



Policy and Procedures 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.....	15
GOVERNANCE	
The Constitution.....	17
Board of Directors (roles).....	18
Directors’ Code of Conduct.....	22
Board of Directors Orientation.....	23
Board of Directors Conflict of Interest.....	26
Board Member Grievances.....	28
Board Education, Development and Performance.....	29
Board Meetings.....	30
Board and CEO Relationship.....	33
CEO Roles and Responsibilities.....	35
The Organizational Chart.....	37
Organizational Quality and Continuous Improvement.....	38
Society Membership.....	39
BUSINESS	
Policy Development.....	40
Strategic and Operational Planning.....	41
Corporate Responsibility.....	42

Risk Management.....43

Consumer Fees.....44

Charitable Donations.....45

Organizational Fundraising.....47

Financial Management, Monitoring and Reporting.....48

Banking Arrangements.....49

Signatories, Expenditure Authorities and Arrangements.....50

Petty Cash.....51

Unionization.....52

Retention and Disposal of Files and Electronic Records.....53

Asset Acquisition, Maintenance and Disposal.....56

Insurance.....57

Motor Vehicles.....58

HUMAN RESOURCES

Equal Employment Opportunity.....60

Staff Recruitment.....61

Volunteers.....63

Staff and Volunteer Orientation.....65

Employee Leave.....67

Working in Isolation.....68

Bullying and Harassment.....70

Conflict of Interest.....72

Training and Development.....73

Privacy and Confidential Information.....74

Corporate Image and Communications.....79

Releasing Information to the Media.....80
 Complaint Resolution.....81
 Incident Reporting.....85
 Criminal Record Checks.....90
 Security of Premises.....92
 Social Media.....93
 Internet, Email and Cell Phone Usage.....94
 Meal and Accommodation Reimbursement.....95
 Expected and Unexpected Deaths.....96
 Use of Private Vehicles.....97
 Testifying in Court.....98
 Search Warrants.....100
 Dress Code.....102

PERSONS SERVED

Rights and Responsibilities of People Served.....103
 Advocates.....105
 Access to Services.....106
 Accessibility.....107
 Protecting People Served From Harm.....108
 Abuse and Neglect.....111
 Disclosure of Adverse Events.....113
 Managing Challenging Behaviours.....117
 Withdrawal of Service.....119
 Service Exit Other Than Withdrawal of Service.....120
 Busing.....121

Occupational Health and Safety

Emergency Plan.....122

Fire Safety.....123

Earthquake.....124

Natural Disasters.....126

Bomb Threats.....127

Violent or Other Threatening Situations.....128

Medical Emergencies.....130

Utility Failure.....131

Standards for Excellence

Chilliwack Opportunity Society is a non-profit charitable organization dedicated to making a difference in the lives of people with disabilities. The 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 support workers, management, 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:

The Chilliwack Opportunity Society has been an integral part of the Chilliwack community, providing a client driven, community inclusion program, for individuals with developmental disabilities 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 our participants in fully accessing their community and create the support they need to enjoy leisure/recreational activities. Because of the strong ties to our community, our participants also enjoy giving back through volunteering.

Our Commitment:

Our staff is dedicated to supporting the ever changing needs and dreams of the individuals we support 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 individuals with developmental disabilities. We provide support so the individuals 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 individual 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:** Each person 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:** Each person is an individual, has dignity, and is to be respected to develop positive and trusting relationships.
- **Voice:** Every individual has a right to be heard, included, make choices and to have their views listened to within their community.
- **Rights with Responsibilities:** Every person 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 in which the people we support live, have a responsibility to support, accept and engage all their members and celebrate their potential and citizenship.
- **Collaboration:** The importance of working collaboratively and being active partners in order to access all the community's resources and supports to achieve the best outcomes for the people supported.
- **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 and volunteers.
- **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

Leadership: Chilliwack Opportunity Society, its employees and board members will:

- Provide leadership, planning and strategic direction that reflects the mission, vision, and values of the agency.
- 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 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 individuals served and Chilliwack Opportunity Society.
- Ensure the health and safety of all people served, families, employees, 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 people served and their families.
- Commit to ensuring that Chilliwack Opportunity Society's property and assets are kept in good condition.

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

- Be committed to ensuring the best interest of persons served as the first priority.

- Demonstrate a genuine interest in all people served and dedicate themselves to their development and well-being.
- Commit to helping persons served 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 who choose Chilliwack Opportunity Society's services.
- Commit to knowing about and understanding the needs of the people served.
- Follow the individual's Care Plans, direction given by professionals or leadership and Chilliwack Opportunity Society's Guiding Principles when delivering services.
- 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 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 people served.
- Treat all people served with dignity and respect being aware of cultural differences and promote 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 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 on person's served, be that religious, cultural or otherwise.
- Maintain a professional attitude which upholds confidentiality towards all person served, colleagues and other stakeholders.
- Not engage in inappropriate and/or personal conversations in front of persons served.
- 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 my 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 Persons Served: Employees, board members, contractors and volunteers will:

- Acknowledge that every individual is a person with inherent value, and all interactions will be with integrity, dignity, respect, fairness, courtesy and in good faith.
- Recognize every individual's capacity and competency, 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 a right of all persons served.
- Commit to assisting individuals to understand information they are given.

Privacy and Confidentiality: Chilliwack Opportunity Society, it's employees, board members, contractors and volunteers will:

- Respect the privacy of all persons served 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 an individual's medical information 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 individual's confidences only to the extent required by the action
 - if there is a consent of information signed by the individual concerned (or his/her legal representative), I will disclose information only according to the terms of that consent
 - if it is in the individual's best interest to disclose information obtained during the course of my duties i.e. –knowledge of a criminal act against or by the individual, I will first advise the individual that this information will be released to the authorities.

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

- Treat our employees 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 employees in achieving their potential in a fair and equitable manner.
- Recruit and retain qualified and competent employees.
- Provide ongoing and appropriate education and development for employees to promote best practice based on current research.
- Ensure that, upon termination, staff will maintain client and co-worker confidentiality and will hold as confidential any information obtained concerning the society.
- Ensure that when a staff is replaced or replaces a colleague, they will act with consideration for the interest, character and reputation of the colleague.
- Ensure that if staff has the responsibility for employing and evaluating staff 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 and volunteers will:

- Promote and market services, programs and Chilliwack Opportunity Society as a whole, in way is 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 persons served 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 and volunteers will:

- Conduct all fundraising activities in an honest, transparent, and ethical manner.
- Never represent individuals served 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 and volunteers will:

- Not engage in personal fundraising with person served, 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 and volunteers will:

- Not engage in personal property transactions with persons served.
- Be respectful of the personal property and belongings of all persons served.

Prohibition of Waste, Fraud, Abuse, and other Wrongdoing: Employees, board members, contractors 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 employees and volunteers will protect and safeguard all physical property, funds, proprietary information against loss, theft, misuse or abuse.
- Employees, board members, contractors and volunteers are all responsible and accountable for the proper expenditure of Chilliwack Opportunity Society funds and for the proper use, care and maintenance of all agency property.
- Employees, board members, contractors and volunteers will not participate in any activity that violates policies on waste, fraud, and abuse, nor will we allow any such activity to be carried out by other persons and will follow appropriate actions and procedures should these be required.

Witnessing Documents: Employees, board members, contractors and volunteers shall not witness documents (ex. Power of attorney, guardianship or advanced directives) for persons served.

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

- Advocate for change in the best interest of all persons served 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 all persons served.
- Be mindful of our communities needs and interests and strive to be good neighbors within our community.

Potential Conflicts of Interest: Employees, board members, contractors 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.
- /have a duty to 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 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 whom we serve or our stakeholders.
- Follow all Chilliwack Opportunity Society policies and procedures regarding Social Media and Privacy and Confidentiality.
- Not engage in private social media activity during hours that should be dedicated to the service of our participants.

Compliance: Compliance with Chilliwack Opportunity Society's Code of Ethics is a condition of employment and volunteer 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 an individual served, parent/caregiver, employee or other stakeholder may express a complaint or concern relating to a violation of the Society's Code of Ethical Conduct. The Society believes that all individuals who have a concern regarding the allegations of ethical violations will have a process to make this report.

