

# **VERNON WOMEN'S TRANSITION HOUSE SOCIETY**



Vernon Women's **Transition House** Society

## **ADMINISTRATION POLICIES & PROCEDURES**

# VERNON WOMEN'S TRANSITION HOUSE SOCIETY

## ADMINISTRATION POLICIES AND PROCEDURES TABLE OF CONTENTS

✚ **Explanation of Policy Numbering:** Policy Numbering can be found at the top “center” of each page and will read as: **1-1 = Section 1 Policy 1, 2-1 = Section 2 Policy 1 etc.**  
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<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>POLICY AND PROCEDURES MANUALS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:** The Vernon Women's Transition House Society will institute and maintain Administration and Personnel Policy and Procedures Manuals, which will codify the policies and procedures of the Society in a readable and amendable manner.

The Personnel Policies and Procedure Manual will be in a location which is accessible to all employees.

The Vernon Women's Transition House Society and its employees will take their direction from and comply with, the policies and procedures contained in the Policy and Procedures Manuals.

All Vernon Women's Transition House Society employees will be able to suggest new policies and/or procedures or revisions to existing policies and procedures by using the "*Manual Update*" form provided in the Policy and Procedures Manual.

**REASON FOR POLICY:**

The Policy and Procedures Manual, developed, implemented, and maintained properly, becomes the structural basis upon which an agency is built and developed. The Policy and Procedures Manual establishes the foundation of consistency and professionalism and provides the infrastructure within which the organization can become secure and credible.

It is important for the employees of the Vernon Women's Transition House Society to have input into the decision making process of the Society. Many of the policies and procedures are directed towards the employee and, since the employee is in a position on a day to day basis to assess the impact, validity and practicality of Society policies and procedures, it will be beneficial for the employee to have the opportunity to make suggestions regarding these policies and procedures.

Suggestions from employees will be incorporated into the Approval Process for consideration and will be incorporated into the Manual, if they are approved.

**POLICY MANUAL ADMINISTRATION:**

The purpose of the manual is to:

- Increase the consistency of application of policies and procedures
- Encourage consistency of job performance
- Assist with the orientation of new staff
- Assist the Society with future accreditation processes.

**POLICY APPROVED**

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Executive Director

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Date Approved

1-1A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>POLICY AND PROCEDURES MANUAL</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 2 of 2</b>	

1. Copies of the Personnel manual are to be available in any area where our employees perform their duties on behalf of the Society.
2. Policies and/or amendments to existing policy are to be sent to the Executive Director for approval.
3. Policy Manual Maintenance will take place on an “*as needed*” basis. The process for updating will be as follows:
  - Once approved, revisions to policies & procedures will be done by the Executive Administrative Assistant.
  - Revised Policies will be signed and dated by the Executive Director.
  - Copies of revised policies will be distributed to each VWTHS program for replacement in the Personnel Policies & Procedure Manuals.
  - Each program is responsible for the maintenance and upkeep of their Personnel Policy & Procedure Manual.

**Addendum:** Manual Update form

**POLICY APPROVED**

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Executive Director

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Date Approved

## 1-2

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>BUILDINGS AND GROUNDS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** The Executive Director, with the assistance of the Program Manager, will ensure compliance with the Municipal and Provincial requirements for all programs.

**PROCEDURE:**

1. The Program Manager will be responsible for ensuring that each program is in compliance with zoning, building, health and fire laws, by-laws, codes and enactments.
2. Every program will demonstrate that it is in compliance with, or has been legally exempted from, any or all of the following:
  - All applicable zoning laws, by-laws, codes and enactments,
  - All applicable building, plumbing and electrical laws, by-laws, codes and enactments,
  - All applicable sanitation and health laws, by-laws, codes and enactments, and
  - All applicable fire safety laws, by-laws, codes and enactments.
3. The agency will demonstrate evidence that the premises used for any programs comply with:
  - The laws respecting the health of participants of the area in which the premises are located,
  - Any rule, regulation, direction or order of the local Board of Health and any director or order of the local Medical Officer of Health.
  - Any by-law of the municipality in which the premises are located or other law for the protection of the participants from fire hazards,
  - Any restricted area, standards of housing or building by-law passed by the municipality in which the premises are located,
  - The requirements of the British Columbia Building Code, where applicable, and
  - The requirement of the British Columbia Fire Code.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

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Date Approved

## 1-3

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>MEDIA RELATIONS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:** The confidentiality and privacy of the clients and their families is paramount and will be protected and ensured by all employees of the Vernon Women's Transition House Society.

**All public statements will be issued in a manner that protects the integrity of the people served by the organization and the reputation of the Society.**

**CONDITIONS:**

- All enquiries and/or requests from the media will be referred, without editorial comment, to the Executive Director.
- The Board President is the official spokesperson for the Board with regards to media.
- Neither clients nor employees of the Vernon Women's Transition House Society will be forced to participate in a media interview.
- Information which is released to the media will be truthful and accurate, and will preserve the confidentiality, privacy and respect of the clients and their families and the integrity and effectiveness of the Society's programs.
- The taking of photographs of the clients, or their families, will be permitted only with the consent of the client or their families.
- Authorized agencies requiring and requesting information and/or interviews, with either Society employees or clients, will have access to those parties and the information required, to the extent that their proven authorization extends.

**REASON FOR POLICY:**

The Vernon Women's Transition House Society is operated on behalf of, and funded by, the public under the auspices of various Provincial Ministries. Therefore, the public, community and media are entitled to information of a kind that does not compromise the confidentiality, privacy and respect of the clients and their families, nor the integrity and effectiveness of the Society's programs.

**POLICY APPROVED**

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Executive Director

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Date Approved

## 1-3A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>MEDIA RELATIONS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 2 of 2</b>	

Public statements or responses to requests from the media on public issues have the potential to impact negatively on the work of the agency and the perception in the community of the people served by the agency. Public statements or responses on issues must be carefully planned to limit the opportunity for them to be misconstrued.

**PROCEDURE:**

1. **Normal Requests:** Staff approached by the media for information or an interview will refer the media to the Executive Director's office to arrange an appointment and explain that in order to present a cohesive, current and authoritative reply it is best that all comments come from the Executive Director. The staff member will make no other comment or observation.
2. **Crisis Situations:** In the event of a crisis situation, the Executive Director will be advised immediately and all media enquiries and relations will be directed through the Executive Director's office.
3. **Public Statements:** All requests for public statements will be referred to the Executive Director. The Executive Director will identify the most appropriate person to respond to the request and formulate a response to the request, or assign someone to formulate the response.
4. **Notifying the Board:** The Executive Director will apprise the Board of Directors of the issue as quickly as is necessary and will use discretion in contacting the Board, based upon the seriousness of the incident or issue.
5. The President of the Board will be notified immediately in all instances where the operations of the Society are at immediate risk of coming under public scrutiny or being misrepresented.
6. Authorized access to information and clients will be granted to the police and funding Ministries.
7. Requests to access information and/or clients by authorized agents will be referred to the Program Manager and granted only upon proof of authorization.
8. **Public Awareness Presentations:** All presentations made on behalf of the Society must be brought to the attention of the Executive Director.
9. The **Executive Director** will be responsible for ensuring that the appropriate care is taken in preparation for the presentation.

**POLICY APPROVED**


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 Executive Director

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 Date Approved



<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>PUBLIC RELATIONS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** The Vernon Women’s Transition House Society will strive to maintain a positive image in the community.

All Society employees must be aware of the impact of unprofessional behaviour on their reputation, the reputation of the Society and the reputation of the profession, whether the behaviour takes place in the work or community environment.

**PROCEDURE:**

1. Society employees will ensure that, at all times, their behaviour and practice reflects the standards of the Society and presents a positive, responsible and professional example.
2. All routine enquiries, requests or complaints from the public, directed to a Program, will be referred to the Program’s Manager.
3. All routine enquiries, requests or complaints from the public, directed to the Society, will be referred to the Executive Director.
4. Complaints against the behaviour of staff by program participants or members of the public will be resolved as openly, courteously and quickly as possible.
5. **Public Complaints:** The Executive Director will report any serious complaints to the Board of Directors and keep the Board apprised of the action taken to resolve the issue.
6. All issues referred by the public, requiring a response, will be dealt with expediently.
7. The party reporting the issue will be informed of the response or action taken, if warranted and appropriate.

**Reference:** See also – Policy 1-3 & 1-3A Media Relations

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>RECORDS - SOCIETY</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** All Payroll and Personnel files will be kept for a period of seven years.

Vernon Women's Transition House Society will keep personal client information for only as long as necessary for the identified purposes, or as required by law and/or Ministry contract requirements.

**PROCEDURE:**

1. After seven years, *payroll and personnel files* will be culled and confidential information shredded by the Office Manager under direction of the Executive Director, or destroyed in such a way as to preserve confidentiality.
2. All Society files will be kept at places designated by the Society from time to time.
3. Files removed from such locations, for the purpose of home visits or after hour assessments, will be returned to these locations as soon as practical and, in any event, no later than the next business day.

**POLICY APPROVED**

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Executive Director

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Date Approved

## 1-6

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>VEHICLE USE</b>	
	<b>REVISION DATE:</b>	July 27, 2010	<b>PAGE:</b> 1 of 1

**POLICY:** The Program Manager will be responsible for administering the transportation requirements of their Program.

**CONDITIONS:**

When transportation is provided to participants in a *privately-owned* vehicle by an employee, volunteer or student, the program will ensure and verify that:

- The vehicle is properly licensed,
- The operator of the vehicle holds a valid driver's license,
- The vehicle is properly maintained in a safe and operable condition,
- The vehicle is *\*adequately insured*, and
- The vehicle is not driven by clients.

Staff members who choose to use a taxi for work related travel will only be reimbursed the equivalent of what would be reimbursed if they used their own vehicle.

**PROCEDURE:**

1. Safety belts must be worn by the driver and all passengers, at all times.
2. When transporting small children, the appropriate approved child car seat will be used to secure them safely in the vehicle.
3. All traffic and motor vehicle laws will be observed.
4. A copy of the staff license and proof of insurance will be kept in their personnel file.
5. ***Accidents:*** In the event of any vehicle accident occurring in the course of conducting Society. The Program Manager will be contacted immediately, who will then notify the Executive Director of the accident.

