Person Served that this information will be released to the authorities.

Human Resources: Chilliwack Opportunity Society, its employees, board members, contractors, students and volunteers will:

- Treat all personnel with dignity and respect, ensuring they are not subjected to any form of discrimination or harassment.
- Provide equal employment, compensation, and advancement opportunities.
- Commit to creating a positive workplace by assisting personnel in achieving their potential in a fair and equitable manner.
- Recruit and retain qualified and competent employees and contractors
- Provide ongoing and appropriate education and development for employees to promote best practice based on current research.

- Ensure that, upon termination, all personnel will maintain the confidentiality of the People we Serve and co-workers and will hold as confidential any information obtained concerning the Society.
- Ensure that when an employee is replaced or replaces a colleague, they will act with consideration for the interest, character and reputation of the colleague.
- Ensure that if an employee has the responsibility for employing and evaluating personnel performance, they will do so in a responsible, fair, considerate and equitable manner.
- Be expected to conform to the standards of our profession and exercise reasonable judgement and objectivity in the performance of their duties.
- Ensure that employees are provided opportunities for regular, timely and accurate feedback and recognition of job performance including setting and evaluating measurable goals with the employees at the time of their review.

Marketing: Employees, board members, contractors, students and volunteers will:

- Promote and market services, programs, and Chilliwack Opportunity Society as a whole, in a way that is consistent and aligns with the mission, vision, and values of the Society.
- Promote and market excellence and maintain competence in the delivery of our services and in our professions.
- Market our services in a way that is open, honest, accurate and truthful.
- Not use the information of the People we Serve to solicit for the purpose of fundraising, or marketing of new programs, without prior consent and authorization.

Contractual Relationships: Contractual relationships may be engaged in from time to time and when doing so, contractors will abide by the entire Ethical Code of Conduct. When appropriate, contractors will be solicited through a transparent process that reflects accountability and fair business practices.

Organizational Fundraising: Chilliwack Opportunity Society, its employees, board members, contractors, students and volunteers will:

- Conduct all fundraising activities in an honest, transparent, and ethical manner.
- Never represent the People we Serve in a demeaning way or designed to elicit pity or sympathy.
- Not engage in corrupt practices such as inducing guilt, obligation, or collusive transactions.

- We will provide stakeholders and where possible the community at large, with accurate information regarding the Society's needs and achievements.

Personal Fundraising and the Exchange of Gifts, Money, and Gratuities:

Employees, board members, contractors, students and volunteers will:

- Not engage in personal fundraising with the People we Serve, their families or any other stakeholders.
- Not accept gifts, money or gratuities related to our work at Chilliwack Opportunity Society except in situations where to do so would be culturally insensitive. Small token gestures of appreciation are acceptable and when in doubt, we will check with a supervisor for guidance.

Personal Property: Employees, board members, contractors, students and volunteers will:

- Not engage in personal property transactions with the People we Serve.
- Be respectful of the personal property and belongings of the People we Serve.

Prohibition of Waste, Fraud, Abuse, and other Wrongdoing: Employees, board members, contractors, students and volunteers will:

- Commit to fiscal viability and responsibility.
- Respectfully maintain and preserve all property, assets and resources.
- The protection of assets is everyone's responsibility. It is expected that all personnel will protect and safeguard all physical property, funds, proprietary information against loss, theft, misuse or abuse.
- All personnel are responsible and accountable for the proper expenditure of Chilliwack Opportunity Society funds and for the proper use, care and maintenance of all Society property.
- No personnel will participate in any activity that violates policies on waste, fraud, and abuse, nor will we allow any such activity to be carried out by others and will follow appropriate actions and procedures should these be required.

Witnessing Documents: Employees, board members, contractors, students and volunteers shall not witness documents (ex. Power of attorney, guardianship or advanced directives) for the People we Serve.

Advocacy and Corporate Citizenship: Chilliwack Opportunity Society, its employees, board members, contractors, students and volunteers will:

- Advocate for change in the best interest of the People we Serve and for the overall benefit of the Society.
- Be committed to helping the People we Serve to speak for themselves, and when needed, to support the views of people with developmental disabilities by speaking on their behalf.
- Be diligent in our efforts to provide and promote advocacy efforts and corporate citizenship opportunities for the People we Serve.
- Be mindful of our community's needs and interests and strive to be good neighbors within our community.

Potential Conflicts of Interest: Employees, board members, contractors, students and volunteers will:

- Take all reasonable steps and precautions to avoid conflicts, or the appearance of conflicts, between private interests and their professional and official responsibilities and performance of their duties.
- Follow Chilliwack Opportunity Society's conflict of interest policies and procedures regarding allegations of violations of the Ethical Code of Conduct.
- Report any violations of the Ethical Code of Conduct. All allegations of violations will be responded to based on the Ethical Code of Conduct Procedure located in the Chilliwack Opportunity Society's Policy and Procedure Manual.

Social Media: Employees, board members, contractors, students and volunteers will:

- Not engage in social media activity of any kind that could negatively (either potentially or in reality) impact Chilliwack Opportunity Society, the People we Serve or our stakeholders.
- Follow all Chilliwack Opportunity Society policies and procedures regarding Social Media, Privacy and Confidentiality.
- Not engage in private social media activity during hours that should be dedicated to the service of the People Served.

Compliance: Compliance with Chilliwack Opportunity Society's Code of Ethics is a condition of employment and volunteer, student or contractor relationship. Any real and confirmed violation of the Ethical Code will result in disciplinary action up to and including termination.

VIOLATIONS OF THE ETHICAL CODE OF CONDUCT

Policy

Chilliwack Opportunity Society recognizes that on occasion the People we Serve, their parent/caregiver, an employee or other stakeholder may express a complaint or concern relating to a violation of the Society's Ethical Code of Conduct. The Society believes that anyone who has a concern regarding the allegations of ethical violations will have a process to make this report.

If you are aware of a violation, you are required to report it. If you do not report a violation, you may be deemed as having taken part in the violation and may receive disciplinary action up to and including dismissal.

There will be no retaliation or reprisals for making a report.

Procedures

Staff: If anyone has a concern of a breach of the Ethical Code of Conduct by a Staff Member:

1. Immediately and respectfully address the concern directly with the person involved. Often people are not aware that their actions are in violation. Outline exactly why you perceive a violation has occurred and how it can be resolved.
2. If the person does not agree, or is unwilling to address the situation, the issue must then be reported in writing, to the Director of Services. The Director of Services will then arrange a mediation meeting to assess the situation and resolve the matter. The meeting will be documented, and the documentation will be distributed to all applicable parties within 5 working days of receipt of the original report.
3. If Step 2 fails to provide a satisfactory resolution, a report may be submitted to the Executive Director.
4. The E.D. will hold a mediation meeting with the parties involved. As violations of the Ethical Code of Conduct may be grounds for disciplinary action, an employee is entitled to their Union Steward at all meetings.
5. Documentation of this meeting, and the solutions proposed will be distributed to all involved parties within 10 working days of receiving the report.
6. If the violation(s) of the Ethical Code of Conduct continues beyond the steps listed above, the E.D. will implement disciplinary action as deemed appropriate to

protect the integrity of Chilliwack Opportunity Society, up to and including dismissal.

7. A resolution to a claim of violation of the Ethical Code of Conduct will come to a resolution no later than 20 days after receipt of the original written report.
8. If an employee disagrees with the written response of the E.D., the employee has the option of involving the Union by following the appropriate grievance procedure outlined in the collective agreement.

The E.D., Director of Services, Contractors, Students, Volunteers & Board

Members: If anyone has a concern of a breach of the Ethical Code of Conduct by the E.D., Director of Services, a contractor, student, volunteer or a member of the Board of Directors:

1. Respectfully address the concern directly with the person involved. Often people are not aware that their actions are in violation. Outline exactly why you perceive a violation has occurred and how it can be resolved.
2. If the concern involved a contractor, student or volunteer, and the person does not agree, or is unwilling to address the situation, then report it in writing, to the Director of Services. The Director of Services will review the situation and arrange a mediation meeting to resolve the matter.
3. If the concern involved the E.D., the Director of services or a member of the Board, and the person does not agree or is unwilling the address the situation, report it in writing to the President of the Board of Directors (Vice President if the allegation involves the President). The President will review the situation and arrange a mediation meeting to resolve the matter.
4. The resolution meeting will be documented, and documentation will be distributed to all applicable parties within 10 working days of receipt of the original report.
5. If the concern involved a contractor, student or volunteer and an appropriate resolution is not obtained at the mediation meeting, the E.D. will review the matter and implement disciplinary action as deemed appropriate to protect the integrity of Chilliwack Opportunity Society, up to and including dismissal.
6. If the concern involved the E.D., the Director of Services or a member of the Board, and an appropriate resolution is not obtained at the mediation meeting, the Board of Directors as a whole will review the matter and implement disciplinary action as deemed appropriate to protect the integrity of Chilliwack Opportunity Society, up to and including dismissal.

7. A resolution to a claim of violation of Chilliwack Opportunity Society's Ethical Code of Conduct will come to a resolution no later than 20 days after receipt of the original written report.

THE CONSTITUTION

Policy

The Constitution is Chilliwack Opportunity Society's most important document. It underpins all of the organization's management and service delivery arrangements and specifies the legal framework within which Chilliwack Opportunity Society operates.

The purpose of this policy is to confirm that the Constitution:

1. Guides all of Chilliwack Opportunity Society's operations
2. Is used as the key relevant document when there is uncertainty or conflict about Chilliwack Opportunity Society's legal requirements and obligations
3. Will be reviewed to ensure that its requirements remain consistent with Chilliwack Opportunity Society's contemporary and changing needs and practices.

Procedure

All Board Members and the E.D. are required to familiarize themselves with the Constitution to ensure that they act according to its requirements and to ensure that organizational Policies and Procedures are consistent with its requirements.

The Constitution will be available at every Board meeting and at meetings of any sub Boards the Board might convene from time to time.

The Board will review the Constitution at intervals of no more than every three years to ensure that it remains current and relevant to the changing environment in which Chilliwack Opportunity Society operates.

BOARD OF DIRECTORS (Roles)

Chilliwack Opportunity Society aims to have a Board of committed members who's personal and employment backgrounds collectively reflect the spectrum of attributes required for the successful management of a non-profit Society. The authorities of the Board are set out in Chilliwack Opportunity Society's Bylaws.

The role of the Board is to:

1. Be responsible for the governance of the organization.
2. Set its strategic directions and monitor progress towards the achievement of outcomes.
3. Be accountable for Chilliwack Opportunity Society on behalf of the community, and in accordance with the requirements of the Society's Act, Chilliwack Opportunity Society's Constitution, and all Service Agreements that Chilliwack Opportunity Society has with funding bodies.

The Board also has responsibilities in relation to the E.D. These include:

1. Appointing the E.D.
2. Delegating responsibilities and authority to the position
3. Regular supervision, through the Board Chairperson, of the work of the E.D.
4. Conducting an annual appraisal of the Executive Director performance.

In carrying out their duties, it is expected that Board members will act according to the Ethical Code of Conduct.

The management and control of the Society shall be vested in a Board of Directors to consist of not less than 3 directors who shall be elected at the Annual General Meeting. All directors shall be elected for a 1-year term.

Officers of the Board of Directors shall be a president, secretary and treasurer, elected from amongst their members at the first meeting of the Board following the Annual General Meeting. If a successor is not elected, the person previously elected or appointed will continue in their role.

President:

The role of the President is to provide leadership to the Board in the execution of its duties, and supervision and support to the E.D.

Responsibilities include:

- Ensuring that the Board acts according to the Constitution
- Follows meeting procedures, and is effective in carrying out its responsibilities
- Chairing and time keeping for Board meetings, and ensuring accurate minutes are taken and endorsed
- Ensuring that any sub Committees meet regularly and provide reports of their activities to the full Board
- Meeting with the E.D. as required between Board meetings to obtain feedback on current matters
- Preparing a report for the Annual General Meeting and chair that meeting
- In consultation with the E.D., attending external meetings and representing Chilliwack Opportunity Society in other forums
- Providing regular supervision and support to the E.D.
- Managing any grievances or disciplinary matters in relation to the performance of the E.D.

Vice President:

The Vice President does not have a specific set of duties different to those of other board members, except, when the President is absent. In this case, the Vice President assumes the role of the President.

Secretary:

The Secretary is the administrative position for the Board. The Secretary is responsible for:

- Preparation of agendas (in consultation with the President and E.D.) for Board meetings, the AGM and any other meetings of the organization.
- Ensuring that Board members receive agendas, minutes and any other papers in sufficient time for them to be considered before the meeting via the E.D.
- Recording attendance at Board meetings and noting apologies
- Taking minutes of the meeting in a way that the Board has endorsed, and preparing them in written form for acceptance at the following meeting
- Ensuring correspondence is presented at Board meetings via the E.D., the AGM and other meetings, and noting action to be taken for recording in the minutes
- Ensuring the accuracy and safe storage of Board files and records via the E.D.
- Ensuring an up to date register of members names, addresses, joining date and membership status is maintained.
- Ensuring membership renewal notices are sent in a timely manner.

Treasurer:

The Treasurer's role is to work on Chilliwack Opportunity Society's finances with an independent accountant on behalf of the Board and in consultation with the E.D. The Treasurer is always to be fully informed about the financial position of the organization.

Responsibilities include:

- Acting as one of the signatories to Chilliwack Opportunity Society's bank account
- In collaboration with the Accountant, ensuring that financial management systems, procedures and controls are in place and are followed
- Ensuring that appropriate arrangements are in place for the security and maintenance of Chilliwack Opportunity Society's physical assets
- Coordinating the preparation of the annual budget (in consultation with the E.D. and the Accountant) and presenting it to the Board
- Ensuring that expenditure remains within the annual budget via the Accountant
- Meeting and/or discussing with the E.D. and Accountant prior to each Board meeting to obtain information for the Board meeting and provide support.
- Ensuring that accurate and informative monthly financial reports outcomes are prepared for the consideration of the Board.
- Ensuring financial reporting requirements are met.
- In consultation with Chilliwack Opportunity Society's Accountant and E.D., prepare the Financial Overview for the Annual General Meeting
- Ensuring that the Board receives qualified external advice before making any investments or taking out loans in Chilliwack Opportunity Society's name.
- Ensuring that any declarations and/or actions related to the financials are recorded.

Directors:

- Directors must be members of the society.
- Directors must be members of 'good standing'.
- Directors must be 18 years of age.
- Directors shall be elected for a one term.

Board Membership:

- At the Annual General Meeting of the Society, the President, Secretary and Treasurer will be elected for one-year terms.

- Separate elections must be held for each office to be filled. If a new person in that position is not elected, then the person previously in that position continues to hold office.
- The Directors may at any time appoint a member as a director to fill a vacancy on the Board. A Director so appointed, holds office only until the next Annual General Meeting of the Society but is eligible for re-elections at that meeting.
- The members may, by special resolution, remove a director, before the end of his/her term of office, and may elect a replacement to complete the term of office.
- A Director must not be remunerated for being or acting as a director, but a director must be reimbursed for all expenses necessary and reasonably incurred while engaged in the affairs of the society.

DIRECTOR'S CODE OF CONDUCT

Chilliwack Opportunity Society is committed to providing members of the Board of Directors with the information and resources they require to ensure that collectively and individually, they act at all times in the best interests of the Society, in accordance with their statutory and fiduciary duties, and with the requirements of the Chilliwack Opportunity Society's Code of Conduct.

A member who fails to meet the standards set in the Code of Conduct may, subject to the provisions of the Constitution, be expelled from the Board.

Persons expressing an interest in becoming a Board member will be provided with a copy of the Board's Code of Conduct and be required to confirm their acceptance of requirements prior to taking up their position.

Annual General Meeting

- The exact date of the Annual General Meeting will be determined by the Board according to Constitutional requirements.
- The agenda for the Annual General Meeting shall include:
 1. Recording of those who are present
 2. Recording of apologies
 3. Receipt of the President's Report for the previous financial year
 4. Receipt of the Executive Director's report on organizational activities for the previous financial year
 5. Receipt of the Accountant & Treasurer's report for the previous financial year
 6. Election of Board Members.

Committees

- The E.D. may delegate any, but not all, of their powers to committees consisting of the director or members, as they feel fit.
- A committee so formed in the exercise of the powers delegated, must conform to all rules imposed on it by the E.D. and must report every act, or thing done in exercise of those powers to the earliest meeting of the Board held after the act or thing has been done.
- The members of a committee may meet and adjourn as they feel proper.
- A committee must elect a chair of its meetings, but if no chair is elected, or if at a meeting, the chair is not present within 30 minutes of the appointed time, the directors present will select another member to be the chair of the meeting.

Directors Code of Conduct

Members shall:

1. Acquaint themselves with the aim, objectives, underlying principles and policies of Chilliwack Opportunity Society, and behave accordingly.
2. Understand and fulfil their responsibilities as Board members with honesty, diligence and in good faith.
3. Board members shall maintain the confidentiality of the details and dynamics of Board discussions, as well as those items designated as confidential.
4. Regardless of their personal viewpoint, Board members shall not speak against, or in any way undermine Board solidarity once a Board decision has been made.
5. Board members are expected to attend all Board meetings, or if unable to attend, send apologies in advance. Board members shall be prepared to commit sufficient time and energy to attend to Society business.
6. Directors shall avoid, in fact and in perception, conflicts of interest and disclose to the Chair, in a timely manner, any possible conflicts. If a conflict is disclosed, the director must leave the meeting before the matter is to be discussed, and not vote on any matter on which they have, or could be perceived to have a personal or professional conflict of interest.
7. Directors' contributions to discussions and decision-making shall be positive and constructive, respectful and free of animosity.
8. Directors shall participate in the society in ways other than attending Board meetings.
9. Directors shall adhere to the Society's governance policies.
10. Directors shall be prepared for meetings, having read pre-circulated material in advance of the meeting.
11. The E.D. is responsible to the entire Board. Consequently, no single Board member or committee has authority over the E.D., or undue influence over the society.
12. Board members shall not attempt to exercise individual authority or undue influence over the Society.
13. Except for the President and Executive Director, refrain from making any statements to the media without the prior consent of the Board.
14. Refrain from any activities in their personal lives which could damage the reputation of Chilliwack Opportunity Society or otherwise place the organization, the Board, staff and/or the people served at risk of harm.
15. Refrain from accepting any gifts or remuneration in matters which relate to or impinge on their role as a Board member.

16. Declare any accusation of a criminal matter pending or insolvency.

Breaches of the Board Code of Conduct

Where a Board member breaches the Code of Conduct, and the breach is serious, that is, it involves allegations of unlawful or otherwise dishonest behaviour or activities, the member shall be required to stand down from the Board while the matter is investigated by the police or any other appropriate statutory authority. If the allegations are proven, the member's Board membership will be terminated at the next Board meeting.

Where the Board Member's breach does not involve allegations of unlawful or otherwise dishonest behaviour or activities, a meeting will be held between the Board President, one other Board member and the member who has committed the Breach to discuss the circumstances surrounding the alleged breach. Where the President is the alleged person, a meeting will be held between the Vice President and one other Board Member.

The outcomes of the meeting will be reported to the next meeting of the Board by the President or Vice President. The Board member who has allegedly committed the breach will be permitted to make a personal explanation at the Board meeting should they so choose. If it is confirmed that a breach has occurred, the Board will determine action to take through a majority vote in support of the proposed action.

Actions available to the Board will be:

1. Issue the member a notice reminding them of the Code of Conduct and that further breaches will result in termination of the member's Board membership.
2. Suspend the member for a period of up to and including three months.
3. Request the member's resignation.
4. Terminate the member's Board membership.

BOARD OF DIRECTORS ORIENTATION

Purpose

To establish methods through which members of Chilliwack Opportunity Society's Board of Directors are made aware of the society's mission, vision, values, and organizational structure.

Policy

It is the policy of Chilliwack Opportunity Society, that new Board members receive an orientation as to the organization's history, mission, operation, policies, and strategic plan.

Procedure

Members of the Board of Directors will receive an orientation to the organization's history, mission, operation, policies, and strategic plan through discussions with the Executive Director and Board of Directors.

BOARD OF DIRECTORS CONFLICT OF INTEREST

Purpose

Board members are expected to avoid any actual or perceived conflict of interest(s) including that which might impair or impugn the independence, integrity, or impartiality of the Board. There must be no apprehension of bias, based on what a reasonable person might perceive.

Policy

Board members shall recuse themselves from positions, discussions, or votes where they have, appear to have, or believe that they have, a conflict of interest that would prevent them from acting in the best interests of Chilliwack Opportunity Society and the safeguarding of its program and corporate soundness. Furthermore, should a Board member have a personal financial interest or a financial interest in any agency, company or entity that receives or stands to receive, financial or other material benefits from performing services for Chilliwack Opportunity Society, that Board member shall disclose that interest to his/her fellow Board members.

An actual or potential conflict of interest arises when a Board member is placed in a situation in which:

- His/her personal interests, financial or otherwise are involved
- An immediate family member(s)'s interests, financial or otherwise are involved
- A person with whom there exists, or has recently existed, an intimate relationship's interests, financial or otherwise are involved.

No Board member shall knowingly participate in any decision that appears to benefit a fellow Board member or any individual with whom the member has an immediate family, intimate or commercial relationship directly or preferentially. Board members should not have any connection to the Society within the previous two years or for a period of up to three months following the completion of their duties as a Board member.

Examples of a connection to the Society currently or within the past two years include:

- Preparing an application or providing expert advice used in developing any proposal(s), beyond information on the Boards criteria, guidelines and procedures.
- Making public comments for or against an application or agency that might result in the apprehension of bias.

- Working for or previously employed by Chilliwack Opportunity Society.
- Working as a consultant/contractor for Chilliwack Opportunity Society.
- Having financial or other business interests with Chilliwack Opportunity Society.

Procedures

The President and the Executive Director of Chilliwack Opportunity Society will jointly administer this Conflict of Interest Policy; each may, at his/her discretion, refer issues or matters to the full Board or an appropriate committee.

- A Board member who becomes aware of a potential or perceived conflict of interest involving him/herself should report the situation promptly by filing a written disclosure statement with both the President and Executive Director.
- A Board member who becomes aware of a potential or perceived conflict of interest involving another Board member or employee should report the situation promptly by filing a written disclosure statement with both the President and Executive Director.
- This Conflict-of-Interest Policy is to be communicated to and subscribed to by all members of the Board each calendar year at the first meeting of the Board, following the AGM.
- A signed copy of this Conflict-of-Interest Policy from each Board member shall be returned for review to both the President and Executive Director. Any disclosure of conflict of interest or potential conflict requires that the President and Executive Director review the situation together and document a suggested resolution that is in the best interest of Chilliwack Opportunity Society.
- Resolutions may be appealed to the full Board. All appeals must be made in writing. Board rulings will be decided by a simple majority vote.
- A copy of all documents relating to disclosures, resolutions and appeals will be retained by the Chilliwack Opportunity Society Board of Directors and Executive Director.
- All Disclosure Statements are to be retained for four years. All disclosures and related actions involving grants and contracts must be maintained at least three years beyond the termination of the related grant or contracts or resolution of any action with the funding organization, whichever is longer.
- It is a violation of Chilliwack Opportunity Society's policy to retaliate against an individual who files a statement, raising a potential or perceived conflict of interest. It is also a violation for a Board member knowingly to file a false

statement. If such actions should occur, they should be brought immediately to the attention of both the President and Executive Directors.

I have read and am aware of the conflict-of-interest policy for the Board of Directors of Chilliwack Opportunity Society and hereby agree to abide by this policy in all matters dealing with my responsibilities towards Chilliwack Opportunity Society.

Name (Please Print): _____

Signature: _____ Date: _____

BOARD MEMBER GRIEVANCES

Purpose

Chilliwack Opportunity Society is committed to ensuring that Board members feel free to lodge a grievance, to have that grievance dealt with promptly, fairly and without fear of retribution by the organization and to have the grievance resolved in a satisfactory manner.

Policy

Chilliwack Opportunity Society will have mechanisms in place to promote fast and fair resolution of Board members' grievances. Board members will not be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

Procedure

Unless the Grievance involves the Board President, the following procedures apply.

1. The Board member will raise their grievance with the President. The President and one other Board Member will try to informally resolve the matter with them and any third party who is part of the grievance.
2. If the matter is not resolved, a Grievance Committee, comprising of the President, Vice President and one other Board member will be convened to hear the grievance and the positions of any other third party, and attempt to mediate a resolution.
3. If the mediation is unsuccessful, the Grievance Committee will make a final decision.

If the Grievance involves the Board President, the same procedures apply except that the role outlined for the President above, will be taken by the Vice President and Treasurer.

BOARD EDUCATION, DEVELOPMENT & PERFORMANCE

Purpose

- To ensure that the Board of Directors has access to current educational opportunities and development, relevant to their role as a Board member.
- To ensure that the Board of Directors performance is reviewed on a regular basis for quality assurance.

Policy

Ongoing professional and personal development is important to the overall effectiveness of the Board, on a collective and individual level.

Board members, along with the E.D., will circulate educational opportunities. The learning opportunity must be related to the member's duties and responsibilities. The Society will pay for the related costs, including travel, fees, meals and accommodation.

As a means of monitoring, the Board conducts an annual assessment of itself (as a group). As well, the Board conducts periodic self-assessments of individual members, minimally every two years.

The Board of Directors are to review governance policies at the first Board meeting after the AGM has been held.

BOARD MEETINGS

Board Members Attendance at Meetings

- If a Board member is unable to attend a scheduled meeting of which they have received the required notice, their apology must be provided to the Board President or Secretary prior to the commencement of that meeting.
- If a Board member:
 - is absent from three (3) consecutive scheduled meetings of the Board without prior apologies being provided for each of those absences or...
 - is absent from one third of the total number of Board meetings at which they should have been present in a twelve (12) month period, without having obtained prior leave of absence

The President and one other Board Member shall meet with the member to discuss the circumstances of the absences and whether the member will in future be able to ensure more regular attendance.

- Should the Board member want to remain a member of the Board, the President will report the outcomes of the meeting to the next full Board, including the agreement reached with the member regarding their commitment to attend future meetings.
- Should the member fail to comply with that agreement, they will be advised in writing that the President will raise the matter for discussion at the next meeting of the Board, with a recommendation that Board membership of the member be terminated on the grounds of nonattendance at meetings.
- The Board member may attend the meeting to present a case as to why their membership should not be terminated. The decision to terminate will be a majority decision of the Board. If the member is present, they will be entitled to vote.

Board Meetings

- Board meetings are held regularly by arrangement at Chilliwack Opportunity Society and on no less than 10 occasions each year.
- The Board Meeting Agenda is to be prepared by the President in consultation with the E.D. and is to be circulated to all the Board members.
- Meetings are to be attended by all Board members and the E.D. in an ex officio and nonvoting capacity. Members who are not able to attend a Board meeting

should provide apologies to the President or the Secretary prior to the commencement of the meeting.

- Guests may attend all or part of any Board meeting from time to time, at the invitation of the Board.
- The following is the standard Order of Proceedings.
 1. Recording of Board members who are present
 2. Recording of visitors and the capacity in which they are attending the meeting
 3. Recording of apologies
 4. Declarations of Conflict of Interest
 5. Financial Report
 6. Endorsement of the minutes of the previous meeting
 7. Addressing of matters arising from the previous meeting
 8. Noting of correspondence received
 9. President's Report
 10. Reports from any sub-Committees established by the Board
 11. Executive Director's Report (which will include reporting on performance in accordance with the Strategic Plan and any other special issues requiring Board consideration)
 12. General business (with a focus on matters of strategic importance)
- The quorum for Board meetings is 3 or 10%, whichever is greater.