Procedure:

STAFF: If a Staff Member witnesses what they feel is a violation of Chilliwack Opportunity Society's Ethical Code of Conduct:

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 Staff Member does not agree, or is unwilling to address the situation, the issue must then to be reported in writing, to the Program Coordinator. The Program Coordinator 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 complaint.
3. If Step 2 fails to provide a satisfactory resolution, a formal written complaint may be submitted to the Chief Executive Officer.
4. The C.E.O. 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 complaint.
6. If the violation(s) of the Ethical Code of Conduct continues beyond the steps listed above, the C.E.O. 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 complaint.
8. If an employee disagrees with the written response of the C.E.O., the employee has the option of involving the Union by following the appropriate grievance procedure outlined in the collective agreement.

The C.E.O., Volunteers & Board Members: If an individual has a concern of breach of the Ethical Code of Conduct by the C.E.O, a 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 C.E.O., Volunteer or Member of the Board of Directors does not agree, or is unwilling to address the situation, then report 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. The resolution meeting will be documented, and documentation will be distributed to all applicable parties within 10 working days of receipt of the original complaint.
3. If 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 from service or cancellation of contracts.
4. 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 complaint.

There will be no retaliation or reprisals to making a complaint.

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 from time to time to ensure that its requirements remain consistent with Chilliwack Opportunity Society's contemporary and changing needs and practices.

Procedure

All Board Members and the CEO are required to familiarise themselves with the Constitution, to ensure that at all times 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 Board's 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 whose 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 CEO. These include:

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

In carrying out their duties, it is expected that Board members will act according to the Board's 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 CEO. Responsibilities include:

- Ensuring that the Board acts according to the Constitution
- Follows sound 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 CEO 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 CEO, attending external meetings and representing Chilliwack Opportunity Society in other forums
- Providing regular supervision and support to the CEO
- Managing any grievances or disciplinary matters in relation to the performance of the CEO

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 CEO) 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 CEO
- 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 CEO, 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 CEO
- 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 CEO. 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 CEO 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 CEO 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 CEO, 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 Director's 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-elects 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 Board 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 CEO'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 Executive 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 Executive 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 who are members of the committee must choose one of their number to be the chair of the meeting.

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.

This policy applies to members of the Board of Directors

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 Chief Executive Officer and Board of Directors.

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) 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 General 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.

Directors Code of Conduct

Members shall:

1. Acquaint themselves with the aim, objectives, underlying principles and policies of the Organization, 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 CEO is responsible to the entire Board. Consequently, no single Board member or committee has authority over the CEO, 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 Chief Executive Officer, 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 persons served at risk of harm.
15. Adhere to Chilliwack Opportunity Society's Drug and Alcohol Policy
16. Refrain from accepting any gifts or remuneration in matters which relate to or impinge on their role as a Board member.
17. Declare any accusation of a criminal matter pending or insolvency.

Director's Signature

Date Signed

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 directly or preferentially benefit a fellow Board member or any individual with whom the member has an immediate family, intimate or commercial relationship. 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(s) 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(s).
- 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(s).
- 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(s). Any disclosure of conflict of interest or potential conflict requires that the President and Executive Director(s) 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 Directors.
- 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.

Signature: _____ Date: _____

Name (Please Print): _____

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 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 CEO, will circulate educational opportunities. The learning opportunity must be related to the member's Board 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 non attendance 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 CEO and is to be circulated to all the Board members.
- Meetings are to be attended by all Board members and the CEO 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. Chief Executive Officers 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.

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 CEO'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 Executive 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 Executive 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 who are members of the committee must choose one of their number to be the chair of the meeting.

BOARD AND CEO RELATIONSHIP

Policy

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

The CEO 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 Chief Executive Officers 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 Chief Executive Officer 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 tell the Chief Executive Officer when and where they want that liner to arrive. How it gets there is up to the Chief Executive Officer).

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 Chief Executive Officers 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 Chief Executive Officer 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 Chief Executive Officer will be clearly documented.

- Members of the Board and the Chief Executive Officer 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 Chief Executive Officer will work within the strategic directions and policies established by the Board.
- The Chief Executive Officer will ensure that the Board is provided with the information and data they need to do their job well.
- The Board will document the Chief Executive Officers authorities in consultation with the CEO 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 Chief Executive Officers agreed authorities.
- The Chief Executive Officer 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 Chief Executive Officer, 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 Chief Executive Officer, and act in accordance with good employment and equal opportunity principles in making decisions affecting the professional development, appraisal and remuneration of the CEO.
- The Chief Executive Officer must be accountable to the Board for their decisions and performance, for the performance of the staff and volunteers and for the performance of the organization.
- The Chief Executive Officer will provide monthly reports to each Board Meeting on progress in relation to the Strategic Plan and related matters.

CEO ROLES AND RESPONSIBILITIES

The Chief Executive Officer is the key management leader of Chilliwack Opportunity Society. The Chief Executive Officer 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 staff 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 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, board, volunteers and donors
- 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.
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 staff 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 CEO
 10. Providing opportunities for Board members, the CEO and staff 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 participants, employees and board members of Chilliwack Opportunity Society will be a function of the Policy and Procedure Committee. This committee will be comprised of the CEO and Program Coordinator.

Once a new policy has been developed, it will be approved by the Board of Directors of the Society before being put into place.

Following approval of a policy, a copy will be placed in the Policy and Procedure Manual. It will be discussed with employees at the following staff meeting to ensure each support staff understands the policy. The policy will be reviewed/revised annually or as needed by the management of the society.

Policies will be reviewed 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 five-year Strategic Plan which will be reviewed annually by the Board.

The CEO is responsible for the development of the Strategic Plan, in consultation with the Board of Directors. Chilliwack Opportunity Society will have processes to involve participants and other stakeholders in developing its 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 Chief Executive Officer each year and will be subject to regular monitoring at monthly Board meetings and at reviews of the performance of the CEO.

Procedures

- A new Strategic Plan will be developed every three to five years.
- In developing the Strategic Plan, Chilliwack Opportunity Society will seek comment from staff representatives, representatives from Chilliwack Opportunity Society's service Consumers 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 CEO 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 Chief Executive Officers work priorities for the year, and will be the framework for the CEO's monthly reports to the Board, as part of their ongoing monitoring and review of the organization's performance at each Board meetings.

CORPORATE RESPONSIBILITY

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 of Chilliwack Opportunity Society will comply with civil, provincial and federal laws and regulations.

All Chilliwack Opportunity Society employees, 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 the employees 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 individuals receiving support.

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

If an employee does 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 individuals receiving support, the employee 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 is confidential. Only the individuals 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 employee 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 individuals receiving support, the employee will be subject to discipline up to and including dismissal.

RISK MANAGEMENT

Policy

Chilliwack Opportunity Society takes seriously its responsibility to identify and manage all types of organizational risks including compliance, financial, safety and health, 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. Staff meetings & the staff communication log will relay any changes.

The responsibility for identifying and managing risks is ultimately that of the Board. However, the most effective risk management occurs when the Board, CEO, staff 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 CEO, staff and volunteers will act responsibly to minimise the risks to themselves and others and will report hazards and other risks immediately they are noticed.

Procedure

- The Board and CEO will ensure that all necessary insurance policies are in place to protect Chilliwack Opportunity Society as an organization, the Board, staff, volunteers, service Consumers, contractors and visitors.
- The CEO and Program Coordinator 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 CEO's monthly report to the Board.
- Changes to Legislation and regulatory compliance will be monitored by the CEO via websites, membership of peak organizations, monitoring of acts, and funders contractual service standards. All staff are to be immediately advised by the Program Coordinator and/or CEO, with the Chief Executive Officer advising the Board of Management.

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.

Individuals must 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 in exploring program options, usually 3.
4. The individual will pick a program that they feel fits their needs.
5. The facilitator will coordinate with the CEO and Program Coordinator, funding and scheduling.
6. 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 CEO is responsible for identifying and soliciting possible funding opportunities and donations with Board oversight. As appropriate, and at the discretion and direction of the CEO, 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.