The Program Manager will be responsible for notifying the next-of-kin and Ministry staff, where applicable, regardless of the severity of the accident.

\* ***Adequately Insured:*** Adequate insurance will be defined as motor vehicle insurance required by law under the Motor Vehicle Act, to a level of coverage sufficient to cover the liability of the Society's operations.

**POLICY APPROVED**


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 Executive Director

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 Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>GIFTS - EMPLOYEES</b>	
	<b>REVISION DATE:</b> July 27, 2010	<b>PAGE: 1 of 2</b>	

**POLICY:** Employees will be recognized for milestones in length of service, illness, births, marriages, leaving and retirement.

**REASON FOR POLICY:**

This policy exists to provide consistent and fair guidelines for the purchasing of gifts for all staff.

**PROCEDURE:**

1. Hospitalization or serious illness of employee, spouse or child residing in the home will receive a flower arrangement or basket not to exceed **\$35.00**.
2. Employees getting married will receive a gift not to exceed **\$35.00**.
3. Birth of an employee’s child, a flower arrangement or basket not to exceed **\$35.00**.
4. Funeral of employee’s parent, spouse, common-law spouse, child (*including foster or step, etc.*), brother, sister, grandparent, grandchild, or any relative residing in the home will receive a flower arrangement or basket not to exceed **\$35.00**.
5. Funeral of employee’s in-law (*father, mother, brother, sister, daughter or son*) will receive a flower arrangement not to exceed **\$35.00**.
6. **Permanent** employees terminating **before** their one year anniversary will be eligible to receive a luncheon from Vernon Women’s Transition House Society (*amount as per VWTHS lunch per diem*) and a mug filled with candy. **After one year**, they will receive a luncheon from Vernon Women’s Transition House Society and a gift will be bought in the amount of \$1 for every month they have been a permanent employee.
7. Relief employees will receive a Vernon Women’s Transition House Society mug filled with candy.
8. **Employee Birthdays** will be recognized by individual programs with the purchase of a cake and card.

**Note:** All expenditure limits as outlined above do not include applicable taxes and the cost of delivery.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

## 1-7A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>GIFTS - EMPLOYEES</b>	
	<b>REVISION DATE:</b> July 27, 2010	<b>PAGE: 2 of 2</b>	

**Ordering Process for Flowers/Baskets:**

1. **Flowers/Basket:** The Supervisor will notify the Executive Administrative Assistant of the name of the employee requiring flowers/basket. They will also be responsible for giving the reason for the flowers/basket and all the pertinent information such as date of the occasion, delivery address, telephone number, etc.
2. **Luncheons:** Will be arranged by the Supervisor who will identify the location, date and time and then draft a memo for the Executive Administrative Assistant to send to all employees via email. Vernon Women's Transition House Society will pay for the lunch of all **permanent** employees up to the amount of the lunch per diem.
3. **Gifts:** Shall be purchased by a person chosen by the Supervisor.
4. **All** flowers/baskets/gifts given by Vernon Women's Transition House Society will have a card accompanying them saying "*From the Board and Staff of Vernon Women's Transition House Society*".

**POLICY APPROVED**


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 Executive Director

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 Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>EMPLOYEE RECOGNITION</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** An Employee Recognition Ceremony will be held on an annual basis to recognize employees for their years of service and dedication to the Society.

A meal is provided for all employees who attend the Employee Recognition Ceremony.

Awards will be presented as follows:

- 5 and 10 years – Year of Service Pin, Certificate of Appreciation, and a single rose.
- 15 years – Year of Service Pin, Certificate of Appreciation, and two roses.
- 20 and 25 years – Year of Service Pin, Certificate of Appreciation, one dozen roses and a small gift (\$35)

**REASON:**

Vernon Women’s Transition House Society recognizes that its staff members work in a somewhat stressful environment and is appreciative of their hard work and dedication. An Employee Recognition Ceremony is just one way that the Society is able to connect with and thank its employees for their dedication and service over the years.

**PROCEDURE:**

1. Years of service are determined using information supplied by the Finance Manager and Employee Recognition years of service pins are ordered.
2. The Executive Administrative Assistant and Executive Director pick a date for the Employee Recognition Ceremony to take place.
3. The Executive Administrative Assistant coordinates the following:
  - A venue and meal for the ceremony.
  - Any special guest speakers.
  - Ordering and picking up the roses for the ceremony.
  - Purchasing any necessary gifts.
  - Preparation of certificates.
  - Distribution of memo to staff and Board members regarding invitation to ceremony.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>EMAIL ADDRESS - WORK</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** All *Work* Email Addresses will be owned by the Vernon Women’s Transition House Society.

Use of the *Work* email address for anything non work related will be kept to a minimum.

In order to ensure ongoing access to required vital information, all current passwords for the use of Vernon Women’s Transition House Society emails and/or computers and/or changes to said passwords will be submitted to the Executive Director in a timely manner.

Any person leaving the employ of the Vernon Women’s Transition House Society will understand that ownership of their work email address will remain with the Society.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

## 1-10

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>DIVERSITY</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** The Vernon Women's Transition House Society considers diversity in the workplace to be essential, and encourages and embraces its diverse workforce. As a Social Service provider, our employees, contingent staff, clients and suppliers are naturally diverse. We value and encourage the broad range of perspectives and capabilities this diversity brings.

The Vernon Women's Transition House Society defines diversity as differences of race, national origin, religion, cultural background, gender, age, disability, sexual orientation and gender identity. We expect and promote mutual respect and understanding between people with different personal situations or backgrounds.

The Vernon Women's Transition House Society believes that a rich diversity of people and the many points of view they bring serve to enhance the quality of service provided.

The Vernon Women's Transition House Society is committed to promoting equality regarding the opportunity for employment and access to its services.

**POLICY APPROVED**

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Executive Director

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Date Approved



1-11

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>MANAGEMENT STAFF OVERTIME</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:**

- a) Management staff will not be paid for time worked in addition to regular hours, but will have the ability to earn and use 35 hours in excess of their regular hours per calendar year. This is based on full time equivalency and will be prorated for part time staff.
- b) Management staff can flex their time within a pay period, but not carry time forward other than (a).

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

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Date Approved

## 1-12

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>SOCIETY VEHICLE USE</b>	
	<b>POLICY DATE:</b>	<b>SEPTEMBER 14, 2010</b>	<b>PAGE: 1 of 3</b>

**POLICY:** The purpose of this policy is to provide clarity regarding the use and operation of the Vernon Women's Transition House Society vehicle.

Costs to operate the vehicle and the liability associated with the use are borne directly by Vernon Women's Transition House Society, therefore, workers will be expected to use the vehicle appropriately, and in a legal and safe manner.

Drivers must always practice defensive driving and take every possible precaution to avoid accidents.

**GENERAL REGULATIONS:**

1. A driver is responsible for ensuring that they are in possession of a valid driver's license. A copy of the license must be submitted to the Accounting Dept. and will be kept in the employee's personnel file.
2. A driver must advise their Program Manager if their driver's license ceases to be valid or if medical conditions impair or prevent driving.
3. Operation of the Vernon Women's Transition House vehicle is expressly prohibited where the person in care and control of the vehicle has used any substance that may legally impair the operator or may have an effect on the safe operation of the vehicle.
4. Use of the Vernon Women's Transition House Society vehicle shall be strictly limited to the performance of duties associated with the operations of the Vernon Women's Transition House Society.
5. **Only employees** of the Vernon Women's Transition House Society are permitted to operate the Vernon Women's Transition House Society vehicle unless otherwise authorized by the Executive Director.
6. Any employee driving the Vernon Women's Transition House Society vehicle must operate the vehicle in accordance with the Motor Vehicle Act, Workers' Compensation Regulations and Vernon Women's Transition House Society policies.
7. A driver must immediately report and document accidents, damage, problems or concerns to their Program Manager and the Executive Director.
8. An Accident report shall be promptly submitted to the Executive Director with a copy to the Financial Manager.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

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Date Approved

## 1-12A

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>SOCIETY VEHICLE USE</b>	
	<b>POLICY DATE:</b>	<b>SEPTEMBER 14, 2010</b>	<b>PAGE: 2 of 3</b>

9. Parking tickets, traffic violations and assessments related thereto will normally be the responsibility of the operator involved.
10. Transporting of passengers who are not associated with the Vernon Women's Transition House Society is strictly prohibited, including hitchhikers.
11. Smoking while in the vehicle is strictly prohibited.
12. Eating while driving the vehicle is strictly prohibited.
13. Use of cell phones **while driving the vehicle** is strictly prohibited. (*Ref. Policy regarding Cell Phone use – Section 8-Health & Safety- Policy 9 – Page 20*).
14. Vehicle refueling will be done on an 'as needed' basis and will be the responsibility of the driver at the time it is required.
15. The Vehicle will be signed out on *Vehicle Sign Out* form at the Transition House and a *Vehicle Travel Log* will be kept in the vehicle, where employees will fill in the date, their name and number of kilometers driven.

**PROCEDURE:**

1. A pre-trip inspection will be performed by the driver prior to starting the vehicle (*circle check*). Any damage and/or concerns will be documented on the *Vehicle Pre-Trip Inspection Report* form and reported to their Program Manager prior to leaving with the vehicle. Where necessary, pictures of any damage will be taken to be included with report.
2. The need for refueling will also be determined by way of the pre-trip inspection.
3. Refueling of the vehicle will be done with money from Vehicle Fueling Float. A receipt for refueling must be submitted with Petty Cash Reimbursement.
4. The vehicle will be shut off during loading and unloading.
5. A driver must wear a seat belt while operating the Vernon Women's Transition House Society vehicle. The driver is also responsible for ensuring that seat belts are worn by all workers and/or clients who are passengers in the vehicle.