BOARD AND EXECUTIVE DIRECTOR RELATIONSHIP

Policy

Chilliwack Opportunity Society requires a strong collaborative working partnership between the Board and Executive Director to achieve its organizational outcomes. This is most effectively achieved through having well defined and agreed roles for the Board and the Executive Director, which supports mutual understanding of expectations and responsibilities. Policies that detail the roles of the Board, Office Bearers and the E.D., respectively. This policy outlines how the roles complement each other.

The E.D. and the Board share responsibility for the leadership of Chilliwack Opportunity Society, but they fulfil this responsibility in different ways. At the simplest level, the Board's role is to govern, and the Executive Director's role is to manage. The Board sets Chilliwack Opportunity Society policies and strategic direction. It decides, within the framework of the Constitution and through consultation, community needs, funding contracts, applicable Service Standards and other obligations, the outcomes Chilliwack Opportunity Society should achieve.

The role of the Executive Director is to ensure that the day-to-day operational management of the organization is consistent with policies and supports the achievement of the strategic outcomes the Board has set.

(Imagine an ocean liner, the Board tells the Executive Director when and where they want that liner to arrive. How it gets there is up to the Executive Director).

The Board has the ultimate authority in Chilliwack Opportunity Society and carries most of the accountability and legal responsibility for the organization's actions. The Executive Director's authority is more immediate and operational, involving day-to-day influence on Chilliwack Opportunity Society's staff and working relationships in the community.

The Board depends on the Executive Director for reliable, impartial and evidence-based advice to assist them to make decisions that are in the best interests of Chilliwack Opportunity Society.

Procedures

- The roles and responsibilities of the Board, Office Bearers and the Executive Director will be clearly documented.

- Members of the Board and the Executive Director will understand, accept and respect the difference in their roles and will jointly agree and implement processes to ensure that they work together in an effective and complementary manner to achieve Chilliwack Opportunity Society's strategic outcomes.
- The Executive Director will work within the strategic directions and policies established by the Board.
- The Executive Director will ensure that the Board is provided with the information and data they need to do their job well.
- The Board will document the Executive Director's authorities in consultation with the E.D. and ensure that there is no delegation of responsibility for areas which should be the direct responsibility of the Board.
- The Board, and individual Board members, will not undermine the Executive Director's agreed authorities.
- The Executive Director will act within the authority determined by the Board and be responsible and accountable to the Board for that authority.
- In situations in which the Board is to provide a direction to the Executive Director, that direction will be via the Board President and in their absence the Vice President.
- The Board will meet its obligations as the employer and supervisor of the Executive Director, and act in accordance with good employment and equal opportunity principles in making decisions affecting the professional development, appraisal and remuneration of the E.D.
- The Executive Director must be accountable to the Board for their decisions and performance, for the performance of the staff, contractors, students and volunteers and for the performance of the organization.
- The Executive Director will provide monthly reports to each Board Meeting on progress in relation to the Strategic Plan and related matters.

EXECUTIVE DIRECTOR ROLES AND RESPONSIBILITIES

The Executive Director is the key management leader of Chilliwack Opportunity Society. The Executive Director is responsible for overseeing the administration, programs and strategic plan of the organization. Other key duties include fundraising, marketing, and community outreach. The position reports directly to the Board of Directors.

GENERAL RESPONSIBILITIES:

- 1) **Board Governance:** Works with board to fulfill the organization mission.
 - Responsible for leading Chilliwack Opportunity Society in a manner that supports and guides the organization's mission as defined by the Board of Directors.
 - Responsible for communicating effectively with the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.
- 2) **Financial Performance and Viability:** Develops resources sufficient to ensure the financial health of the organization.
 - Responsible for the fiscal integrity of Chilliwack Opportunity Society, to include submission to the Treasurer a proposed annual budget and monthly financial statements, which accurately reflect the financial condition of the organization.
 - Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position.
 - Responsible for fundraising and developing other resources necessary to support Chilliwack Opportunity Society's mission.
- 3) **Organization Mission and Strategy:** Works with board and personnel to ensure that the mission is fulfilled through programs, strategic planning and community outreach.
 - Responsible for implementation of Chilliwack Opportunity Society's programs that carry out the organization's mission.
 - Responsible for strategic planning to ensure that Chilliwack Opportunity Society can successfully fulfill its Mission into the future.
 - Responsible for the enhancement of Chilliwack Opportunity Society's image by being active and visible in the community and by working closely with other professional, civic and private organizations.
- 4) **Organization Operations.** Oversees and implements appropriate resources to ensure that the operations of the organization are appropriate.

- Responsible effective administration of Chilliwack Opportunity Society's operations.
- Responsible for the hiring and retention of competent, qualified staff.
- Responsible for managing contractual, student or volunteer agreements
- Responsible for signing all notes, agreements, and other instruments made and entered into and on behalf of the organization.

Professional Qualifications:

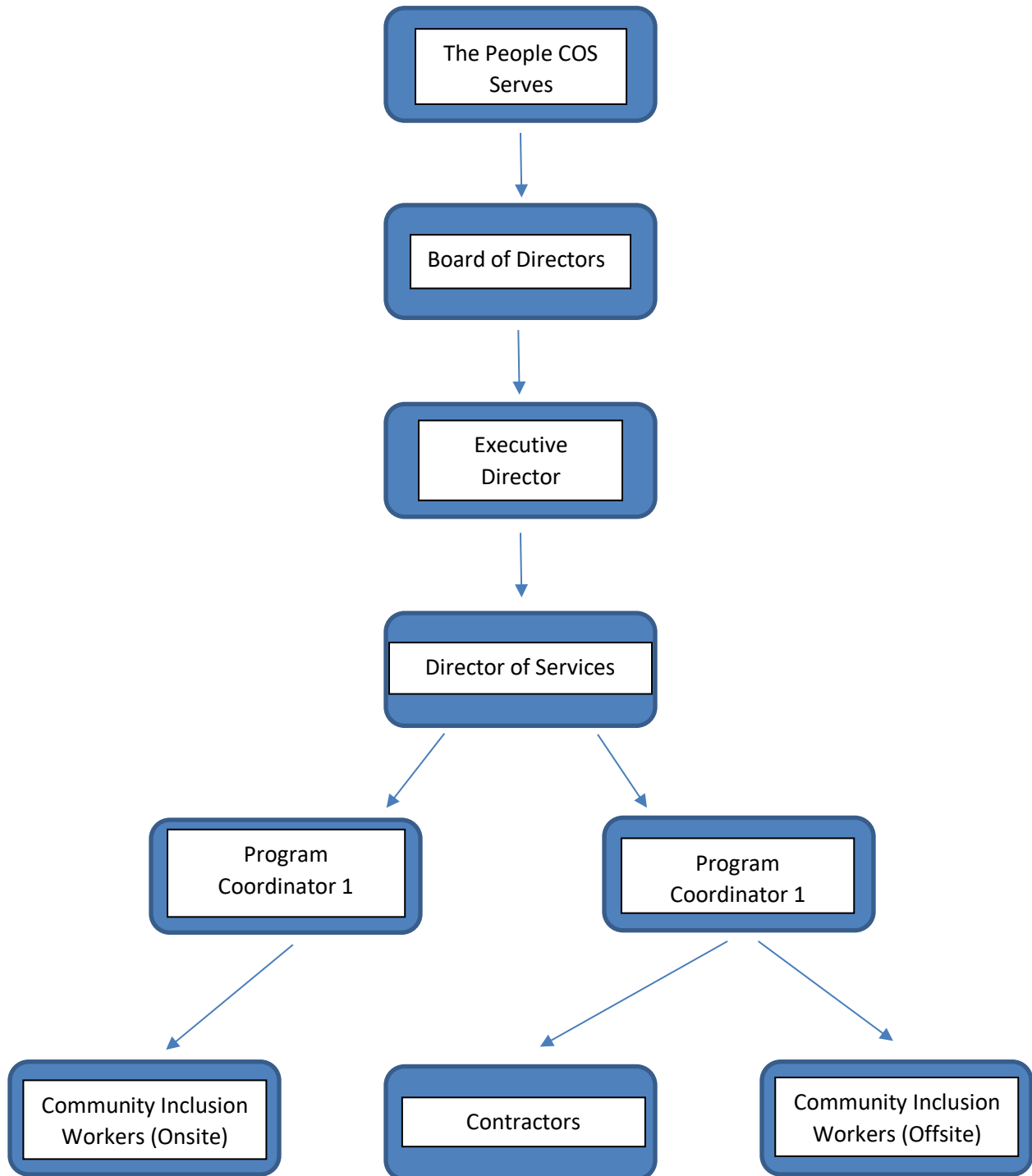
- A bachelor's degree or equivalent education and experience
- Transparent and high integrity leadership
- Management experience
- Solid, hands-on, budget management skills, including budget preparation, analysis, decision-making and reporting
- Strong organizational abilities including planning, delegating, program development and task facilitation
- Ability to convey a vision of Chilliwack Opportunity Society's strategic future to staff, contractors, board, students, volunteers, donors and other stakeholders
- Knowledge of fundraising strategies and donor relations unique to non-profit sector
- Skills to collaborate with and motivate board members and other volunteers
- Strong written and oral communication skills
- Ability to interface and engage diverse volunteer and donor groups
- Demonstrated ability to oversee and collaborate with staff
- Strong public speaking ability

Actual Job Responsibilities:

1. Planning and operation of annual budget.
2. Establishing employment and administrative policies and procedures for all functions and for the day-to-day operation of the non-profit.
3. Serving as Chilliwack Opportunity Society's primary spokesperson to the organization's constituents, the media and the public.
4. Establish and maintain relationships with various organizations throughout BC and utilize those relationships to strategically enhance Chilliwack Opportunity Society's Mission.
5. Report to and work closely with the Board of Directors to seek their involvement in policy decisions, fundraising and to increase the overall visibility of the Society throughout BC.

6. Supervise and collaborate with organization staff, contractors, students and volunteers.
7. Strategic planning and implementation.
8. Engage in Chilliwack Opportunity Society Board and committee meetings.
9. Oversee marketing and other communications efforts.
10. Review and approve contracts for services.
11. Other duties as assigned by the Board of Directors.

THE ORGANIZATIONAL CHART



ORGANIZATIONAL QUALITY AND CONTINUOUS IMPROVEMENT

Policy

Chilliwack Opportunity Society is committed to innovation and the promotion of a culture of continuous improvement in its governance, management practice and service delivery.

Procedure

- The Society will specifically focus on continuous improvement by reviewing its performance annually.
- Continuous improvement activities will include:
 1. The implementation of the Strategic Plan
 2. Self assessments of performance in relation to applicable Service Standards
 3. External assessments of performance in relation to applicable Service Standards
 4. Ongoing review of work through the employee supervision and performance appraisal process
 5. Analysis of data and other information provided to funding bodies as part of meeting contractual obligations, for external accountability and internal service improvement
 6. Seeking and responding to feedback from service Consumers
 7. Incorporating identification of opportunities for service improvement as a regular item on staff meeting agendas
 8. Establishing collaborative relationships with other organizations that offer similar services and share a similar value base to that at Chilliwack Opportunity Society, for the purpose of sharing experiences and learning from each other
 9. Specific program and project reviews and evaluations undertaken at the direction of the E.D.
 10. Providing opportunities for Board members, the E.D., the D.O.S. and employees to attend training and professional development activities.

SOCIETY MEMBERSHIP

Membership

Chilliwack Opportunity Society is a non-profit charitable society and as such, must act in accordance with the society act. The Act states that non-profit societies in British Columbia are to be operated under the governance of a 'volunteer' board of directors. The Board of Directors must be comprised of members of the society.

- All applicants for membership shall be submitted to the Board of Directors and upon approval by the Board, the applicant shall become a member.
- All members must be at least 18 years of age.
- The members of the society shall be subscribers of the Constitution and the by-laws and those persons, corporations and other legal entities as are admitted as members of the Society by the board of directors.
- A member shall be in good standing when he has paid his current annual membership fee.
- Every member shall uphold the Constitution and comply with the by-laws.

Termination of Membership

1. A member may withdraw from the Society by tendering his/her resignation in writing to the Secretary.
2. The Directors have the power, by a vote of 2/3rds of those present, to expel or suspend any member whose conduct has been determined by the Directors to be improper, unbecoming or likely to endanger the interest or reputation of the Society or who willfully commits a breach of the constitution or by-laws of the Society. No member will be suspended without being notified in writing of the charge or complaint against him or without having first been given an opportunity to be heard by the Directors at a meeting called for this purpose.
3. A member who resigns, withdraws or is expelled from the Society, will immediately forfeit all rights and claims arising from or associated with membership in the Society.

POLICY DEVELOPMENT

Purpose

To ensure that Chilliwack Opportunity Society policies are developed, approved and distributed in a coordinated, efficient manner.

Policy

The development of new policies for the People We Serve, employees, contractors, students, volunteers and board members of Chilliwack Opportunity Society will be the responsibility of the Policy and Procedure Committee. This committee will be comprised of the E.D. and Director of Services.

When updates or changes to the manual are made, the updated manual will be sent out to all employees, contracts, and the board of directors. The changes will be discussed with employees at the following staff meeting to ensure each employee understands the policy. The policy will be reviewed/revised annually or as needed by the management of the society.

Policies will be reviewed as needed at team meetings to ensure employees remain competent to carry out the duties outlined in the policies. Policy and Procedures must be reviewed on an annual basis or more as needed, to ensure they are kept current.

STRATEGIC AND OPERATIONAL PLANNING

Policy

Chilliwack Opportunity Society's strategic directions and priorities will be documented in a three-year Strategic Plan which will be reviewed annually by the Board.

The Executive Director is responsible for the development of the Strategic Plan, in consultation with the Board of Directors. Chilliwack Opportunity Society will have processes to involve the People We Serve and other stakeholders in developing strategic directions and priorities.

The Strategic Plan will be supported by an Annual Operational Plan, to be updated each year over the life of the Strategic Plan. This document will form the basis of the Board's expectations of the Executive Director each year and will be subject to regular monitoring at monthly Board meetings and at reviews of the performance of the E.D.

Procedures

- A new Strategic Plan will be developed every three years.
- In developing the Strategic Plan, Chilliwack Opportunity Society will seek comment from staff, the People We Serve, and other stakeholders as determined from time to time. The extent of consultation will be determined by environmental factors and the funds available at the time the Plan is developed.
- The E.D. and Board will formally review and update the Strategic Plan each financial year and otherwise, at times of significant and unanticipated change.
- Operations form the basis of the Executive Director's work priorities for the year, and will be the framework for the E.D.'s monthly reports to the Board, as part of their ongoing monitoring and review of the organization's performance at each Board meeting.

CORPORATE RESPONSIBILITY

Policy

As an organization, Chilliwack Opportunity Society will be accountable and responsible to all stakeholders by demonstrating the values and practices of corporate responsibility. Corporate responsibility is ensuring that the organization's resources and materials are used and allocated in an appropriate and diligent manner and that all actions taken by employees, contractors, volunteers, and students of Chilliwack Opportunity Society will comply with civil, provincial, and federal laws and regulations.

All Chilliwack Opportunity Society personnel, when acting on behalf of the organization or carrying out their job duties, must act and demonstrate adherence to the principals and practices of corporate responsibility. This means they must:

- Comply with the civil, provincial, and federal laws and regulations.
- Use the society's resources (i.e., financial, social, material, product, property, communication...) only as intended and never in a fraudulent, wasteful, or abusive manner.
- Never provide false information or representation that may lead to fraudulent, wasteful, or abusive actions against the organization and/or the people receiving services.

Procedures

Personnel must immediately report, in writing, to the E.D. any actions taken or incidents that do not demonstrate corporate responsibility and/or are fraudulent, wasteful, or abusive towards the organization and/or the people receiving support. The personnel will not face reprisal for making the report, unless the action is malicious or knowingly false. If the E.D.'s actions are the basis for the allegation, the personnel must report directly to the President of the Board of Directors.

If personnel do not report any known actions or incidents that do not demonstrate corporate responsibility and/or are fraudulent, wasteful, or abusive towards the society and/or the people receiving services, they will be enabling the action and will be subject to disciplinary action.

The person receiving the report (or designate) will complete an investigation within five days of the report being brought forward. The report and subsequent investigation are confidential. Only the people directly involved in the incident (i.e., the employee, witnesses, investigators) will be privy to the information and the outcome of the

investigation. If the person is found to be acting or conducting themselves in a way that breaches corporate responsibility and is fraudulent, wasteful, or abusive towards the organization and/or the people receiving services, they will be subject to discipline up to and including dismissal.

RISK MANAGEMENT

Policy

Chilliwack Opportunity Society takes its responsibility to identify and manage all types of organizational risks seriously, including compliance, financial, health and safety, environmental, and operational risks. A risk is any internal or external situation or event that has the potential to have a negative impact on Chilliwack Opportunity Society by causing harm to people associated with the organization, preventing the organization from successfully achieving its outcomes and delivering its services, reducing its viability and/or damaging its reputation.

The responsibility for identifying and managing risks is ultimately that of the Board. However, the most effective risk management occurs when the Board, E.D., Director of Services, employees, contractors, students and volunteers are all involved and share a commitment to creating an organization that is proactive in identifying and evaluating risks and taking mitigation action according to the nature of the risk. Chilliwack Opportunity Society therefore expects that Board members, the E.D., Director of Services, employees, contractors, students and volunteers will act responsibly to minimise the risks to themselves and others and will report hazards and other risks immediately after they are noticed.

Procedure

- The Board and E.D. will ensure that all necessary insurance policies are in place to protect Chilliwack Opportunity Society as an organization, the Board, employees, contractors, students, volunteers, visitors and the people we serve.
- The E.D. and Director of Services will foster a risk aware service culture by including risk awareness and identification on agendas for staff meetings.
- Reports on action taken to mitigate high risks will form part of the E.D.'s monthly report to the Board.
- Changes to Legislation and regulatory compliance will be monitored by the E.D. via websites, membership of peak organizations, monitoring of acts, and funders contractual service standards. All personnel are to be immediately advised by the Director of Services and/or E.D. of any such changes, with the Executive Director advising the Board of Directors.
- Personnel are responsible for eliminating risk where possible, i.e. removing tripping hazards

CONSUMER FEES

Policy

All of Chilliwack Opportunity Society's consumer funding for services rendered is negotiated and funded through Community Living British Columbia (CLBC).

Chilliwack Opportunity Society will manage the funding received, in accordance with the contractual terms set out in the funding agreements.

The individual must first receive CLBC approval and funding to access Chilliwack Opportunity Society's services.

Procedure

1. The individual will contact CLBC and asked to be assigned to a facilitator.
2. The facilitator will meet with the individual and determine eligibility for services.
3. The facilitator will assist the individual to explore program options, usually 3.
4. The individual will pick a program that they feel fits their needs.
5. The facilitator will coordinate with the E.D. and Director of Services, to share information regarding funding and personal information.
6. The E.D. and Director of Services will review the information, determine if the individual will be an appropriate fit for services and will schedule an intake meeting.
7. If at any time the individual would like to attend more or less days per week, they will follow the same procedures.

CHARITABLE DONATIONS

Policy

Chilliwack Opportunity Society will actively pursue funding opportunities from government, corporate and benevolent sources to further its capacity to achieve its objectives.

The E.D. is responsible for identifying and soliciting possible funding opportunities and donations with Board oversight. As appropriate, and at the discretion and direction of the E.D., other staff may be involved in the preparation of funding submissions.

Corporate sponsorship of programs or activities will be accepted from organizations that are of good community standing and whose corporate activities do not present any conflicts of interest with Chilliwack Opportunity Society's values and strategic directions.

Monetary donations from individuals, groups and corporate entities which are conditional upon Chilliwack Opportunity Society taking, or not taking a particular action requested by the donor shall generally not be accepted. However, in circumstances where the requested action is consistent with the Chilliwack Opportunity Society's values and strategic directions, would enhance its capacity to meet its objectives, and does not place Chilliwack Opportunity Society in any conflict of interest or breach of contractual obligations, the Board may agree to accept the donation.

Chilliwack Opportunity Society will, upon request, issue official charitable donation receipts in the amount or deemed Fair Market Value amount of \$20 or more. Donations may be cash, or non-cash (gifts in kind). Receipts will contain all pertinent information as required by the Canada Revenue Agency for the purposes of income taxes. Records of receipts for charitable donations will be kept in accordance with the Society's Act of British Columbia.

In case of a specifically directed donation, attempts would be made to only collect the amount needed. Where this is not accomplished and funds remaining, they would be used for general purposes. This would be discussed with the donor at the time of donation.

Donors will be advertised online and at the annual AGM, upon approval from the donor.

Procedures

Chilliwack Opportunity Society will ensure that charitable donation tax receipts contain the following information:

- A statement indicating the document is an official receipt for income tax purposes
- The name and address of Chilliwack Opportunity Society as registered with the Canada Revenue Agency
- Chilliwack Opportunity Society's business registration number
- A unique serial number for each charitable donation receipt
- The place or locality where the receipt was issued
- The day/month/year the donation was received
- The day the charitable donation receipt was issued if different from the date of acceptance of the donation
- The FULL Name and address of the donor
- The amount, or deemed fair market value, of the donation
- The value and description of any advantage received by the donor if applicable
- The Eligible Amount of the donation if applicable
- The signature of the person authorized by Chilliwack Opportunity Society to acknowledge donations
- The name and website address of the Canada Revenue Agency:
www.cra.gc.ca/charities
- For In-Kind (non-cash) donations:
 - A brief description of the property or items transferred to Chilliwack Opportunity Society from the donor
 - The name and address of the appraiser if the property was appraised
 - The Deemed Fair Market Value of the property in amount of cash value.

Charitable donation receipts will be issued to each donor by February 28th of the year following the donation. Charitable donation receipts issued by Chilliwack Opportunity Society may be given to the donor in-person or mailed to the appropriate address as indicated on the receipt. Charitable donation receipts for Fundraising Events will be issued in accordance with Revenue Canada's general guidelines for issuing receipts applicable to all fundraising event or activities.

ORGANIZATIONAL FUNDRAISING

Policy

Chilliwack Opportunity Society undertakes to adhere to ethical standards and be accountable for fundraising activities.

The Executive Director is responsible for identifying and soliciting possible funding opportunities and donations with Board oversight. From time to time, the E.D. may delegate other staff members to assist with fundraiser preparation. Staff will be invited to volunteer their time and talents to contribute to fundraisers. Summer students, practicum students, caregivers, and other community members may be invited to volunteer their time and talents as well.

Fundraising solicitations on behalf of Chilliwack Opportunity Society shall be truthful and accurately describe the Society's activities and the intended use of donated funds.

Chilliwack Opportunity Society will not make claims they cannot fulfill. The Society will refrain from using marketing materials or making representations that could be misleading. Chilliwack Opportunity Society will not exploit its beneficiaries. It will be sensitive in describing those it serves (whether using graphics, images, or text) and rarely represent their needs and how these needs will be addressed.

When Chilliwack Opportunity Society solicits fundraising, the Society will:

- Offer verification that the person soliciting funds is affiliated with Chilliwack Opportunity Society
- Secure and safeguard all confidential information, including credit card information, provided by donors

Employees, Contractors, Students, Volunteers, Board Members, and any other stakeholder who solicits or receive funds on behalf of the Society will:

- Reflect Chilliwack Opportunity Society's values in all they do and act in accordance with all applicable laws
- Adhere to the Chilliwack Opportunity Society Ethical Code of Conduct
- Cease solicitation of a prospective donor who identifies the solicitation as harassment or undue pressure, or who states that they do not wish to be solicited
- Immediately disclose to Chilliwack Opportunity Society any actual or potential conflict of interest

- Not accept donations for purposes that are inconsistent with Chilliwack Opportunity Society's objects or Mission

Chilliwack Opportunity Society will provide, upon request, its best available information regarding any fundraising activity.

Chilliwack Opportunity Society's Board will be informed of any complaints received from donors or prospective donors.

Fundraisers will be advertised online and at the annual AGM, including total funds raised and large donations at donors' approval.

FINANCIAL MANAGEMENT, MONITORING AND REPORTING

Policy

Chilliwack Opportunity Society will maintain financial management and accounting systems that:

- Are transparent and accountable
- Allow budgeting and reporting on a cash basis
- Meet applicable Accounting Standards
- Are consistent with the financial reporting requirements of each funding contract.

Procedures

- Chilliwack Opportunity Society will maintain an accountant that ensures a consistent reporting structure and meets budget management needs.
- An annual itemised budget for the forthcoming financial year will be prepared by the Executive Director in consultation with the Director of Services, accountant and Treasurer and presented by the Treasurer to the Board for consideration and ratification no later than the March Board meeting of the preceding financial year.
- The budget will be developed based on analysis of the current and previous year's income and expenditure, taking into consideration any known changes to funding, and will include provision for funds that are required to be set aside in Chilliwack Opportunity Society's Contingency Account for future use, including but not necessarily limited to funds for:
 - Asset replacements
 - Building maintenance and repairs
 - Sick leave and accumulated annual leave entitlements.
 - Training funds
- The Contingency Account must maintain a balance that does not fall below the amount that could be called on by each employee at that time.
- The E.D. will ensure that all debts are settled in a timely manner and will not allow ordinary operating expenses to become undischarged debts beyond a three-month period from the time they were incurred.
- The E.D. will create a financial reconciliation each month and in consultation with the Treasurer and accountant, prepare a monthly Financial Report to be submitted to the Board.
- At the beginning of each new financial year, the E.D. will ensure that the previous year's financials are documented, archived and labelled.

BANKING ARRANGEMENTS

Policy

Chilliwack Opportunity Society maintains bank accounts for general service funds and contingency purposes.

Chilliwack Opportunity Society records financial activity on a cash basis rather than an accrual basis.

Procedures

- Funding owed to Chilliwack Opportunity Society will be recorded when it is received.
- Funds Chilliwack Opportunity Society owes, will be paid as the bill is received, rather than expensing payments each month. (i.e. Insurance premiums will be paid in full, rather than making monthly payments)
- The Treasurer will maintain a Register of Bank Accounts that will include for each account:
 - Branch location
 - Account type
 - Account number
 - Interest rates and fees
 - Rollover dates/renewal dates for term deposits and investment
- Chilliwack Opportunity Society accounts are managed by the E.D. and Treasurer and reconciled monthly and provided in monthly reports to the Board of Directors.
- Chilliwack Opportunity Society account funds can only be accessed with the signatures of two Board members or one Board member and the E.D. who are signatories to the Account.

SIGNATORIES, EXPENDITURE AUTHORITIES AND ARRANGEMENTS

Policy

Chilliwack Opportunity Society will have a minimum of two and maximum of four signatories to its bank accounts.

Expenditure authorities will balance the need for organizational efficiency and the need for adequate financial controls.