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 individual 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 issues 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.

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, 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.

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 a bookkeeper 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 CEO in consultation with the Program Coordinator, bookkeeper 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:
 - Assets 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 CEO 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.
- CEO will create a financial reconciliation each month and in consultation with the Treasurer and bookkeeper, prepare a monthly Financial Report to be submitted to the Board.
- At the beginning of each new financial year, the CEO 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 CEO 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 CEO 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, CEO and up to three other Board members.
- Account funds require the signatures of two Board members or one Board member and the CEO.
- Cheques will be prepared by the CEO or Program Coordinator and signed by two of the up to five 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.
- Expenditures for equipment or replacement goods/assets for \$500 or less may be incurred by the CEO without the prior authorisation of the Board of Directors. Amounts over must be approved by the Board of Directors.
- Receipts for all expenditure must be provided to and retained by the CEO.
- 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 CEO 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 CEO.

Procedure

- The Petty Cash float of \$500 will be maintained and managed by the CEO.
- 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 CEO.
- Receipts are to be reconciled and added by the CEO.
- 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 CEO or Program Coordinator, written out to Petty Cash and signed by relevant signatories.
- The cheque is to be taken to bank and cashed by the CEO or Program Coordinator.
- Any overages or shortages are to be reported to the CEO by the Accountant and recorded on the reconciliation sheet.

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).

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.

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 and volunteers of Chilliwack Opportunity Society in the course of their employment, 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 persons served, staff and volunteers or Chilliwack Opportunity Society as an organization, will be retained in locked cabinets with access only by the CEO and Program Coordinator.

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 Chief Executive Officer.

All Chilliwack Opportunity Society's records will be retained according to the legal requirements for that category of record. Records include all documentation retained in hard copy and electronically in relation to Chilliwack Opportunity Society's organizational arrangements, services, persons served and staff records.

Archived documents will only be accessible to staff with the delegated authority to access the record, or to others as required by law.

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 service of individual staff 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. • Electronic Mail.
- ✓ **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 customer interaction 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 is provided. 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.

Staff and shareholders 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 CEO or designate will prepare a list of updated assets each fiscal year, and

Assets will be updated every 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, 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 CEO to ensure that all persons and equipment associated with the work of Chilliwack Opportunity Society are covered by relevant insurances.

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

The CEO 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

Policy

Chilliwack Opportunity Society will ensure that its vehicles are used efficiently and responsibly. The CEO or designate is responsible for ensuring that vehicles, 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.

Chilliwack Opportunity Society's people served must only be transported in vehicles that are owned by the Society. Employees cannot transport clients in their own vehicles unless they have prior permission from the CEO or Program Coordinator as well as appropriate vehicle insurance.

Staff must always comply with the Road Traffic Code. Payment of traffic and parking infringements and any other penalties incurred by staff that breach the Road Traffic Code whilst driving a Chilliwack Opportunity Society vehicle, are the responsibility of the staff member. 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. 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, the highest priority is to ensure the immediate safety of passengers and staff. 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 is staff to use a work vehicle for private purposes unless it has been agreed to in advance by the CEO or Program Coordinator.

Procedures

- All staff must present documentary evidence of their Unrestricted Class 4 licence to drive a motor vehicle at the time of hire, or within 6 months of their start date at

Chilliwack Opportunity Society. Failure to do so may lead to disciplinary action up to and including dismissal.

- All matters related to the use of Chilliwack Opportunity Society vehicles will be covered in the orientation program for new staff and matters related to safety are addressed in the Occupational Health and Safety Guidelines.
- Staff who are prescribed medication which cautions against driving must immediately advise their CEO or Program Coordinator, or in the case of Program Coordinators, the CEO, and will be relieved from driving duties until they are fit to drive.
- Staff who lose their driving licence for any reason, must advise their Program Coordinator, or in the case of Program Coordinators, the CEO, within 24 hours of the licence being revoked.
- Arrangements for the vehicle used by the CEO 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 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
- Vehicle logbooks 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. Fuel receipts must be given to the CEO or Program Coordinator to be kept for financial records.
- A designated staff appointed by the CEO or Program Coordinator is responsible for maintaining records relating to all buses, including insurance, servicing and repairs, and for arranging servicing by the due date or kilometres.

EQUAL EMPLOYMENT OPPORTUNITY

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 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.

STAFF RECRUITMENT

Policy

The Board of Directors is the employer of all Chilliwack Opportunity Society's staff, and delegates that responsibility to the Chief Executive Officer.

Chilliwack Opportunity Society is committed to equal opportunity in employment and to providing a work environment that is free from harassment and discrimination.

Chilliwack Opportunity Society is committed to attracting and recruiting the best possible candidates for available positions. The sole basis for staff recruitment and selection is merit according to transparent criteria. All recruitment and selection procedures and decisions will reflect Chilliwack Opportunity Society's commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities.

The Board will manage all aspects of the process for the recruitment of the CEO, and Board members will form the interview panel for the selection of the CEO. The final decision for the appointment of the CEO will be made by the full Board.

Procedures

Job descriptions and selection criteria will be reviewed and, as necessary, revised by the CEO (or in the case of the CEO position, reviewed and revised by the Board) before vacant positions are advertised.

No position is to be advertised until the CEO (or in the case of the CEO position, the Board President) has authorised it. All vacancies will first be posted internally. The advertisement will include:

- ✓ the nature of the position
- ✓ experience and qualifications necessary
- ✓ wage range or salary
- ✓ location
- ✓ shift schedule and hours per week
- ✓ whether the use of private vehicles is required

- ✓ closing date
- ✓ where applications should be sent

In filling vacancies, the determining factors will be ability, performance, relevant qualifications and seniority. Where the first three factors are relatively equal, seniority will be the deciding factor.

Reference checks are to be conducted in relation to the applicants deemed at interview to be the most competitive for the position, prior to any offer of employment being made.

All documents confirming conditions of eligibility for the position, (ie, Qualifications, Police Clearances, Driver's Licences, First Aid Certificates...) must be verified before Chilliwack Opportunity Society makes an offer of employment to the recommended candidate.

Three people will form a selection panel for the CEO position, one of which will be the President and two other members of the Board. The President will present the panel's recommendation to the full Board for endorsement.

The Chief Executive Officer and Board President or another nominated Board member will sit on the interview panel for the selection of all Program Coordinators. In the event of a tie in qualifications, the Board President will make the decision.

The Program Coordinator and CEO will form the interview panel for all other positions. In the event of a difference of opinion about the person to be selected, the CEO will make the decision.

The preferred candidate will sign an employment agreement which will set out the start date, starting salary, and conditions of employment relevant to the position.

When the offer of employment has been formally accepted by the preferred applicant, the Program Coordinator will notify the unsuccessful applicants by either telephone or in writing.

Newly appointed positions will have a probationary period equivalent of 3 months of full-time hours, but not to exceed 6 calendar months. Employee absences may result in the trial period extending beyond 6 calendar months, equal to any absence that the employee incurred, greater than 2 weeks, during the probationary period. During this trial period, the employee is expected to complete all of their qualifications (ie. First Aid, Class 4...).

When no suitable internal applicant meets the criteria for the position at short-listing or interview, the position will be advertised externally.

VOLUNTEERS

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 trained 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
- ✓ be reimbursed for all approved expenditure incurred in the exercise of their volunteer duties

It is the Volunteers responsibility to comply with Chilliwack Opportunity Society's Code of Conduct.

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.

New volunteers will be provided with an orientation in area in which they will be working by the Program Coordinator.

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 staff member.

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

STAFF AND VOLUNTEER ORIENTATION

Policy

Chilliwack Opportunity Society is committed to providing new staff and volunteers with a thorough orientation so that they feel welcomed into the organization and have the essential information to enable them to safely commence their duties.

Procedures

The CEO and Program Coordinator will complete orientation for new staff & volunteers, in their areas of responsibility, with orientation to occur over the first three days of the new staff member's commencement date.