**POLICY APPROVED**


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 Executive Director

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 Date Approved

**1-12B**

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>SOCIETY VEHICLE USE</b>	
	<b>POLICY DATE:</b>	<b>SEPTEMBER 14, 2010</b>	<b>PAGE: 3 of 3</b>

6. A driver will not exceed the posted speed limit. Speed should be adjusted depending upon adverse road and/or weather conditions to ensure that control of the vehicle is maintained, and that the vehicle can be safely stopped. In the case of inclement weather or unsafe conditions, drivers will check road conditions prior to driving. If conditions are unsafe, the trip should be postponed.
7. The Vernon Women's Transition House Vehicle must be returned to the Transition House parking lot at the end of the work day unless otherwise authorized by the Program Manager or Executive Director.
8. When not in operation, employees are to ensure that the Vernon Women's Transition House Society vehicle left unattended is locked and parked securely at all times.

**MAINTENANCE:**

1. The Vernon Women's Transition House Society vehicle will be washed when required (car wash).
2. The Society will ensure that all conditions applicable to the warranty are met.
3. It is the Society's responsibility to carry out all checks, as required, on the following: coolant, oil level, tire pressures, battery levels, lights, brakes, and any other annual servicing.
4. Records of mechanical work performed are to be kept and filed in the Finance Department.

*\*Addendum: Vehicle Sign-Out form and Vehicle Travel Log, Vehicle Pre-Trip Inspection Report.*

**POLICY APPROVED**


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 Executive Director

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 Date Approved

## 1-13

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>GENERAL</b>	
	<b>POLICY TITLE:</b>	<b>ATTENDANCE/PUNCTUALITY</b>	
	<b>REVISION DATE: SEPTEMBER 15, 2010</b>	<b>PAGE 1 of 1</b>	

**POLICY:** All employees will attend work in a consistent and timely manner.

**Dependable attendance and punctuality are expected of all employees.**

**REASON FOR POLICY:**

Uncontrolled employee absence diminishes the Society's ability to provide the highest level of quality service to its clients.

To define the employee's responsibility with respect to attendance or arriving late to work.

To facilitate employee management and scheduling.

**RESPONSIBILITIES:**

The Administration Department will be responsible for maintaining attendance and employee records and administering leave management.

**PROCEDURE:**

Employee attendance at work will be monitored and recorded as follows:

1. The Vernon Women's Transition House Society will encourage improvement in attendance by identifying persons whose absence exceeds normal levels and counselling them on the issues that cause the absence.
2. Attendance records will be kept to restrict recurring absences to the minimum and eliminate unnecessary absences.

**POLICY APPROVED**

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Executive Director

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Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b> HEALTH & SAFETY	
	<b>POLICY TITLE:</b> HEALTH, WELLNESS & SAFETY COMMITTEE	
	<b>REVISION DATE:</b> JULY 28, 2010	<b>PAGE:</b> 1 of 1

**POLICY:** A Health, Wellness & Safety Committee will be equally comprised of three Administration Representatives and 3 Union Representatives.

**REASON FOR POLICY:**

To ensure that proper steps regarding the Health & Safety of employees are being adhered to and to address any concerns regarding the working environment.

**PROCEDURE:**

1. A Health, Wellness & Safety Committee meeting will be held once a month, as designated by the Chairperson of the committee.
2. An agenda of the upcoming meeting will be circulated to committee representatives 1 week prior to the meeting, and a copy will be posted on the union bulletin board.
3. Minutes will be taken at each meeting, promptly circulated to each committee representative, and posted on the union bulletin board.
4. All information with regards to the Health, Wellness & Safety Committee (i.e. minutes, Health & Safety Inspections, etc.) will be kept by the committee representatives in a binder provided for them by the organization.
5. The Health, Wellness & Safety Committee binder will be kept in an easily accessible location for the benefit of all employees.

**POLICY APPROVED**

\_\_\_\_\_ Executive Director

\_\_\_\_\_ Date

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>		<b>HEALTH &amp; SAFETY</b>
	<b>POLICY TITLE:</b>		<b>A.I.D.S. - Clients</b>
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** No person will be refused placement or service within the Vernon Women's Transition House Society's programs solely on the basis of HIV positive testing or a diagnosis of AIDS.

No person will be removed from an existing program within the Vernon Women's Transition House Society on the grounds of HIV seropositivity or a diagnosis of AIDS.

Educational and intake procedures will seek to ensure the safety and well-being of staff and client, with respect to infectious diseases.

Information concerning a client's HIV status will be kept confidential and will be available only on a "Need to Know" basis.

**REASON FOR POLICY:**

The Society believes that every person in our community should have access to our available programs. At the same time, the Society does not wish to place clients or staff in a high risk situation with regards to infectious diseases.

Persons involved must be cognizant of the individual's, and the individual's family's, right to privacy, including the maintenance of confidentiality of records.

Aside from the right to privacy issue, there exists the problem of creating undue concern among Vernon Women's Transition House Society clientele and the public.

**POLICY APPROVED**

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Executive Director

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Date

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>WHMIS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 2</b>

**POLICY:** Each employee is responsible for ensuring that they have adequate information on all hazardous material(s) they may encounter while performing their job.

Vernon Women's Transition House Society is responsible for making available all WHMIS information and ensuring that it is readily accessible to any employee having need of it.

**REASON FOR POLICY:**

Exposure to hazardous material can cause injury or death or contribute to many serious health effects, such as kidney or lung damage, sterility, cancer and dermatitis. Some materials can cause fires or explosions.

Due to the seriousness of such problems, the WHMIS program was implemented with the goal of reducing the incidence of illness and injuries caused by hazardous materials in the workplace.

**DEFINITIONS:**

**WHMIS:** Is a federally legislated health and safety system designed to prevent workplace accidents and injuries from hazardous materials.

**CONTROLLED PRODUCT:** A pure substance or mixture that meets or exceeds criteria for inclusion in one or more of the six WHMIS hazard classes.

**MSDS:** A Material Safety Data Sheet is a technical bulletin which provides a detailed hazard, precautionary and emergency information on a controlled product.

**PROCEDURE:**

1. With respect to the implementation of the WHMIS system in the workplace, Vernon Women's Transition House Society will:
  - Assign responsibility for program implementation,
  - Establish an inventory of controlled products,
  - Ensure that WHMIS labeling and MSDS's are in place,
  - Determine the hazards of controlled products in the workplace,

**POLICY APPROVED**

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Executive Director

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Date



## 2-3A

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>WHMIS (Continued)</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 2 of 2</b>

- Establish workplace controls,
  - Establish emergency procedures,
  - Provide worker education,
  - Review and upgrade the *program of instruction*.
2. **Worker Education and Training:** The objective of the *program of instructions* must be to ensure that workers are able to apply the information to protect worker health and safety.
  3. The *program of instruction* must be developed and implemented in consultation with the Health, Wellness & Safety Committee or representative.
  4. The *program of instruction* will include:
    - Education in how WHMIS works,
    - Education in the hazards of controlled products,
    - Training in procedures for safe storage, handling, use and disposal, and emergency procedures.
  5. The *program of instruction* will be directed towards workers who:
    - Store, handle, use or dispose of a controlled product,
    - Supervise others performing these duties,
    - Work near the controlled product such that their health and safety could be at risk during normal storage, handling, use or disposal and/or during maintenance operations or emergencies.
  6. The *program of instruction* must be reviewed at least once a year, or more often if conditions at the workplace or information on the product changes the risk to workers.

**Addendum:** The Role of WHMIS - Responsibilities of Suppliers and Employers

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Cell Phone Use - Safety</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>

**POLICY:** Employees must not conduct VWTHS business on a cellular phone while in the operation of a motor vehicle.

**PROCEDURE:**

An employee who receives a call on their cellular phone while conducting business for VWTHS must:

- ▶ Pull over and stop before answering the call.
- Or
- ▶ Let the call be answered by voice mail and return the call as soon as they have stopped the vehicle.

**POLICY APPROVED**

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Executive Director

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Date

2-5

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN’S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Large Scale Disaster</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 2</b>

**POLICY:** Vernon Women’s Transition House Society staff will be trained to respond appropriately to large scale disaster emergencies that may occur during delivery of service.

**OBJECTIVE:** To reduce human injury and damage to property in an emergency.

**PROCEDURE:**

**Large Scale Disaster Emergency Response Guidelines:**

**VWTHS Staff will:**

1. **Try to stay calm** – The Executive Director will be looked upon for leadership.
2. Take a moment to assess the situation:
  - a) What has occurred?
  - b) How are other staff members?
  - c) What is your priority?
3. **Check for injuries** – provide First Aid.
4. **Seek assistance as appropriate;** be clear in your information and instructions.
5. **Check for safety** – check gas, water, sewer, electrical and structural integrity and know where and how to turn off if necessary.
6. Turn on radio and listen for instructions. *(If power is out, use battery powered radio)*
7. ALWAYS wear protective clothing when cleaning up any dangerous spills.
8. Do not use telephone except for emergency use.
9. Check food and water supplies.
10. **Prepare for evacuation:**
  - a) Collect together an evacuation pack:
    - I. Necessary medication, glasses, aids, etc.
    - II. Portable radio, food, fluids, area map.
    - III. Flashlights, personal items, and other items which may be helpful.
11. Stay where you are and await further instructions from Executive Director or designate.
12. If staff are forced to evacuate or leave the workplace to find a replacement:
  - a) Leave a note stating where you are going.
  - b) Take evacuation pack with them.
13. When in a safe location, staff members will contact the Executive Director or designate and inform them regarding their status.
14. After the disaster, if a staff member’s priority is to return home, then they will inform the Executive Director or designate to let them know which route will be taken. However, *if they are able*, staff members should report to the Transition House so they can be assigned to assist with other possible emergency situations.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

## 2-5A

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Large Scale Disaster</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 2 of 2</b>

*Team Leader/Program Manager/Program Coord:*

1. Review the Emergency Response policy, procedure and guidelines with all new staff.
2. Encourage all staff to be up-to-date on Emergency First Aid, and CPR training either on their own or by attending the Agency organized courses; however, this is not compulsory.

*Workers will:*

1. Have a list of Emergency phone numbers at all times; list to include: office/Agency contact, Ambulance, Fire, Police, Poison Control, Crisis Centre, Natural Gas, Municipal Water.
2. Try to prevent any human injury or damage to property by:
  - a) Performing safety check of the environment.
  - b) **Knowing where and how to shut off gas and water** (*if applicable*).
  - c) Familiarizing themselves with escape routes.
3. In the event of natural disaster or emergency the worker will make every effort to assure a safe environment for themselves.