Procedure

- Signatories to Chilliwack Opportunity Society's operational bank accounts will be the Treasurer, E.D., President, and one other member.
- Account funds require the signatures of two of the designated signatories, or an authorization for online payment
- Cheques will be prepared by the E.D. or Director of Services and signed by two of the designated signatories.
- Signatories will be reviewed, and as necessary, updated.
- All changes of signatories will be approved by the Board and noted in Board Meeting Minutes.
- All expenditure incurred will be paid by cheque or AFT.
- Expenditures for equipment or replacement goods/assets for \$500 or less may be incurred by the E.D. without the prior authorisation of the Board of Directors. Amounts over \$500 must be pre-approved by the Board of Directors.
- Receipts for all expenditure must be provided to and retained by the E.D.
- In the event, of a need to urgently expend funds above \$500 prior to the next planned Board Meeting, such expenditure may be incurred by the E.D. with the authorisation of the President or Treasurer. Expenditure in these circumstances must be reported to the next Board meeting and noted in the Board Meeting Minutes.
- Signatories should not authorise payments which involve a conflict of interest, e.g. the authorisation of payment that is a reimbursement for their own expenses.

PETTY CASH

Policy

All expenditure for services, reimbursements and small purchases for amounts of up to and including \$500 managed via the Executive Director.

Procedure

- The Petty Cash float of \$500 will be maintained and managed by the E.D.
- The Cash Float will be kept in a safe or a lockable cabinet. Receipts must accompany claims for expenditure.
- A receipt must be obtained each time petty cash is used.
- Two times per month, a Petty Cash reconciliation sheet is to be printed off by the E.D.
- Receipts are to be reconciled and added by the E.D.
- Cash is to equal the difference between receipts and the \$500 Float.
- 50% of the GST is to be noted on the receipts and put on the cheque butt.
- The cheque is to be drawn up by the E.D. or Director of Services, written out to Petty Cash and signed by relevant signatories.
- The cheque is to be taken to bank and cashed by the E.D. or Director of Services.
- Any overages or shortages are to be reported to the E.D. by the Accountant and recorded on the reconciliation sheet.

RETENTION AND DISPOSAL OF FILES AND ELECTRONIC RECORDS

As a provider of services, Chilliwack Opportunity Society is required by statutory* and contractual obligations to establish, maintain and dispose of records. It is also a necessary requisite of providing quality services and being accountable to the people we serve, our members, our funders and the public.

Records may be individual records, program or resource records or corporate records. They may include documents, books, letters, photographs, audio and/or video recordings. They may be stored on different types of media, including paper and electronic formats.

Policy

All material, in paper copy, electronic or any other format that is created by employees, contractors, students and volunteers of Chilliwack Opportunity Society in the course of their employment/contract, or that is accessed by employees on Chilliwack Opportunity Society's equipment is the property of Chilliwack Opportunity Society.

All documents and electronic records that contain private and confidential information about the people we serve, employees, contractors, students and volunteers or Chilliwack Opportunity Society as an organization, will be retained in locked cabinets with access only by the Executive Director and Director of Services. Archived documents will only be accessible to employees with the delegated authority given from the E.D. to access the record, or to others as required by law.

No information or any form of media (thumb drives...) relating to Chilliwack Opportunity Society's work may be taken from the premises without the prior permission of the Executive Director.

All Chilliwack Opportunity Society's records will be retained according to the legal requirements for that category of record.

Procedures

- ✓ **Tax Records:** Tax records include, but may not be limited to, documents concerning payroll, expenses, proof of deductions, business costs, accounting procedures, and other documents concerning Chilliwack Opportunity Society

revenues. Tax records will be retained for seven years from the date of filing the applicable return.

- ✓ **Employment Records/Personnel Records:** All records associated with the employment and contractual agreements of personnel will be retained for seven years.
- ✓ **Consumer Files/Records:** All consumer files or related consumer reports will be kept for seven years.
- ✓ **Board Materials:** Meeting minutes will be retained in perpetuity in the organizations minute book. A clean copy of all Board materials should be kept for no less than seven years by the organization.
- ✓ **Press Releases/Public Filings:** Chilliwack Opportunity Society will permanently retain copies of all press releases and publicly filed documents.
- ✓ **Legal Files:** Legal counsel will be consulted to determine the retention period of particular documents, but legal documents should generally be maintained for a period of ten years.
- ✓ **Contracts:** Copies of all contracts entered into by Chilliwack Opportunity Society, including Funding Agreements, leases, contracts of sale, and other legal documents will be retained for 10 years.
- ✓ **E-mails:** Emails including documents that are sent to or from Chilliwack Opportunity Society as attachments that need to be saved according to the requirements of this Policy, should be printed in hard copy and kept in the appropriate file.
- ✓ **Administrative Correspondence:** Administrative correspondence will be retained for 4 years. This includes, though is not limited to, confidential management information, employee related information, legal information and project-related correspondence.
- ✓ **Fiscal Correspondence:** Fiscal correspondence will be retained for 7 years. Fiscal Correspondence includes all information related to revenue and expense for the organization.
- ✓ **General Correspondence:** General Correspondence will be retained for 1 year. General Correspondence includes information that relates to interaction with the people we serve and the operational decisions of the organization.
- ✓ **Ephemeral Correspondence:** Ephemeral correspondence will be retained until it is read, then destroyed. Ephemeral Correspondence includes personal email, emails dealing with the work of the day, and emails containing information outdated by events. Staff may destroy this after reading.

File Status

Records may have one of the following two statuses:

* Open

* Closed

Files will be opened once a person is being considered for service or once service has commenced. Information may be held temporarily prior to a person receiving services. If no file is opened, the information will be destroyed. Files are closed once Chilliwack Opportunity Society ceases to provide service to an individual and there are no outstanding issues or liabilities.

* Document Disposal Act, Freedom of Information and Protection of Privacy Act, Income Tax Act

ASSET ACQUISITION, MAINTENANCE AND DISPOSAL

Policy

Chilliwack Opportunity Society will exercise diligence in the purchase, or other acquisition of assets so that acquisitions represent value for money and are safe and fit for purpose. Availability will also be a consideration.

Assets will be recorded in a Capital Assets Registry.

Assets must be maintained in a safe condition.

Employees, contractors, students, volunteers and stakeholders are required to use Chilliwack Opportunity Society's assets in a safe, lawful and responsible manner, and in accordance with the manufacturer's instructions.

All asset acquisition, maintenance and disposal arrangements will be made in accordance with the requirements of the body which has funded the purchase.

Procedures

The Executive Director or designate will prepare a list of updated assets each fiscal year, and Chilliwack Opportunity Society's Treasurer will record the assets for each financial year.

INSURANCE

Policy

Chilliwack Opportunity Society will:

- Comply with all insurance requirements stipulated by funders.
- Maintain up to date comprehensive insurance policies in the following areas:
 1. Liability insurance for Board members, employees, contractors, volunteers, and other unpaid persons
 2. Personal accident insurance for Board members, volunteers, and other unpaid persons
 3. Workers' compensation
 4. Public liability
 5. Professional indemnity
 6. Motor vehicle insurance
 7. Building and contents insurance for burglary, fire, storm damage, flood or other accidental or third-party malicious loss
 8. The Board may authorise insurance in other areas from time to time.

Procedures

It is the responsibility of the Executive Director to ensure that all persons and equipment associated with the work of Chilliwack Opportunity Society are covered by relevant insurances.

The E.D. shall ensure that costs of insurance reflect the market situation and that policies are renewed before expiry.

The E.D. will ensure that students on placement at Chilliwack Opportunity Society are covered by necessary insurances through their training institution before the placement commences.

MOTOR VEHICLES

References

Your Employment Contract

Employment Expectations in the Employee Handbook

Policy

Chilliwack Opportunity Society will ensure that its vehicles are used efficiently and responsibly. The Executive Director or designate is responsible for ensuring that vehicles owned by C.O.S., drivers and passengers are appropriately insured, and that vehicles are regularly serviced according to the manufacturer's service schedule, to maintain them in a safe, roadworthy condition.

The people we serve at C.O.S. must only be transported in vehicles that are owned by the Society. Employees cannot transport the people we serve in their own vehicles unless they have prior permission from the E.D. or Director of Services. The employee must give the Program Coordinator 1 a copy of their vehicle insurance before they may transport anyone in their vehicle. If personnel wish to fill positions that require transportation in their vehicle it is their responsibility to have the appropriate insurance.

Employees must always comply with the Road Traffic Code. Payment of traffic and parking infringements and any other penalties incurred by an employee that breach the Road Traffic Code whilst driving a Chilliwack Opportunity Society vehicle, are the responsibility of the employee.

Employees are responsible for limiting distractions (i.e. operating the radio or temperature controls, talking, using cell phone) while they operate a vehicle during working hours, whether it is a Chilliwack Opportunity Society vehicle or their own. Three infringements will mean the employee will see the ability to utilise work vehicles removed. The employee will have six months to complete a certificated defensive driving course at their own expense, failure to do so may lead to disciplinary action up to and including dismissal.

Chilliwack Opportunity Society has a zero-tolerance level for alcohol and other drugs (blood alcohol and measures of other drug levels must always be zero) in all workplaces, including while driving a Chilliwack Opportunity Society vehicle or personal vehicle. Breaches of this requirement constitute a serious breach of employee responsibility and will lead to an immediate dismissal.

In the event of a road traffic accident involving a Chilliwack Opportunity Society vehicle or personal vehicle, the highest priority is to ensure the immediate safety of all passengers. Minimising risk to the public, while having due regard to the needs of those directly involved in the accident and complying with legal obligations are also important considerations.

At no time may an employee use a work vehicle for private purposes unless it has been agreed to in advance by the E.D. or D.O.S.

COS Owned Vehicle Procedures

All employees working in Chilliwack Opportunity Society's Community Inclusion Programs must provide a copy of their Unrestricted Class 4 drivers licence to drive a motor vehicle at the time of hire.

Employees who wish to only work in Chilliwack Opportunity Society's Homemaker program must provide a copy of a Class 5 drivers licence at the time of hire. They may not drive vehicles that hold 10 or more passengers during working hours.

Contractors who only wish to work in Chilliwack Opportunity Society's Respite or Host Agency programs must provide a copy of a class 5 drivers license prior to contract signing.

All employees and contractors of Chilliwack Opportunity Society must present clear driver's abstracts prior to hire or contract signing, and then whenever required by C.O.S. management.

All matters related to the use of Chilliwack Opportunity Society vehicles will be covered in the orientation program for new employees and contractors and matters related to safety are addressed in the Occupational Health and Safety Guidelines.

Employees and contractors who are prescribed medication which cautions against driving must immediately advise the Director of Services, or in the case of D.O.S., the E.D., and will be relieved from driving duties until they are fit to drive.

Employees and contractors who lose their drivers licence for any reason, must advise the Director of Services, or in the case of Director of Services, the E.D., within 24 hours of the licence being revoked.

Arrangements for the vehicle used by the E.D. are separately determined by the Board.

Any equipment or other moveable object which could be dangerous in the event of sudden braking is to be securely restrained.

Each vehicle owned by the Society will contain:

- ✓ Pre-Trip inspection log
- ✓ Insurance details
- ✓ Inspection reports, first aid kit, fire extinguisher
- ✓ What to do in the event of an accident or medical emergency, including reporting procedures

Vehicles owned by Chilliwack Opportunity Society have Vehicle Pre-Trip forms which must be completed before the first trip of the day. Chilliwack Opportunity Society has designated gas cards, which must be used to purchase fuel from Shell for all vehicles owned by the society. Fuel receipts must be given to the E.D. or D.O.S. to be kept for financial records.

A designated employee appointed by the E.D. is responsible for maintaining records relating to all buses, including insurance, servicing and repairs, and for arranging servicing by the due date or kilometres.

Private Vehicle Procedures

Employees who use their private vehicles regularly for work purposes must maintain comprehensive and compulsory business insurance. Employees who wish to fill a position that requires transporting persons served in their personal vehicle, are responsible for having the appropriate insurances and covering those costs.

It is the responsibility of the employee to ensure that their vehicles are registered for business use and to inform their Insurance Company of the extent to which their private vehicle is being used for work and have it noted on their policy documents. A copy of insurance documents must be given to the Program Coordinator 1 to be kept on file.

Employees may complete a mileage tracking form and submit it to the D.O.S. by the 3rd of each month to be reimbursed according to the BCGEU Collective Agreement. Approved use of private vehicles will be entitled to a Transportation Allowance laid out in Article 26.9 of the BCGEU Collective Agreement, unless it is the choice of the employee to use their vehicle.

Prior to employees and contractors using their personal vehicle to transport the people we serve, they must have approval from the Program Coordinator 1. Employees and contractors who use their personal vehicles are responsible for the regular maintenance of their vehicle according to manufacturers' recommendations.

Employees who use their personal vehicle without prior consent from the P.C.1. or D.O.S. will be subject to disciplinary action up to and including termination.

THEFT IN THE WORKPLACE

References

Your Employment Contract

Employment Expectations and the People we Serve in the Employee Handbook

Purpose

The purpose of this policy is to ensure a safe, secure, and trustworthy environment at Chilliwack Opportunity Society for all employees, volunteers and students, and the people we serve.

Definition

Theft in the workplace includes, but is not limited to:

- Unauthorized taking, use, or possession of COS property or resources
- Misappropriation of funds, materials, or supplies
- Theft of personal property belonging to colleagues, the people we serve, or visitors
- Unauthorized use of COS intellectual property, data, or information
- Time theft (i.e. arriving late, leaving early, completing personal errands during work outings)

Policy

Employees, volunteers and students must uphold the ethical standards of honesty, integrity, responsibility and trust during employment with Chilliwack Opportunity Society. Employees must immediately report any witnessed or suspected theft to the Director of Services.

If theft is witnessed or suspected, an investigation will be held. Cooperation during the investigation from all employees is mandatory. If an investigation confirms theft has occurred, the employee(s) found responsible will be subject to disciplinary action up to and including dismissal.

Employees who know about an instance of theft and do not report it, will be assumed to have aided in the theft and will also be subject to disciplinary action up to and including dismissal.

Chilliwack Opportunity Society management will implement safeguards to prevent theft as they deem necessary.

UNIONIZATION

Chilliwack Opportunity Society employees signed their first collective agreement with the British Columbia Government Employees Union (BCGEU), Local 304 in 2000.

Chilliwack Opportunity Society is represented by the Community Social Services Employers' Association (CSSEA).

References

Your Employment Contract

Employment Expectations in the Employee Handbook

Purpose of Agreement

The purpose of this agreement is to provide orderly collective bargaining between the Employer and the Association of Unions. Both the Employer and the Association of Unions agree that it is in the best interest of both parties to cooperate fully, individually and collectively with one another and thereby agree to abide by the terms set out in the Community Living Services Collective Agreement.

The parties to this agreement share a desire to improve the quality of the services provided by the Employer. Accordingly, they are determined to establish, within the framework provided by the law, an effective working relationship at all levels in which members of the bargaining unit are employed.

Conflict with Regulations

If there is a conflict between the contents of the agreement and any regulation made by the Employer, or on behalf of the Employer, this agreement will take precedence over the said regulation.

The Union acknowledges that the management and direction of employees in the bargaining unit is retained by the Employer, except as the union agreement otherwise specifies.

EMPLOYMENT CONTRACT

References

Your Employment Contract

Employment Expectations in the Employee Handbook

Policy

Chilliwack Opportunity Society requires all employees to sign an Employment Contract upon hire and whenever there are significant changes to the contract or position.

Failure to sign the contract when required by the Executive Director will result in termination of employment.

The Employment Contract provides details of an employee's responsibilities in relation to their employment with Chilliwack Opportunity Society. Employees are required to adhere to their contract throughout their employment with Chilliwack Opportunity Society. Failure to do so will result in disciplinary action as deemed appropriate by the Executive Director, up to and including termination.

EQUAL EMPLOYMENT OPPORTUNITY

References

Employment Expectations in the Employee Handbook

Purpose

To ensure that all individuals involved with Chilliwack Opportunity Society are treated with respect and dignity and given equal opportunities.

Policy

Chilliwack Opportunity Society provides equal employment opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, sexual orientation, marital status, political belief or disability that does not prohibit performance of essential job functions. This is reflected in all Chilliwack Opportunity Society practices and policies regarding hiring, training, work assignments, promotions, lay off and other forms of compensations.

All matters relating to employment and contractual agreements are based upon ability to perform the job, as well as dependability and reliability once hired.

Throughout Chilliwack Opportunity Society documents, masculine pronouns such as he, his, him shall be construed to include both sexes.

RECRUITMENT AND HIRING

Reference

Your Employment Contract, the Employee Handbook, and the BCGEU Collective Agreement

Purpose

The purpose of this policy is to establish clear, fair, and inclusive hiring practices that align with the mission, vision, and values of Chilliwack Opportunity Society. COS is committed to attracting, recruiting, and retaining the best candidates for all positions while ensuring transparency, equity, and professionalism in the recruitment process.

Scope

This policy applies to the recruitment and hiring of all personnel, including regular, casual, and temporary employees, contractors, volunteers, practicum students, and management positions.

Policy Principles

- Fairness and Equity: All candidates will be evaluated fairly and equitably without discrimination based on race, ethnicity, gender, sexual orientation, age, disability, religion, or any other characteristic protected under the BC Human Rights Code.
- Transparency: The hiring process will clearly outline job requirements, responsibilities, and expectations, ensuring candidates understand the selection criteria.
- Diversity and Inclusion: COS is committed to building a diverse workforce that reflects the community it serves and fosters an inclusive workplace culture.
- Merit-Based Selection: Hiring decisions will be based on the candidate's qualifications, skills, experience, and ability to meet the requirements of the position.
- Professional Standards: COS will adhere to all applicable laws, collective agreements, and internal policies to ensure a compliant and ethical hiring process.

Hiring Process

1. Job Posting and Advertising

- All vacancies will first be posted internally following the guidelines of the BCGEU Collective Agreement.
- If no suitable internal candidates apply, the position will be advertised externally through job boards, C.O.S.'s website, and community networks.
- Job postings will include:
 - Position title and nature of the role.
 - Required qualifications, experience, and skills.
 - Salary or wage range.
 - Hours, location, and schedule details.
 - Application instructions and deadlines.

2. Application and Screening

- Applications must be submitted according to the job posting instructions.
- The hiring manager or designated panel will review applications and shortlist candidates based on their qualifications and alignment with the position's requirements.

3. Interview Process

- Shortlisted candidates will be invited to an interview, which may include:
 - Behavioral and situational questions to assess skills, experience, and problem-solving abilities.
 - Practical assessments, if applicable, to evaluate technical competencies.
- Interviews will be conducted using a structured format to ensure consistency and fairness.

4. Reference and Background Checks (please also refer to Credentials and Background Verification policy)

- References will be contacted for shortlisted candidates to verify their qualifications, experience, and suitability.
- Criminal record and vulnerable sector checks are mandatory for all positions

- Qualifications, licenses, and certifications must be verified directly from their source.

5. Selection and Offer

- Hiring decisions will prioritize ability, performance, relevant qualifications, and seniority (where applicable).
- Candidates must sign their employment contract and meet all pre-employment requirements before commencing work. Some exceptions can be made with written approval from the Executive Director. Contracts will include the job posting that details all of the requirements for the position.

6. Onboarding

- Newly hired employees will undergo an onboarding process, including orientation, training, competency testing, and familiarization with COS policies and procedures.

Roles and Responsibilities

1. Board of Directors:

- Oversees the recruitment and selection of the Executive Director (E.D.).
- Forms a panel to review applications, conduct interviews, and make final hiring decisions for the E.D. role.

2. Executive Director:

- Responsible for authorizing all vacant positions and overseeing the recruitment process for the Director of Services and other positions.
- Serves on the hiring panel for leadership roles and ensures compliance with hiring policies.

3. Director of Services:

- Manages the recruitment process for all other staff, including interviews, job offers, and onboarding.
- Ensures unsuccessful candidates are notified of their application status.

Conflict of Interest

- Employees involved in the hiring process must disclose any personal or professional relationships with applicants to prevent conflicts of interest.
- Any real or perceived conflicts of interest will be addressed to maintain the integrity of the hiring process.

Diversity and Inclusion Commitments

- C.O.S. actively recruits candidates from diverse backgrounds to reflect the community it serves.
- Accommodations will be provided throughout the hiring process for candidates with disabilities upon request, as outlined in C.O.S.'s Accommodation Policy.

Confidentiality

- All applicant information will be treated as confidential and used solely for recruitment purposes.
- Documentation will be securely stored in personnel files, which candidates may access upon request.

VOLUNTEERS

References

Employment Expectations in the Employee Handbook

Policy

Volunteers are a valued asset and will be treated with respect and shown appreciation for their contribution. Their activities will complement, not replace, the duties undertaken by union positions.

Within available resources, and having regard to organizational needs, Chilliwack Opportunity Society will recruit and place volunteers in the type of volunteer work which best suits their skills and interests.

All volunteers will be provided with tasks that are clearly explained to them and which they are comfortable to undertake.

Volunteers will:

- ✓ be provided an orientation by the Program Coordinator in the area they will be working and in the duties required of them when they begin as a volunteer,
- ✓ have regular supervision and support,
- ✓ be provided with the tools and resources necessary to complete their allocated tasks,
- ✓ be protected from experiencing harm while working with Chilliwack Opportunity Society,
- ✓ have their complaints heard and responded to without consequences to their volunteering role,
- ✓ and be reimbursed for all approved expenditure incurred in the exercise of their volunteer duties.

Chilliwack Opportunity Society's capacity to support volunteers, and the range of suitable work available, will vary from time to time. No volunteer positions should be regarded as being permanently or indefinitely available.

Volunteers will carry out duties assigned by the Program Coordinator, who is responsible for ensuring that each volunteer is trained and capable of fulfilling the tasks to which they are assigned.

Arrangements for the supervision of volunteers will vary according to the duties for which they are assigned and the experience of the volunteer, but the Program

Coordinator will ensure that all volunteers have access to regular supervision and support, and that their work is monitored by a suitably experienced paid employee.

Volunteers will submit claims for reimbursement of approved expenses that occurred, no later than one month after the expense was incurred.

PRACTICUM AND SUMMER STUDENTS

References

Employment Expectations in the Employee Handbook

Policy

Chilliwack Opportunity Society will accept Practicum Students and Summer Students within available resources and having regard to organizational needs. They will be placed in the area which best suits their skills and interests.

Students are a valued asset and will be treated with respect and shown appreciation for their contribution. Their activities will complement, not replace, the duties undertaken by union positions.

All students will be provided with tasks that are clearly explained to them and which they are comfortable undertaking.

Students will:

- ✓ be provided an orientation by the Program Coordinator in the area they will be working and, in the duties required of them when they begin work,
- ✓ have regular supervision and support,
- ✓ be provided with the tools and resources necessary to complete their allocated tasks,
- ✓ be protected from experiencing harm while working with Chilliwack Opportunity Society,
- ✓ have their complaints heard and responded to without consequences to their volunteering role,
- ✓ be reimbursed for all approved expenditure incurred in the exercise of their volunteer duties,
- ✓ be provided with educational opportunities that union members are provided with (i.e. Mandt training).

Chilliwack Opportunity Society's capacity to support students, and the range of suitable work available, will vary from time to time. The length of time a student is with COS and their scheduled hours will be dependent upon the requirements set out by their educational institution. COS will do their best to accommodate their requirements and availability.

Students will carry out duties assigned by the Program Coordinator, who is responsible for ensuring that each student is trained and capable of fulfilling the tasks to which they are assigned.

Arrangements for the supervision of students will vary according to the duties for which they are assigned and the experience of the students, but the Program Coordinator will ensure that all students have access to regular supervision and support, and that their work is monitored by a suitably experienced paid employee.

Students will submit claims for reimbursement of approved expenses that occurred, no later than one month after the expense was incurred.

Practicum Students will be required to meet all of the qualifications listed in the Employee Contract, **except** for the class 4 driver's license, first aid, union membership, TD1 and TD1BC forms, and banking information.

Summer Students will only be required to complete all reading and online trainings as indicated in the Employee Contract.

Practicum Students will be treated and held to the same standards as a Union Employee, where as a summer student will be treated and held the same standards as a volunteer.

EMPLOYEE LEAVE

Reference

Your Employment Contract

BCGEU Collective Agreement Articles 18, 19, 20 and 21

Policy

Chilliwack Opportunity Society encourages employees to develop a healthy work life balance and to utilize their holidays when due.

Procedures

Vacation:

- Regular employees will accrue vacation entitlement, as set out in the BCGEU Collective Agreement, Article 18.
- Employees must submit vacations by November 1st for the period January 1st through April 30th, and by March 1st for the period May 1st through December 31st for their seniority to be a factor in the approval process.
- An employee will carryover no more than 10 vacation days per calendar year, and not to exceed 10 carryover days at any time.
- An employee will not receive pay in lieu of vacation, except upon retirement or termination.

Sick Leave

Regular employees who have completed their probationary period will accrue and be paid out sick leave as per the BCGEU Collective Agreement, Article 18.9.

The employer may require a certificate from the doctor before granting or paying sick leave.

In conformance of the B.C. labour law(resulting from COVID-19), all employees who are not entitled to benefits will be entitled to 5 paid sick days per calendar year, as per the guideline of government of British Columbia.

Special and Other Leaves

Regular employees who have completed their probationary period may use any leaves outlined and in accordance with the BCGEU Collective Agreement.

EQUITY, DIVERSITY AND INCLUSION

References

The Employee Handbook

Purpose

Chilliwack Opportunity Society is committed to fostering an equitable, diverse, and inclusive environment where everyone—employees, contractors, students, volunteers, and the people we serve—feels valued, respected, and supported. This policy outlines our principles and practices to ensure fairness, accessibility, and inclusivity in all aspects of our operations, programs, and services.

Policy

COS is dedicated to creating a culture that:

1. Embraces Diversity: Recognizes and values the unique perspectives, backgrounds, and experiences of individuals, including but not limited to race, ethnicity, gender identity, sexual orientation, disability, religion, age, and socioeconomic status.
2. Promotes Equity: Ensures fair access to opportunities, resources, and support, addressing systemic barriers and creating pathways for individuals to succeed.
3. Fosters Inclusion: Cultivates an environment where everyone feels safe, respected, and empowered to contribute fully and authentically.

Principles

- Respect and Dignity: Every individual will be treated with respect, dignity, and fairness, regardless of their identity or background.
- Accessibility: COS will ensure that its programs, services, and workplace are accessible to all individuals, removing barriers to participation and success.
- Anti-Discrimination: COS will not tolerate discrimination, harassment, or exclusionary practices in any form.
- Collaboration and Engagement: COS values the input of diverse voices in decision-making processes, including the perspectives of individuals served, their families, and community stakeholders.

- Continuous Improvement: COS commits to regularly reviewing and improving its EDI (equity, diversity and inclusion) practices, informed by feedback, training, and evolving best practices.

Practices

Recruitment and Hiring:

- Actively recruit diverse candidates and ensure an equitable hiring process.
- Provide accommodations throughout the recruitment and onboarding process for individuals with disabilities following the accommodation policy.

Service Delivery:

- Design and deliver programs that reflect the diverse needs of the community.
- Ensure person-centered care that respects the identity, culture, and preferences of individuals served.

Training and Education:

- Provide regular EDI training to employees, contractors, students, volunteers, and management to build awareness and skills.
- Incorporate anti-discrimination, cultural competency, and unconscious bias training into staff meetings.

Community Engagement:

- Where possible, partner with diverse community groups and organizations to promote inclusion and build a stronger, more connected community.
- Actively seek feedback from the people we serve, employees and stakeholders to identify and address barriers to inclusion.

Reporting and Resolution

- C.O.S. encourages employees, contractors, students, volunteers, the people we serve and other stakeholders to report instances of discrimination, exclusion, or other EDI-related concerns to the Director of Services, or the Executive Director.

- Reports will be handled confidentially and investigated promptly following the formal complain policy, with appropriate corrective actions taken when necessary.