The orientation process will include:

- ✓ informing the staff member/volunteer of their duties and responsibilities
- ✓ ensuring the new staff member/volunteer understands the chain of command and is introduced to their supervisor, their shop stewards and their OH&S representatives.
- ✓ Having the staff member/volunteer read and sign Chilliwack Opportunity Society's Code of Conduct, Policy on Ethics, Confidentiality agreement and CLBC's Confidentiality agreement
- ✓ Informing new staff/volunteers of practices to ensure their personal safety in the workplace
- ✓ introducing the new staff member/volunteer to the Chilliwack Opportunity Society building and program areas
- ✓ introducing the staff member/volunteer to existing program staff and volunteers
- ✓ providing the new staff member/volunteer with time to read the Chilliwack Opportunity Society Policy and Procedure manual, and to ask questions about the content if necessary
- ✓ At the conclusion of the orientation period the CEO and the new staff member/volunteer each will sign the Completion of Orientation form.

A shop steward will also complete a union orientation. This will include:

- ✓ Information on accessing the BCGEU collective agreement
- ✓ Signing a temporary union card
- ✓ Signing a form allowing union dues to be taken from payroll

EMPLOYEE LEAVE

Policy

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

Procedures

Vacation:

- Regular employees will accrue vacation entitlement, as set out in the Collective Agreement, Article 18.
- Employees will submit their vacation requests, to be approved by management, November 1st for the period of January 1st – April 30th, and March 1st for the period of May 1st-December 31st for seniority rights to apply, all other requests will be first come, first serve.
- An employee will carryover no more than 5 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 Collective Agreement, Article 19.1.

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

Special and Other Leaves

WORKING IN ISOLATION

Policy

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

Employees working alone 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. The Society ensures there is appropriate interior and exterior lighting and employees will report any malfunctioning locking devices 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.

Procedures

Working in isolation off-site:

- At the start of a shift off-site, the employee will phone the office and check in.
- At the end of the off-site shift, the employee will phone the office and check out.
- Employees working off-site will carry business cards with C.E.O. and Program Coordinator contact information in case of emergency.
- Employees working off-site will be familiar with emergency procedures.
- An employee on-site will be responsible for ensuring all off-site employees check in and sign off that they have safely completed their shift.

Working in isolation on-site:

- The employee will ensure all doors and windows are locked.
- The employee will not open the door or allow any unknown person on the premises.
- The employee will always carry a communication device 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

Bullying and Harassment

Policy

Chilliwack Opportunity Society promotes a work environment that is characterized by professionalism, collegiality and harmony. This policy prohibits conduct defined below as either personal or sexual harassment or bullying. The Society will not tolerate personal or sexual harassment or bullying in any interactions connected to work with Chilliwack Opportunity Society and where such conduct is found to have occurred, Chilliwack Opportunity Society may take disciplinary action, up to and including termination of employment.

This policy is not intended to constrain normal social interactions.

Chilliwack Opportunity Society considers false allegations of bullying and harassment to be serious workplace misconduct, subject to disciplinary action, up to and including termination of employment.

Purpose

The purpose of this policy is to assist all employees in identifying and preventing personal, psychological and sexual harassment in the workplace and to provide procedures for handling and resolving complaints. The policy is intended to promote the well-being of everyone in the workplace and to foster the values of integrity, trust and harmony that are essential for a sound organization.

Application and Scope

The Harassment Policy applies to all regular and casual bargaining unit employees and management. The policy applies to all situations where activities are connected to work with Chilliwack Opportunity Society and could impact on employment during and outside of regular business hours at the workplace and away from the workplace. This includes, but is not limited to:

- Activities on the premises of Chilliwack Opportunity Society
- Work assignments outside of the premises of Chilliwack Opportunity Society
- Work-related training sessions, education seminars and conferences
- Work-related social functions that are sponsored or organized by the Society.

Employees are expected to conduct themselves in a manner that is consistent with the requirements of the collective agreement in addition to those in Bill 14, which prohibits workplace bullying and harassment. Employees should take these requirements seriously. Failure to meet the appropriate standards of workplace conduct and/or to

meet the requirements of the collective agreement and the new Bill 14 requirements, may result in discipline, up to and including termination of employment.

Definitions

- **Bullying:** Workplace bullying is usually seen as a behavior (conduct or comments) that can 'mentally' hurt or isolate a person; however, it can involve negative physical contact as well. Bullying usually involves repeated incidents or a pattern of behavior that is intended to intimidate, offend, degrade or humiliate a person or group of people. It has also been described as the assertion of power through aggression.
- **Harassment:** Harassment in the workplace can include: engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be 'unwelcome', or any vexatious behaviour in the form of repeated and hostile or unwanted conduct, verbal comments, actions or gestures, that affects an employee's dignity or psychological or physical integrity and that results in a harmful work environment for the employee.

Procedures:

- Employees with bullying or harassment complaints should direct them to the Manager. Bullying complaints should be submitted in writing and include the names of possible witnesses, within six months of the last alleged occurrence.
- Reported complaints will be measured against the Bullying and Harassment Policy. If an investigation is warranted, the investigator must determine a fair and unbiased process to follow, which may require the implementation of interim workplace measures. For example, it may be necessary to place the complainant and/or alleged harasser on investigative leave with pay, or to arrange reassignment, if possible.
- Investigations will be conducted as quickly as possible and a complainant will ultimately be informed of the outcome of the complaint process regardless of whether any action is taken against the alleged harasser.
- Employees with bullying and harassment complaints should follow the procedures for reporting outlined in the collective agreement, Article 29 – Harassment.
- If an incident of workplace harassment or bullying is reported to WorkSafeBC, they may also conduct an investigation under their jurisdiction and procedures. (<http://www.worksafebc.com>)

CONFLICT OF INTEREST

Purpose

To ensure that Chilliwack Opportunity Society encourages responsible interactions between its personnel and the people we support, 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 community support workers 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 support staff 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 a staff or his/her family has a financial interest or may directly benefit.
 - If a staff or family member is receiving gifts, gratuities, loans or special favors.
 - Any situation that may impair a staff member's ability to act in the Society's best interest.
 - Any situation where a staff member's actions may compromise or undermine the trust which the public places in the Society.
 - The sale of goods or services to an individual or a member of their support network, whom they are supporting.
2. Chilliwack Opportunity Society staff 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 the staff has access by virtue of their relationship with the Society.

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

TRAINING AND DEVELOPMENT

Policy

Chilliwack Opportunity Society is committed to ensuring that staff 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 staff to participate in development activities that extend and enhance their capabilities.

The Society will also, according to organizational capacity and resources, support staff to pursue further education or training that will contribute to the staff member's 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 staff member is able to demonstrate.

Procedures

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

Where the Program Coordinator decides, in consultation with the CEO, that it is necessary for a staff member 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 in the staff member meeting that requirement as set out in the Collective Agreement Article 25.2.

Where a staff member 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 staff member's training. At the Program Coordinator's and CEO's joint discretion, and considering any impact on service delivery or other staff, the staff member 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

Purpose

- To protect individuals receiving service 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)

SIGNATURE: _____

DATE: _____

Collection and Use of Personal Information

The Society will limit the collection and use of individuals receiving services' personal information to that which is required by law and to that which is required to effectively plan and provide service to the individuals 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 printed record of individuals 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.

SIGNATURE: _____

DATE: _____

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 a supported individual or his/her 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 of an individual's personal information will be directed to the C.E.O., or Program Coordinator.

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 individual. For these reasons, the Society may disclose information to family members when it is in the best interest of supported individuals to do so and when obtaining reasonably informed consent from individuals 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.

SIGNATURE: _____

DATE: _____

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 individual receiving service 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 individual.

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 receiving services’ request to review his/her 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 an individual, including the individual making the request
- Would reveal personal information about another individual
- 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.

SIGNATURE: _____

DATE: _____

Procedures

As part of the intake process, all new participants (and carers where relevant) 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 all of our people served 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 Chilliwack Opportunity Society does with the information
- Their rights to decline to provide information
- How they can access the personal information that Chilliwack Opportunity Society holds, and any limitations to that access.