*Executive Director:*

1. After emergency is over, review staff's response and documentation, debrief with workers, Program Managers, Team Leaders and Program Coordinators, and provide support.

**POLICY APPROVED**


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 Executive Director

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 Date

## 2-6

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Working Alone – Travelling Away From the Office (Safety Call-In)</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>

**POLICY:** A 'Safety Call-In' procedure will be in place for all Employees whose work requires them to travel away from the office alone for extended periods of time.

**REASON:** Employees who need to travel long distances in order to meet with clients may be at risk of violence or possible injury due to a vehicle accident when they are on the way too or from their destination.

**PROCEDURE:**

When travelling out of the office to meet with a **client in a perceived high risk or unknown situation**, the employee will notify a main contact person and inform them of the following details:

- Destination
- Estimated time of arrival
- Return time or date
- Contact information
- Mode of travel (public transit, car, plane, etc.) and,
- Alternate plans in the event of bad weather, traffic problems, etc.

*Employee will also:*

- Arrange to meet clients in 'safe' environment, ensuring that any possible offender(s) are not present.
- Wear comfortable, professional clothing and practical shoes which will enable them to leave quickly if necessary.
- Always wear or carry identification (i.e. business card). It will show that they are acting in an official capacity and that they are an employee doing their job.
- Carry only what is necessary. Large or numerous bags or cases are cumbersome.
- Always take their cell phone with them and keep it in a place that they can access it quickly, and will check in with designated contact persons according to their call-in schedule.
- Avoid having new work contacts walk them to their car.
- Be alert and make mental notes of their surroundings when they arrive at a new place.
- Maintain a 'reactionary gap' between themselves and the client (*e.g. out of reach of the average person's kicking distance*). Increase the gap by sitting across from each other at a table, if possible.
- If they are referring to written material, bring two copies so that they can sit across from the client, not beside.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

2-6A

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Working Alone – Travelling Away From the Office (Safety Call-In)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 2 of 2</b>

- Ask the client to come and meet them at the office if something makes them feel uneasy (*a “gut feeling”*). Tell their Program Manager and/or Supervisor regarding any feelings of discomfort or apprehension about an up-coming meeting.
- Keep records and indicate if the client, or someone close to the client, is known to be aggressive, hostile or potentially violent, noting any incidents that make them feel apprehensive.

***Employee will NOT:***

- Enter any situation or location where they feel threatened or unsafe.
- Carry weapons of any type, including pepper spray. Weapons can easily be used against them.

***Program Manager will:***

- Identify a contact at the office.
- Define under what circumstances the lone employee will check in and how often.
- Stick to the visual check or call-in schedule. There will be a written log of contact.
- Pick out a code word to be used to identify or confirm that help is needed.
- Develop an emergency action plan to be followed if the lone employee does not check in when she is supposed to.

**POLICY APPROVED**

\_\_\_\_\_ Executive Director

\_\_\_\_\_ Date

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Violence in the Workplace – Locations With Only One Exit</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** Vernon Women’s Transition House Society Employees will take all necessary precautions in an attempt to prevent workplace violence.

**RISKS IDENTITIFIED:** Employees may be required to perform work in areas where there is only one exit (i.e. one door).

**PROCEDURE:**

1. In case of emergency (i.e. act of aggression by resident), employees should not hesitate to get out of the area by whatever means possible and contact 911 immediately to ask for assistance.
2. Any threats toward a worker will be taken seriously and every attempt will be made by the worker to distance themselves from that threat.
3. Any new workers will be oriented on how to properly use the intercom system.
4. A Critical Incident Report must be completed as soon as possible following any acts of aggression and/or threats towards an employee.

*\*Addendum: Critical Incident Report*

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

## 2-8

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Exposure Control Plan in Response to H1N1 or any Infectious Diseases</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 1 of 5</b>

**POLICY:** Vernon Women's Transition House employees will be educated with regards to the H1N1 virus and will follow all necessary precautions to prevent an outbreak in the workplace.

Employees will be encouraged to remain at home if ill to control the spread of the virus to other workers and clients.

Employees will act responsibly when faced with a possible H1N1 flu virus infection, in order to protect the clients of the Transition House, as many of these clients may have weakened immune systems and may be vulnerable to infection.

If an outbreak occurs, staff will follow appropriate procedures to minimize the spread of the virus.

#### **EXPLANATION OF VIRUS:**

H1N1 Influenza Virus also called H1N1 flu virus spreads from person to person in the same way as the seasonal flu, which is mainly through coughing or sneezing by people infected with the influenza virus. People may become infected by touching something with flu viruses or germs on it and then touching their eyes, mouth or nose. Germs on hard surfaces, such as counters and doorknobs can be picked up on hands and spread to the respiratory system when people touch their mouth or nose. **It is important to wash your hands frequently.**

**PURPOSE OF POLICY:** To prevent a possible outbreak of H1N1 at the Vernon Women's Transition House, Casimir Court (SYP), and its outlying programs and, in the event of an outbreak, to ensure that the appropriate steps are taken to quarantine those affected in an attempt to stop the spread of the virus to other clients and staff members.

**THOSE MOST AT RISK:** Employees most at risk of contracting the H1N1 virus would include front line staff, maintenance and housekeeping staff, Transition House administrative staff and individual counsellors.

In the event that our front line staff contract the virus their jobs may need to be back filled for the Transition House to remain operational.

The degree of risk is greatest among our front line staff and counsellors, due to their close working relationship with clients.

#### **POLICY APPROVED**

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Executive Director

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Date



## 2-8A

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Exposure Control Plan in Response to H1N1 or any Infectious Diseases</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 5</b>	

**PREVENTION PROCEDURE:**

You can reduce the risk of getting any influenza strain, including the H1N1 flu virus by taking standard precautionary measures.

1. **WASH YOUR HANDS** or clean them with alcohol-based hand rubs frequently, especially after you cough or sneeze and before you eat.
2. **COVER YOUR NOSE AND MOUTH** with a clean tissue when you cough or sneeze, and throw the tissue in the trash immediately after you use it.
3. **COUGH AND SNEEZE INTO YOUR SLEEVE.**
4. **AVOID TOUCHING YOUR EYES, NOSE, AND MOUTH**, as infection can spread that way.
5. **IF YOU GET SICK, STAY AT HOME** and limit contact with others to keep from infecting them.

**SYMPTOMS OF H1N1:** Symptoms of H1N1 flu virus or human swine flue in people are similar to the symptoms of typical human seasonal influenza.

<b>SYMPTOMS OF H1N1 FLU VIRUS</b>	<b>ADDITIONAL SYMPTOMS SOMETIMES REPORTED</b>
• High Fever	• Nausea
• Cough	• Vomiting
• Sore Throat	• Diarrhea
• Headache	
• Body Aches	
• Chills	
• Fatigue	
• Eye Pain	
• Shortness of Breath	
• Lack of Appetite	

Symptoms or complications such as severe respiratory distress or pneumonia may develop in moderate or severe cases, as well as people with chronic health conditions.

**POLICY APPROVED**


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 Executive Director

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 Date

## 2-8B

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Exposure Control Plan in Response to H1N1 or any Infectious Diseases</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 3 of 5</b>

**H1N1 FLU VACCINATION:**

1. The Vaccine for the H1N1 flu virus will be made available to all Vernon Women's Transition House employees and clients at no cost.
2. All employees are encouraged to take part in vaccinations against the H1N1 flu virus, not only for their own protection, but also for the protection of our clients.
3. If an employee refuses to take part in the vaccinations they may be requested by management to commence a leave without pay or utilize vacation time until the risk of spreading infection at the workplace has been eliminated. *In certain circumstances, accommodations may be made in the workplace for an employee who is unable to receive vaccinations.*

**PROCEDURE IF YOU ARE ILL:**

1. Employees exhibiting symptoms of H1N1 will contact their Program Manager.
2. If the symptoms are quite severe and more symptoms become apparent, the employee will see their family physician for a more thorough checkup and \*diagnosis of their condition (*this is only required in the more severe cases*). **If you are not sure whether you need to go to the doctor, call HealthLink BC at 811.**

*\*To diagnose swine influenza A infection, a respiratory specimen would need to be collected generally within the first 4 to 5 days of illness, during the time when an infected person most likely sheds the virus.*

3. VWTHS employees may request paid sick leave up to the amount they have accrued.
4. If/when all paid sick leave has been exhausted, employees would receive time off without pay.
5. Each case will be considered individually and according to the severity of symptoms.
6. Any planned travel arrangements by employees exhibiting the symptoms of H1N1 flu virus infection will be cancelled and, if possible, rescheduled for a later date.

**POLICY APPROVED**


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 Executive Director

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 Date

## 2-8C

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Exposure Control Plan in Response to H1N1 or any Infectious Diseases</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 4 of 5</b>

7. A medical certificate of fitness or some other form of documentation that provides reasonable proof regarding the employee's ability to safely return to work (*i.e. will their return to work be safe for other workers/clients*) may be requested prior to their return.

**ISOLATION OF INFECTED CLIENTS:** There may be a need to isolate someone if they have contracted the H1N1 virus. The virus is contagious for 24 hours before symptoms start and for about 7 days after symptoms start. Isolation means staying at home and not going to work, school, or other public places.