Anti-Bullying, Harassment, Discrimination & Violence

Reference

Your Employment Contract
Your Employee Handbook
WorkSafe BC Website

Policy

Chilliwack Opportunity Society promotes a work environment characterized by professionalism, collegiality, respect, and harmony. This policy strictly prohibits conduct such as personal or sexual harassment, bullying, any form of discrimination or acts/threats of violence. COS will not tolerate behavior that undermines inclusivity, equity, or dignity in the workplace, including discrimination based on race, ethnicity, gender, sexual orientation, disability, religion, age, or any other protected characteristic under the British Columbia Human Rights Code.

Where such conduct is found to have occurred, COS may take disciplinary action, up to and including termination of employment/contract. Where violence has occurred against an employee by another employee, the employee who committed the violent act would immediately be suspended until an investigation could be completed.

This policy is not intended to constrain normal social interactions, constructive feedback, or workplace performance discussions conducted respectfully and professionally.

COS also considers false allegations of bullying, harassment, discrimination or violence to be serious workplace misconduct subject to disciplinary action, up to and including termination of employment/contract.

Purpose

The purpose of this policy is to:

1. Assist employees, contractors, students, and volunteers in identifying and preventing personal, psychological, sexual harassment, bullying, discrimination and violence in the workplace.
2. Provide procedures for handling and resolving complaints related to these issues.

3. Promote inclusivity and foster values of integrity, trust, equity, and harmony, which are essential for a respectful and supportive organizational culture.

Application and Scope

This policy applies to all regular and casual employees, management, contractors, students, and volunteers. It governs all activities connected to COS and its operations, including:

- Activities on the premises of Chilliwack Opportunity Society.
- Work assignments or duties performed off-site.
- Work-related training sessions, education seminars, and conferences.
- Work-related social functions sponsored or organized by COS.

All individuals are expected to adhere to the standards of conduct outlined in the BCGEU Collective Agreement, Bill 14, and the BC Human Rights Code, which prohibit workplace bullying, harassment, and discrimination. Non-compliance with these standards may result in disciplinary action, up to and including termination of employment/contract.

Definitions

- **Bullying:** Repeated or patterned behavior (conduct or comments) that is intended to intimidate, offend, degrade, or humiliate a person or group of people. It may include verbal abuse, unwarranted criticism, exclusion, or physical aggression.
- **Harassment:** Engaging in unwelcome, aggravating, provoking, unpleasant or other vexatious behaviors, comments, or conduct that affects a person's dignity, psychological or physical well-being, and creates a harmful work environment.
- **Discrimination:** Unfair or prejudiced treatment of an individual or group based on race, ethnicity, gender, age, disability, sexual orientation, religion, or other protected characteristics under the BC Human Rights Code. Discrimination may include systemic barriers, exclusionary practices, or overt hostility.
- **Violence:** Physical assaults (i.e. hitting, pushing, kicking), threats of violence, verbal abuse (i.e. insults, swearing, yelling), destruction of property, any other behaviour that threatens another employee's safety.

Procedures for Reporting and Resolving Complaints

1. Reporting Complaints:

- Personnel experiencing or witnessing bullying, harassment, discrimination or violence should report the incident to the Director of Services or Executive Director.
- Complaints should be submitted in writing within six months of the last alleged occurrence and include detailed information, including names of possible witnesses.

2. Investigation Process:

- All complaints will be assessed against this policy. If warranted, an impartial investigation will be conducted as quickly as possible.
- Interim workplace measures may be implemented during the investigation (e.g., investigative leave with pay, reassignment of duties, or temporary adjustments to workplace arrangements) as indicated in the BGCEU Collective Agreement.

3. Communication of Outcomes:

- Both the complainant and the respondent will be informed of the outcome of the investigation, whether or not corrective action is taken.

4. External Reporting:

- Employees may also file complaints with BCGEU, WorkSafeBC or the BC Human Rights Tribunal, where applicable, which may initiate their own investigations under their jurisdiction and procedures. Employees should first report to management to rectify the situation. External reporting should only be made where the employee feels like C.O.S. management did not rectify the situation.

Preventative Measures

To prevent harassment, bullying, discrimination and violence:

1. C.O.S. will provide regular training on workplace inclusivity, anti-harassment, and anti-discrimination practices.
2. Employees will receive regular training on recognizing and preventing workplace violence, including how to manage conflicts, de-escalate tense situations, and report incidents.
3. Managers and supervisors will actively promote a respectful, inclusive, and equitable workplace culture.
4. Annual reviews of this policy will ensure compliance with updated laws and regulations.

Support for Victims

- Employees who are victims of workplace violence will be offered support, including counseling services and assistance with any necessary leave or medical care.

Rights and Responsibilities of Workers

1. Rights

- Every worker has the right to a workplace free from violence, harassment, and intimidation.
- Workers have the right to report any incidents of violence or threats without fear of retaliation.

2. Responsibilities

- Workers are responsible for adhering to the policies and procedures outlined in this document.
- Workers should report any violent incidents or potential threats promptly to ensure swift intervention.

What to Do if You Experience Bullying, Harassment, Discrimination or Violence

1. Go to a safe space.
2. Immediately report the incident to a member of C.O.S. management.
3. If you are injured, report the injury to a First Aid Attendant to receive first aid treatment. Go to your doctor or the hospital if the injury is significant.
4. Complete a critical incident form following the Incident Reporting Procedures in the Employee Handbook.
5. Access other services as necessary, such as counselling services.
6. Return to work when you are able. Speak to the Director of Service about making accommodations to your work responsibilities following the Accommodation Procedures in the Employee Handbook.

Confidentiality and Protection Against Retaliation

C.O.S. is committed to maintaining the confidentiality of all complaints to the extent possible while ensuring a thorough investigation. Retaliation against individuals who make a complaint or participate in an investigation is strictly prohibited and will result in disciplinary action.

CONFLICT OF INTEREST

Reference

Your Employment Contract

Purpose

To ensure that Chilliwack Opportunity Society encourages responsible interactions between its personnel and the people we serve, their support networks and the public sector as an important component of its operation.

Policy

It is the policy of Chilliwack Opportunity Society that its employees, management, contractors, students and volunteers avoid situations deemed to be a conflict of interest in matters of personal gain or financial benefit, affecting the Society.

Procedure

1. Chilliwack Opportunity Society's personnel may be in a conflict of interest if he/she is involved in the following list of activities or actions that merit case by case examination to determine whether they create a conflict of interest that should be appropriately managed or eliminated:
 - The purchase of goods or services for the Society, from which personnel or his/her family has a financial interest or may directly benefit.
 - If personnel is receiving gifts, gratuities, loans or special favors.
 - Any situation that may impair a personnel's ability to act in the Society's best interest.
 - Any situation where personnel's actions may compromise or undermine the trust which the public places in the Society.
 - The sale of goods or services to a person we serve or a member of their support network, whom they are supporting.
2. Chilliwack Opportunity Society personnel may engage in employment with other employers, carry on business and/or receive remuneration from public funds for activities outside their position, provided that:
 - It does not bring Chilliwack Opportunity Society into disrepute.
 - It is not performed in such a way as to appear to be an official act and/or representation of the Society.
 - It does not involve the use of Chilliwack Opportunity Society's premises, equipment or supplies to which they have access by virtue of their relationship with the Society.

The E.D. shall have final approval to determine the proper course of action pertaining to any matter of conflict of interest brought forward.

TRAINING AND DEVELOPMENT

References

Your Employment Contract

Employment Expectations in the Employee Handbook

Policy

Chilliwack Opportunity Society is committed to ensuring that employees and volunteers have the necessary skills and knowledge to:

1. meet requirements that are mandatory by law or funding contract
2. be competent and safe in undertaking the duties of the position for which they are employed.

Chilliwack Opportunity Society will also provide ongoing opportunities for employees to participate in development activities that extend and enhance their capabilities. The Mandt Philosophy training is mandatory for all employees and optional for all contractors upon hiring and then annually, which provides knowledge and skills to use positive interventions.

The Society will also, according to organizational capacity and resources, support employees to pursue further education or training that will contribute to their professional development, but which is not a requirement directly relevant to Chilliwack Opportunity Society's needs.

Chilliwack Opportunity Society will provide equity of access to professional development opportunities, considering the organization's needs and the current competencies relative to the job that the employee is able to demonstrate.

Procedures

Employee evaluations will be used as a means to encourage employees to take an active role in their own ongoing development to identify their training and development needs in consultation with the Program Coordinator 1 and Director of Services and explore the options available to address those needs.

Where the Director of Services decides, in consultation with the E.D., that it is necessary for an employee to acquire a particular skill, or a specific qualification in order for them to carry out the duties attached to their existing position, the Society will be

fully responsible for all costs incurred of the employee while meeting that requirement as set out in the Collective Agreement Article 25.2.

Where an employee wishes to pursue further education or professional development that is not a requirement for their current position or the organization's needs, Chilliwack Opportunity Society will not directly contribute to the cost of the training. At the Director of Services' and E.D.'s joint discretion, and considering any impact on service delivery or other employees the employee may be:

- permitted to take any annual leave or unpaid leave arrangements that would assist the staff member to participate in the development activity
- granted up to two days study leave as necessary to attend examinations

PRIVACY AND CONFIDENTIAL INFORMATION

References

Your Employment Contract

Technology Procedures in the Employee Handbook

Purpose

- To protect the people we serve from harm resulting from the unsanctioned or inappropriate release of personal and confidential information.
- To comply with legislation regarding the protection of personal and confidential information.

Policy

The Society will comply with legislation, regulations and best ethical and professional practices regarding the protection and nondisclosure of personal and confidential information.

Definition of Personal Information

All information collected by the Society about a person receiving service, including all electronic files.

Personal information may include but is not limited to:

- Identification (i.e. name, address, Personal Health Number)
- Medical, functional, behavioral, psychiatric or psychological assessments, reports and meeting outcomes
- Family and personal histories as appropriate
- Prior program histories
- Verbal or written reports from other service providers, funding agencies, families, friends and advocates
- Reports, care plans and protocols, summaries, logs, incident reports, written or electronic correspondence and other documentation generated as a reasonable result of receiving services
- All financial information collected
- Legal documentation (i.e. court hearings, charges, probation, criminal records)

Collection and Use of Personal Information

The Society will limit the collection and use of personal information of the people we serve to that which is required by law and to that which is required to effectively plan and provide service to them in order to fulfill its obligation to deliver the service outlined in its contract with funding.

Wherever possible, personal information will be collected directly from the person about whom it pertains. If personal information is collected from a third party, the Society will note their identity unless there is a lawful reason for not doing so.

A person receiving services or his/her advocate may withdraw (in writing) his/her consent to the collection, use, or disclosure of personal information at any time subject to legal or contractual restrictions and reasonable notice.

A person receiving service may request changes to applicable records when he/she believes information is inaccurate. While the Society may not destroy existing records, errant information will be replaced with current information and archived as soon as it is reasonable to do so. Corrections will be made when the Society is satisfied that the suggested amendment is more accurate than existing information.

The Society will maintain a record for anyone applying for services, receiving services or discharged from services. At least once per year, these records will be culled, and non-essential or inactive information will be sent to archives. While electronic information in databases or files may be deleted if printed versions of the information exist, the information may also be maintained in an 'inactive' status. Convenient copies of records (i.e. duplicates) may be confidentially shredded provided the original is retained.

All records will be maintained for a period prescribed by applicable legislation or contract, whichever is longer.

Disclosure to Third Parties

A person receiving services or advocate(s) will be informed of the nature of the disclosure and its implications in a manner that is meaningful to them. She/he will also be invited to participate in disclosures to the extent that she/he is capable and interested in doing so.

In addition to obtaining consent from the people we serve or their legal representative, a disclosure to a third party will also require the written consent of the Province when the

information belongs to the Province and the disclosure is not directly related to the fulfillment of the Society's contractual obligations.

Requests by third parties for written disclosures for personal information of the people we serve will be directed to the Executive Director, or Director of Services.

When making disclosures of personal information to third parties, the Society will take reasonable steps to ensure that the person receiving it has adequate safeguards in place to ensure that the information will be protected.

The Society will not disclose information that it deems to be unnecessary or irrelevant to the stated purpose of information requests.

Disclosure to Family Members

While family members are generally considered to be "third parties", they also have an integral role in the provision of service to people for whom informed consent is problematic. In such cases, effective fulfillment of the Society's contractual obligations may require involvement of family members who are in relationships and support with the people we serve. For these reasons, the Society may disclose information to family members when it is in the best interest of the people we serve to do so and when obtaining reasonably informed consent from them directly is problematic.

Obtaining Consent

Consents may be obtained verbally or in writing, although written consents will generally be preferred or required over verbal ones. The Society has discretion to accept email, letters or facsimiles as acceptable forms of written consent.

When Consent Is Not Required?

The Society may lawfully collect, use or disclose information without the knowledge or consent of the people receiving services when:

1. The collection, use or disclosure of the personal information is clearly in the interests of the person and consent cannot be obtained in a timely manner.
2. The information is publicly available.
3. The collection or disclosure of the information is required or authorized by law.
4. The information is used for the purpose of responding to an emergency that threatens the life, health, or security of the person.

Safeguards

Chilliwack Opportunity Society will take all the necessary security arrangements to protect personal information whether written and/or electronic.

Access to Records

When possible, a person's request to review their record(s) will be met within 5 business days. Requests to view files or archived records will be addressed within 30 days of receiving the request.

While people receiving support have the right to view the contents of their records, statutory exceptions may apply. Examples of circumstances where people receiving service may be denied access to part or all their records include but are not limited to information that:

- Could reasonably be expected to threaten the safety and physical or mental health of a person, including the person making the request
- Would reveal personal information about another person receiving services
- Discloses the identity of a person receiving services who does not consent to the disclosure of his/her identity

Records belonging to the province will be accessed by means of the process established under the Freedom of Information and Protection of Privacy Act. When the person receiving services would like a third party (i.e. family member, friend, advocate) to help them access and view his/her records and where the third party is not a legal representative with a valid authority to view the records or the person receiving services would like his/her records, whether in part or in whole, for either him/herself or for a third party.

Procedures

As part of the intake process, people we serve will be advised of:

- Chilliwack Opportunity Society's commitment to maintaining their privacy and confidentiality and the occasions when legal requirements or our duty of care to ensure the safety and well being of the people we serve could mean that we might not be able to keep our commitment
- The practices in place to help meet privacy and confidentiality obligations
- The reasons why particular information is requested, and what COS does with the information
- Their rights to decline to provide information

- How they can access the personal information that COS holds, and any limitations to that access.

The people we serve will be required to give written, informed consent before personal information is communicated to a third party, except in situations where not informing the third party could:

- ✓ Constitute a breach of our duty of care by placing the consumer or others at risk
- ✓ Place Chilliwack Opportunity Society in breach of legal requirements.

Personnel and Management Practices:

- Interviews with the people we serve (and carers and advocates) will be conducted in a room where privacy can be assured.
- If personnel are in a situation where they believe that they need to disclose information about a person we serve that they ordinarily would not disclose, they should seek the advice of the E.D. before making the disclosure.
- Computer screens must not be visible to members of the public
- Files for the people we serve are not to be left on unattended desks
- Personnel should log off of their computer when they leave their desk and must not reveal their access password to anyone
- Hard copies of information regarding service users will be stored in a filing cabinet that is kept locked when the office is unattended, with keys only available to authorised personnel
- Information that is in electronic form and stored on Chilliwack Opportunity Society's computer network will be password protected so that information is only accessible to authorised personnel
- Files, sections, or pages of files are not to be removed from COS premises in any format, unless COS is so directed by an authority with the legal mandate to give the direction to do so
- Organizational arrangements for maintaining consumer privacy and confidentiality will be reviewed annually

CORPORATE IMAGE AND COMMUNICATIONS

Policy

Chilliwack Opportunity Society's corporate communications are an important way in which we convey our professionalism to the people we serve, colleagues, funders, donors and the broader community. The symbols of the organization, including the logo, the letterhead and the website will be used in a manner that is consistent and in keeping with the Society's values and community standing.

The Chilliwack Opportunity Society's letterhead or logo must be used on all official business correspondence in hard copy or electronic format.

The Letterhead and the Chilliwack Opportunity Society logo cannot be used by Board members, employees, contractors, students, volunteers or anyone else for any purpose that is not official Chilliwack Opportunity Society business.

Chilliwack Opportunity Society is committed to making its corporate information as accessible as possible.

Procedures

Official correspondence is always to be on Chilliwack Opportunity Society letterhead or logo.

Chilliwack Opportunity Society brochures and other promotional materials are to be approved by the Executive Director or Director of Services.

Any changes to the Chilliwack Opportunity Society website and Facebook page, must obtain prior approval from the E.D. or Director of Services.

Employees wearing anything that identifies them as Chilliwack Opportunity Society employees, must behave in ways that are consistent with the Society's values and community image.

RELEASING INFORMATION TO THE MEDIA

Purpose

To ensure that the privacy rights of the people receiving support from Chilliwack Opportunity Society are protected, to ensure that all support staff have clear directives on their actions when dealing with media personnel, and to make community support workers conscious of the importance of confidentiality, as well as their commitment to confidentiality, upon being hired and throughout their employment.

Policy

Chilliwack Opportunity Society will foster positive relationships with regional media organizations for the purpose of:

- Getting local community interest in and support for Chilliwack Opportunity Society.
- Commenting on local and regional issues that impact the people we serve.
- Disseminating information about Chilliwack Opportunity Society that is of community interest.

Chilliwack Opportunity Society promotes openness and accessibility in our dealings with the media, while complying with the law and maintaining confidentiality.

Chilliwack Opportunity Society's written communications with the media will be written in plain English and all information will be as objective, balanced and accurate as possible.

Chilliwack Opportunity Society's authorised media contacts are the President of the Board, Executive Director or designate. Staff members must refer all media enquiries to these positions. No other members of staff are to contact or respond to any media enquiry or request for comment.

Procedure

When an employee is approached by a representative of the media, to disclose information about Chilliwack Opportunity Society, or the people receiving support, the community support worker should immediately use the following procedure:

1. Inform the media personnel that to respond, would be a violation of confidentiality, which all Chilliwack Opportunity Society support staff have pledged to uphold.
2. If the media representative continues to insist upon discussing the Chilliwack Opportunity Society or the people we serve, the support staff will direct the media personnel to the Executive Director or in the absence of the E.D., the President.
3. The E.D. has the responsibility to take the media representative's request and respond appropriately.

FEEDBACK

Policy

Chilliwack Opportunity Society strives to provide a safe and pleasant working environment for its employees. As such, COS appreciates constructive feedback from employees in which they indicate what management does well, and where there is room for improvement. This will ensure that COS remains a safe and pleasant working environment for all employees and can retain its employees and continue to evolve.

COS will not tolerate or accept any feedback which contains foul or derogatory language, or could be interpreted to be abusive in any way.

Procedures

For feedback to be considered, it must be in written format via Email, text message, letter, or as part of a survey. It may be given anonymously, but must be dated.

Verbal feedback will not be considered seriously, it will be viewed as debriefing.

Surveys will be given to employees at least annually to be completed if an employee wishes to submit feedback. It is highly encouraged for all employees to complete surveys.

Feedback may be given to the Executive Director, Director of Services, Program Supervisor or Quality Assurance Coordinator. Feedback will be reviewed by the management team who will consider all feedback given seriously, although not all recommendations will be acted upon.

COMPLAINT RESOLUTION

Reference:

BCGEU Collective Agreement Article 24.9

Procedures for Making a Report in the Employee Handbook

Purpose

Chilliwack Opportunity Society encourages the people we serve, personnel, and stakeholders to bring forward concerns or complaints they may have about the Society. When concerns or complaints are brought forward, Chilliwack Opportunity Society is committed to resolving the matter in a timely and appropriate manner. The Society is also committed to providing stakeholders with opportunities to resolve concerns before they become formal complaints. All parties involved in a dispute are encouraged to take an active role in the resolution.

Policy

Chilliwack Opportunity Society recognizes that some problems are administrative and related to policies, documentation, plans, financial accountability and organization. Other, more common problems relate to the people we serve and the breakdown of relationships. Being proactive when addressing small issues, as they arise, ensures that they do not become big problems.

Chilliwack Opportunity Society has a formal process for resolving concerns or complaints brought forward by the people we serve, personnel, and stakeholders. This formal process will be communicated on an on-going basis. The Executive Director and/or Director of Services will investigate all complaints and facilitate resolutions.

The Society will encourage the people we serve, personnel and stakeholders to feel safe in reporting their concerns and complaints. Bringing forward a concern or making a complaint will not result in retaliation, harassment or barriers to service, employment, or to other relationships.

Chilliwack Opportunity Society has the authority to implement a resolution or to use a different resolution process when there are significant barriers to the Society's ability to address a concern or complaint in a timely and appropriate manner (i.e. the unavailability of key people or documents related to the concern or complaint...). In such cases, Chilliwack Opportunity Society will inform the complainant of the barriers to processing the complaint in the usual manner and the subsequent resolution process

that will be used. The complaint and its conclusion will still be documented and filed based on the related procedures.

If a formal complaint is made against the E.D., the complainant will be referred to the President of the Board of Directors. The President then must ensure all steps of the Complaint Resolution process are complete.

A formal complaint must be given in writing to the E.D. within 6 months following the last alleged occurrence. The E.D. will notify the complainant within 15 days that they have received the complaint. The E.D. will investigate the complaint and complete their report within 30 days of receiving it. Action will be taken to resolve the complaint within 10 days after the report is made.

Procedures

Employees: Some of the most challenging difficulties that arise are the interpersonal conflicts with co-workers and management. The intent of this protocol is to permit individuals directly involved in a dispute, the opportunity to resolve it respectfully and privately. This builds a foundation of integrity and trust, two essential components of a harmonious and effective team. When faced with such conflict, employees will use the following procedures.

1. Employees should always attempt to talk to the individual they are having a dispute with first. They must give them an opportunity to state their side of the story and seek first to understand. It is unfair and unproductive to speak to others not involved in the conflict by gossiping to them.
2. Employees must try to resolve the conflict with the other party by talking openly about the concern, actively listening to their opinion and offering their assistance to bring about a resolution.
3. If the employee is not satisfied, they may ask the other party to go with them to speak to the Director of Services and try to facilitate a resolution with assistance.
4. If an agreement still cannot be reached, or if the dispute is with management, the employee may choose to engage the assistance of a shop steward.
5. If the problem is still not resolved, a conflict resolution meeting should be arranged between the complainant, the Director of Services and/or E.D. and a shop steward if the complainant chooses to have one present.
6. If the dispute has still not been resolved, the employee may choose, as per BCGEU guidelines, to file a grievance with the Union.

Stakeholders and People Served: Chilliwack Opportunity Society encourages stakeholders with concerns to seek an informal resolution using the following procedure.

1. If a stakeholder has a concern, they should attempt to talk to the individual they are having a dispute with first. They must give them an opportunity to state their side of the story and seek first to understand.
2. Stakeholders should try and resolve the conflict with the other party by talking openly about the concern and actively listening to the other party's opinion.
3. Where this is not possible, or where a resolution has not been achieved, stakeholders with concerns are encouraged to ask the other party to go with them to speak to the D.O.S. and try to facilitate a resolution with assistance.
4. If the problem is still not resolved, a conflict resolution meeting should be arranged between the complainant and the E.D.

If a stakeholder has a formal complaint, they will seek to resolve the issue through the following process.

1. If a stakeholder has a formal complaint, they should bring it immediately to the E.D. verbally or in writing.
2. The E.D. will investigate the complaint.
3. Where appropriate, the resolution will be communicated with the complainant.

Confidentiality of Complaints

A complainant is required to identify him/herself when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, the E.D. will maintain confidentiality for both the complainant and/or persons named in the complaint. Non-identifying information relating to the complaint may be used in reports for the purposes of improving the overall quality of service Chilliwack Opportunity Society provides. Information from the complaint will be conveyed to the funder, regulatory bodies and/or guardians where the complaint is serious and relates to the wellbeing of the people receiving support from the Society.

Advocates

Complainants may ask an advocate to assist them with making a complaint. Once an advocate has been identified, the E.D. will provide opportunities for the advocate to be present during any discussions with the complainant. Furthermore, all letters or reports issued to the complainant will, at the request of the complainant, also be copied and sent to the advocate.

Investigation and Reports

The E.D. will investigate all complaints unless to do so would interfere with a concurrent investigation by the police, a regulatory body or another authority. In such cases, the E.D. will liaise with the investigators, as appropriate, to ensure an accurate and thorough conclusion to the investigation.

Internal investigations will consist of obtaining information relating to the complaint, as well as finding a resolution acceptable to both Chilliwack Opportunity Society and the complainant. Where the E.D. finds that Chilliwack Opportunity Society conducted itself inappropriately, the E.D. will issue an apology on behalf of the Society and will outline the steps and changes that will be made to prevent further incidents.

The E.D. will document the resolution and communicate it to the complainant and any other related parties in a timely manner, where appropriate.

Records and File Management

The E.D. will maintain dated records of all discussions and interviews conducted in the investigation of a complaint. The E.D. will also maintain a confidential file for each complaint consisting of a complete set of documents, records and reports relating to a complaint. Duplicate documents will be destroyed.

The Appeal Process

Complainants have 30 days to appeal to the E.D. The E.D. will respond in a timely manner after receiving the appeal. The E.D.'s decision is final and will be documented. The decision will be communicated to all relevant stakeholders.

If a complainant is still not satisfied, Chilliwack Opportunity Society will notify them of his/her options in pursuing the complaint with CLBC, using the CLBC complaint process.

For further details, refer to the BCGEU Collective Agreement.

INCIDENT REPORTING

References

Employment Expectations and Procedures for Making a Report in the Employee Handbook and Appendix 1 of the Employee Handbook.

Critical Incident Report form and In-house Incident Report form

Policy

An “Incident” is any event occurring in the course of Chilliwack Opportunity Society’s services that has an immediate and adverse effect on the safety, and/or health and/or well being of the people we serve, employees, volunteers, or students on placement.

Employees are required to be vigilant in reporting incidents when they occur so that appropriate support can be provided to those affected and the circumstances can be analysed to reduce the likelihood of a similar event occurring again.

Incident reports are used to ensure incidents are reported and reviewed in a timely manner by Chilliwack Opportunity Society and the funder (CLBC). This process assists in the prevention of reoccurrence and in the promotion of a high standard of care, safety, health and dignity of the people we serve. Completing incident forms complies with the legal responsibility to report incidents. If you are unsure whether to report an incident, err on the side of caution and report it.

- Chilliwack Opportunity Society is required to document and report to the funder details of any critical incidents involving the people we serve.
- Chilliwack Opportunity Society uses a non-reprisal approach for employees reporting incidents and encourages employees to report any wrongdoing they may encounter.
- The funder has the responsibility of initiating an investigation or involving external authorities (i.e. police) if deemed necessary.
- If the reported wrongdoing does not require an external investigation, an internal investigation will be started within 24 hours of receiving the report.

Internal Incident Definition

In-House Incident Reports are used to inform Management and personnel of less severe, non-reportable incidents in which medical intervention is not necessary.