Individuals served (or families and/or advocates) 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.

Staff and Office Practices

- Interviews with individuals served (and carers and advocates) will be conducted in a room where privacy can be assured.
- If a staff member is in a situation where they believe that they need to disclose information about a participant that they ordinarily would not disclose, they should seek the advice of the CEO before making the disclosure.
- Computer screens must not be visible to members of the public
- Participant files are not to be left on unattended desks
- Staff should log off 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 staff.
- Participant's (and carer where relevant) 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 staff
- Participant's files, individual sections, or pages of files are not to be removed from Chilliwack Opportunity Society's premises in any format, unless Chilliwack Opportunity Society 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.

SIGNATURE: _____

DATE: _____

CORPORATE IMAGE AND COMMUNICATIONS

Policy

Chilliwack Opportunity Society's corporate communications are an important way in which we convey our professionalism to our participants, 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, staff, 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.

Chilliwack Opportunity Society brochures and other promotional materials are to be approved by the CEO.

Any changes to the Chilliwack Opportunity Society website and Facebook page, must be approved by the CEO or Program Coordinator.

Staff wearing uniforms, lanyard, or any other ID that identifies them as Chilliwack Opportunity Society staff members, 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 individuals 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 our individuals served.
- 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, CEO 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 individual(s) 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 an individual receiving support, the support staff will direct the media personnel to the CEO, or in the absence of the CEO, the President.
3. The CEO has the responsibility to take the media representative's request and respond appropriately.

COMPLAINT RESOLUTION

Purpose

Chilliwack Opportunity Society encourages our individuals receiving service, families, members, advocates and community members (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 individuals 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 persons receiving service, family members, friends, advocates and community members (stakeholders). This formal process will be communicated to all stakeholders on an on-going basis. The CEO will investigate all complaints and facilitate resolutions.

The Society will encourage stakeholders to feel safe in reporting their concerns and complaints. Concerns and complaints brought forward will be addressed in a timely and appropriate manner.

Bringing forward a concern or making a complaint will not result in retaliation, harassment or barriers to service.

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 CEO, the complainant will be referred to the President of the Chilliwack Opportunity Society Board of Directors. The President must ensure all steps of the Complaint Resolution process are complete.

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 follow 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 Program Coordinator 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 Program Coordinator and/or CEO and a shop steward if the complainant chooses to have one present.
6. If the dispute has still not been resolved, staff may choose, as per BCGEU guidelines, to file a grievance with the Union.

Concerns: 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 CEO 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 CEO.

Complaints: 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 CEO verbally or in writing.

2. The CEO 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 CEO 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 individuals 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 CEO 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 CEO 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 CEO 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 CEO finds that Chilliwack Opportunity Society conducted itself inappropriately, the CEO 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 CEO 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 CEO will maintain dated records of all discussions and interviews conducted in the investigation of a complaint. The CEO 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 CEO. The CEO will respond in a timely manner after receiving the appeal. The CEO'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.

INCIDENT REPORTING

Policy

An “Incident” is any event occurring in the course of Chilliwack Opportunity Society’s work that has an immediate and adverse effect on the safety, and/or health and/or well being of the individuals served, staff members, volunteers, or students on placement.

Staff 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 individuals we support. 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 individuals served.
- 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 Definitions

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

Incidents include:

- ▢ **Medication Error:** Any mistake in administering medication that does not adversely affect an individual.
- ▢ **Dietary:** A participant 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 an individual receiving support.

Critical Incident Definitions

- **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 individual's care plan.
- **Disruption of Services/Service Delivery Problem:** Any service disruption that affects the delivery of services to individuals (i.e. hospitalization, power outage, fire, flood, labor action).
- **Physical Abuse:** Any excessive or inappropriate physical force directed at an individual 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 an individual 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 persons connected to an individual but not responsible for their services or supports.
- **Emotional Abuse:** Any act or lack of action that diminishes an individual's sense of wellbeing, perpetrated by a person in a position of authority or trust.
- **Financial Abuse:** Abuse or misuse of an individual's funds and assets by a person in a position of trust and authority (i.e. obtaining property and/or funds without the individual's knowledge and full consent or without keeping the individual's best interest in mind).
- **Neglect:** Any deprivation of an individual's requirements for food, shelter, medical attention or supervision which endangers the individual.
- **Fall:** Any fall where the individual 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 an individual who requires transfer to the hospital or emergency care by a physician.
- **Medication Error:** Any mistake in administering medication that adversely affects an individual 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 an individual while in the care or supervision of a community support worker.
- **Missing/Wandering Person:** Any unscheduled or unexplained absence of an individual, while under the support/care of the Chilliwack Opportunity Society.
- **Other Injury:** Any other injury to an individual 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 an individual. 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 individual's daily notes.
- **Use of Exclusionary Time Out:** The removal of an individual 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 individual's daily notes.
- **Restriction of Rights.** The removal of the individual's 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 the individual's 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 an individual.
- **Poisoning:** Any ingestion of poison by an individual.
- **Suicide:** Any attempt by an individual to take his/her own life.
- **Sentinel Event:** An unexpected occurrence involving death or serious injury that signals a need for immediate investigation.

Procedure

If any personnel at Chilliwack Opportunity Society witnesses an incident, they must inform the CEO. The CEO will determine whether the incident is a Critical Incident Report or an Internal Incident Report. A log of all internal incidents will be maintained by Chilliwack Opportunity Society

A. Critical Incident Reports

1. Any personnel who witnesses a critical incident or who is on duty when a critical incident occurs may verbally report the incident to the CEO or Program Coordinator immediately, but must submit a report in writing to attach to the Critical Incident Report form, within 24 hours of the incident's occurrence.
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 CEO will review the 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 individual's support plan or services is based on correct assumptions and facts.
5. The CEO 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 CEO will make a verbal report, to be followed up by the written report as soon as possible.
6. The CEO will identify steps to be taken to follow up on the incident if necessary. The CEO will be the fixed point of contact for any external investigations into critical incidents by the funder or the police.
7. The CEO will debrief with all parties involved if necessary.
8. At the end of the year the CEO will review and send a summary of all critical incident reports to CLBC.

B. Internal Incident Reports

1. Any personnel who witnesses an incident, or who is on duty when an incident occurs must report the incident to the CEO or Program Coordinator immediately, and fill out an Internal Incident Report form, within 24 hours of the incident's occurrence.
2. The CEO will review the report for accuracy. It is important that the internal incident reports provide an accurate, complete description of the event(s) so that follow up can be helpful and any revision to the individual's support plan or services is based on correct assumptions and facts.
3. The CEO and Program Coordinator will identify steps to be taken to follow up on the incident if necessary.
4. The CEO will debrief with all parties involved if necessary.

CRIMINAL RECORD CHECKS

Purpose

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

Policy

All employees are required, as a term of employment, to have completed a criminal record check prior to commencing work, and to maintain an up to date criminal record check throughout the course of their employment with the Society.

Criminal Record Checks are a key strategy in safeguarding Chilliwack Opportunity Society and its participants from potential staff, volunteers or contractors who have been convicted of criminal offences that may present risks to the organization and its people served.

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 dealt with according to Chilliwack Opportunity Society's Discipline Policy.

Procedure

All personnel (i.e. Employees, volunteers, Board members...) are required to have a criminal record search completed prior to commencing work with the Society. Personnel are in a sensitive position of trust with vulnerable adults; therefore, all applicants are required to disclose whether they have any convictions, allegations or are currently charged under any Federal or Provincial enactment.

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 CEO, who will determine if it will preclude them from the position for which they have applied. The details of any record shall be retained in confidence by the Society.

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 CEO. 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, its people served, Board members, 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 CEO (for staff and non Board volunteers) or the President (for Board members and the CEO). The CEO will decide whether the individual 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 CEO will advise the Board President immediately if they are advised that a staff member has been charged with a criminal offence.

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

SECURITY OF PREMISES

Policy

Chilliwack Opportunity Society is committed to minimising risks to staff, equipment and Consumer information by maintaining sound security regimes.