1. An infected client will be segregated to protect other clients and staff members from exposure to the virus, by moving the infected client to a room by themselves and having the client remain in their room for 7 days, even if the symptoms get better and their fever has gone. Visitors will not be permitted.
2. Employees and clients can avoid transmission of H1N1 through the use of gloves, masks and cleaning supplies where physical contact is necessary.
3. Clients who are ill will be instructed to keep a 2 meter (6 foot) distance if /when contact with other Transition House residents is unavoidable.
4. Employees will wear gloves and masks when assisting infected clients and will dispose of these items into the garbage when finished. **Wash hands well** after disposal of gloves and mask.
5. Everyone will wash their hands often, using soap and warm water.
6. Hand sanitizer will be available to supplement hand washing.
7. Soiled surfaces will be promptly cleaned with disinfectants (such as household bleach – dilute 1 part bleach to 10 parts water).
8. Mops will be rinsed in disinfectant, and disposable towels or tissues will be used.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

2-8D

<b>ADMINISTRATION POLICY MANUAL</b>  VERNON WOMEN'S TRANSITION HOUSE SOCIETY	<b>POLICY GROUP:</b>	<b>HEALTH &amp; SAFETY</b>	
	<b>POLICY TITLE:</b>	<b>Exposure Control Plan in Response to H1N1 or any Infectious Diseases</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 5 of 5</b>

**IN THE EVENT OF AN OUTBREAK IN THE COMMUNITY:**

1. Visitor access to the Transition House and Casimir Court (Support to Young Parents) will be cancelled.
2. The Transition House and Casimir Court (Support to Young Parents) will have an ample amount of non-perishable and frozen food to sustain the clients in the event that those resources become unavailable for a period of time.
3. Outlying offices will keep a sufficient supply of bottled water. If bottled water delivery ceases, tap water is available at all locations.
4. Counselling programs such as Children Who Witness Abuse, Specialized Victim Services, Outreach Services, and Women's Counselling Services will be suspended in cases of an H1N1 outbreak.

**POLICY APPROVED**


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 Executive Director

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 Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATIONS</b>	
	<b>POLICY TITLE:</b>	<b>PROGRAM DESCRIPTION</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** Every program will have a written description of the program developed and made available describing the philosophy of the program, goals and objectives of each program, description of services, contents and scope of services provided, and the client group to be served.

**PROCEDURE:**

1. The *Philosophy* will state the beliefs of the program as they relate to the specific target group and the services being provided.
2. The *Belief Statements* will be in plain language and will be compatible with the Society's statement of philosophy.
3. The *Program Objectives* should flow from the philosophy and be general statements of the intent of the program services.
4. The *Program Objectives* will state the desired outcome of the program.
5. The *Description of Services* should be compatible with the philosophy, objectives and Schedule A of the contract with the funder.

**Example:**

*Philosophy:* We believe that children have the right to safe shelter, responsible adult supervision and nutrition.

*Objectives:* It is the responsibility of the Society to satisfy these needs where the family of origin is unable to do so.

*Description:* The program will provide a five bed resource for children in care of the government, 24 hour qualified staff to care for the children, and three nutritionally-balanced meals per day.

6. These program descriptions will be the foundation of the program and will be measured, reviewed and revised on a regular basis by the Program Coordinator and staff team.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>PUBLIC ACCESS TO PROGRAMS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** Every program will have a written policy regarding access to the program by the public.

**REASON FOR POLICY:**

Public access promotes a broader and better understanding of Society programs. However, public access must be balanced with the confidentiality of clients and client information.

**PROCEDURE:**

1. The Program Manager will ensure the maintenance of security and the protection of privacy of the participants at all times.
2. All visitors will be recorded on a visitor sign in sheet.
3. Staff will extend the fullest degree of cooperation and courtesy to members of the public.
4. Staff will invite the public into the office prior to the tour to discuss topics relevant to the tour.
5. Staff will be encouraged to maintain a good working relationship with the police and to extend full cooperation.
6. Staff will record the name and badge number of any police officer who tours the program.
7. University, college or other student groups having an interest in the work of the Society may be permitted to visit the program.
8. Student groups will be small and will respect the rights of the clients.
9. Visits will not be arranged during statutory holidays or when the program could be disrupted.
10. Occupied bedrooms will not be shown.
11. To maintain anonymity, Residents will be given sufficient notice of any expected tours.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>PROGRAM ACCOUNTING</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** All programs will follow approved accounting procedures established within the Society's accounting system.

**REASON FOR POLICY:**

The Society has a responsibility and commitment to ensure accountability both to Society funding sources and to the community at large.

Program accounting procedures form part of the overall accounting system for the society and so must be developed and followed as part of the accounting continuum of the Society.

**PROCEDURE:**

1. ***Monies Taken In:*** All monies received, relating to any aspect of a program must be kept secure and separate and turned into accounting at the earliest opportunity.
2. ***Cheque Request:*** When a cheque is required, either to purchase from a business or for the reimbursement of employee money, the person requiring the cheque will fill out a "*Cheque Request*" form, attach receipts and forward the request to the Program Manager for signature.

**NOTE: It may take up to two weeks to get a cheque signed.**

3. ***Vehicle Mileage:*** When authorized use of a staff member's personal vehicle occurs for program business, the mileage will be recorded on a "*Travel Expense Advance*" form. The *Travel Expense Advance* form will be forwarded to the Program Manager for processing, by the end of the month.
4. At the end of the month, regular vehicle mileage must be reported to the Program Manager, by submitting the *Mileage Form*.
5. ***Personal Photocopying:*** Personal photocopies may be made on Society copiers, however, there will be a charge of 10 cents per copy and reimbursement for copying will be given to the Executive Administrative Assistant or Transition House Program Assistant immediately.

\***Addendum:** Cheque Request Form, Travel Expense Advance Form, Mileage Form

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>PROGRAM EVALUATION</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 1 of 3</b>

**POLICY:** Every program will conduct regular internal reviews on a monthly, mid-year and annual basis, to determine if stated program objectives have been attained, services continue to be based upon demonstrated need and the available resources are adequate to provide the program.

The Board of Directors will analyze the internal review, in the form of the Monthly Reports, Mid-Year Reports, and Annual Program Evaluation, and either approve, or establish plans to assist the programs not adequately meeting the contract mandate.

**PROCEDURE:**

1. **Monthly Program Evaluation:** Ongoing review will occur at the end of the month through the month end report to the Executive Director.
2. **Yearly Program Evaluation:** The annual program report will be submitted by the Program Manager and will be reviewed by the Board of Directors at the Annual General Meeting.

**NOTE:** *In addition, some programs will require a quarterly report to funders.*

3. **Program Development:** The cycle for on-going program development is as follows:

**Monthly:** Board Reports submitted to the Executive Director – goals established where necessary.

**March 31:** Year end cut off – formal review of outcomes for on-going funding purposes.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



3-4A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>PROGRAM EVALUATION</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 2 of 3</b>

**October:** Annual Evaluation report presented to the Board.

- 4. The internal review will involve the participation of staff, volunteers, and clients (where appropriate). Confidentiality will be maintained throughout the review process.

5. **Report Formats:**

**Monthly Report to the Executive Director:** The Program Manager’s monthly report will contain specific statistics as per the contract mandate on each of the following:

- a) Inputs/Resources
- b) Service Deliverables
- c) Outputs
- d) Outcomes
- e) Indicators
- f) Successes or challenges within the Program during the month.

**Monthly Report to the Board of Directors:** The Monthly Report to the Board is to be submitted to the Executive Director prior to the Board Meeting, by the appropriate deadline and should include a brief overview for the month about the program. The report should be no longer than a paragraph or two and cover every program falling under that Program Manager’s responsibility.

**Year-End Evaluation:** The Annual Program Evaluation is to be submitted to the Executive Director prior to the Annual Review meeting with the Board of Directors, by the appropriate deadline.

**Program Information:** Final statistics on each contract mandate in all of the following areas:

- a) Inputs/Resources
- b) Service Deliverables
- c) Outputs
- d) Outcomes
- e) Indicators

**Executive Summary:** An overview of what has happened in the program in the past year, explaining statistics, interpreting documentation, etc.

**Recommendations:** Recommendations by Program Manager on improvements for the program, relating to the results of the contract mandate statistics and results of the past year’s Program Plan.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

3-4B

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAM OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>PROGRAM EVALUATION</b>	
	<b>REVISION DATE: JULY 27, 2010</b>		<b>PAGE: 3 of 3</b>

**Staff Satisfaction:** A short report on the status of staff satisfaction.

6. **Yearly Evaluation Process:** The evaluation will involve the use of the program philosophy, objectives, description, contract mandate, and Program Plan.
  - a) In May, the Program Manager, with the staff team, will review the philosophy and objectives to ensure that these are still relevant and achievable.
  - b) During the evaluation process, the goals for the past reporting period will be measured, as well as the responsibilities of the program as listed in the program description.
  - c) A variety of tools can be used for the evaluation, including statistical gathering of number of clients, hours of service, client satisfaction questionnaires, narrative reporting, the identification of needs that involve cooperation with funders, other agencies or the community at large, and explanation of the data, a summation of the report and recommendations for future internal development.
  - d) Where a weakness is discovered, a goal must be established in the program plan to improve this area.
  - e) Goals must have strategies, the names of staff responsible and a deadline for completion.
  
7. **Monthly Evaluation Process:** A small scale evaluation will be done each month throughout the year.
  - a) Goals may be established to address any weaknesses in the program as identified in the month-end report and goals will be measured at the end of each month, reviewed and revised.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>PROGRAMS OPERATION</b>	
	<b>POLICY TITLE:</b>	<b>OUT OF TOWN TRIPS</b>	
	<b>REVISION DATE: JULY 27, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** All \*out of town trips involving clients and staff must be approved by the Executive Director or Program Manager and conform to the procedures included below.

**PROCEDURES:**

1. **Approval** must be obtained from the Executive Director or Program Manager before embarking on an out of town trip.
2. Out of town trip preparation will include a checklist which ensures that each of the following requirements are met:
  - Name(s) of client(s),
  - Reason for trip,
  - Departure and return dates and times,
  - Number of hours/days duration,
  - Have a First Aid Kit if overnight/camping,
  - Have a cellular phone,
  - Emergency plans,
  - Equipment, clothing and supplies required,
  - On overnight trips/camping, Executive Director to be notified as to the location and itinerary of the camp.

\***Out of Town Trip:** Any trip, outing or undertaking which takes place outside of the city limits of Vernon.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



## 4-1A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>COUNSELLING</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 2</b>	

**Evaluation:** Reviewing what actually happened in relation to the above three steps.

**Note:** *Each of the four steps in the problem solving approach is equally important and cannot be omitted.*

- The counselling process should be collaborative and, as such, the client should be involved as much as possible with the Program by attending Family therapy and/or Parent Training (*if required*) and be involved in the client's community and school functions. The client should also be kept informed about the helping process.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT REFERRAL</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** The Vernon Women's Transition House Society will initiate and cooperate in providing services in conjunction with other approved social service agencies and groups where the integrity and viability of these groups has been confirmed.