Incident Definitions:

- **Medication Error:** Any mistake in administering medication that does not adversely affect the people we serve. Such as a procedural error.
- **Dietary:** A person we serve is given food that does not comply with dietary restrictions.
- **Falls:** Minor falls that do not require transfer to a hospital, or emergency care by a physician.
- **Minor Vehicle Accidents:** Vehicle accidents which are minor in nature and do not require immediate care by a physician.
- **Other:** Any other incident, minor in nature, which is out of the normal for the people we serve.
- **Aggressive/Unusual Behavior:** Any aggressive or unusual behavior with or without the use of a weapon on the part of a person in care that has not been accurately assessed in the care plan for the person we serve.
- **Disruption of Services/Service Delivery Problem:** Any service disruption that affects the delivery of services to a person we serve (i.e. hospitalization, power outage, fire, flood, labor action).
- **Physical Abuse:** Any excessive or inappropriate physical force directed at a person we serve by a person in a position of trust or authority. It may also include the use of excessive force or aggression by an individual who is not responsible for providing supports or services.
- **Sexual Abuse:** Any sexual behaviour directed at a person we serve by a community support worker, volunteer or any other person in a position of trust and authority. Sexual abuse may also include inappropriate, unsolicited or forced sexual attention from someone connected to a person we serve but who is not responsible for providing supports or services to them.
- **Emotional Abuse:** Any act or lack of action that diminishes the sense of wellbeing of a person we serve, perpetrated by a person in a position of authority or trust.
- **Financial Abuse:** Abuse or misuse of the funds and assets of a person we serve by a person in a position of trust and authority (i.e. obtaining property and/or funds without their knowledge and full consent or without keeping their best interest in mind).
- **Neglect:** Any deprivation of a person's requirements for food, shelter, medical attention or supervision which endangers the person we serve.

- **Fall:** Any fall where a person we serve requires emergency care by a physician or transfer to the hospital.
- **Disease/Parasite Outbreak:** Any outbreak of a communicable disease or parasites (i.e. scabies) or any occurrence of a reportable disease. An outbreak is the occurrence of a disease beyond the normally expected incidence level.
- **Unexpected Illness:** Any unexpected illness of a person we serve who requires transfer to the hospital or emergency care by a physician.
- **Medication Error:** Any mistake in administering medication that adversely affects a person we serve and/or they need transfer to a hospital or emergency care by a physician. **All other medication errors are considered 'non-reportable' to the funder but are still documented for internal use on a Chilliwack Opportunity Society 'Internal Incident Report'.*
- **Motor Vehicle Accident:** Any motor vehicle accident where injuries occur to a person we serve while in the care or supervision of a C.O.S. employee.
- **Missing/Wandering Person:** Any unscheduled or unexplained absence of a person we serve, while under the support/care of the Chilliwack Opportunity Society.
- **Other Injury:** Any other injury to a person we serve that requires emergency transfer to the hospital or emergency care by a physician.
- **Use of Restraint:** Use of a physical, mechanical, chemical or other means to temporarily subdue or limit the freedom of movement of a person we serve. Restraint also includes containment, which is restraining a person's freedom of movement within a certain area (e.g. a half door that contains a person within one room, locked exits, locking seatbelts...) Restraint protocols MUST be a part of an approved Behavior Support Safety Plan. Each incident must be critically reported and documented in the person's daily notes.
- **Use of Exclusionary Time Out:** The removal of a person we serve from a situation and environment for a limited period so as to prevent harm to themselves or others. It does not include positive redirection of a person to a safe, quiet place. Exclusionary time outs also differ from seclusion, in that a person is NOT LEFT ALONE. Exclusionary time outs must be a part of an approved Behavior Support Plan. Each incident must be critically reported and documented in the person's daily notes.
- **Restriction of Rights.** The removal of access to activities. This does not include standard safety practices or reasonable house rules. Restriction of Rights must

be part of an approved Behavior Support Safety Plan. Each incident must be critically reported and documented in their daily notes.

- **Communicable Disease:** Any occurrence of an illness caused by a micro-organism (bacterial, viral, fungal or a parasite) and transmissible from an infected person or animal to another person. Transmission can be by direct or indirect contact with infected persons or with their excretions (i.e. blood, mucus) in the air, water, and food or on surfaces or equipment.
- **Biohazard Accident:** Any accident involving material that can cause disease in humans or animals or cause significant environmental or agricultural impact. Biohazardous materials include viruses, fungi, parasites, bacteria, blood, bodily fluids and other human tissues.
- **Death:** Any death of a person we serve.
- **Poisoning:** Any ingestion of poison by a person we serve.
- **Suicide:** Any attempt by a person we serve to take their own life.
- **Sentinel Event:** An unexpected occurrence involving death or serious injury that signals a need for immediate investigation.
- **Use of Seclusion:** Involuntary confinement of a person in a room or area where the person is physically prevented from leaving.
- **Unauthorized Use or Possession of Weapons:** Any persons having, using or threatening to use a weapon of any kind that could cause harm to others.
- **Unauthorized Use and Possession of Legal or Illegal Substances:** Any ingestion or possession of any substances the person is not given authorization for. This includes substances such as licit or illicit drugs, alcohol, medications, chemicals etc.
- **Overdose:** An excessive and dangerous use of a drug that can be life threatening.

Prevention

Preventative measures used at Chilliwack Opportunity Society include following plans, policies, and procedures such as: the Accessibility Plan, individual Fall Risk Assessments and Safety Risk Assessments, individual behavioural plans, and the Medication Administration procedures. Employees are trained in the Mandt Philosophy as well, which teaches skills in de-escalation, and positive behaviour supports which help to mitigate incidents as well.

Knowing the likes, dislikes, triggers, and personalities of the people we serve can also help to prevent incidents.

Reporting & Documentation Procedures

If any personnel at Chilliwack Opportunity Society witnesses an incident, they must inform the Director of Services or Program Coordinator 1. Critical Incidents are sent to both the D.O.S. and P.C.1. In-House incidents are sent only to the P.C.1. A log of all in-house and external incidents will be maintained by Chilliwack Opportunity Society and an analysis completed annually.

A. Critical Incident Reports

1. Any personnel who witness a critical incident or who is on duty when a critical incident occurs may verbally report the incident to the Program Coordinator 1 or Director of Services immediately, but must submit a written Critical Incident Report to both the P.C.1. and D.O.S., before the end of the employee's shift
2. When an incident results in a physical injury, obtaining medical attention for those affected will be the first and highest priority.
3. The next emergency contact of those affected by the incident will be advised at the soonest possible time following the event, after the immediate medical and care needs of those involved have been attended to.
4. The D.O.S. will review the critical incident report for accuracy. It is important that the critical incident reports provide an accurate, complete description of the event(s) so that follow up can be helpful and any revision to the support plan or services for the person we served is based on correct information and facts.
5. The D.O.S. will send the report to the Executive Director, who will review the report and forward it to the funding agency, within 24 hours of the incident's occurrence. If it is not possible to submit the written report within 24 hours, the E.D. will make a verbal report, to be followed up by the written report as soon as possible.
6. The D.O.S. and E.D. will identify steps to be taken to follow up on the incident if necessary. The E.D. will be the fixed point of contact for any external investigations into critical incidents by the funder or the police.
7. The D.O.S. will be available for de-briefing with all parties involved before the end of their shift, but if that isn't possible debriefing will take place the following work day.

8. At the end of the year the E.D. will review and send a summary of all critical incident reports to CLBC.

B. In-House Incident Reports

1. Any personnel who witness an incident, or who is on duty when an incident occurs must report the incident to the P.C.1. immediately, and fill out an In-House Incident Report form, before the end of their shift.
2. The P.C.1. will review the report for accuracy. It is important that the in-house incident reports provide an accurate, complete description of the event(s) so that follow up can be helpful and any revision to the person's support plan or services is based on correct information and facts.
3. The P.C.1. will file the report. They may ask you to complete a critical incident report if they deem the incident to be more serious in nature.
4. The P.C.1. or D.O.S. will be available for de-briefing if necessary, in the same shift, or at the latest, the following work day.
5. In-House incident reports will be reviewed and analysed annually.

C. Near Miss Report

- a. If a person we serve or employee almost injures themselves (i.e. slips but catches themselves) a Near Miss Report must be completed immediately after the incident.
- b. Near Miss Reports must be given to the P.C.1. before the end of the employee's shift for review and filing.
- c. Near Miss Reports will be given to and analysed by the OH&S committee annually.

Immediate Remedial Action

If an incident occurs, providing first aid or getting medical attention is the highest priority if necessary for anyone involved. Applicable plans, policies and/or procedures will be followed to aid in the immediate situation.

Chilliwack Opportunity Society will do whatever is possible and reasonable to prevent the incident from occurring again in the future. This might include something as simple as having a conversation, or it might include something as complex as creating a behaviour plan.

If management deems that a plan or procedure needs updating, the appropriate people will be notified to make the adjustments. The OH&S committee may need to discuss the incident at their next meeting and discuss possible remedies.

Annual Incident Review

In January of each year an analysis is completed for all incidents that occurred in the year prior. Near Misses, In-House Incidents and Critical Incidents are reviewed separately. For each type of incident, the number of incidents in each category are counted and they are reviewed for trends and patterns. A table including details of what happened, actions taken and the results of the actions is completed. An analysis is then completed to include more details about which service the incident occurred during, an explanation as to why this incident occurred and the remedial action that C.O.S. took. The analysis is compared to the prior year as well.

If a trend is identified a performance improvement plan can be created so that the trend is brought to Management's attention. Management and/or the OH&S committee are then able to identify areas that employees require more or better training, a hazard needs removed, or a policy needs changing.

CREDENTIALS & BACKGROUND VERIFICATION

Reference

Your Employment Contract and Job Posting

Purpose

To ensure that the sensitive position of trust that the personnel of Chilliwack Opportunity Society hold with vulnerable adults is not compromised, to reduce the possibility of abuse towards the people we serve and to verify the credentials and suitability of personnel.

Policy

Employees of Chilliwack Opportunity Society are required to meet all requirements set forth in their Employment Contract prior to employment commencement and at intervals as indicated in the contract, including Vulnerable Population Checks, Immunization, Driving records and other credentials such as education. These requirements must remain up-to-date and in accordance with the employee's Employment Contract.

Failure to maintain updated credentials and requirements as listed in an employee's Employment Contract will result in disciplinary action up to and including termination.

Vulnerable Population Check Procedures

All employees are required to have completed a Vulnerable Population Check through the CRRP. They are completed before or at the beginning of employment, and up-to-date Vulnerable Population checks must be maintained throughout employment with Chilliwack Opportunity Society. An Employee's initial Vulnerable Population Check will be at the employee's expense and all future checks will be at the employer's expense.

If a Vulnerable Population Check may not be completed prior to working at the Society, they may begin their orientation and work with the Executive Director's approval, given they are not alone with any of the people we serve.

Vulnerable Population Checks are a key strategy in safeguarding Chilliwack Opportunity Society and the people we serve from potential employees, students, volunteers or contractors who have been convicted of criminal offences that may present risks to the organization.

A criminal record might not automatically preclude acceptance for a position at Chilliwack Opportunity Society, either paid or voluntary, but the record must be

disclosed. Failure to disclose a record, or a charge that has been laid since employment commenced, constitutes serious misconduct and will be subject to disciplinary action as deemed appropriate by the E.D. Details of an employee's record will be maintained in confidence by the Society.

Should Chilliwack Opportunity Society decide that any conviction, allegation and/or charge that has been disclosed may be a concern, the applicant will be given an opportunity to discuss the issue with the E.D., who will determine if it will preclude them from the position for which they have applied.

When a potential Board member, a preferred applicant for a position, a potential volunteer or a potential contractor discloses a criminal record they may still be employed after the consideration of the Board Chairperson and E.D. Consideration will be given to, but not necessarily be limited to the following:

- ✓ the extent of the criminal record, the nature of the offence/s and whether the offence/s are current, recent or occurred in the past
- ✓ whether the conviction/s are for offences which directly relates to the duties the individual would be required to undertake at Chilliwack Opportunity Society
- ✓ the penalties imposed and any rehabilitation programs undertaken
- ✓ any extenuating circumstances at the time the offence/s were committed, such as the presence of mental illness
- ✓ the nature of the position the individual would take up at Chilliwack Opportunity Society - with the consent of the applicant, the views of reputable references who are able to make comment on the individual's current circumstances and suitability for a position at Chilliwack Opportunity Society
- ✓ the extent to which the involvement of the individual at Chilliwack Opportunity Society would expose the organization, the people we serve, Board members, other staff, volunteers and students on placement to risk due to their criminal record.

All personnel who are charged with a criminal offence while employed or volunteering at Chilliwack Opportunity Society must immediately advise the E.D. (for staff and non Board volunteers) or the President (for Board members and the E.D.). The E.D. (or President) will decide whether they should be allowed to continue in their position or be stood down until the charges are heard. Action could include suspending the staff member without pay, in which case the staff member may choose to access accrued leave entitlements.

The E.D. will advise the Board President immediately if they are advised that an employee has been charged with a criminal offence.

Personnel will be required to resubmit new criminal record checks as requested and minimally every 5 years.

Immunization Procedures

Employees are required to adhere to all requirements of the contractual and funding body of the Society: Community Living BC (CLBC). This includes any required immunizations, such as COVID-19 vaccination.

Current requirements must be met before an employee is hired by Chilliwack Opportunity Society and any additions/alterations to the requirements must be met in order to maintain employment with C.O.S.

Original certifications of the required immunizations must be verified by the Director of Services or the Executive Director who will document the immunization on the employee's file, but a copy will not be maintained.

If an employee is unable or unwilling to meet the immunization requirements of CLBC, the employee will be subject to termination.

Driving Record Procedures

Employees are required to disclose their ICBC Driver's Abstract (Record), driver's license and vehicle insurance prior to employment at Chilliwack Opportunity Society, as indicated in the employee's Employment Contract. Employees are required to disclose their ICBC Driver's Abstract (Record) annually throughout employment, or at the request of the Director of Services. Employees are required to disclose their driver's license and vehicle insurance when it is renewed.

A Driver's Abstract (Record) can be obtained through the ICBC website for free. The original record must be sent to the Program Coordinator 1 directly from ICBC for verification. If the Program Coordinator 1 finds there to be faults on the record, they will pass the information along to the D.O.S. who will review the record and determine if they may pose a risk to the people we serve.

If the employee is found to pose a risk to the people we serve, or are unwilling to disclose their record they will be subject to disciplinary action up to and including termination.

The employee's original driver's license and vehicle insurance must be provided to the Program Coordinator 1 for verification, and they will make a photo copy to keep on file.

Credential Verification Procedures

Employment within Chilliwack Opportunity Society requires at a minimum grade 12 certification or equivalent, and some positions may require additional post-secondary education and/or training certification.

The employee must bring their original certification to the Director of Services who will verify that it is an original and will make a photo copy of it to keep on file.

If an employee is unable or unwilling to disclose an original copy of their education certification they will not be given the position within Chilliwack Opportunity Society.

Fitness for Duty

Chilliwack Opportunity Society does not require a fitness for duty to be completed for initial employment unless the Executive Director requests one. If the Executive Director has reservations in regards to a potential employee being physically or mentally capable of fulfilling job duties they may request that the potential employee's doctor complete a fitness for duty form. Upon receipt of the fitness for duty form, the E.D. may choose to hire the individual, or not.

If an employee is already employed with C.O.S. but has had circumstances impact their ability to complete their job duties, or the E.D. suspects that it will, the E.D. may request the employee's doctor complete a fitness for duty form. Upon receipt of the form, the E.D. may grant the employee an accommodation for the short or long-term, or the employee may be subject to dismissal.

When required, fitness for duty must be completed prior to employment, or prior to return to employment after an incident. If an accommodation is made for the short term, a new fitness for duty must be completed before commencing regular job duties.

SECURITY OF PREMISES

Policy

Chilliwack Opportunity Society is committed to minimising risks to employees, the people we serve, equipment and information/documentation by maintaining sound security regimes.

Full details of security arrangements will be provided to employees on a “need to know” basis.

All employees and management share the responsibility for office security, and for ensuring security of the workplace at the end of each day.

Procedures

- Keys must not be marked as, or in any other way be identifiable as Chilliwack Opportunity Society keys.
- All keys handed out will be documented in a Key Registry which will be maintained by the Executive Director
- Keys issued to an employee are not to be passed on to any one else without the authorisation of the E.D. and the necessary changes having been noted in the Key registry.
- Keys that have been issued to an employee who is leaving Chilliwack Opportunity Society must be returned to the E.D. on the last day of employment.
- Keys for items such as the secure filing cabinets are stored in a lockable box and are available to authorised employees when they need to access files from the secure cabinet. Access to these keys is through the E.D. or Director of Services.
- Employees who are provided with a key will also be provided with an alarm code. This code must not be written anywhere that is identifiable as a code to C.O.S. and must not be shared with anyone.
- At the end of each day, all computers must be turned off, files must be returned to filing cabinets or locked drawers. Employees are not to remove any documents or electronic copies of documents (via thumb drive...) without first receiving approval from the E.D.
- Whoever leaves a C.O.S. workplace last each day is responsible for checking to ensure the premises are secure before locking up for the night. This includes locking all windows and doors and setting the alarm.

SOCIAL MEDIA

Policy

Chilliwack Opportunity Society recognizes the value of utilizing various social media applications to strategically engage the public in activities important to the Society and to promote its mission and vision but understands the need to have clear rules and guidelines surrounding its use.

Chilliwack Opportunity Society recognizes social media to be online technologies and practices used to generate and share information and opinions, host conversations and build relationships. Social media involves a variety of formats including text, pictures, video, audio and “live” real-time dialogues of a few, or thousands of people. Examples of social media may include but are not limited to discussion forums, blogs, podcasts and social networks such as Facebook and Twitter.

The Executive Director and Director of Services will supervise and coordinate social media activities. Only designated employees will draft and post online and only after they have been trained on the proper procedures, conduct, tone and best practices relating to each platform.

Third party users’ or visitors’ comments on the agency’s social media sites may or may not be consistent with Chilliwack Opportunity Society’s views, opinions or policies. These inconsistencies provide an opportunity to engage in a healthy dialogue that may serve to educate visitors about our vision, mission and values. Any derogatory or inappropriate content will be removed immediately.

Employees are encouraged to follow Chilliwack Opportunity Society’s social media activity.

Employees shall not post negative or disparaging content about the agency, people supported, their families or caregivers, other employees or volunteers. It is imperative that if employees participate in any dialogue through social media outlets, that they uphold the agency’s reputation and always protect its privacy and the confidentiality of all information they have learned through their affiliation with the agency. Posting or discussing confidential information including but not limited to internal administrative information, is prohibited.

Personal use of social media must never interfere with an employee’s duties or operational requirements.

All personnel must understand their responsibility to safeguard and not disclose confidential information about the people we serve, or other Chilliwack Opportunity Society personnel. Failure to abide by this policy may result in disciplinary action up to and including termination.

USE OF TECHNOLOGY

References

Your Employment Contract

Your Technology Use Agreement

Technology Procedures and The People we Serve in the Employee Handbook

Privacy and Confidentiality Policy

Policy

Employees have a responsibility to ensure correct use of any web-based services. Chilliwack Opportunity Society employees will be subjected to disciplinary measures for misuse or inappropriate use.

Chilliwack Opportunity Society phones are to be used for business purposes only. Personal phone calls to or from the business phone should only be for an emergency.

Chilliwack Opportunity Society asks that all employees are discreet and respectful regarding the use of their personal phones. Under no circumstances should personal phone use interfere with their attention to the people we serve, or the operation of Society business. Any personal phone use should only occur during lunch/snack time and should be short.

Employees at Chilliwack Opportunity Society have access to laptops owned by the Society. Each device owned by the Society must be password protected. This password may not be shared with anyone except management. Staff will use them for work purposes only, and using them off-site must have prior-approval from the Director of Services or Executive Director. When an employee is given a laptop to use, they will sign an agreement regarding the use and care of the device. Failure to abide by this policy and/or the signed agreement may result in disciplinary action including losing the privilege or replacing the device.

Procedures

- The email and internet services are provided for business use only and must not be used for private purposes within working hours.
- Internet search facilities must only be used for research or data gathering purposes for Society purposes only.

- Viewing or downloading images or documents of an inappropriate or offensive nature will result in disciplinary action up to and including dismissal. Chilliwack Opportunity Society has a ZERO tolerance policy in relation to pornography.
- Personal computer-based games and messengers must not be downloaded or stored on devices owned by C.O.S.
- Ongoing calls, text messaging, and scrolling should not be happening during work hours and would be subject to disciplinary action.
- If an employee must take an important phone call, management must be notified prior to the call and it must be kept under 5 minutes. Employees are expected to also inform their teammates that they have to step out.

Security

All employees at the Society will review and sign a confidentiality waiver during onboarding before they receive authorization to access the various technology used at the Society. This form will also be reviewed and signed annually.

All confidential information about the people we serve can be accessed on Microsoft Teams, which is a password protected online platform. Teams may be accessed on C.O.S. owned or personal devices (i.e. cell phones) and MUST be password protected. Employees are required to log out of their account each time they use it and NEVER share their password or allow anyone else to access their account, aside from C.O.S. management.

Whenever possible, employees must not use their personal cell phones for any work related business (i.e. Teams, notes, googling). This should always be done on their work laptop unless they do not have access to their laptop (such as on an outing).

When someone is no longer employed at the Society their access to Microsoft Teams will be terminated immediately.

Chilliwack Opportunity Society reserves the right to audit any use of technology owned by the Society at any time.

Employees at Chilliwack Opportunity Society are not authorized to download any information from the people we serve onto personal devices or send such information to personal emails.

Decommissioning of technology will occur whenever a device owned by the Society breaks and can no longer be used. Before a computer is decommissioned, any information stored on the device will be cleared. Confidential information stored on any

external devices, such as hard drives, will be cleared and decommissioned if they are no longer used.

In order to avoid malicious activity, all employees at the Society are trained in identifying spam emails. Laptops and computers will only be used for work purposes, and use of technology is preapproved by the Director of Services or Executive Director.

Some of the employees at C.O.S. work off site. When doing so, the staff are still required to access Microsoft Teams, which then has to be done remotely. They have devices owned by COS to use and they will only be used for work purposes whenever needed. This will continue as long as they are working off site.

Updates for the technology used at the Society will be downloaded and installed as needed.

Backups and Disaster Recovery

All of the data collected, and documentation created at the Society is stored “in the cloud”. The program used is Microsoft 365, which includes Word, Teams, Excel etc. Once a week a backup is done on an external hard drive that is stored off site with the Executive Director.

Procedures to follow in the event of a Technological Disaster:

- Contact the Executive Director to inform them of the situation
- The Executive Director will restore the back up from the external hard drive
- Employees will create handwritten daily notes until the technology is restored
- Files for employees and the people we serve can be accessed via hard copy
- The Executive Director will contact the Information Technology personnel to restore data not stored on the hard drive and refurbish physical technology devices if possible

Annually, a disaster recovery drill will be completed to test the backup system. The drill will be documented and analyzed and is included as part of Technology Plan.

MEAL & ACCOMMODATION REIMBURSEMENT

Reference

BCGEU Collective Agreement

Policy

Employees who incur expenses while travelling or working on Chilliwack Opportunity Society business shall receive meal reimbursement based on the BCGEU Collective Agreement Article 26.10, and 25.2.

Overnight and incidental costs must be approved in advance by the Executive Director.

All claims for reimbursement will only be honoured where there is a receipt supplied and will be made only after the correct paperwork is supplied to the E.D.

Procedure

- An employee will ask the E.D. for approval to incur work related expenses.
- The employee will retain all receipts for relevant expenses.
- The employee will hand in receipts and necessary documentation to the E.D. or Director of Services within 5 working days of the expenditure.
- Reimbursement will be made for approved expenses in the next pay cycle.

USE OF PRIVATE VEHICLES

References

Employment Expectations in the Employee Handbook

Policy

Employees may not transport the people we serve in their private vehicles without prior approval from the Director of Services or Executive Director and proper paperwork is in place.

Where a Chilliwack Opportunity Society vehicle is available, and an employee chooses, to instead use their private vehicle for a work-related purpose, the costs of using their private vehicle will not be reimbursed by Chilliwack Opportunity Society.

Procedures

Employees who use their private vehicles for work purposes must maintain comprehensive and compulsory business insurance. If employees wish to fill a position that requires transporting the people we serve in their personal vehicle, they are responsible for having the appropriate insurances and covering those costs.

It is the responsibility of the employee to ensure that their vehicles are registered for business use and to inform their Insurance Company of the extent to which their private vehicle is being used for work and have it noted on their policy documents. A copy of insurance documents must be given to the Program Coordinator 1 or Director of Services to be kept on file.

Employees may complete a mileage tracking form and submit it to the Director of Services by the 3rd of the month to be reimbursed in the next pay period.

Approved use of private vehicles will be entitled to a Transportation Allowance laid out in Article 26.9 of the BCGEU Collective Agreement.

TESTIFYING IN COURT

Purpose

To ensure that the employees of Chilliwack Opportunity Society are aware of their responsibilities as citizens to testify when required and to tell the truth.

To ensure that employees are aware that they have some rights with respect to testifying in court.

To ensure that employees are aware of their duties to Chilliwack Opportunity Society as their employer, to disclose any request or summons to testify, to the Society, well before any scheduled court date, as well as to emphasize that the overarching purpose of the Society is to act in the best interests of the people it serves.

To ensure that wherever legally possible, employees of the Society do not consent and are not required to testify in court regarding any question that might in any way compromise the Society's purpose and duty to act in the best interests of the people served.

To ensure that any information that is the property of the Society is not utilized in court without the Society's permission, or at least its knowledge.

To ensure, as far as is legally possible, that information that is property of the Society is not used in a manner that is inconsistent with the best interests of the people it serves.

Policy Regarding Directors

As a term in their agreement to serve as Director, the Directors of the Society have a duty to act in a manner consistent with the best interests of the Society and people it serves, and they agree to place this duty above all other interests.

Directors have a greater responsibility than employees to identify and fulfill these duties, because Directors are not subject to the same degree of control and supervision as employees.

By law, Directors must always act in the best interests of the Society and must always put the interests of the Society above their own personal or business interests.

Policy Regarding Employees and Contractors

As a term of an employee's employment contract and a contractor's agreement, with the Society, employees and contractors have a duty, both during and outside of work hours and place of employment, to act in a manner consistent with the best interests of the Society and the people it serves.

An employee or contractor who receives a summons or a subpoena has a public, legal duty to the court. However, the employee or contractor also has a private, legal duty to the Society, as a part of their contract. These two do not conflict, and the employee or contractor must fulfill both duties and may not neglect either. The same duty applies to an employee or contractor who is considering voluntarily giving information to anyone or testifying in court. Employees or contractors who are requested to provide information, or requested/required to testify in court, in any matter related to, or arising out of their employment or contractual agreement, or to the business or purposes of the Society, must notify the Executive Director. In the case of the E.D., the E.D. must inform the Board of Directors.

Employees and contractors may not agree to act voluntarily as a witness or as an expert witness in any court proceedings which might directly or indirectly affect the best interests of the people we serve unless they first notify the E.D. in writing of their intention to do so.

Employees and contractors who become aware that information has been subpoenaed or otherwise compelled from the Society, as evidence in court, or by the police, must inform the E.D. immediately. Only the E.D. may provide such information or delegate the responsibility. Where at all possible, the E.D. must notify the Board of Directors of all such requests before providing any such information.

Employees and contractors who become aware that information has been requested of the Society as evidence in court, in a matter which may be related to the best interests of the people we serve, must inform the E.D. immediately, and, within the limits of the law, only the E.D. may determine whether such information shall be made available. The E.D. must notify the Board of Directors of all such requests before making any such decision.