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

All staff 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 CEO.
- Keys issued to a staff member are not to be passed on to any one else without the authorisation of the CEO and the necessary changes having been noted in the Key registry.
- Keys that have been issued to a member of staff who is leaving Chilliwack Opportunity Society must be returned to the CEO 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 staff when they need to access files from the secure cabinet. Access to these keys is through the CEO or Program Coordinator.
- At the end of each day, all computers must be turned off, files must be returned to filing cabinets or locked drawers. Staff are not to remove any documents or electronic copies of documents (via thumb drive...) without first receiving approval from the Chief Executive Officer.
- Whoever leaves a Chilliwack Opportunity Society workplace last each day is responsible for checking to ensure the premises are secure before locking up for the night.

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 participants. Examples of social media may include but are not limited to discussion forums, blogs, podcasts and social networks such as Facebook and Twitter.

The CEO and Program Coordinator 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 people supported, or other Chilliwack Opportunity Society personnel. Failure to abide by this policy may result in disciplinary action up to and including termination.

INTERNET, EMAIL AND CELL USAGE

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 participants, or the operation of Society business.

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 or 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 computers
- Phone calls on personal phones should be short. Ongoing calls and text messaging should not be happening during work hours.

MEAL & ACCOMMODATION REIMBURSEMENT

Policy

Employees who incur expenses while travelling or working on Chilliwack Opportunity Society business shall receive meal reimbursement based on the BCGEU contract.

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

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 CEO.

Procedure

- An employee will ask the CEO 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 CEO or Program Coordinator within 5 working days of the expenditure.
- Reimbursement will be made for approved expenses in the next pay cycle.

EXPECTED AND UNEXPECTED DEATHS

Purpose

To establish a procedure for immediate and appropriate action to be taken following the death of an individual 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 an individual at the Chilliwack Opportunity Society.

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 CEO 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 within 24 hours.

USE OF PRIVATE VEHICLES

Policy

Employees may not transport clients in their private vehicles without prior approval from the CEO or Program Coordinator.

Where a Chilliwack Opportunity Society vehicle is available, and a staff member 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

Staff who use their private vehicles for work purposes must maintain comprehensive and compulsory business insurance. If the CEO has approved this use, Chilliwack Opportunity Society will reimburse the difference between standard and business insurance, with the submission of proper documentation.

It is the responsibility of staff 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 CEO or Program Coordinator to be kept on file.

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 its participants.

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 our participants.

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 with disabilities, 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

As a term of an employee's employment contract, with the Society, employees 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 people with disabilities.

An employee who receives a summons or a subpoena has a public, legal duty to the court. However, the employee also has a private, legal duty to the Society, as a part of the contract of employment. These two do not conflict, and the employee must fulfill both duties and may not neglect either. The same duty applies to an employee who is considering voluntarily giving information to anyone or testifying in court. Employees 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 to the business or purposes of the Society, must notify the CEO. In the case of the CEO, the CEO must inform the Board of Directors.

Employees 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 a person or person(s) with a disability unless they first notify the CEO in writing of their intention to do so.

Employees 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 CEO immediately. Only the CEO may provide such information or delegate the responsibility. Where at all possible, the CEO must notify the Board of Directors of all such requests before providing any such information.

Employees 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 a person(s) with a disability, must inform the CEO immediately, and, within the limits of the law, only the CEO may determine whether such information shall be made available. The CEO 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, individuals receiving services, practicum students and volunteers 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.

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

An employee 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 the employee’s employment.

Compelled Witness: When employees 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 an employee is 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 CEO.

The CEO may decide to require that an employee DOES NOT testify as a voluntary witness.

Similarly, when an employee is 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 CEO. The CEO may decide to require that an employee DOES NOT provide such information provided it is legal to do so.

An employee who receives a subpoena has a public legal duty to court. When this happens, employees 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 to the business or purpose of Chilliwack Opportunity Society, must notify the CEO. In the case of the CEO, she will inform the Board of Directors.

Employees must not agree to act voluntarily as a witness in any court proceeding which might affect the Society or its participants, indirectly or directly unless they first notify the CEO 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 CEO will immediately notify the Board President.

Should a search warrant be initiated, the staff who makes first contact will escort the law enforcement to the CEO's office.

If the CEO is not in the building she will be notified immediately. The CEO will designate an onsite staff to implement the procedures. If the CEO is not available, the Program Coordinator 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 office 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 CEO and she is either on her way or has provided instructions. Request that the officer in charge not to proceed until the CEO 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.

DRESS CODE

Policy

Chilliwack Opportunity Society takes great care to ensure that not only are we delivering professional services to the community, we take pride in presenting as professionals.

To this end we require the following dress code:

Shoes:

- ✓ staff will wear activity appropriate, non-marking shoes
- ✓ heels will be no higher than 5cms with a reasonable width to ensure stability
- ✓ Contractors and Maintenance staff will follow Work Safe BC guidelines on footwear

Clothing:

- ✓ Staff will role model appropriate clothing for our participants (i.e. modest clothing, family friendly...)

Hair:

- ✓ Staff working with mechanical equipment or in the kitchen, must have hair tied back, if over the collar
- ✓ Staff working with clients who may pull hair, must have their hair tied back, if it is over the collar

Jewellery

- ✓ Staff working with participants in a care capacity, must ensure the jewellery they wear does not have the potential to impact on skin integrity

Fingernails

- ✓ Staff working with participants in a care capacity, fingernails must not be over the top of fingers, skin integrity must be maintained in a safe and hygienic manner

RIGHTS AND RESPONSIBILITIES OF PEOPLE SERVED

Policy

Chilliwack Opportunity Society respects the rights of the individuals we serve. All people served 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.

Chilliwack Opportunity Society expects that individuals we serve will:

- be honest, cooperative, and courteous in their interaction with Chilliwack Opportunity Society staff and other participants
- 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 participants are individuals and that at different times some will have varying levels of ability to make decisions and exercise their rights. When a participant 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 carers and support networks, including an advocate, to support the participant.

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

Procedures

- Chilliwack Opportunity Society will maintain up to date information brochures about the services the organization provides.
- Participants (and with their permission, their carer or a family member) will be involved in all aspect of their initial assessment, and the planning, delivery and review of services they receive.
- Participants will have access to all information about themselves that is held by Chilliwack Opportunity Society.
- Information held about each participant will remain confidential within the limitations of Chilliwack Opportunity Society's duty of care and requirements to comply with legal obligations.
- Participant's complaints will be dealt with fairly, promptly and without retribution, and the participant may involve an advocate of their choice to represent his/her interests.

ADVOCATES

Policy

Chilliwack Opportunity Society supports the right of people served to use an advocate in relation to any service they receive.

When a participant 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 participant 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 participants.

Procedures

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

Participants who lodge a complaint about a Chilliwack Opportunity Society's 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 our funding body.

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

Intake procedures require that the potential client is fit to participate in Chilliwack Opportunity Society's program. Where the assessor believes that the potential client is unfit to participate, the CEO will refer them back to CLBC for further options.

The individual's right 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 individuals to the Society, who meet their eligibility criteria.

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

At the intake meeting the individual 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 the individual and their support network need to make an informed decision regarding whether or not Chilliwack Opportunity Society is an appropriate program for them.

If a request for service is made, and there is no global spaces available, the individual's name and information will be added to a waitlist. If a space becomes available, eligibility will be considered, in consultation with CLBC, first on need. If need is similar, spaces will be given on a first come first serve basis.

ACCESSIBILITY

Policy

Chilliwack Opportunity Society will provide services that are accessible to the individuals receiving support. Furthermore, Chilliwack Opportunity Society will provide opportunities for the individuals we support 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 CEO (or designate) will complete an accessibility checklist on an annual basis. The checklist 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

Based on the results of the accessibility checklist, the CEO (or designate) will write an accessibility plan/report. The plan will identify the barriers and outline recommendations to remove the barriers in the best possible way.

Concerns related to accessibility can also be addressed to the CEO (or designate) on an on-going basis. Members, individuals receiving service, families and employees can submit concerns verbally or in writing at any time. These concerns will also be included and addressed in the accessibility plan. The CEO will submit the accessibility plan to Community Living British Columbia (CLBC) annually for review.