**PROCEDURE:**

1. The Program Manager will be responsible for ensuring the assessment and confirmation of other agencies and groups prior to the program's participation in case conferences, staff endorsements, or the referral of clients to other agency/group sponsored programs.
2. The assessment of other agencies/groups by, or on behalf of the client, by the Program Manager will ensure the following:
  - The services provided meet ethical standards,
  - The services provided are generally accepted as effective,
  - The services provided do not place the client(s) at risk physically or emotionally,
  - Staff/volunteers will provide references as to background and competence, if requested,
  - Standards for client confidentiality are acceptable,
  - The agency or group attempts to work with a variety of community groups/professionals rather than in isolation from the community at large.
3. **Letters of Support:** All letters of support written by program staff for other agencies/groups and/or their programs will be reviewed for approval and co-signed by the Executive Director prior to being submitted.
4. Copies of all letters of support will be submitted to the Executive Director.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

## 4-3

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT ORIENTATION</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** Every program, upon the admission or intake of a client, will ensure that the client receives an orientation to the program and the participant is informed of the procedures that exist.

**PROCEDURE:**

The **Program Manager** will ensure that orientation takes place in the following manner:

1. A new client will be introduced to the other clients and staff, if appropriate, and provide information regarding rules for the day-to-day operation (if appropriate), disciplinary procedures, client's rights and responsibilities, the issue of sharing confidences, and the internal complaints procedure.

The **Program staff** will ensure that the orientation information is provided in language understood by the client, given his/her level of understanding, in the following manner:

2. The orientation of each client will be planned, prior to admission, based upon information available about the client.
3. Staff will speak in ordinary language.
4. If staff feels that they have not communicated clearly, they will repeat or reword the information.
5. The date and time of the orientation must be logged in the appropriate Daily Log and client's case file.

**POLICY APPROVED**


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 Executive Director

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 Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>DISCHARGE/TERMINATION</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** *Upon Discharge*, Vernon Women's Transition House Society will ensure that an on-going process of planning for each client will enable the client to identify and address needs in order to attain an appropriate level of self-sufficiency in the community.

The Program Manager will ensure that the client is made aware of, and understands to the best of their ability, the reason(s) for *termination* if discharge occurs unexpectedly.

**PROCEDURE:**

1. **DISCHARGE PLANNING:** The discharge planning process will address any or all of the following:
  - Life-skills training, to acquire the needed skills for day-to-day living,
  - Future residency plans,
  - Employment plans,
  - On-going support services required, and the necessary linkages with such services,
  - The establishment of a positive support network through family and/or friends or outreach groups,
  - Medical services required.
  
2. **TRANSFER:** Where a client is transferred to another service, the program staff will forward a summary of the client's progress to the other service only if requested and within the guidelines covering confidentiality.
  
3. **DISCHARGE CHECKLIST:** Once a decision has been made regarding the discharge or termination of a client, the program staff will complete the appropriate checklist that will ensure the completion of the following:
  - Complete the discharge or termination report,
  - Convey medical instructions to the client and parent/guardian,
  - Complete the log book,
  - Return/give to the client any personal property or money owing to the client,
  - Place a copy of the discharge or termination summary on file.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT ADVOCACY</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 2</b>

**POLICY:** The Vernon Women’s Transition House Society will ensure that the Society and its personnel are aware of the rights and special needs of the client and that the client is aware of his or her rights.

The Vernon Women’s Transition House Society will promote, safeguard and advocate for client rights and interests by interceding on their behalf when the need arises.

Client confidentiality will be maintained throughout the advocacy process.

**REASON FOR POLICY:**

The need for advocacy may exist both within the Society’s Programs and outside of the Society’s jurisdiction.

Within Society Programs, internal mechanisms will provide for the rights and needs of the clients.

However, the resolution to some client needs and/or problems extend beyond the scope and/or jurisdiction of the Society itself. In these cases, it is necessary to provide advocacy on behalf of the clients in order to resolve the issues in an appropriate manner. Advocacy becomes necessary when clients are unaware of their rights and/or the proper procedures for obtaining guidance and support.

**PROCEDURE:**

1. Program staff will, in collaboration with the client, ascertain the client’s needs.
2. Having determined the client’s needs, program staff will prioritize the needs and offer suggestions as to how best to attain the most important of these.
3. Having determined which need(s) must be addressed, program staff will:
  - Provide the client with information on how to access a particular service,
  - Arrange an interview for the client with the appropriate resource people,
  - Accompany the participant to the interview and participate by ensuring that the client understands what transpires in the interview,
  - De-brief the client’s progress to date and help to set out the next steps, and
  - Log the steps taken and the results.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

## 4-5A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT ADVOCACY</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 2 of 2</b>

4. If program staff are not satisfied with the progress or results, they will:
- Attempt to locate an alternative service or, failing that directly contact the resource person again and attempt to clarify the situation, or
  - If still unresolved, consult with the Program Manager.
5. The Program Manager, in consultation with the Executive Director, will decide on the next step, which may include (in sequential order):
- An agency request to the worker,
  - An interview with the resource contact worker's supervisor, or
  - Management discussions with the hierarchy of the resource agency.

**POLICY APPROVED**


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 Executive Director

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 Date



4-6A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT'S RIGHTS (Children)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 2 of 3</b>

- 8. A child has the right to be personally creative.
- 9. A child has the right to the development of personal potential.
- 10. A child has the right of access to knowledge of self and the world in general.
- 11. A child has the right of access to responsible adults.
- 12. A child has the right of access to responsible guidance.
- 13. A child has the right or access to other children.
- 14. A child has the right of access to the family unit.
- 15. A child has the right of access to effective appeal procedures.

**With respect to Personal Liberties (*Privacy/Possession/Religion*):**

- 16. A child has the right to have reasonable **privacy** and **possession** of his or he own personal property and to receive the **religious** instruction and participate in the religious activities of his or her choice.

**With respect to Visits:**

- 17. A child has the right to speak in private with, visit and receive visits from members of his or her family regularly.
- 18. A child has the right to speak in private with, and receive visits from:
  - The child's solicitor,
  - Another person representing the child, including an advocate appointed for the child by the appropriate government or judicial body,
  - A member of the Ombudsman's office,
  - A member of the Legislative assembly or the Government of Canada,
  - A member of City Council,
  - Relatives, or clergy.

**POLICY APPROVED**

\_\_\_\_\_ Date

Executive Director

## 4-6B

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT'S RIGHTS (Children)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 3 of 3</b>

**With respect to the right to be Heard:**

19. A child has the right to be consulted and to express his or her views, to the extent that is practical given the child's level of understanding, whenever significant decisions regarding the child are made, including:
- Decisions with respect to medical treatment, education and religious decisions, and
  - Decisions with respect to the child's discharge or transfer to another placement.

**With respect to the right to be Informed:**

20. A child has the right to be informed, in a language suitable for the child's level of understanding, of the following:
- The rights of the child,
  - The child's responsibilities within the Program and the facilities,
  - The rules governing the day-to-day operations of the Program, including disciplinary procedures, and
  - The internal complaints procedure of the Program.

**With respect to Mail:**

21. A child has the right to send and receive mail that is not read, examined or censored by another person, subject to the specific provisions described immediately below.
22. Mail to a child in care:
- Will not be examined or read by the service provider, or a member of the service provider's staff, if it is to or from the child's solicitor,
  - Will not be censored or withheld from the child, except that articles prohibited by the service provider may be removed from the mail and withheld from the child,
  - May be opened by the service provider, or a member of the service provider's staff, in the child's presence and may be inspected for articles prohibited by the service provider, or
  - Examined and read where the service provider believes, on reasonable grounds, that the contents of the mail may cause the child emotional or physical harm.

**POLICY APPROVED**


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 Executive Director

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 Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>RECORDING AUDIO/VISUAL</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Whereas the Vernon Women's Transition House Society recognizes the clinical value and group-building effects of audio/video taping and photographs, clients will not be required, nor will services be withheld, for refusal to participate in audio/visual taping or having their photograph taken.

**PROCEDURE:**

1. Written consent from the client will be obtained prior to any use of audio/visual taping equipment.
2. *Separate self and parental Consent* forms will be completed for each Audio/Visual taping series, which will include the following information:
  - The purpose of the audio/visual taping,
  - Who will have access to the tape,
  - Ability to withdraw consent at any time,
  - The identification information, if any, which will be included on the tape, and
  - The intended audience for the tape.
3. Photographs of clients may be taken and displayed with the *verbal* consent of the client.
4. The client must be made aware that their permission to display the photographs can be revoked at any time.
5. At no time will photographs be taken or taping occur prior to obtaining the proper consent.
6. Any changes in the original purpose or conditions of the photographs/taping will require a renewed consent.

**Addendum:** Self Consent / Parental Consent forms

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>RELIGIOUS SERVICES - CLIENT</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** A client will have the right to receive religious instruction and participate in religious activities of his/her choice.

**PROCEDURE:**

1. Program staff will record the religious attitudes of each client, where appropriate.
2. Program staff will ensure that a client's request for a visit from a Minister/Priest/Other of his/her religious denomination is met and that the visit occurs.
3. Program staff will make arrangements for attendance at religious services in the community upon the request of the client.
4. Where a client expresses interest in, or is involved with, a religious affiliation of a questionable nature, program staff will attempt to find out more information about the religion in question and take steps to ensure the safety of the client.

**POLICY APPROVED**

\_\_\_\_\_ Date

Executive Director

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>SEARCHES</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:** The Vernon Women's Transition House Society recognizes that a client has the right to reasonable privacy and possession of his/her own personal property, but reserves the right to conduct reasonable searches of the *client*, the *client's possessions*, and the *client's living quarters*.

Searches will be conducted in the presence of the client. Search of personal belongings can be conducted by an individual staff member.

Internal body searches and strip searches will not be permitted.

Clients will not be subjected to arbitrary or harassing searches.

Searches will not be used as a form of punishment or discipline.

**REASON FOR POLICY:**

The Vernon Women's Transition House Society has a commitment and an obligation to ensure and maintain the well-being and security of all of its clients.

The Society recognizes the client's right to privacy, but retains the right to search for items that may present a possible danger to the safety and well-being of the individual client and others.