SEARCH WARRANTS

A search warrant is a written order issued by a judge that allows the person holding the order, generally a law enforcement officer, to search specific areas for a particular piece of evidence related to a crime and/or legal investigation.

Policy

The Board of Directors, Chilliwack Opportunity Society personnel, students, volunteers and the people we serve must be fully cooperative when a legal search is executed on the premises of a property owned and/or operated by the agency.

Chilliwack Opportunity Society representatives will not participate in searches that do not meet legal requirements.

Personnel may be compelled to appear and testify in court. The documents requiring such appearance and testimony are called “Summons” or “Subpoena”.

Personnel may be compelled to act as a witness to provide information considered to belong to Chilliwack Opportunity Society or to be confidential under the terms of their employment or contractual agreement.

Compelled Witness: When personnel are compelled to testify, they do not have a choice about their attendance or on how much they will say. They must testify according to their legal obligations and they must tell the truth.

Voluntary Witness: When personnel are asked to voluntarily act as a witness in court, their testimony may or may not be in the best interest of the Society and therefore must receive permission from the Executive Director. The E.D. may decide to require that an employee DOES NOT testify as a voluntary witness.

Similarly, when personnel are asked to voluntarily provide information to the police or some person or organization which is not a court, doing so may or may not be in the best interest of the Society therefore must receive permission from the E.D. The E.D. may decide to require that they DO NOT provide such information provided it is legal to do so.

Personnel who receive a subpoena have a public legal duty to court. When this happens, personnel who are requested to provide information, or requested or required to testify in court, in any matter related to or arising out of their employment or contractual agreement or to the business or purpose of Chilliwack Opportunity Society, must notify the E.D. In the case of the E.D., they will inform the Board of Directors.

Personnel must not agree to act voluntarily as a witness in any court proceeding which might affect the Society or the people it serves, indirectly or directly unless they first notify the E.D. of their intention and receive permission IN WRITING to do so.

Procedures for a Search Warrant

A Search Warrant is a written court order entitling law enforcement to search a defined area and seize property. A search warrant is available only in criminal actions. The E.D. will immediately notify the Board President.

Should a search warrant be initiated, the employee or contractor who makes first contact will escort the law enforcement to the E.D.'s office.

If the E.D. is not in the building they will be notified immediately. The E.D. will designate an onsite employee to implement the procedures. If the E.D. is not available, the Director of Services will be contacted.

1. Identify the officer in charge of executing the search warrant. Ask for a business card or record the name, title, RCMP/Police detachment, and telephone number of the office.
2. Ask for a copy of the warrant and any affidavit submitted to court to obtain the warrant. Have the officer identify the prosecutor by name and phone number, if that person is not indicated on the document (the officer is acting at the discretion of the prosecutor).
3. Inform the officer in charge that you have contacted the E.D. and they are either on their way or has provided instructions. Request that the officer in charge not to proceed until the E.D. has provided instruction.
4. If the officer will not wait, take the following steps to monitor the search:
 - Carefully read the warrant.
 - Make sure a judge has signed the warrant. If there is any discrepancy, notify the officer in charge.
 - Determine the scope of the warrant, the area to be searched and the type of evidence to be seized. A search warrant permits the designated officer to search and seize property.
 - If there is any discrepancy between the scope of the search document and the search conducted by the officer, notify the officer in charge. Attempt to assist the officer in retrieving the items that are the subject of the search.
 - Identify those essential employees that are knowledgeable and can assist in retrieving the documents, computer information, etc. Notify the officer in

- charge that key employees are here to ease the search with minimal disruption of business and that other employees are permitted to leave.
- Advise employees that persons executing the warrant may ask questions. Advise employees it is their choice whether they want to speak with an officer, they are not required to do so.
 - Monitor the search but do not impede or obstruct.
 - Complete an incident report.

MEDICATION MANAGEMENT

Reference

Chilliwack Opportunity Society Medication Administration Policy and Procedure Manual

Policy

Chilliwack Opportunity Society employees may assist the people we serve with medication administration when the employee had successfully completed their training and testing, and all of the proper packaging and paperwork is in place, as outlined in the Medication Administration Policy and Procedure Manual. Employees are required to understand and follow the Medication Administration Policy and Procedure Manual whenever medication is administered during C.O.S. services.

Procedures

The Medication Administration Policy and Procedure Manual is reviewed at least annually and updated as needed by C.O.S. management.

When an employee begins their employment with C.O.S. they are required to read the Medication Administration Policy and Procedure Manual and complete a competency based test based on the material at 90% or higher. Once they have successfully completed the competency test, they will shadow a certified employee administering medication, be shadowed by a certified employee, and then complete a practical test with the Program Coordinator shadowing them giving medications. If they administer a medication without any errors or direction they will receive certification.

Employees are required to complete their certification within the first month of employment at C.O.S. Failure to do so may lead to disciplinary action up to dismissal.

Employees must complete re-certification annually. Re-certification includes completing a competency based test at 90% or higher, and completing a practical test without error. Failure to do so will result in disciplinary action up to dismissal.

C.O.S. management will review and investigate any medication or procedural errors made as outlined in the Medication Administration Policy and Procedure Manual. C.O.S. management may revoke an employee's certification if testing is not completed, or upon making a medication or procedural error, or at their discretion. Failure to hold certification may result in disciplinary action up to and including dismissal.

WORKPLACE RELATIONS

Purpose

The purpose of this policy is to ensure fairness, transparency, and the avoidance of actual or perceived conflicts of interest at Chilliwack Opportunity Society. C.O.S. is committed to maintaining an equitable and professional work environment where decisions are based solely on merit and organizational needs.

Policy

Chilliwack Opportunity Society does not hire close relatives of current employees within the same service area. This includes but is not limited to spouses, grandparents, parents, children or grandchildren of current employees. Other distant relatives may not be hired depending on the nature of the relationship.

Chilliwack Opportunity Society does not prohibit employees from having personal relationships with the people C.O.S. serves, however, C.O.S. may place those with personal relationships in different service areas. (I.e. if an employee provides respite for a person served, the employee may be scheduled in a different service area from them.) Placement of employees and the people C.O.S. serves will be at the discretion of the C.O.S. management team.

This policy aims to maintain the integrity of the hiring and scheduling process and ensure impartiality in supervision, evaluation, and decision-making.

Grandfathering Clause

- Current employees who have close relatives working at C.O.S. as of the effective date of this policy are exempt from its restrictions.
- Current employees who have close relatives working at C.O.S. may be separated into different work areas at the Director of Services' discretion.

ACCEPTANCE INTO SERVICE

Policy

Acceptance and referral into service comes directly from Community Living BC. CLBC will contact Chilliwack Opportunity Society's Executive Director with the contract proposal, including the number of hours, days or dollars the contract will be for. A release of information form will be signed, and the file for the person we may serve will be reviewed by the E.D.

Upon reviewing their information and history, the E.D. in conjunction with the Director of Services, will decide if the contract will be a good fit for service. Once the contract has been accepted, the E.D. and Director of Services will organize an intake meeting with them and their caregiver/family/representative.

Currently, Chilliwack Opportunity Society does not have a waitlist. All contracts come directly from CLBC when there are available spaces. It is the responsibility of CLBC to decide how many spaces Chilliwack Opportunity Society has.

RIGHTS AND RESPONSIBILITIES OF THE PEOPLE WE SERVE

Reference

The People we Serve in the Employee Handbook

Policy

Chilliwack Opportunity Society respects the rights of all the people we serve. They have the right to:

- be treated with respect and dignity
- have services provided without any discrimination and according to their needs
- be provided with information, be consulted and be part of decisions made about the service they receive
- receive services that are safe and of good quality
- have their privacy respected and personal information kept confidential
- have access to all personal information kept about them by Chilliwack Opportunity Society upon written request
- have another person of their choice to advocate on their behalf
- have their feedback listened to and comments valued
- terminate or refuse Chilliwack Opportunity Society service without prejudicing their future access to a service
- make a complaint if they are not happy with the services they receive
- receive informed consent, refusal or expression of choice and withdrawal of consent in regards to their service delivery, release of information about them, having concurrent services, and their service delivery team.

Chilliwack Opportunity Society expects that the people we serve will:

- be honest, cooperative, and courteous in their interaction with Chilliwack Opportunity Society staff and the other people we serve
- be responsible for their choices and the results of any decisions they make
- play their part in helping Chilliwack Opportunity Society provide them with service
- take reasonable steps to provide a safe working environment for staff.

Chilliwack Opportunity Society recognises that all the people we serve are individuals and that at different times some will have varying levels of ability to make decisions and

exercise their rights. When a person experiences difficulty in making decisions and exercising their rights in relation to the service they receive, Chilliwack Opportunity Society will be sensitive to their wishes and limitations, and encourage the involvement of caregivers and support networks, including an advocate, to support them.

In delivering service, Chilliwack Opportunity Society, will wherever possible, provide the people we serve with as many choices as possible.

Procedures

- Chilliwack Opportunity Society will maintain up to date information brochures about the services the organization provides.
- The people we serve (and with their permission, their carer, or a family member) will be involved in all aspects of their initial assessment, and the planning, delivery and review of services they receive.
- The people we serve will have access to all information about themselves that is held by Chilliwack Opportunity Society.
- Information held about each person will remain confidential within the limitations of Chilliwack Opportunity Society's duty of care and requirements to comply with legal obligations.
- Complaints from the people we serve will be dealt with fairly, promptly and without retribution, and they may involve an advocate of their choice to represent his/her interests.
- Information about the people we serve will not be shared without their consent. Forms will be signed by each person allowing consent for the release of information during a specific time period.

RIGHTS RESTRICTIONS

Reference

The People we Serve in the Employee Handbook

Policy

All programs offered by Chilliwack Opportunity Society strive to treat the people we serve with dignity and respect. Employees and Contractors will consider all positive intervention methods possible first and will only use restrictive practice/restraint as a last resort. A behaviour support plan from a certified Behaviour Specialist that the person we serve or their representative has consented to, must be in place before any restrictive practices/restraint can be used. Any employee or contractor who may use the restrictive practices/restraint outlined in the behaviour safety plan will be trained in such practices using The Mandt System before they may use such practices.

Procedures

- If any of the people we serve exhibit any behaviours where restrictive practices/restraint may need to be used, a Behaviour Support Plan will be created by an external certified Behaviour Specialist.
- Employees or Contractors that will be working with them will follow the Behaviour Support Plan.
- The Program Coordinator 1 Supervisor will be certified every 2 years to teach the restrictive practice/restraint in the Mandt System.
- Employees and Contractors that provide support with a Behaviour Support Plan will be trained in the use of restrictive practice/restraint in the Mandt System by the qualified instructor (P.C.1 Supervisor) annually.
- Before such practices are used, all other possible positive intervention methods will be attempted.

MANAGING CHALLENGING BEHAVIOURS

Reference

The People we Serve in the Employee Handbook

Policy

All programs offered by Chilliwack Opportunity Society recognize that many factors can contribute to someone exhibiting inappropriate or aggressive behaviours, these could include medical or psychiatric conditions, disability, a history of rejection or abuse, an unstable or insecure lifestyle and lack of communication skills.

All programs offered by Chilliwack Opportunity Society are committed to ensuring that when these behaviours occur, they are dealt with promptly and appropriately, having regard for the safety of employees and contractors, the rights of the people we serve and any other person(s) affected by the behaviour, and duty of care obligations.

Employees and contractors will be trained in the use of strategies to prevent and defuse volatile situations, both generally and in relation to the specific needs of each person.

Procedure

When it is identified that one of the people we serve could exhibit behaviours that place themselves and/or employees/contractors and others at Chilliwack Opportunity Society at risk of harm, a Service Plan will be created that specifically includes a behavioural management plan developed in collaboration with the person (where feasible), the caregiver, family and/or advocate. In circumstances where risks could be high to the person served or others, the Executive Director will seek the guidance of a professional with expertise in the area and refer them to a clinical support service.

Employees and Contractors should not be alone with any person who has a history of unpredictable, aggressive, or inappropriate behaviour. All incidents of violent or otherwise threatening or inappropriate behaviour will be documented as an Incident Report, which will be archived on their file.

If one of the people we serve continues to behave in a way that places themselves or others at risk of harm, they will have their service suspended until further professional advice can be accessed and the Rights Restrictions Policy followed.

If satisfactory arrangements cannot be put into place to manage the behaviour with the resources and expertise available to Chilliwack Opportunity Society, the service will be indefinitely withdrawn. They (and their families and advocates) would then be advised of

their rights to use Chilliwack Opportunity Society's Complaints Procedures if they want to challenge the decision to withdraw them from the service.

If a service is withdrawn in these circumstances, Chilliwack Opportunity Society will refer the individual back to CLBC.

ADVOCATES

Policy

Chilliwack Opportunity Society supports the right for all the people we serve to use an advocate in relation to any service they receive.

When a person we serve has a legal guardian, a Power of Attorney or has otherwise appointed an advocate to act on their behalf, the rights of the guardian, attorney or advocate to act for the person we serve will be acknowledged and respected according to the requirements of the agreement that is in place. Chilliwack Opportunity Society will respect the advocate's role and communicate with them using the same standards that are applied to interaction directly with the people we serve.

Procedures

Initial Intake will include questions about the consumer's legal status and preferences regarding the flow of information regarding the people we serve.

A person we serve who lodges a complaint about a Chilliwack Opportunity Society service will be reminded that they have the right to nominate an advocate to support them.

ACCESS TO SERVICES

Policy

Chilliwack Opportunity Society provides services funded through CLBC and will operate in compliance with the access and eligibility requirements set out by the funding body.

Chilliwack Opportunity Society's services are open to all people in our geographical service area regardless of their race, background, gender, sexual orientation, marital status, religion and political beliefs.

Intake procedures require that the person is fit to participate in Chilliwack Opportunity Society's program. Where the assessor believes that they are unfit to participate, the Executive Director will refer them back to CLBC for further options.

The right for them to refuse an offer of a service for which they are eligible, will be respected.

Procedures

Chilliwack Opportunity Society's funding body, CLBC, will refer people to the Society for preferencing.

Chilliwack Opportunity Society will schedule an intake meeting with them and members of their support network.

At the intake meeting, they will be made aware of the services offered by Chilliwack Opportunity Society, the Society's expectations, policies and procedures, activities and any other relevant information that they and their support network need to make an informed decision regarding whether or not Chilliwack Opportunity Society is an appropriate program for them.

COS does not currently have a waitlist. COS receives all of the contracts from CLBC and CLBC determines the amount of available spaces that COS has.

ACCESSIBILITY

Policy

Chilliwack Opportunity Society will provide services that are accessible to the people we serve. Furthermore, Chilliwack Opportunity Society will provide opportunities for the people we serve to participate and contribute to the organization's activities. Chilliwack Opportunity Society will assess and identify barriers that may limit the accessibility of its services and organizational activities in a timely and responsive manner. Chilliwack Opportunity Society will develop an accessibility plan to address and remove the identified barriers in the best possible way.

Procedure

The Executive Director (or designate) will complete an accessibility plan on an annual basis. The plan will identify potential accessibility barriers in the following areas, but not limited to:

- Attitudinal barriers
- Architectural barriers
- Communication barriers
- Transportation barriers
- Environmental barriers
- Financial barriers
- Cultural barriers

The plan will identify the barriers and outline recommendations to remove the barriers in the best possible way for the areas listed above.

Concerns related to accessibility can also be addressed with the E.D. (or designate) on an on-going basis. Society members, the people we serve, their families/support circles and employees/contractors can submit concerns verbally or in writing at any time.

These concerns will also be included and addressed in the accessibility plan. The E.D. will submit the accessibility plan to Community Living British Columbia (CLBC) annually for review.

ACCESSIBILITY & ACCOMODATION

Purpose

Chilliwack Opportunity Society (COS) is committed to creating a fully accessible and inclusive environment for the people we serve, employees, students, volunteers, stakeholders and visitors. This policy outlines COS's commitment to identifying and removing barriers that limit participation, ensuring equitable access to programs, services, and employment opportunities, and providing reasonable accommodations tailored to individual needs.

Policy

COS is committed to:

1. Accessibility: Ensuring services, facilities, programs, and employment opportunities are accessible to all, including individuals with disabilities.
2. Accommodation: Providing reasonable accommodations to support the full participation of individuals in work, programs, and activities.
3. Barrier Removal: Identifying and addressing barriers—attitudinal, architectural, communication, transportation, environmental, financial, and cultural—that limit accessibility.
4. Participation: Encouraging and providing opportunities for the people we serve to contribute to COS's activities and decision-making processes.
5. Continuous Improvement: Regularly assessing accessibility needs and developing actionable plans to address barriers.

Definitions

Accessibility: The design and delivery of services, programs, and facilities to ensure equitable access for all individuals.

Accommodation: Adjustments, modifications, or supports provided to meet the unique needs of individuals, enabling them to participate fully in work, programs, or activities.

Disability: As defined by the BC Human Rights Code, includes physical, mental, intellectual, cognitive, sensory, or learning impairments that limit activities or participation.

Principles

Equity and Inclusion: Every individual has the right to participate fully in COS's services, programs, and workplace without facing barriers or discrimination.

Collaboration: COS will work with individuals, their families/support circles, and employees to identify accessibility needs and solutions.

Transparency and Accountability: COS will document and communicate plans to address accessibility barriers and ensure progress is monitored.

Accessibility Plan

The Executive Director (or designate) will develop an annual accessibility plan that:

- **Identifies Barriers:** Evaluates attitudinal, architectural, communication, transportation, environmental, financial, and cultural barriers.
- **Recommends Solutions:** Outlines practical and effective steps to remove or reduce these barriers.
- **Includes Feedback:** Incorporates input from individuals served, families, employees, and contractors, gathered through ongoing dialogue and submitted concerns.

Concerns regarding accessibility can be submitted verbally or in writing to the Executive Director (or designate) at any time and will be included in the annual plan.

Procedures for Accommodation

1. Requesting Accommodations

- Individuals requiring accommodations may submit a request to the Executive Director, Director of Services, or their Program Coordinator.
- Requests may relate to workplace needs, program participation, or service delivery.

- Requests must be made in writing, and an Accommodation Request Form will be completed by the D.O.S. to include what the request is and the agreed solution/actions.

2. Assessing and Implementing Accommodations

- COS will engage in a collaborative process to identify the most appropriate accommodations for the individual's specific needs.
- External experts or assessments may be consulted when necessary.
- Accommodations will be implemented promptly, and their effectiveness will be reviewed regularly.

3. Examples of Accommodations

- Adjustments to work schedules, tasks, or locations.
- Physical modifications to facilities, such as ramps or accessible washrooms.
- Communication supports, including alternative formats (e.g., Braille, large print) or interpretation services.
- Additional staff support or modifications to programs for the people served.

PROTECTING THE PEOPLE WE SERVE FROM HARM

Reference

The People we Serve in the Employee Handbook

Policy

Chilliwack Opportunity Society will at all times comply with laws that protect everyone in the community such as the Criminal Code, Consumer Protection, Equal Opportunity, and other laws, covenants and protocols that are relevant to the people we serve, their caregivers/families and the organization.

Chilliwack Opportunity Society is committed to protecting and supporting the human rights of all users of our services and ensuring that they are kept safe and free from physical and emotional abuse, neglect and exploitation while they are receiving services from Chilliwack Opportunity Society. All services will be delivered in a way that minimises risks, and Chilliwack Opportunity Society will act to protect them when their rights or safety are a cause for concern.

Duty of Care requires that all personnel at Chilliwack Opportunity Society (Board members, employees, contractors, students and volunteers) have an obligation to take all reasonable steps to avoid injury or other harm to another person or damage to property as a result of any action or inaction – they have a duty to be careful and diligent in carrying out their duties at Chilliwack Opportunity Society.

In the event of concern, an allegation or a witnessed event of abuse or neglect of a person we serve, or the infringement of their rights, the personnel's duty of care outweighs their duty to maintain confidentiality.

Any personnel who have concerns about a person we serve must immediately report that concern to the Director of Services, even if the concern arises from confidential information. Such disclosure will not be regarded as breaching Chilliwack Opportunity Society's Privacy and Confidentiality policy, but they should make the details known only to the D.O.S. and the Executive Director.

Chilliwack Opportunity Society will immediately handle concerns or allegations. When a concern, allegation or witnessed event is reported, the D.O.S. and/or the E.D. will take

all steps that are reasonably possible to ensure the immediate safety and well being of the person we serve. CLBC will be notified, and a Critical Incident Form will be completed.

The E.D. is responsible for liaison with CLBC and other agencies, in relation to all matters concerned with the protection of the people we serve.

Procedures

Recruitment and selection procedures will make specific reference to Chilliwack Opportunity Society's values and our expectation of employees to treat the people we serve with dignity and respect and to ensure that they kept safe and free from discrimination, abuse, neglect, and exploitation.

As part of their orientation, all employees will receive an introductory training session, through the Program Coordinator 1 on:

- ✓ what constitutes abuse and the forms abuse can take,
- ✓ what constitutes neglect and the forms neglect can take,
- ✓ the difference between a concern, an allegation and a witnessed event, and the importance of reporting the matter in all three circumstances.

The Society's role, through the D.O.S. and/or E.D. is to ensure that the people we serve are kept as safe as possible until CLBC is notified, and an investigation has taken place.

All Board members, employees, adult students, contractors and volunteers will be required to produce a current National Police Clearance before commencing any work for Chilliwack Opportunity Society.

When a employee who has a concern, receives an allegation or witnesses an event that suggests a person we serve is being abused, exploited or neglected while receiving support from Chilliwack Opportunity Society, or in other aspects of their lives, the employee must discuss their concern or allegation with the D.O.S. or E.D. at the earliest opportunity, in person or by telephone. If the D.O.S. is unavailable, discuss concerns with the E.D..

Action will be taken as follows:

1. The D.O.S. will advise the E.D. of the concern and will take steps to ensure the immediate safety of the person we serve.

2. The E.D. will contact the appropriate agency which has the statutory authority to investigate the concern or the allegation (for example, the Police, CLBC or the Public Advocate).
3. As soon as possible, after advising the D.O.O., and no longer than 24 hours later, the personnel who raised the concern will document the reasons for their concern, taking care to make the report as complete, factual and free from value judgements as possible.
4. If an external person contacts Chilliwack Opportunity Society with an allegation of abuse, neglect or exploitation of a person we serve, the person who is the first contact should ensure that they have the contact details for the person making the allegation, and immediately pass those details to the D.O.S. or E.D.
5. The E.D. will be responsible for speaking with the complainant to obtain details of the allegation and of any immediate risks to the person we serve
6. The E.D. will make the decision about how to proceed and who should be involved, and as necessary, refer the complaint to the relevant statutory authority for investigation.

ABUSE AND NEGLECT

Reference

The People we Serve in the Employee Handbook

Policy

Any form of abuse and/or neglect will not be tolerated during Chilliwack Opportunity Society services and must be reported immediately to the Director of Services or Executive Director.

Definitions and Categories of Abuse

- **Physical**
 - Assault (slapping, hitting, kicking, punching)
 - Rough handling without regard for the person's comfort/wellbeing
 - Physical neglect (withholding food, personal or medical care)
- **Psychosocial**
 - Verbal or emotional abuse (yelling, demeaning/derogatory remarks, teasing, swearing, name calling)
 - Neglect (lack of attention, isolation, confinement)
 - Interactions that could be interpreted as disrespectful
- **Financial**
 - Misuse of a person's finances for inappropriate purposes
 - Theft of money and/or personal property
 - Fraud (deceitful manipulation of finances)
 - Solicitation for compensation
- **Sexual Abuse/Assault**
 - Any form of sexual conduct by force or threat of force
 - Any form of sexual contact
 - Any attempt to engage in sexual activities
 - Unnecessary disregard for privacy
 - Unnecessary touching of a person's private areas
- **Medication Abuse**
 - Medicating or sedating unnecessarily
 - Misuse of a person's medications and prescriptions
 - Misuse of non-prescription medications

- **Violation of Rights**

- Denial of basic civil/human rights

- **Neglect**

- Willful withholding of necessities and care
- Unintentionally withholding of necessities and care
- Failure to daily respond to a person's need for discussion, inclusion and/or routine action

Abuse Emergency Procedure

In case of alleged abuse to a person we serve, the following procedure must be followed:

1. Safeguard person.
2. The alleged abuser(s) are to leave or be removed immediately.
3. Apply first aid as necessary.
4. Call 911 if necessary.
5. Contact the E.D. or D.O.S.
6. The E.D. or D.O.S. will contact the Funding Ministry (CLBC).
7. The E.D. will complete a Critical Incident Form.
8. Cooperate fully with all inquiries/investigations by the funding Ministry and/or Police.
9. Ensure the safety of the person in the program while the investigation proceeds.

Employees', Contractors', Volunteers' Responsibilities:

Personnel who suspect that abuse or neglect has occurred have the responsibility to report their suspicions within 24 hours to the E.D. If the accused is the E.D., suspicions must be reported within 24 hours to the President of the Board of Directors.

Personnel who know or could reasonably be expected to know about an incident of abuse or neglect and who do not report it will be treated as having aided the abuse or neglect and will face disciplinary measures up to and including dismissal.

DISCLOSURE OF ADVERSE EVENTS

Reference

The People we Serve in the Employee Handbook

Purpose

In keeping with our mission, values, and philosophy of care, we need to ensure that the people we serve and/or their substitute decision maker and/or their family are properly informed of events while in our care. This includes an obligation on the part of the Director of Services and employees/contractors to inform a person we serve and/or their circle of support about significant adverse events and unanticipated negative outcomes of care that may affect their well-being.

Definitions

- **Significant Adverse Events:** Adverse events are negative outcomes that can occur as the result of care and not due to the individual's overall health. They are often unanticipated and unexpected outcomes of care that do, or have the potential to, negatively impact on the individual's health and quality of life. They include complications and side effects of care (or lack thereof) as well as errors in the performance of care giving duties. Adverse events are not necessarily markers of substandard care.
- **Non-Significant Events:** Non-significant events are minor incidents that do not have a negative impact on an individual's outcomes, now or in the foreseeable future. No extra procedures affecting the individual are required to prevent negative outcomes. These events are not significant from the individual's perspective and disclosure to them and/or substitute decision maker and/or family is discretionary.

The Difference Between an Error and an Adverse Event

- Errors and adverse events overlap but are also different.
- Adverse events are unwanted, often unanticipated events or processes of care. They occur to even the most careful support worker and are not necessarily a marker of negligence.
- An error is a 'preventable adverse event' such as giving someone with lactose intolerance a big cup of milk.

- An adverse event could be an allergic reaction to an unknown allergen in a food that a support staff prepared.
- Adverse events are “adverse” because they cause, or threaten to cause, harm to someone

Procedure

Disclosure of a significant adverse event should be made to the person and in certain circumstances their caregiver or family. If the person we serve is deemed incapable of understanding a discussion of this nature, then in accordance with the Health Care Consent Act, their substitute decision maker must be informed.

Timelines

- Chilliwack Opportunity Society personnel involved in a significant event will immediately contact the Director of Services or Executive Director
- The D.O.S. or E.D. will review the significant adverse event and plan the disclosure process.
- The personnel involved in the significant adverse event will be encouraged to participate in the process whenever possible.
- Disclosure of the event should take place as soon as practically possible after it has occurred or been identified.
- Disclosure to the person we serve should occur when their condition is stable and/or they are able to comprehend the information.
- Disclosure to their substitute decision maker may occur prior to the person we serve being notified and will depend on the severity of the event.