PROTECTING PEOPLE SERVED FROM HARM

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 our participants, their carers 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 Chilliwack Opportunity Society participants. All services will be delivered in a way that minimises risks to participants, and Chilliwack Opportunity Society will act to protect them when their rights or safety are a cause for concern.

Duty of Care requires that everyone at Chilliwack Opportunity Society (Board members, staff and volunteers) has 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 participant, or the infringement of their rights, the staff member's duty of care to ensure the participants' safety and wellbeing outweighs their duty to maintain confidentiality.

A staff member who has concerns about a consumer must immediately report that concern to their Program Coordinator, 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 the staff member should make the details known only to their Program Coordinator and the CEO.

Chilliwack Opportunity Society will immediately handle concerns or allegations. When a concern, allegation or witnessed event is reported by a staff member, the Program Coordinator and/or the CEO will take all steps that are reasonably possible to ensure the immediate safety and well being of the participant. A CLBC will be notified, and a Critical Incident Form will be filled out.

The CEO is responsible for liaison with CLBC and other agencies, in relation to all matters concerned with the protection of individuals who receive support from Chilliwack Opportunity Society.

Procedures

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

As part of their orientation, all new staff will receive an introductory training session, through their Program Coordinator 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

Chilliwack Opportunity Society's procedures for staff who have a concern, receive an allegation or witness abuse or neglect.

The Society's role, through the Program Coordinator and/or CEO is to ensure that the person served is kept as safe as possible until CLBC is notified, and an investigation has taken place.

All Board members, staff, 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 staff member who has a concern, receives an allegation or witnesses an event that suggests a consumer is being abused, exploited or neglected while support from Chilliwack Opportunity Society, or in other aspects of their lives, the staff member must discuss their concern or allegation with their Program Coordinator or CEO at the earliest opportunity, in person or by telephone. If the Program Coordinator is unavailable, discuss their concerns with the CEO.

Action will be taken as follows:

1. The Program Coordinator will advise the CEO of the concern and will take steps to ensure the immediate safety of the individual.
2. The CEO 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 Program Coordinator, and no longer than 24 hours later, the staff member 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 an individual, the staff member 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 their Program Coordinator or CEO.
5. The CEO will be responsible for speaking with the complainant to obtain details of the allegation and of any immediate risks to the individual.
6. The CEO who 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

Policy

Any form of abuse and/or neglect will not be tolerated and must be reported immediately to the CEO or designate.

Definitions and Categories of Abuse

- **Physical**
 - Assault (slapping, hitting, kicking, punching)
 - Rough handling without regard for the individual'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 an individual'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 an individual'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 an individual's need for discussion, inclusion and/or routine action

Individual Abuse Emergency Procedure

In case of alleged abuse to an individual, the following procedure must be followed:

1. Safeguard individual(s).
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 CEO or designate.
6. The CEO or designate will contact the Funding Ministry (CLBC).
7. The CEO 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 individual(s) in the program while the investigation proceeds.

Employees' and Volunteers' Responsibilities:

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

Employees or volunteers 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

Purpose

In keeping with our mission, values and philosophy of care, we need to ensure that individuals 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 CEO and community support staff to inform individuals about significant adverse events and unanticipated negative outcomes of care that may affect their well-being.

Definitions

- **Significant Adverse Events:** Adverse events are negative individual 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 individual(s) outcomes, now or in the foreseeable future. No extra procedures affecting the individual are required to prevent negative individual outcomes. These events are not significant from the individual's perspective and disclosure to the individual 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 an individual.

Procedure

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

Timelines

- Chilliwack Opportunity Society support staff involved in a significant event will immediately contact the Program Coordinator or CEO.
- The CEO will review the significant adverse event and plan the disclosure process.
- The support staff 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 individual should occur when the individual's condition is stable and/or the individual is able to comprehend the information.
- Disclosure to the individual's substitute decision maker may occur prior to the individual 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 CEO's judgement. Such incidents do not require disclosure to the individual 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 CEO or delegate to disclose this event to the person and/or to the individual's substitute decision maker. For example, a minor delay in giving an individual a medication may be an unwanted event, but if there is no harm to the individual as a result, disclosure would not be required.

Disclosure Benefits

- Individuals will receive prompt and thorough interventions for any harm suffered or anticipated.
- Individuals and/or families will have their concerns and fears openly addressed and respected.
- Individuals 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 support staff to learn how to improve our participant's quality of care and safety.

Support Staff Responsibilities

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

- Report to the CEO or delegate immediately.
- Document the event in an objective, factual and narrative way. This should be done as soon as possible after the event has occurred or has been recognized.
- Disclosure of the event to the individual, substitute decision maker and/or family should take place in a timely way at the direction of the CEO. The adverse outcome may be obvious, what may require disclosure is the circumstances leading up to and surrounding the event.
- Debrief with the Program Coordinator or CEO and team as necessary.

Administrative Responsibility

- The CEO or delegate will fill out a Critical or Internal Incident Report, as necessary.
- The CEO will, to the best of their ability, answer questions from the individual 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 the support staff in this initiative. Individual's safety is the primary concern of the organization, not the discipline of the support staff involved in the events. Chilliwack Opportunity Society will focus on correcting the factors that allow events to occur and work with support staff 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 CEO will meet with the individual and/or substitute decision maker as promptly as possible and as appropriate given the individual's condition. The rationale is that the individuals and/or families would want to know what has happened.
- Disclosure is a process. Employees should avoid speculation, focus on what is known about the event at the time of the discussion and refer questions from the individual and/or substitute decision maker to the CEO.

- Avoid attributing blame to specific individuals 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 individual 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 Policy 4.7 Privacy and Confidential Information, regarding disclosure of events to third parties.

MANAGING CHALLENGING BEHAVIOURS

Policy Statement

Chilliwack Opportunity Society recognises that many factors can contribute to a person served 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.

Chilliwack Opportunity Society is committed to ensuring that when these behaviours occur, they are dealt with promptly and appropriately, having regard for the safety of staff, the rights of the person served and any other person(s) affected by the behaviour, and duty of care obligations.

Staff will be trained in the use of strategies to prevent and defuse volatile situations, both generally and in relation to individual participant's specific needs.

Staff are to immediately advise their Program Coordinator or CEO if they feel threatened in anyway and are fearful of providing a service to a participant. The CEO or Program Coordinator will investigate and try to resolve the situation.

Withdrawal of service will only be considered as a last resort.

Procedures

When it is identified that a person served could exhibit behaviours that place themselves and/or staff and others at Chilliwack Opportunity Society at risk of harm, a Individual Service Plan will be created that specifically includes a behavioural management plan developed in collaboration with the participant (where feasible), the carer, family and/or advocate. In circumstances where risks could be high to the individual or others, the CEO will seek the guidance of a professional with expertise in the area and refer the individual to a clinical support service.

All staff will receive training in how to defuse volatile situations and reduce the incidence of unacceptable behaviours, both generally and in relation to any participants who have specific issues that could place themselves or others at risk of harm while they are receiving service at Chilliwack Opportunity Society.

Staff should not be alone with any participant who has a history of unpredictable, aggressive or inappropriate behaviour.

All incidents of violent or otherwise threatening or inappropriate behaviour will be documented on a Incident Report, which will be archived on the participant's file.

When a first event of inappropriate behaviour occurs without warning, staff will follow the procedures contained in Chilliwack Opportunity Society's Occupational Health and Safety Guidelines.

A participant who continues to behave in a way that places themselves or others at risk of harm, will have their service temporarily suspended until further professional advice can be accessed.

If satisfactory arrangements cannot be put into place to manage the participant's behaviour with the resources and expertise available to Chilliwack Opportunity Society, the service will be indefinitely withdrawn.

Participants (and their families and advocates) will be advised of their rights to use Chilliwack Opportunity Society's Complaints Procedures if they want to challenge the decision to withdraw the service.

If a service is withdrawn in these circumstances, Chilliwack Opportunity Society will work collaboratively with the person served, their family and other service providers to try to find an alternative service for the individual.