**PROCEDURE:**

1. **Types of Searches Permitted:** Search of Living Quarters/Personal Possessions.
2. **Types of Searches NOT Permitted:** Body Search (Torso), Body Search (Clothing Only), Strip Search, and Internal Body Search.
3. **Conducting a Search:** In conducting a search, the client will be notified of the search in such a manner that the element of surprise can still be maintained.
4. The opportunity will be given to the client to turn over the contraband prior to the actual search.
5. If the risk is to the extent that it is believed that the client could be dangerous to others, and that a body Search may be necessary, phone the RCMP to conduct the search.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



## 4-9A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>SEARCHES</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 2 of 2</b>

6. **Disposition of Confiscated Articles:** Any items confiscated, which are deemed to be illegal in nature, will be turned over to the police.
7. **Recording / Reporting:** A report of the search will be maintained in the client's file, including date and time of search, reason for search, staff member(s) conducting search, and any contraband found as a result of the search.
8. **Discipline / Consequences:** Acceptable forms of discipline/consequences are as follows:
- Loss of allowance
  - Additional curfew
  - Verbal reprimand
  - Assignment of extra chores
  - Cancellation of selected outings and events,

**POLICY APPROVED**


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 Executive Director

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 Date

## 4-10

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>AGGRESSION/ASSAULT</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>

**POLICY:** The harming or threatening of others is not acceptable and will not be permitted. Acts of aggression, not resulting from conscious intent on the part of the client, will be dealt with at the discretion of the Program Manager. All threats of aggression will be taken seriously.

**REASON FOR POLICY:**

The purpose of the Society is to provide safe and secure programs for the community. To expose the clients to aggression within the services the Society seeks to provide, is to compromise this purpose and the well-being of the clients.

**PROCEDURE:**

1. **Assault** – If a client assaults another client, or member of the staff, the victim of the assault or the witnessing staff member will report the incident to the Program Manager immediately after the assault has occurred, and in writing prior to going off duty (for staff personnel) using the ‘*Critical Incident Report*’ form. The Program Manager will contact the police, if necessary.
2. **Continuing Assault** - If the assault is continuing, the staff will confront the client to stop the assault by engaging verbally. If the client refuses to stop, the staff will physically restrain the client and remove client from area (*see Personnel Policy 6-15A-E*).
3. **Follow-up** - The Program Manager will investigate the incident and inform the Executive Director of the incident.
4. Once settled, the client will be held accountable for the aggressive behaviour and resolve the issue with the person assaulted before continuing the program.
5. The client’s aggressive tendencies will be monitored closely to prevent a reoccurrence of the behaviour.
6. Threats of aggression will be taken seriously and addressed immediately.
7. Continued threats will lead to disciplinary action to be determined by the Program Manager in consultation with the Executive Director.
8. There will be an emphasis on problem-solving, encouraging more appropriate means of expression and other ways of coping with their feelings.
9. The client may lose some privileges, require closer supervision, or may be required to leave the program (*depending on circumstances*).

\*Addendum: *Critical Incident Report Form*

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

## 4-11

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>MANAGEMENT OF GROUPS</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Vernon Women's Transition House Society clients will be encouraged to interact on a positive level with each other.

Staff members will facilitate and supervise group programmed activities.

Discipline for unacceptable behaviour within a group will be applied on an individual basis.

**PROCEDURE:**

1. An appropriate staff/client ration will be provided.
2. Group responsibilities will be negotiated and appropriated (*i.e. within the capabilities of the group*).
3. Group consequences should be avoided.
4. A group will not be punished for one individual's behaviour, however, a group can be held accountable for its members' behaviour if the group has been granted that responsibility, has accepted that responsibility, and is capable of assuming and exercising the responsibility.
5. A staff member will not intimidate or reducible a client in a group situation.
6. ***Peer Pressure:*** Staff will attempt to use positive peer pressure, if appropriate, to maintain control of a group while, at the same time, making an effort to "save face" for the individual involved. Using a group to expose a peer so as to determine the responsibility for negative actions is inappropriate and counter-productive and should be avoided.

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CORPORAL PUNISHMENT</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Employees of the Vernon Women's Transition House Society will not inflict corporal punishment on a client, or permit corporal punishment to be inflicted upon a client.

**DEFINITIONS:**

**CORPORAL PUNISHMENT** includes, but is not restricted to any of the following acts designed to discipline the client:

- Striking, with or without the assistance of a physical object,
- Shaking, shoving, spanking or any other form of physical aggression,
- Punishing of a client by another client, or group of clients, condoned or instigated by Society employees,
- Requiring or forcing a client to assume an uncomfortable position, or
- Interfering with, or interrupting, a client's sleep.

**PROCEDURE:**

1. It will be the responsibility of the Program Manager to ensure that **no client is subjected to corporal punishment.**

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

## 4-13

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>CLIENT FILES (Maintenance)</b>	
	<b>REVISION DATE: OCTOBER 25, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** The Vernon Women's Transition House Society will maintain current files (records) of all services provided to clients.

All client records, both current and past will be considered confidential, and will be kept in a secure place.

Client records are designated as owned by either the funding Ministry or Vernon Women's Transition House Society. This designation is stated in each contract for service. Where there is no designation, the possession defaults to the Society.

Vernon Women's Transition House Society will keep personal client information for only as long as necessary for the identified purposes or as required by law.

**REASON FOR POLICY:**

To ensure and enhance professional levels of communication, supervision and accountability.

To ensure and maintain the confidentiality of personal information regarding all clients accessing the services of the Vernon Women's Transition House Society.

**PROCEDURE:**

1. During a client's stay in residential programs, daily notes are recorded in the client's file for staff communication purposes. These are *Transitory Documents* and are shredded once the client has departed, the file is closed and the file has been processed at month-end.

**DISPOSAL OF CLIENT RECORDS:**

1. *Transitory Documents* will not be shredded if required for legal purposes and these purposes are known before the file is closed. Other *Transitory Documents* that may be in the client file include medication logs and babysitting contracts.
2. Client records will only be disposed of by the Finance Manager under direction of the Program Manager, and will be shredded to ensure total destruction of all confidential documents.
3. Records for clients who are under 19 years of age at time of service will be maintained for 7 additional years after the client turns 19.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

4-14

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>CONFIDENTIALITY &amp; ETHICAL CONDUCT (CLIENTS)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 5</b>

**POLICY:** The highest priority of Vernon Women's Transition House Society is the safety and well-being of the women and children using our services. All employees have a professional obligation to avoid any action or behaviour that would undermine or exploit their trust in services or affect the agency's reputation.

**PROCEDURE:**

1. All contact with clients will be carried out in a professional manner. These contacts will be characterized with sensitivity, courtesy and appropriate concern for the client and agency.
2. Employees will respect the privacy of clients and hold in confidence all information obtained in the course of employment. This extends to the period when employment ceases. Exceptions are: (1) as mandated by law; (2) to prevent a clear and immediate danger to a person; (3) where required by legal proceedings, or (4) if there is a waiver previously obtained in writing.
3. All employees are responsible for storing or disposing of client records in ways that maintain confidentiality.
4. Confidentiality and privacy will be extended towards colleagues, applicants and any sensitive situations arising within the agency.
5. Employees will avoid conflicts of interest and also the appearance or perception of a conflict of interest.
6. Relationships are between the agency and the clients, not the employee and the woman or child.
7. Employees will serve all clients equally recognizing and respecting individual goals, responsibilities and differences.
8. Employees will act solely as representatives of Vernon Women's Transition House Society while working or attending events on the Society's behalf.
9. Any form of abuse by employees will not be tolerated including physical, emotional, verbal or sexual, etc.
10. Employees will ensure that outside interests, personal values and feelings do not impair their professional judgment, independence or competence, or interfere with clients' freedom to make choices.

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

4-14A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>CONFIDENTIALITY &amp; ETHICAL CONDUCT (CLIENTS)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 5</b>

11. An employee will generally not have a business arrangement with a client and will not lend or borrow money with or to them. There may be circumstances where this situation is unavoidable, in which case the conflict of interest guidelines will be observed.
12. Unless agreed to by Vernon Women's Transition House Society, employees with private practices or businesses shall not obtain their clients from Vernon Women's Transition House Society.
13. Employees will conduct themselves in a manner that will not encourage physical or emotional dependency by clients.
14. Employees will not provide their personal telephone numbers and addresses to clients. Employees will not accept telephone calls or visits to their homes by clients or partners, or family members or friends of the client.
15. Employees will not make personal calls, or personal visits to the clients. All contact between the employee and client is to be at Vernon Women's Transition House Society or at an authorized venue.
16. There will be no sexual relations between employees and clients.
17. Employees will not socialize outside the society with clients. There may be special social events to which a client invites an employee. In these cases, notification of such an event will be made to the employee's supervisor, and her prior approval will be required. Examples of such situations are graduations, baby showers, wedding, etc.
18. Where there has been an existing relationship, as identified to the supervisor, there will not be a need for notification and approval of attendance at social events.
19. If an employee recognizes a client from the community, this fact will not be raised by the employee, unless the client mentions it first. By the same token, a client will not be acknowledged or approached by an employee unless initiated by the client.
20. It is recognized that employees may find themselves in social situations with clients; in such instances, they will exercise good judgment. Employees will not socialize with clients outside of the facilities with the following exceptions: field trips organized as part of programming (e.g. Take Back the Night, organized recreational activities such as swimming).

**POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

## 4-14B

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>CONFIDENTIALITY &amp; ETHICAL CONDUCT (CLIENTS)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 3 of 5</b>

There will be no drinking of alcohol or use of illegal drugs with clients.

Employees will seek appropriate professional assistance for their personal problems or conflicts that are likely to impair their work performance or professional judgment.

A conflict of interest will be handled in the following manner:

- The employee will notify her immediate supervisor in writing as soon as a conflict of interest has been identified. If the employee becomes aware of the conflict while off duty the employee will leave a voice message with the supervisor regarding the nature of the conflict.
- The nature of the relationship will be reviewed with the employee and a plan made regarding the provision of direct service by the employee with the client and the communication to the client regarding the conflict. The safety and comfort of the client is a priority. It will be determined who will discuss the conflict of interest with the client and clarify the role that the employee will have and under what circumstances.
- Employees who have relationships with current clients will notify their supervisor in writing of this conflict.