Disclosure is not required when:

Disclosure of non-significant events should be a matter of the D.O.S.’s or E.D.’s judgement. Such incidents do not require disclosure to the person we serve because they do not affect the person’s well-being. Disclosure is a matter of proportionality. The greater the harm or risk of harm caused by an event, the greater is the duty of the D.O.S. or E.D. to disclose this event to the person and/or to their substitute decision maker. For example, a minor delay in giving a person we serve a medication may be an unwanted event, but if there is no harm to them as a result, disclosure would not be required.

Disclosure Benefits

- The people we serve will receive prompt and thorough interventions for any harm suffered or anticipated.
- The people we serve and/or families/caregivers will have their concerns and fears openly addressed and respected.
- The people we serve will receive important information about their care in a timely manner.
- Errors and adverse events, while unwanted, are opportunities for Chilliwack Opportunity Society and its personnel to learn how to improve our quality of care and safety for the people we serve.

Personnel Responsibilities

These actions apply to those most immediately responsible for the care of the person we serve at the time the significant adverse event is recognized.

- Report to the D.O.S. or E.D. immediately.
- Document the event in an objective, factual and narrative way in a Critical Incident Form. This should be done as soon as possible after the event has occurred or has been recognized.
- Disclosure of the event to the person we serve, substitute decision maker and/or family should take place in a timely way at the direction of the D.O.S. or E.D. The adverse outcome may be obvious, what may require disclosure is the circumstances leading up to and surrounding the event.
- Debrief with the D.O.S. or E.D. and team as necessary.

Administrative Responsibility

- The D.O.S. will review the Critical Incident Report completed and send to the E.D. who will determine if it will be sent to CLBC.
- The E.D. will, to the best of their ability, answer questions from the person we serve and/or substitute decision maker. Unanswered questions ought to be noted and prompt and thorough responses sought.
- Chilliwack Opportunity Society encourages reporting of adverse events and errors. Management will support personnel in this initiative. The safety of the people we serve is the primary concern of the organization, not the discipline of the personnel involved in the events. Chilliwack Opportunity Society will focus on correcting the factors that allow events to occur and work with personnel affected to prevent reoccurrence of such events.
- Secondary records made about the event (i.e. interview notes...) will be factual and objective. They will be stored in a secure area.

Rationale

- The E.D. will meet with the person we serve and/or substitute decision maker as promptly as possible and as appropriate given the person's condition. The rationale is that the person we serve and/or families would want to know what has happened.
- Disclosure is a process. Personnel should avoid speculation, focus on what is known about the event at the time of the discussion and refer questions from the person we serve and/or substitute decision maker to the E.D..
- Avoid attributing blame to specific individual or simple explanations as to a cause. Most serious events have multiple contributing factors that may or may not always be apparent at the time of the first meeting with the person we serve and/or family and/or substitute decision maker.
- A timely and empathetic expression of empathy, sorrow, regret and/or condolences may well be appropriate and should not be construed or taken to be an admission of liability or fault. (*"This may be very difficult for you", or "I wish things had turned out differently"*) Doing so soon after an adverse outcome can help promote confidence and trust with Chilliwack Opportunity Society and prevent unnecessary feelings of distrust.

In addition to this Policy, please also refer to the "Privacy and Confidential Information" policy, regarding disclosure of events to third parties.

FORMAL COMPLAINTS

Policy

The people we serve at Chilliwack Opportunity Society have the right to submit formal complaints to management when they are dissatisfied with their services. A formal complaint is a written explanation detailing what the person is unhappy with or would like to change. This is done using the formal complaint document that will be given to them by the Executive Director upon request.

When a formal complaint is submitted by one of the people we serve, they will not receive retaliation of any kind, their services will not be interrupted, and they will not experience any barriers to their regular services. Efforts will be made by management in a timely fashion to resolve the issue.

COS strives to provide services that support everyone's goals and interests. Management will do their best to make accommodations and arrangements for this and to ensure the people we serve are satisfied with their services. However, there are some limitations, so the people we serve will need to also be reasonable and flexible.

Procedures

After a formal complaint is submitted the following procedures will be followed:

- The formal complaint will be reviewed and discussed by the E.D. and Director of Services within 1 week of receipt.
- A meeting will be set with the person who submitted the complaint and anyone in their support circle that they would like to attend with them (family member, caregiver, key staff, social worker etc.). The meeting will be held within 2 weeks from when the E.D. and Director of Services reviewed the complaint.
- During the meeting, the E.D. and Director of Services may ask for more information about the issue and will ask how the person who submitted the complaint how they would like it to be remedied. The E.D. and Director of Services may also have suggestions on how to remedy the issue.
- Once a solution is agreed upon by both parties, the E.D. will give written notice of the solution to them and any other supports they included in the meeting. This will be sent to them 1 week after the meeting was held.

Rights and Responsibilities

Both parties are responsible for being respectful and honest at all times. They are also responsible for using their voice and being able to compromise when necessary.

Management is responsible for following the timeline identified above. They are responsible for cooperating with management to set a meeting time.

Both parties have the right to be treated fairly and listened to. All of the people we serve have the right to include anyone they wish in this process to help advocate for them. They also have the right to not face any discrimination or barriers to their services due to submitting the complaint.

WITHDRAWAL OF SERVICE

Policy

Services will not be provided to the people we serve at times when they are under the influence of alcohol or other drugs, or while they are behaving in a manner that is verbally or physically threatening.

Services may be withdrawn if one of the people we serve is consistently absent; their space will be considered abandoned and will be opened to others.

A service may be withdrawn temporarily or indefinitely if their continued participation poses a risk to the other people we serve or employees/contractors.

When withdrawal of service becomes a consideration, Chilliwack Opportunity Society will make every attempt to work with the person, and where relevant, their caregiver and/or advocate to resolve the problem so that the service can be continued.

The right for the person to withdraw from a service for which they are eligible will be respected and will not affect their entitlement to access services at a later date.

Procedures

The decision to withdraw services will be made by the Executive Director in consultation with the Director of Services.

Except where there are immediate issues of safety (i.e. when a person behaves in a violent manner) Chilliwack Opportunity Society will make every effort to resolve the issue of concern with them and, where relevant, their caregiver and/or advocate.

When a service is withdrawn, the person will be informed of:

- ✓ the reasons why the service has been withdrawn,
- ✓ When, how and under what conditions they might be able to gain access to the service again, should their circumstances/needs change,
- ✓ Other agencies that might assist them.

When a person we serve chooses to withdraw from a service they are receiving, acknowledgement of their decision will be provided to them, with advice that the decision does not affect their right to re-apply for services in the future, and an invitation will be given for them to participate in an exit survey to provide feedback on their experience as someone receiving services from Chilliwack Opportunity Society.

SERVICE EXIT OTHER THAN WITHDRAWAL OF SERVICE

Policy

Generally, Chilliwack Opportunity Society makes a long-term commitment to the people we serve, and its services are not time limited if the circumstances for eligibility continue to be met.

Exits from Chilliwack Opportunity Society could occur for several reasons, including but not limited to the person:

- choosing to move to another service provider
- moving to an area that makes Chilliwack Opportunity Society's services inaccessible to them
- developing a medical condition that cannot be safely managed with the staffing and resources available to the organization
- developing new goals and aspirations that are outside of those which Chilliwack Opportunity Society can support them to meet.

Procedures

When someone exits Chilliwack Opportunity Society of their own volition, the Director of Services will invite them (and as relevant, their caregiver and/or advocate) to participate in an exit survey to obtain their feedback about the service they have received and to identify opportunities for service enhancement based on their experience.

When someone exits COS as a result of a decision by the Society that the service should no longer be provided, they (and as relevant, their carer and/or advocate) will be advised in writing, and provided with reasons for the decision.

When someone exits COS, regardless of the reason, the E.D. will provide information on other agencies which might support them if necessary.

Someone who exits at COS's instigation and against their wishes, will be advised that they may use the Grievance Procedure to have the decision reviewed.

When all parties have agreed on the exit arrangements CLBC will be notified.

EXPECTED AND UNEXPECTED DEATHS

Reference

The People we Serve in the Employee Handbook

Purpose

To establish a procedure for immediate and appropriate action to be taken following the death of a person we serve at the Chilliwack Opportunity Society, under circumstances that were expected or unexpected.

Policy

It is the policy of the Society that immediate and appropriate action be taken upon the expected or unexpected death of a person we serve at C.O.S.

Definitions

- **Unexpected Death:** any death occurring under unanticipated circumstances (i.e. sudden illness, accident)
- **Expected Death:** any death occurring after a long-term, serious illness.

Procedure

When a death occurs at Chilliwack Opportunity Society, the Executive Director or designate will:

1. Secure medical assistance.
2. Assure that the attending physician, fire department, 911 and/or police departments are notified, as needed, of the death.
3. Assure that no one moves the body unless directed by emergency personnel to do so.
4. Assure that appropriate caregivers and family are notified.
5. Complete a Critical Incident Report immediately.

WORKING IN ISOLATION

Reference

Health and Safety Procedures and Homemaker Expectations and Procedures in the Employee Handbook

Policy

Chilliwack Opportunity Society is committed to ensuring the safety of all employees, volunteers and the people we serve. Employees working alone will have emergency contact information available and are orientated in preventive practices preparing them for potential safety problems.

Employees working alone must have access to or carry a communication device (i.e. Portable landline, cell phone).

Employees working alone offsite will check in and out at the beginning and end of their shifts.

Chilliwack Opportunity Society ensures all facility windows and doors can be locked. Employees will ensure all external doors and windows are secured/locked anytime they are working alone at the C.O.S. facility. The Society ensures there is appropriate interior and exterior lighting, and employees will report any malfunctioning locks or lighting problems to an Occupational Health and Safety Representative.

Chilliwack Opportunity Society is equipped with a security system. Employees are orientated to the system and required to arm and disarm the system as required and requested by management.

Procedures

Working in isolation off-site:

- At the start of a shift off-site, the employee will message the Program Coordinator 1 to check in via Teams.
- At the end of the off-site shift, the employee will message the Program Coordinator to check out via Teams.
- Employees will carry business cards with contact information in case of emergency.

- Employees will have the phone numbers for the Program Coordinator 1, Director of Services and the Executive Director saved in their phone in case of emergency.
- Employees working off-site will be familiar with all OH&S emergency procedures.
- The Program Coordinator 1 will be responsible for ensuring all off-site employees check in and sign out that they have safely completed their shift.

Working in isolation on-site:

- Employees will ensure all doors and windows are locked.
- At the start of a shift, the employee will message the Program Coordinator 1 to check in via Teams.
- At the end of the shift, the employee will message the Program Coordinator 1 to check out via Teams.
- Employees will not open the door or allow any unknown person on the premises.
- Employees will always carry a communication device in case of emergency and have the phone numbers for the Program Coordinator 1, Director of Services and Executive Director saved in their phone to use in case of emergency.

Employees will not confront intruders, but follow the intruder procedures, and call 911 immediately to report the situation to the RCMP.

WORKPLACE SAFETY

Reference

All other OH&S Policies in the Policy and Procedure Manual

WBC website: [WorkSafeBC](https://www.worksafebc.com/)

Policy

Chilliwack Opportunity Society values and promotes the safety of all employees, the people we serve and other stakeholders who visit our facility (i.e. board members, volunteers, caregivers etc.).

As such, C.O.S. has an Occupational Health and Safety Committee comprising of two people in leadership within C.O.S. and two employees of C.O.S. This committee is responsible for the various OH&S policies, emergency procedures, drills, incident reporting and analysis, and many other things. This committee is responsible for ensuring that C.O.S. is a safe place to work and receive services.

Procedures

The OH&S Committee has regular meetings to review plans for upcoming drills, review the results of the latest drill, review policies, analyse incidents, and make decisions about repairs or accommodations related to safety, among other things.

The OH&S Committee conducts thorough building inspections monthly. The Committee ensures that annual inspections for the fire alarm system, HVAC system, and food service are completed. They also ensure any other professionals make repairs or conduct inspections as needed.

C.O.S. has WBC coverage for all employees and follows all WBC guidelines, such as ensuring employees know their rights in regards to refusing unsafe work.

C.O.S. has other policies that promote the safety and well-being of employees, such as the Bullying and Harassment Policy.

All C.O.S. employees complete annual competency testing for all emergency procedures, as well as Identifying and Reporting Critical Incidents, Reducing Physical Risks, Workplace Violence, and Identifying Unsafe Work Environments.

DOMESTIC VIOLENCE

References

[Domestic violence in the workplace - WorkSafeBC](#)

Purpose

To raise awareness about domestic violence, inform management, employees, contractors, volunteers and students about signs and symptoms of domestic violence and how to address it within the workplace.

Definition

The term "domestic violence" describes a range of behaviours or actions taken by a person to control and dominate another person. It is characterized by abusive, forceful, or threatening acts or words used by one member of a family, household, or intimate relationship against another.

How Can it Affect the Workplace?

Domestic violence can enter the workplace when an abuser attempts to harass, stalk, threaten, or injure a victim at work. It can affect employee productivity, lead to absenteeism, affect workplace morale, and put a workplace at risk.

Research shows that workplaces can and do make a difference in contributing to the safety and well-being of those experiencing domestic violence.

Being aware of potential signs of domestic violence can help you to take the appropriate measures to prevent it from escalating in your workplace.

Policy

Management will take the following steps if they suspect that one of the C.O.S. employees is at risk of or experiencing a threat.

1. If you learn about domestic violence that puts your employees at risk, you must assess the risk and decide how best to protect your workers. This may be a complex process, and management may want to seek professional advice or assistance.
2. If the threat of violence is imminent, the police should be contacted immediately. You must also take steps to eliminate or minimize the risk to workers — for example, secure the premises.

3. Inform employees of a hazard as soon as it is identified. If management learns of a risk from an individual, they must inform any employee who may encounter the individual in the course of their employment about the person's identity, the nature and extent of the risk. Not all employees will be notified, management also must consider the confidentiality and privacy of the employee experiencing the domestic violence.
4. In the event of an incident, management must ensure that the employees follow the procedures for Medical Emergencies and that they report and investigate the situation according to the Workers Compensation Act.

Employees are responsible for informing management if they are aware of any risks or potential risks of violence towards themselves or other employees.

Signs and Symptoms

- Trouble concentrating
- Arriving late often
- Missing work more often
- Less productive and making excuses for the poor work performance
- Receiving frequent phone calls/emails/messages from their partner
- Different behaviour than normal
- Appearing withdrawn or isolated
- Engaging in fewer social activities than normal
- Making last minute cancellations
- Using drugs/alcohol more frequently to cope
- Apologizing for their partner's behaviour
- Appearing flustered by incoming calls/messages from their partner
- Trying to cover up bruises or injuries
- Receiving unannounced visits from their partner at work and acting nervous when they show up
- Being followed to or from work by their partner

COMMUNICABLE DISEASE

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

Chilliwack Opportunity Society has a duty to prevent, limit and manage the transmission of infectious disease within the organization. Chilliwack Opportunity Society is committed to the safety and well-being of the employees and the people we serve. As such, the Society will:

- Ensure all relevant infection, prevention and control precautions are reviewed and revised as needed to reflect current evidence and best practice.
- Provide education regarding these precautions for employees and the people we serve.

Definition

Communicable or infectious diseases are caused by microorganisms such as bacteria, viruses, parasites, and fungi that can be spread, directly or indirectly, from one person to another. Some are transmitted through bites from insects while others are caused by ingesting contaminated food or water. A variety of disease-producing bacteria and viruses are carried in the mouth, nose, throat, and respiratory tract. Conditions such as Covid-19, tuberculosis (TB) and different strains of influenza (flu) can be spread by coughing, sneezing, and saliva or mucus on unwashed hands (WHO, 2020).

Communicable diseases may include but are not limited to: chicken pox, herpes simplex, herpes zoster (shingles), measles, mumps, rubella, pertussis, cytomegaly virus, novel including SARS, MERS and COVID-19 (coronavirus), meningitis, tuberculosis, streptococcal pharyngitis, AIDS, hepatitis, infectious mononucleosis, malaria, worm parasites and viral respiratory infection.

Procedure

1. Prior to contact with anyone who may begin services with COS, direct support staff must review their file for medical and Health Information, and potential precautions.
2. Front line staff must be alert to signs and symptoms of communicable diseases in order to identify when themselves, one of the people we serve or any visitors

to the society may have a communicable disease. (i.e., they should be observant of any medical problems such as bleeding and oozing skin lesions, their appearance, reactions, and other possible signs of illness such as coughing, fever, shortness of breath, fatigue, muscle aches, etc.)

3. If any of the people we serve show symptoms, they should be asked to stay home and take appropriate measures (i.e., testing).
4. If an employee has symptoms of a communicable disease, they should contact the Director of Services for instruction and stay home.
5. Symptoms that would require someone to stay home include vomiting, diarrhea and fever.
6. If any other visitors to the society show symptoms, they should be asked to stay home.
7. Everyone is responsible for limiting the spread of infections and communicable diseases by using appropriate universal precautions. This includes hand washing, using PPE such as gloves and masks, covering coughs and sneezes, and disinfecting all hard surfaces daily.
8. Staff will ensure building and vehicle ventilation is adequate by keeping windows open whenever possible.
9. Everyone must follow all orders and direction from medical health officers and regional health authority.
10. Guidance, notices, and orders will be monitored by COS management and changes will be shared in a timely manner.

The Joint Health and Safety committee will monitor and review potential outbreaks, safety measures and precautions on an ongoing basis.

MOTOR VEHICLE EMERGENCIES

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

Chilliwack Opportunity Society endeavors to maintain the safety of both employees and the people we serve in the event of a vehicle emergency.

Procedure

Motor Vehicle Accident:

1. If anyone is injured, call 911. Find their medical information on Teams.
2. Notify the Program Coordinator and follow their direction.

Vehicle Breakdown:

1. Move vehicle out of traffic as quickly as possible and turn off ignition.
2. Apply parking brake and turn on hazard lights.
3. Set out a warning triangle.
4. Stay with the vehicle, keep everyone calm.
5. Notify the Program Coordinator of what happened and follow their direction.

Evacuation of the Vehicle or Vehicle Fire:

1. If possible, follow procedure for "Vehicle Breakdown".
2. If possible, evacuate passengers away from traffic to a safe location.
3. If the vehicle is on fire, call 911.
4. If anyone is injured, call 911.
5. Notify the Program Coordinator and follow their instruction.

Passenger Medical Emergency:

1. Move the vehicle out of traffic, to a safe location as quickly as possible.
2. Apply the parking break and turn on hazard lights.
3. Call 911.
4. Find their medical information on Teams.
5. Administer the appropriate first aid until the ambulance arrives.
6. Notify the Program Coordinator and follow their instruction.

For ANY of the above emergencies:

1. Call ICBC immediately after the accident to report the damages and complete a claim
2. Complete a critical incident report and send to the Program Coordinator

COMMUNITY EMERGENCIES

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

All employees are trained in how to respond in the event of an emergency onsite, as well as how to respond when in the community or someone's home. They will review emergency procedures at least annually through competency testing and practice drills.

Procedures

All employees are responsible for knowing about the needs, and personal information of the people they serve, including their emergency contacts and any medical devices they use. They are also responsible for knowing emergency numbers, such as the Program Coordinator and Director of Services, poison control, etc. At a minimum employees should know where to find this information quickly.

If an emergency occurs offsite use the following procedures:

- Familiarize yourself with the area you are in. (Their evacuation plan, emergency exits, fire extinguishers, stairwells, AED's, etc)
- Follow the emergency procedures the building or organization has in place. Or follow the procedures for onsite emergencies.
- Communicate with the people you are supporting. Tell them what is going on and what they need to do. Remain calm, and try to help the people you serve to remain calm.
- Communicate with the Program Coordinator and follow their instruction.

ON SITE EMERGENCY PLAN

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Purpose

To ensure that Chilliwack Opportunity Society is prepared to deal with any emergency, should it occur, so that the employees and the people we serve are safe in all emergency situations, and have the appropriate tools and resources to respond effectively.

Policy

All C.O.S. employees, volunteers and students will be trained in emergency procedures. In addition, the Emergency procedures will be available in print in the front office of C.O.S., so that anyone who attends, works or visits the program, is able to review the procedures.

In any emergency, employees will take all reasonable actions to ensure the safety of the people we serve and their team members. To do so, employees will first ensure their own safety, prior to assisting others. They will only assist others when it is safe to do so.

Procedure

1. The Society's Board of Directors authorizes the Executive Director to oversee emergency action plans. The E.D. or Director of Services will serve as the Action Plan Coordinator in declaring the scope of an emergency and directing its response. If the E.D. or D.O.S. is unavailable, the most senior staff who is on site and able will fill this role.
2. Chilliwack Opportunity Society will have, and keep up to date, the following procedures:
 - Medical Emergency Procedures
 - Fire Policies and Procedures
 - Earthquake Procedures
 - Natural Disaster Procedures
 - Telephone/Bomb/Personal Threat Procedures
 - Violent or Other Threatening Situation Procedures
 - Utility Failure Procedures
 - Motor Vehicle Emergency Procedures

3. All new employees will be trained in the emergency procedures.
4. All employees will upon hire and then annually, pass (100%) a competency based test for each emergency procedure, as well as competency based tests for Identifying Unsafe Environmental Factors, Workplace Violence, Reducing Physical Risks, and Identifying and Reporting Critical Incidents.
5. The OH & S Committee will ensure that all emergency drills are run at least annually, and performance improvement plans are created as needed.
6. The OH & S Committee, in conjunction with C.O.S. management, will update the emergency policies and procedures as needed.
7. The E.D. will ensure there is enough emergency supplies on hand, to support employees and people served for a minimum of three days (72 hours), in the event it is necessary to shelter in place.
8. All staff should be informed of where the designated Muster Station is. It is in front of Gwynne Vaughn Park's entrance.
9. If it is not possible for employees and the people served to safely get to the entrance of Gwynne Vaughn Park, they will muster in the far corner of the parking lot behind the C.O.S. building.
 - a. This Muster Station should only be used when absolutely necessary, such as the building has collapsed and blocked all walkways leading to the front of the building, or the building and fences have caught fire.
 - b. If this Muster Station is used, a designated employee (chosen by the group at this Muster Station) will be required to communicate with the rest of the people that have mustered at Gwynne Vaughn Park via telephone if possible, or by finding a way to physically go there.
10. Each program located at the C.O.S. facility has an attendance board that will be taken with to the muster station. The main staff from each program will take attendance and then report to the Action Plan Coordinator if anyone is missing.
11. Let emergency services know if someone is missing or needs assistance.
12. If any groups are on outings, the Action Plan Coordinator should contact them to ensure their safety and inform them of the situation.
13. If the Director of Services or Executive Director is not present, the Action Plan Coordinator must contact them as soon as possible to inform them of the situation.

ON SITE FIRE SAFETY

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Fire Safety Module Document

Policy

Chilliwack Opportunity Society complies with all relevant legislation and ensures that preventative fire safety is practised. Employees are trained in how to deal with fire-related emergencies through drills and a comprehensive fire safety plan, written with a view to ensuring the safety of the employees and the people we serve. Employees will complete a fire safety knowledge test annually at 100%, to show competency regarding basic fire safety and the Society's Fire Safety procedures. Employees also are required to review "Fire Safety Module" for additional information.

Procedures

- **ACTIVATE** a fire alarm pull station at ANY sign of fire
- **FIGHT** the fire **ONLY** if it is **SMALL**, you are **NOT** alone, and the people you serve are **SAFE**
- **EVACUATE** all the people we serve out the nearest exit to the designated **MUSTER STATION** (entrance to Gwynne Vaughn Park)
- **ASSIST** other staff (if you are able) in evacuating the people we serve
- **CLOSE** doors and windows as you pass them if you are the last person in a room
- **SHUT OFF**/unplug all electronics and lights as you pass them, if possible
- Take **ATTENDANCE BOARDS** to Gwynne Vaughn Park Muster Station
 - If you cannot safely muster at Gwynne Vaughn Park, muster in the far corner of the parking lot behind the building and communicate with the Action Plan Coordinator
- **PHONE 9-1-1** to report a fire at 10135 Williams Road
- Each program will take **ATTENDANCE** using their attendance board and report to the Action Plan Coordinator if anyone is missing
- **REPORT** any missing people, immediately to the Fire Department
- Move everyone to the **GAZEBO** at Gwynne Vaughan Park for further instructions
- Do **NOT** go back into the building until it has been cleared by the fire department

- Notify the Executive Director or Director of Services as soon as possible about the situation

ON SITE EARTHQUAKE

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

Employees are trained in how to react in case of an earthquake, through drills and a comprehensive earthquake plan, written with a view to ensuring the safety of both employees and the people we serve. Employees will complete an earthquake emergency procedure competency-based knowledge test annually at 100%.

In case of an earthquake, an Action Plan Coordinator will be appointed. The Action Plan Coordinator will determine the scope of an emergency and direct the response.

Procedure

Preparation

1. The Occupational Health and Safety Committee will facilitate training for employees and the people we serve regarding safe spots during an earthquake disaster.
 - If INDOORS, drop, cover and hold. Stay under a desk or table if possible.
 - If OUTDOORS, get into an open area away from trees, buildings, walls and power lines.
2. The Occupational Health and Safety Committee will perform annually inspections where they will ensure that the facility is prepared for an earthquake.
 - Heavy items will be stored on bottom shelves
 - Mirrors and cabinets/shelves will be secured firmly to walls
 - Bags containing emergency supplies will be in a safe, accessible place
 - Emergency and medical supplies will not be out of date

During an Earthquake

1. Stay calm. You must be able to help yourself and others.
2. If indoors, stay there. If possible, assist the people you support to a safe spot, and encourage them to stay safe and calm.

3. Get yourself to a safe spot.
4. Stay clear of windows or any object that could fall. Shield your head and face from falling glass and debris.
5. If the desk or table moves, move with it. Furniture can provide air space if the building collapses.
6. If you are in a kitchen, turn off stoves and quickly take cover. Do not run for another room.
7. Ride out the shaking. You may hear a roaring or rumbling sound that gradually grows louder, and you may feel a rolling sensation that starts out gently and quickly grows violent, or you may be jarred first by a violent jolt. Later you will feel the shaking and find it difficult to stand. The whole tremor will last only a short while. Injuries are not caused by the earthquake itself, but mainly by falling objects.
8. If you are outside, stay there. If possible, get into the open, away from buildings, trees, walls, and power lines, and lay down on the ground.
9. If you are in an automobile, pull to the side of the road and stop. Stay away from overpasses and power lines. Stay in your car until the shaking stops. Do not attempt to cross bridges or overpasses that may have been damaged in the quake. Do not approach downed power lines.

After an Earthquake

1. Move anyone who is in immediate danger.
2. Check yourself and others for injuries. Cover all injured with blankets and do not attempt to move seriously injured people unless they are in immediate danger.
3. If you are inside, help all those not seriously injured exit the building as soon as the shaking stops. Go to the Muster Station at Gwynne Vaughn Park and take your program's attendance board with you. Take the vehicle keys and first aid kit if possible.
 - a. If you cannot safely get to Gwynne Vaughn Park, muster at the far corner of the back parking lot and communicate with the Action Plan Coordinator.
4. Attendance will be taken by each program and reported to the Action Plan Coordinator. Let emergency services know if anyone is still in the building.
5. Stay in groups as much as possible. Move to the gazebo at Gwynne Vaughan Park if possible for further instructions.