WITHDRAWAL OF SERVICE

Policy

Services will not be provided to participants 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 a client is consistently absent, their space will be considered abandoned and opened to other consumers.

A service may be withdrawn temporarily or indefinitely if the client's continued participation poses a risk to other participants or staff.

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

The individual's right 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 a participant's service will be made by the CEO in consultation with the Program Coordinator.

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

When a service is withdrawn, the client 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 individual 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 to attend an exit meeting to provide feedback on their experience as a Chilliwack Opportunity Society participant.

SERVICE EXIT OTHER THAN WITHDRAWAL OF SERVICE

Policy

Generally, Chilliwack Opportunity Society makes a long-term commitment to its people served, 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 served:

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

Procedures

When a individual served exits Chilliwack Opportunity Society of their own volition, the Program Coordinator will invite them (and as relevant, their carer and/or advocate) to participate in an exit interview to obtain their feedback about the service they have received and to identify opportunities for service enhancement based on the individual's experience.

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

When a person served exits Chilliwack Opportunity Society, regardless of the reason, staff will provide information on other agencies which might support them if necessary.

A participant who exits at Chilliwack Opportunity Society'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, whether the cessation of service has been initiated by the individual served or by Chilliwack Opportunity Society, CLBC will be notified.

BUSING

Policy

Chilliwack Opportunity Society's busing program is a complimentary service and the Society reserves the right to refuse service for any reason.

Routes are created by the CEO or Program Coordinator and pick up and drop off times may be changed at any time to suit program needs.

Participants are expected to be ready for pick up, 15 minutes prior to the given time, as route times may vary daily. The vehicle will not wait if the participant is not ready.

Caregivers are responsible for being home 15 minutes prior to the scheduled drop off time and/or helping their participant to and from the vehicle, if necessary.

Vehicles will not run if the CEO or Program Coordinator feel road conditions are not safe. If vehicles run, there must be a clear pathway from the door to the vehicle or the vehicle will not stop.

Procedure

During intake or at any point of service, the CEO and/or Program Coordinator will discuss transportation options to and from the Society, with the individual and their caregivers, if applicable. If the individual receiving support decides they would like to access the Society's transportation, the individual's home location and personal needs will be discussed to determine whether the Society can accommodate the individual.

If the individual is approved to be a part of Society busing, they will receive a pickup and drop off time. The Society does its best to keep within a 15-minute window, before or after the designated times.

If your participant needs assistance getting into the vehicle, walk them out and assist them, and meet the bus at the end of the day to help them back out of the vehicle. If your participant can not be left home alone, make sure you are at home at least 15 minutes prior to the drop off time given.

If for any reason transportation is not needed at a scheduled time, advanced notification must be given to the Society.

EMERGENCY PLAN

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, with the appropriate tools and resources to respond effectively.

Policy

All Community Support Workers will be trained in emergency procedures. In addition, the Emergency Plan Policy will be available in the Emergency Binder, so that anyone who attends, works or visits the program, is able to review the procedures.

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

Procedure

1. The Society's Board of Directors authorizes the C.E.O. to oversee all-natural disaster action plans. The C.E.O. or Program Coordinator will serve as the Action Plan Coordinator in declaring the scope of an emergency and directing its response. If the C.E.O. or Program Coordinator is unavailable, the most senior staff on site will fill this role.
2. Chilliwack Opportunity Society will have, and keep up to date, the following procedures:
 - General/Medical Emergencies
 - Fire Policies and Procedures
 - Earthquake Procedures
 - Natural Disaster/Power Outage Procedures
 - Telephone/Bomb/Personal Threat Procedures
3. An Occupational Health and Safety Representative will train new staff in emergency procedures.
4. The OH & S Committee will ensure that emergency drills are run as required.
5. The Policy and Procedure Committee will update the emergency policies and procedures as needed.
6. The C.E.O. will ensure there is enough emergency supplies on hand, to support staff and people served for a minimum of three days, in the event it is necessary to shelter in place.

7. All staff should be informed of where to designated Muster Station is. It is in front of Gwen Vaughn Park's entrance.

FIRE SAFETY

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 both supported persons and personnel. Employees will pass (90%) a fire safety knowledge test annually, to show competency regarding basic fire safety and the Society's Fire Safety procedures.

Procedure

- **ACTIVATE** a fire alarm pull station at ANY sign of fire
- **FIGHT** the fire **ONLY** if it is **SMALL**, you are **NOT** alone, and your participants are **SAFE**
- **EVACUATE** your participants out the nearest exit to the designated **MUSTER STATION**
- **ASSIST** other staff (if you are able) in evacuating their participants
- **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
- Take **ATTENDANCE BOARD** to Muster Station
- **PHONE 9-1-1** to report a fire at 10135 Williams Road
- The most senior staff will take **ATTENDANCE** at the Muster Station
- **REPORT** any missing, 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

EARTHQUAKE

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 supported persons and personnel. Employees will pass (90%) an earthquake emergency procedures knowledge test annually, to show competency in the Society's Earthquake safety procedures.

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 unannounced earthquake drills at least annually.
2. The Occupational Health and Safety Committee will facilitate training for staff and people served 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.
3. The Occupational Health and Safety Committee will perform quarterly inspections where they will ensure that the facility prepared for an earthquake.
 - Heavy items will be stored on bottom shelves
 - Mirrors 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 individuals 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. If possible, turn off the water, gas and electricity at main switches.

8. 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.
9. If you are outside, stay there. If possible, get into the open, away from buildings, trees, walls, and power lines.
10. 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. Take the vehicle keys if possible.
4. Stay in groups as much as possible. Move to the gazebo at Gwynne Vaughan Park.
5. If the earthquake is severe and communication is cut off, turn on a radio in one of the vehicles for emergency information.
6. If possible, the Action Plan Coordinator will make arrangements to return individuals served to their homes. Do not go sight seeing. Keep the roads open for emergency vehicles.
7. Watch for fires.
8. Be prepared for after shocks.
9. Once all people served are safe, the Action Plan Coordinator will release you to go home if it is safe to do so.
10. If the earthquake is severe, shelter in place at the facility until rescue arrives or alternative plans can be made.

□ 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)

SIGNATURE: _____

DATE: _____

NATURAL DISASTER

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 ensuring the safety of both supported persons and personnel.

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 their individuals if it is safe to do so, if not, staff may need to shelter in place with the individuals served until their caregivers are able to pick them up or staff is able to safely bring them home.
- Food and water can be found in emergency kits in each area of the building.
- In the case of a storm, all windows should be barricaded, to avoid shattering glass and debris.

EVACUATE

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

BOMB THREATS

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 supported persons and personnel.

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.

Procedure

not all bomb threats automatically warrant an evacuation or detailed search

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

- Call 911
- Immediately notify the C.E.O. or Program Coordinator.
- Do not delete any email messages
- Limit handling a written threat

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.)
- Call 911 and follow instructions
- As soon as possible notify the CEO or Program Coordinator

VIOLENT OR OTHER THREATENING SITUATIONS

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 supported persons and personnel.

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 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. Remain inside the building until the threat has passed

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 clients and staff are or may be and to protect individuals 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
2. Decide if you can safely leave the building or if it is safer to shelter within the building

3. If remaining in the building, close and secure doors and windows
4. Barricade windows and doors
5. Turn off lights and close blinds
6. Keep yourself and clients away from doors and windows
7. Silence cell phones as soon as possible.
8. 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 and details of the ongoing situation.
9. Remain silent and encourage others to do the same
10. If there is a threat of gun fire, everyone should lay on the ground and behind barriers
11. DO NOT open the door for ANYONE.
12. Remain in lockdown until police clears the area and releases you
13. If a fire alarm should sound during a full lockdown situation, do not automatically evacuate unless you smell smoke.
14. If safe communicate with C.E.O. or Program Coordinator via text, but keep your line open for communication with police and 911.

MEDICAL EMERGENCIES

UTILITY FAILURE

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 supported persons and personnel.

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 Coordinator may arrange for everyone to return home and close the program.