6. If the earthquake is severe and communication is cut off, turn on a radio in one of the vehicles for emergency information.
7. If possible, the Action Plan Coordinator will make arrangements to return the people we serve to their homes. Do not go sight seeing. Keep the roads open for emergency vehicles.
8. Watch for fires.
9. Be prepared for after shocks.
10. Once all of the people we serve are safe, the Action Plan Coordinator will release employees to go home if it is safe to do so.
11. If the earthquake is severe, shelter in place at the facility until rescue arrives or alternative plans can be made.
12. Notify the Executive Director and/or the Director of Services as soon as possible about the situation.

➤ **Injury**

1. If you are injured do anything to get attention so you can receive aid.
2. If people you serve are injured, help them if it is safe to do so.
3. Administer first aid and call emergency services (911)

ON SITE NATURAL DISASTER

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

All employees are trained in how to react in the case of a natural disaster (ie. Severe storm, flood, wildfire...) through drills and a comprehensive plan, written with a view to ensure the safety of both employees and the people we serve. Employees will complete a Natural Disaster emergency procedure competency-based knowledge test upon hire and then annually at 100%, to show competency in the Society's Natural Disaster safety procedures.

Procedure

In the case of a natural disaster, an Action Plan Coordinator will be appointed as per the Emergency Plan Policy. The Action Plan Coordinator will determine the scope of the emergency and direct the response.

Procedures may vary depending on the natural disaster occurring.

SHELTER IN PLACE

- Family and caregivers will be contacted to pick up the people we serve if it is safe to do so, if not, employees may need to shelter in place with them until their caregivers are able to pick them up or employees are able to safely bring them home.
- Food and water can be found in emergency kits in each area of the building. There are enough supplies for 3 days/72hrs.
- In the case of a storm, all windows should be barricaded, to avoid shattering glass and debris.

EVACUATE

- In the event that sheltering in place is not an option due to the building and/or the area being unsafe (i.e. Wildfire) evacuate immediately.
- Evacuation will be coordinated by the Action Plan Coordinator and may vary depending on the ongoing situation.
- Bring vehicle keys, first aid kit, and emergency supplies with you, if possible

- Returning the people served to their homes as soon as safe is the target so staff may also return to their homes.

If possible, notify the Executive Director and/or Director of Services as soon as possible about the situation.

ON SITE BOMB THREATS

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

All employees are trained in how to react in the case of a bomb threat, through drills and a comprehensive plan, written with a view to ensuring the safety of both employees and the people we serve.

In the case of a bomb threat, an Action Plan Coordinator will be appointed as per the Emergency Plan Policy. The Action Plan Coordinator will determine the scope of the emergency and direct the response. Chilliwack Opportunity Society recognizes the importance of taking all threats seriously. Actions taken will be specific to each threat. The Action Plan coordinator will base decisions on the recommendations of law enforcement.

Employees will complete a Bomb Threat emergency procedures competency-based knowledge test annually at 100%, to show competency in the Society's Bomb Threat safety procedures.

Procedure

If you receive a written bomb threat (email or mail):

- Immediately notify the Executive Director or Director of Services.
- Do not delete any email messages
- Limit handling a written threat
- Evacuate the building following the Emergency Plan Procedures
- Call 9-1-1 and follow their directions

If you receive a phone threat:

- Remain calm and ask the caller the following questions:
 - What time will the bomb explode?
 - Where is the bomb?
 - What does it look like?

- Where are you calling from?
 - Why did you place the bomb?
 - What is your name?
- Write down as much information as possible: including: the time, telephone number, exact words used, identifying characteristics of the caller, etc.
 - Identify and write down any background noises (conversations, traffic, etc.)
- When the caller hangs up, evacuate the building following the Emergency Plan Procedures
- Call 9-1-1 and follow their direction
- As soon as possible notify the E.D. or D.O.S.

Only enter the building when it has been deemed safe by the police.

ON SITE VIOLENT OR OTHER THREATENING SITUATIONS

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

Employees are trained in how to react in a violent or threatening situation, through drills and a comprehensive plan, written with a view to ensuring the safety of both employees and the people we serve. Employees will complete a Violent or Other Threatening Situations emergency procedures competency- based knowledge test annually at 100%, to show competency in the Society's safety procedures.

Procedure

An Action Plan Coordinator will be appointed as per the Emergency Plan Policy. The Action Plan Coordinator will determine the scope of the emergency and direct the response.

The procedure in a violent or threatening situation will be based on the degree of danger involved. The following are procedures that can be followed dependant on the situation that arises.

Hold and Secure

Hold and secure procedures are used when a physical threat is present outside of the building or in the surrounding area. Hold and secure procedures must be practiced in order to protect those in the building from leaving the building and entering into an area of danger as well as to prevent the threat from entering the building.

Example: active attacker in the neighborhood.

1. If outside, proceed quickly into the building
2. Close and secure exterior doors and windows
3. Turn off all lights and close blinds
4. Keep away from exterior doors and windows
5. Silence cell phones and other devices
6. Remain inside the building until the threat has passed

7. Communicate with groups who may be on an outing, advising them not to return to the building.

Lockdown

Lockdown procedures are used when the physical threat is already in the building. Measures must be implemented to prevent the threat from accessing areas where employees and the people we serve are or may be, and to protect everyone from entering an area where a threat may be present.

Example: a violent individual in the building, or an active shooter.

1. Assess the situation and decide if you can safely leave the building or if it is safer to shelter within the building.

If remaining in the building:

2. Get to an area where the intruder is not. Close and secure doors and windows
3. Barricade windows and doors
4. Turn off lights and close blinds
5. Keep yourself and the people we serve away from doors and windows
6. Silence cell phones as soon as possible
7. Call 911 even if you can not speak, so they can hear that a crisis is occurring, but keep the phone silent so as not to alert the intruder. If safe, provide 911 with location (10135 Williams road) and details of the ongoing situation.
8. Remain silent and encourage others to do the same
9. If there is a threat of gun fire, everyone should lay on the ground and behind barriers
10. DO NOT open the door for ANYONE.
11. Remain in lockdown until police clear the area and release you
12. If a fire alarm should sound during a full lockdown situation, do not automatically evacuate unless you smell smoke.
13. If safe, communicate with the Executive Director or Director of Services via text, but keep your line open for communication with police and 911.
14. Communicate with other groups who may be on an outing, advising them not to return to the building

If it is safe to exit the building:

2. Take vehicle keys with you and drive to a safe location

3. Call 9-1-1 to report the intruder at 10135 Williams road and give them as many details of the situation as possible
4. Communicate with the E.D. or D.O.S. via text, but keep your line open for communication with police or 911
5. Communicate with other groups who may be on an outing, advising them not to return to the building
6. Only return when police have cleared the area.

ON SITE MEDICAL EMERGENCIES

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

Chilliwack Opportunity Society is committed to ensuring that appropriate first aid is provided as quickly as possible for all injured employees. The Society will provide and maintain a first aid program for the purpose of minimizing the suffering related to job-related injuries and illnesses, reducing absenteeism, maintaining productivity and meeting WorkSafeBC regulatory requirements.

Employees will complete a Medical Emergencies procedures knowledge test annually at 100%, to show competency in the Society's safety procedures.

Procedure

Workers who sustain a job-related injury or illness, regardless of seriousness, are required to immediately report it to the First Aid Attendant for treatment and recording and must also report it to their immediate supervisor. If medical treatment is required, employees are entitled to choose their own medical practitioner.

The First Aid Attendant will oversee all first aid treatment of injured workers until medical aid is available. Supervisory personnel will not attempt to overrule the First Aid Attendant's decisions related to first aid or emergency transportation.

Form 6 “ [Application for Compensation and Report of Injury or Occupational Disease](#)” must be completed by any employee injured on the job and it must be submitted to WorkSafe BC as soon as possible.

Employers must report to WorkSafeBC within three business days by submitting [Form 7 Employer's Report of Injury or Occupational Disease](#) if any of the following conditions occur:

- The worker loses consciousness following the injury
- The worker is transported to or directed to go for medical treatment
- The injury is one that obviously requires medical attention

- The worker states that he or she intends to seek medical attention
- The worker has received medical treatment for the injury
- The worker is unable or claims to be unable to return to his or her usual job as a result of job-induced injury, on any workday subsequent to the day of injury
- The accident results in or is claimed to have resulted in the breakage of eyeglasses, dentures, hearing aids or prosthetic devices
- WorkSafeBC or the employee request that the form be submitted.

Management Responsibilities

- Ensure that there are sufficient First Aid Attendants to cover all shifts and eventualities (e.g., vacation or sick time), and that their certification is current.
- Provide sufficient time for First Aid Attendants to treat, record and follow up on injuries.
- Ensure that First Aid Attendants are sufficiently trained to perform their first aid tasks
- Ensure workers receive prompt first aid service and follow-up.
- Monitor and inspect first aid records to ensure that all entries are complete and legible.
- Review first aid entries to ensure that accident reports are completed for all injuries referred to medical attention.
- Assign responsibility to a qualified first aid attendant to:
 - Maintain the first aid equipment and supplies
 - Keep first aid supplies in a clean and tidy condition, ready for use
 - Ensure that observations pertinent to the injury treated are accurately recorded
 - Ensure that all sections of the first aid records are complete
- Complete WorkSafe BC form 7 (linked above) if needed
- Review critical incident form and send to CLBC

First Aid Attendant Responsibilities

- Maintain current required occupational first aid certification for the worksite
- Promptly provide workers with a level of care within the scope of the attendant's training and regulations
- Objectively record observed signs and symptoms of injuries and illnesses
- Refer to medical attention any injuries and illnesses recognized as being serious or beyond the scope of the attendant's training

- Inform the worker's supervisor if a worker is sent to medical treatment to ensure that an accident investigation is started
- Complete a first aid report for all injuries or illnesses.

Workers Responsibilities

- Report all incidents to their immediate supervisor.
- Complete a Critical Incident Report and email to the Director of Services and Program Coordinator 1
- Complete WorkSafe BC form 6 (linked above) if needed

Records

The following records and forms will be made available to all first aid attendants:

- First aid record book (located at all first aid stations)
- First aid report

First aid records and statistics will be kept for at least three years and will be regularly reviewed by management to determine trends and recommend corrective actions.

A first aid assessment will be completed using the WorkSafeBC [first aid assessment worksheet](#) to ensure we meet all regulatory requirements with regards to our program.

ON SITE UTILITY FAILURE

References

Employment Expectations and Health and Safety Procedures in the Employee Handbook

Policy

All employees are trained in how to react in the case of a utility failure through drills and a comprehensive plan, written with a view to ensuring the safety of both employees and the people we serve.

Employees will complete a Utility Failure emergency procedures competency-based knowledge test annually at 100%, to show competency in the Society's safety procedures.

Procedure

In the case of a utility failure, an Action Plan Coordinator will be appointed as per the Emergency Plan Policy. The Action Plan Coordinator will determine the scope of the emergency and direct the response.

- Responses will depend on weather and other extenuating circumstances.
 - If it is warm and sunny, program may continue despite utility failure.
 - If it is cold and/or dark, the Action Plan Coordinator may arrange for everyone to return home and close the program.
- Notify the Executive Director and/or Director of Services about the situation as soon as possible.

OFFSITE EMERGENCY PLAN

References

Your Employee or Respite Handbook

Purpose

To ensure that Chilliwack Opportunity Society is prepared to deal with any emergency, should it occur, so that the employees and the people we serve are safe in all emergency situations, and have the appropriate tools and resources to respond effectively.

Policy

All C.O.S. employees who work in the homemaker field and all C.O.S. contractors that provide respite will be trained in emergency procedures. Procedures will also be available in their respective handbooks. Employees in the homemaker field will receive annual training on all procedures and all respite contractors will receive training upon orientation.

In any emergency, employees and contractors will take all reasonable actions to ensure the safety of the people we serve and them selves. To do so, employees will first ensure their own safety, prior to assisting others. They will only assist others when it is safe to do so.

Procedures

14. Chilliwack Opportunity Society will have, and keep up to date, the following procedures:

- Medical Emergency Procedures
- Fire Policies and Procedures
- Earthquake Procedures
- Natural Disaster Procedures
- Telephone/Bomb/Personal Threat Procedures
- Violent or Other Threatening Situation Procedures
- Utility Failure Procedures
- Motor Vehicle Emergency Procedures

15. All new employees and contractors will be trained in the emergency procedures during their orientation.

16. The OH & S Committee, in conjunction with C.O.S. management, will update the emergency policies and procedures as needed.

Homemaker Procedures

1. All employees will upon hire and then annually, pass (100%) a competency based test for each emergency procedure, as well as competency based tests for Identifying Unsafe Environmental Factors, Workplace Violence, Reducing Physical Risks, and Identifying and Reporting Critical Incidents.
2. All Employees will complete an annual fire drill for each off-site location at which they regularly work.
3. Families/Caregivers of the people we serve in Homemaker services will be responsible for keeping first aid and emergency supplies in their home if they wish. Employees will familiarize themselves with the locations of these supplies.
4. For details around exit plans and muster stations for the people receiving Homemaker services please see their file in Teams.
5. In the event of an emergency, the employee will follow the appropriate emergency procedures in order to ensure their safety and the safety of the individual they are supporting.
6. Employees will communicate with the family/caregiver about the situation and must stay with the individual they are supporting until the family/caregiver is able to relieve them.
7. Employees must inform the Program Coordinator as soon as possible about the situation and follow their direction.

Respite Procedures

1. All Respite Contractors will be required to complete competency testing at the discretion of the Program Coordinator.
2. Respite Contractors will be required to have first aid supplies and emergency supplies for 3 days in their home prior to providing respite services in their home.
3. Respite Contractors will be required to provide an exit plan and muster station to the Respite Coordinator during their home study. They must review this plan with the people they serve upon their arrival at the Contractor's home and then at the Program Coordinator's discretion.
4. In the event of an emergency the Contractor must follow the appropriate procedures in order to ensure their safety and the safety of the person they are supporting.

5. Contractors must inform the Program Coordinator as soon as possible about the situation and follow their direction.

OFF SITE FIRE SAFETY

References

Your Employee or Respite Handbook

Fire Safety Module Document

Policy

Employees and Contractors are provided with training in how to deal with fire-related emergencies through a comprehensive fire safety plan, written with a view to ensuring the safety of everyone. Employees also are required to review “Fire Safety Module” for additional information.

Employees will complete a fire safety knowledge test annually at 100%, to show competency regarding basic fire safety and the Society’s Fire Safety procedures.

Employees will complete annual Fire Evacuation Drills at each Homemaker location they regularly work.

Contracts will be required to review their fire safety plan with the person they are supporting upon their arrival at the contractor’s home and then at the discretion of the Program Coordinator.

Procedures

- **FIGHT** the fire **ONLY** if it is **SMALL**, you are **NOT** alone, and everyone in the home is **SAFE**
- **EVACUATE** all the people we serve out the nearest exit to the designated **MUSTER STATION** (see their Teams file for Muster Station)
- **CLOSE** doors and windows as you pass them if you are the last person in a room
- **SHUT OFF**/unplug all electronics and lights as you pass them, if possible
- **PHONE 9-1-1** to report a fire at your location (see their Teams file for the address)
- **REPORT** any missing people, immediately to the Fire Department
- Do **NOT** go back into the house until it has been cleared by the fire department

- Notify the Program Coordinator as soon as possible about the situation and follow their direction

OFF SITE EARTHQUAKE

References

Your Employee or Respite Handbook

Policy

Employees and Contractors are provided with training in how to react in case of an earthquake, through a comprehensive earthquake plan, written with a view to ensuring the safety of everyone. Employees will complete an earthquake emergency procedure competency-based knowledge test annually at 100%.

Employees will complete annual earthquake drills at each Homemaker location they regularly work.

Contracts will be required to review their earthquake procedures with the person they are supporting upon their arrival at the contractor's home and then at the discretion of the Program Coordinator.

Procedures

Preparation

1. Families/caregivers of those who receive Homemaker services may keep emergency supplies in their home if they wish, but it is not required. Employees should familiarize themselves with its location.
2. Respite Contractors must have 3 days/72hrs of supplies in an accessible location.

During an Earthquake

3. Stay calm. You must be able to help yourself and others.
4. If indoors, stay there. Assist the people you support to a safe spot, and encourage them to stay safe and calm. Under a table is the best location.
5. Get yourself to a safe spot.
6. Stay clear of windows or any object that could fall. Shield your head and face from falling glass and debris.
7. If the desk or table moves, move with it. Furniture can provide air space if the building collapses.
8. If you are in a kitchen, turn off stoves and quickly take cover. Do not run for another room.

9. Ride out the shaking. You may hear a roaring or rumbling sound that gradually grows louder, and you may feel a rolling sensation that starts out gently and quickly grows violent, or you may be jarred first by a violent jolt. Later you will feel the shaking and find it difficult to stand. The whole tremor will last only a short while. Injuries are not caused by the earthquake itself, but mainly by falling objects.
10. If you are outside, stay there. If possible, get into the open, away from buildings, trees, walls, and power lines, and lay down on the ground.
11. If you are in an automobile, pull to the side of the road and stop. Stay away from overpasses and power lines. Stay in your car until the shaking stops. Do not attempt to cross bridges or overpasses that may have been damaged in the quake. Do not approach downed power lines.

After an Earthquake

13. Move anyone who is in immediate danger.
14. Check yourself and others for injuries. Cover all injured with blankets and do not attempt to move seriously injured people unless they are in immediate danger.
15. If you are inside, help all those not seriously injured exit the building as soon as the shaking stops and go to the designated muster station. Take vehicle keys and first aid kit if possible.
16. If the earthquake is severe and communication is cut off, turn on a radio in your vehicle for emergency information.
17. Watch for fires.
18. Be prepared for after shocks.
19. Once all of the people we serve are safe with their family/caregiver, employees may return to their own home.
20. If the earthquake is severe, shelter in place until rescue arrives or alternative plans can be made.
21. Notify the Program Coordinator as soon as possible about the situation and follow their direction.

Injury

- If you are injured do anything to get attention so you can receive aid.
- If people you serve are injured, help them if it is safe to do so.
- Administer first aid and call emergency services (911)

OFF SITE NATURAL DISASTER

References

Your Employee or Respite Handbook

Policy

All employees and contractors are provided with training in how to react in the case of a natural disaster (ie. Severe storm, flood, wildfire...) through a comprehensive plan, written with a view to ensure the safety of everyone.

Employees will also complete a Natural Disaster emergency procedure competency-based knowledge test upon hire and then annually at 100%, to show competency in the Society's Natural Disaster safety procedures.

Procedure

Procedures may vary depending on the natural disaster occurring.

Shelter in Place

- Employees and Contractors should call the Program Coordinator as soon as possible and follow their direction.
- The people served will be returned to their family's/caregiver's care so that employees and contractors may return to their own homes and families. If this is not possible, employees may need to shelter in place with them until their family/caregiver is contacted.
- Contractors are required to have emergency supplies for at least 3 days/72 hours
- In the case of a storm, all windows should be barricaded, to avoid shattering glass and debris.

Evacuate

- Employees and contractors should call the Program Coordinator as soon as possible and follow their direction.
- In the event that sheltering in place is not an option due to the building and/or the area being unsafe (i.e. Wildfire) evacuate immediately.
- Evacuation may vary depending on the ongoing situation. If you are not able to return the person served to their family/caregiver's care in time you must take them with you.
- Bring vehicle keys, first aid kit, and emergency supplies with you, if possible

- Returning the people served to their homes as soon as safe is the target so employees and contractors may also return to their homes.

OFF SITE BOMB THREATS

References

Your Employee or Respite Handbook

Policy

All employees and contractors are provided with training in how to react in the case of a bomb threat, through a comprehensive plan, written with a view to ensuring the safety of everyone.

Employees will also complete a Bomb Threat emergency procedures competency-based knowledge test annually at 100%, to show competency in the Society's Bomb Threat safety procedures.

Procedure

If you receive a written bomb threat (email or mail):

- Evacuate the building and go to the designated Muster Station
- Immediately call 9-1-1
- Do not delete any email messages
- Limit handling a written threat
- Call the Program Coordinator and follow their direction

If you receive a phone threat:

- Remain calm and ask the caller the following questions:
 - Where is the bomb?
 - What time will the bomb explode?
 - What does it look like?
 - Where are you calling from?
 - Why did you place the bomb?
 - What is your name?
- Write down as much information as possible: including: the time, telephone number, exact words used, identifying characteristics of the caller, etc.
 - Identify & write down any background noises (conversations, traffic, etc.)
- When they hang up, evacuate the building & go to the designated Muster Station
- Call 9-1-1 and follow their direction
- As soon as possible notify the Program Coordinator and follow their direction

- Only re-enter the building when it has been deemed safe by the police.

OFF SITE VIOLENT OR OTHER THREATENING SITUATIONS

References

Your Employee or Respite Handbook

Policy

Employees and Contractors are provided with training in how to react in a violent or threatening situation, through a comprehensive plan, written with a view to ensuring the safety of everyone.

Employees will also complete a Violent or Other Threatening Situations emergency procedures competency- based knowledge test annually at 100%, to show competency in the Society's safety procedures.

Procedure

The procedure in a violent or threatening situation will be based on the degree of danger involved. The following are procedures that can be followed dependant on the situation that arises.

Hold and Secure

Hold and secure procedures are used when a physical threat is present outside or in the surrounding area. Hold and secure procedures must be practiced in order to protect those inside from going outside and entering into an area of danger as well as to prevent the threat from getting inside.

Example: active attacker in the neighborhood.

1. If outside, proceed quickly inside
2. Close and secure exterior doors and windows
3. Turn off all lights and close blinds
4. Keep away from exterior doors and windows
5. Silence cell phones and other devices
6. Remain inside until the threat has passed

Lockdown

Lockdown procedures are used when the physical threat is already inside. Measures must be implemented to prevent the threat from accessing areas where everyone is or may be, and to protect everyone from entering an area where a threat may be present.

Example: a violent individual coming inside, or an active shooter.

1. Assess the situation and decide if you can safely leave or if it is safer to shelter inside.

If remaining inside:

2. Get to an area where the intruder is not. Lock doors and windows.
3. Barricade windows and doors
4. Turn off lights and close blinds
5. Keep yourself and the people we serve away from doors and windows
6. Silence cell phones as soon as possible
7. Call 911 even if you can not speak, so they can hear that a crisis is occurring, but keep the phone silent so as not to alert the intruder. If safe, provide 911 with location (10135 Williams road) and details of the ongoing situation.
8. Remain silent and encourage others to do the same
9. If there is a threat of gun fire, everyone should lay on the ground and behind barriers
10. DO NOT open the door for ANYONE.
11. Remain in lockdown until police clear the area and release you
12. If a fire alarm should sound during a full lockdown situation, do not automatically evacuate unless you smell smoke.
13. If safe, communicate with the Program Coordinator via text, but keep your line open for communication with police and 911.

If it is safe to exit premises:

14. Take vehicle keys with you and drive to a safe location.
15. Call 9-1-1 to report the intruder at the appropriate address and give them as many details of the situation as possible.
16. Communicate with the Program Coordinator via text, but keep your line open for communication with police or 911.
17. Only return when police have cleared the area.

OFF SITE MEDICAL EMERGENCIES

References

Your Employee or Respite Handbook

Policy

Employees and Contractors are provided with training through a comprehensive emergency plan that is written with the view of ensuring everyone's safety.

Employees will complete a Medical Emergencies procedures knowledge test annually at 100%, to show competency in the Society's safety procedures.

All employees and contractors have WorkSafe BC coverage provided by C.O.S.

Procedure

If an employee sustains an injury while working off site, they should first take care of the injury, if possible. If the injury is more minor in nature the employee can assess the injury and use their first aid training to take care of the injury to the best of their ability. If the injury is more serious in nature, the employee can call for help from anyone else around, or call 9-1-1. After the immediate issue is resolved, the employee must call the Program Coordinator as soon as possible to inform them of the situation, regardless of the seriousness of the injury. The Program Coordinator may ask for a picture of the injury for documentation purposes. The employee must also report to the First Aid Attendant immediately after the situation is resolved.

If medical treatment is required, employees are entitled to choose their own medical practitioner.

Form 6 “ [Application for Compensation and Report of Injury or Occupational Disease](#)” must be completed by any employee injured on the job and it must be submitted to WorkSafe BC as soon as possible.

Employers must report to WorkSafeBC within three business days by submitting [Form 7 Employer's Report of Injury or Occupational Disease](#) if any of the following conditions occur:

- The worker loses consciousness following the injury
- The worker is transported to or directed to go for medical treatment

- The injury is one that obviously requires medical attention
- The worker states that he or she intends to seek medical attention
- The worker has received medical treatment for the injury
- The worker is unable or claims to be unable to return to his or her usual job as a result of job-induced injury, on any workday subsequent to the day of injury
- The accident results in or is claimed to have resulted in the breakage of eyeglasses, dentures, hearing aids or prosthetic devices
- WorkSafeBC or the employee request that the form be submitted.

Management Responsibilities

- Ensure that all employees working alone are certified in First Aid.
- Ensure that employees follow the Working in Isolation policy
- Provide sufficient time for First Aid Attendants to treat, record and follow up on injuries.
- Ensure that First Aid Attendants are sufficiently trained to perform their first aid tasks
- Monitor and inspect first aid records to ensure that all entries are complete and legible.
- Review first aid entries to ensure that accident reports are completed for all injuries referred to medical attention.
- Assign responsibility to a qualified first aid attendant to:
 - Ensure that observations pertinent to the injury treated are accurately recorded
 - Ensure that all sections of the first aid records are complete
- Complete WorkSafe BC form 7 (linked above) if needed
- Review critical incident form and send to CLBC

First Aid Attendant Responsibilities

- Maintain current required occupational first aid certification for the worksite
- Promptly provide workers with a level of care within the scope of the attendant's training and regulations
- Objectively record observed signs and symptoms of injuries and illnesses
- Refer to medical attention any injuries and illnesses recognized as being serious or beyond the scope of the attendant's training
- Inform the worker's supervisor if a worker is sent to medical treatment to ensure that an accident investigation is started
- Complete a first aid report for all injuries or illnesses.

Workers Responsibilities

- Report all incidents to their immediate supervisor.
- Complete a Critical Incident Report and email to the Director of Services and Program Coordinator 1
- Complete WorkSafe BC form 6 (linked above) if needed

Records

The following records and forms will be made available to all first aid attendants:

- First aid record book (located at all first aid stations)
- First aid report

First aid records and statistics will be kept for at least three years and will be regularly reviewed by management to determine trends and recommend corrective actions.

A first aid assessment will be completed using the WorkSafeBC [first aid assessment worksheet](#) to ensure we meet all regulatory requirements with regards to our program.

OFF SITE UTILITY FAILURE

References

Your Employee or Respite Handbook

Policy

Employees and contractors are provided with training in how to react in the case of a utility failure through a comprehensive plan, written with a view to ensuring the safety of everyone.

Employees will complete a Utility Failure emergency procedures competency-based knowledge test annually at 100%, to show competency in the Society's safety procedures.

Procedure

If a utility failure takes place while providing Homemaker services, the employee must contact the family/caregiver immediately to inform them of the situation. The family/caregiver will take whatever measures they deem necessary and appropriate. The employee will complete the shift and complete whatever duties possible. The employee must inform the Program Coordinator of the situation.

If a utility failure takes place while a contractor is providing respite services, they are responsible for taking whatever measures they deem necessary and appropriate. The contractor must inform the Program Coordinator immediately. If they are no longer able to provide the respite service due to the utility failure, alternate arrangements will be made for the individual.