### **Ethical Conduct and Confidentiality – Background**

#### **Principles of Respectful Boundaries and Ethical Conduct**

Vernon Women's Transition House Society's highest priority is the safety and well-being of the women and children using our services. All employees have a professional obligation to avoid any action or behaviour that would undermine or exploit the client's trust in our service or affect the agency's reputation in the community. We respect that women are responsible for their lives and the choices made for herself and her children. The role of Vernon Women's Transition House Society employee is to support women and their children in claiming their personal power and provides information and perspectives that they may need in order to make informed choices.

The following statements serve as a background to the Ethical Conduct Policy for Vernon Women's Transition House Society.

- There are power differentials between the women and children using the services of the Vernon Women's Transition House Society and those employed to work with them.

### **POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date



4-14C

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>CONFIDENTIALITY &amp; ETHICAL CONDUCT (CLIENTS)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 4 of 5</b>

- Employees are to be accountable for the management of these differentials.
- Employees will remain alert and respond to situations that involve conflict of interests, imbalance of power, personal relationships that may compromise delivery of service, or the well-being of the individual members of the agency as a whole.
- A high value is placed on objectivity and integrity including assuming responsibility for the consequences of our actions.
- Women's choices will be accepted with respect, support and dignity, even when those choices are in conflict with the employee's beliefs.
- An ongoing process of self-evaluation and change is required to improve any aspect of the service delivery for the betterment of the client.
- Employees will recognize their personal and professional needs by utilizing ongoing self-evaluation; challenging, supporting and sharing information with peers; using professional development and supervision opportunities.
- Employees will access appropriate resources to maintain their professional and personal well-being.
- Employees will engage in self-care activities and will acknowledge their own vulnerabilities and limits. They will model the ability and willingness to self-nurture in appropriate and self-empowering ways.

#### **Purpose of Ethical Conduct Policy**

The purpose of the Ethical Conduct Policy is to provide employees with clear boundaries and guidelines regarding their relationships and interactions with all women and children (referred to as "clients") who use the services of Vernon Women's Transition House Society. The development of these policies takes into consideration the historical blurry boundaries that come with grassroots organizations. It further recognizes the significant changes in the violence against women's sector that necessitates changes to ensure professional, community-recognized programs and services are provided.

These policies have been developed for all employees of Vernon Women's Transition House Society to:

- Ensure that the best possible service is provided to the women and children
- Ensure there is no development of emotional and/or physical dependency by the clients on the employees.

#### **POLICY APPROVED**

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Executive Director

\_\_\_\_\_  
Date

## 4-14D

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>
	<b>POLICY TITLE:</b>	<b>CONFIDENTIALITY &amp; ETHICAL CONDUCT (CLIENTS)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 5 of 5</b>

- Recognize that there is a power imbalance (*real or perceived*) between the employees and the client.
- Ensure that those who use our services are not exploited.
- Protect the integrity and limit the liability of the VWTHS.
- Promote self-care.
- Fulfill our obligations to our Ministry funders and donors.
- Maintain the respect of other agencies and our funders.
- Avoid other serious problems such as a real or perceived conflict of interest.

**Definition of a client**

A client of Vernon Women's Transition House Society is defined as a woman or child accessing any form of service including: residential services, outreach programs, group or individual counseling, the transitional support program, crisis calls or visits, casual calls or visits and participation in a program provided by the VWTHS. This policy also extends to partners of women.

A person would no longer be considered a client when there has been no contact with the VWTHS, formally or informally, for twelve months.

Recognizing that there may be current relationships with clients already established, this policy will "grandmother" those relationships.

**Handling an Ethical Conflict**

A conflict of interest exists when someone the employee knows becomes a client. This could be a personal friendship, a relative or in-law, partner, neighbour etc. Employees will avoid both real conflicts of interest and ones that create the appearance of a conflict of interest.

The employee will notify her immediate supervisor in writing as soon as a conflict of interest has been identified. If the employee becomes aware of the conflict while off duty the employee will leave a voice message with the supervisor regarding the nature of the conflict. The nature of the relationship will be reviewed with the employee and a plan made regarding the provision of direct service by the employee with the client and the communication to the client regarding the conflict. The safety and comfort of the client is a priority. It will be determined who will discuss the conflict of interest with the client and clarify the role that the employee will have and under what circumstances.

For employees that have relationships with current clients they will notify their supervisor in writing of this conflict.

**POLICY APPROVED**


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 Executive Director

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 Date

4-15

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>CLIENT MANAGEMENT</b>	
	<b>POLICY TITLE:</b>	<b>INTERACTIONS WITH CLIENTS REGARDING FAITH PRACTICES</b>	
	<b>REVISION DATE: JULY 28, 2010</b>		<b>PAGE: 1 of 1</b>

**POLICY:** Other than facilitating the gathering of information for clients if they wish to make a choice regarding faith practices, Vernon Women's Transition House staff members will not promote any specific Faith Practices to clients of the Society.

**RATIONAL:** Women who come to the Transition House or use our services are vulnerable. For many, they are without the control of a partner for the first time in a very long time. Often women will attach themselves to the first opportunity to "belong" that is offered them. This is why staff must be incredibly aware and scrupulous about the effect that we can have by suggesting an opportunity for clients. We must also acknowledge the inherent power that we have over the women, teens and children who use our Programs.

We know that belonging to a church, temple or other group gives all of us an incredible sense of community and is very beneficial and some people have a spiritual need that cannot be denied. However, it is not our role to promote this. As well as being unethical to be involved in the promotion of a client's religious experience, it is against our (or any Society's) constitution and our contracts forbid it. It is not only the actual act of promoting a religion, but the perception from others that can cause problems for the Society.

**PROCEDURE:**

1. If women express interest in attending a church or place of worship, a list of **ALL** local services will be provided.
2. If they want a church of a particular faith or perspective, they will be encouraged to phone the leadership of that church and ask those questions.
3. Staff members **will not** give clients their opinion or recommendation.
4. If clients ask which faith a staff member belongs to, or which church the staff member attends, the client will be reminded that the conversation is about them and not the staff member.
5. If the a client does, by coincidence, end up attending the same church as a staff member, observe the same conduct and rules outlined in the **\*Confidentiality & Ethical Conduct (Clients)** (*i.e. a staff member cannot develop a special relationship with a client– their relationship is with the Transition House, not with the staff member as an individual*).
6. Staff members **will not** transport residents to church, if the church is the one that the staff member attends. As with other situations, do not provide any transportation when you are working.
7. Materials for religious practices, such as bibles, holy books, sweet grass, etc. will only be provided at their request. We have commonly used religious materials, like the bible and sweet grass at the Transition House. All holy books are available at the library.
8. Staff **will not** participate in religious practices (i.e. praying with clients), other than helping them access materials and resources and finding a quiet space.

**POLICY APPROVED**

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Executive Director

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Date

**POLICY APPROVED**

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Executive Director

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Date

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>ACCOUNTING SYSTEM</b>	
	<b>REVISION DATE:</b>	<b>JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>

**POLICY:** All funds for the Vernon Women's Transition House Society will be recorded in the established accounting system using accounting policies which will be prudent in nature and adhere to generally accepted accounting principles.

The financial statements will be audited annually by a Chartered Accountant or Certified General Accountant and, once approved by the Board of Directors, forwarded to Victoria, as per the Society Act of B.C.

**REASON FOR POLICY:**

This policy is established to ensure accountability for Society funds, both internally and to funding bodies.

**PROCEDURES:**

1. The Financial Manager will record all financial transactions in the accounting system. The accounting system will be monitored by the Financial Manager for the Society, in cooperation with the Executive Director, to ensure that it functions correctly.
2. At each Annual General Meeting, the Membership will appoint an auditor to conduct the **Annual Audit**.
3. The Financial Manager will prepare the books for the Annual Audit and coordinate the audit with the Finance Committee and the appointed auditor.
4. The Auditor contract will be retained for 5 years, unless otherwise indicated.

**POLICY APPROVED**

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Executive Director

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Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>ASSET MANAGEMENT (Inventory &amp; Disposal)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 3</b>	

**POLICY:**

*Purchasing Assets:* (See Policy 5-14 ‘PURCHASING & TENDERING’)

*Inventory:* The Vernon Women’s Transition House Society will have an accurate, written Capital Inventory Record of all property and moveable assets.

*Disposal:* Society assets, no longer required, will be disposed of under the following priorities:

- First, in a manner which is most advantageous to the Society,
- Then, in a manner, which can be used to assist other non-profit agencies.
- Any worn, obsolete or unwanted assets should be reused, where possible, rather than destroyed *or disposed of*.

**REASON FOR POLICY:**

*Inventory of Assets:*

- To maintain an accurate record of Society assets.
- To ensure the provision of adequate levels of insurance coverage for the property owned by the Society.
- As a non-profit agency, the Society has a commitment and a responsibility to remain accountable for all properties and assets acquired and used by the Society.
- To comply with accounting standards for not for profit agencies.

*Disposal of Assets:*

- To ensure those assets that are no longer useful to the Society are sold to generate replacement revenue or used to assist other non-profit agencies.
- To ensure prudent use of all assets and to maintain assets that are reasonably repairable.

*Disposal of Donations:*

- Funds and items are donated to our Society by community members. Items are purchased by our Society using public funds. Whether items are large or small, our actions must be scrupulously ethical and transparent, to ensure that the consumers of our services receive the most benefit from the donation(s). At the same time, environmental considerations of reusing and not wasting perishable donations must be considered.

**POLICY APPROVED**

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Executive Director

Date Approved

## 5-2A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>
	<b>POLICY TITLE:</b>	<b>ASSET MANAGEMENT (Inventory and Disposal)</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 3</b>

**PROCEDURE – INVENTORY:**

1. **Capital Asset Management:** A Capital Asset Record will itemize all furnishings, equipment and moveable assets, and photographs of all buildings and property owned or leased by the Society.
2. **Marking Assets:** Materials and equipment will be marked in a manner that will provide for identification. Serial numbers will be recorded, where provided.
3. **Updating:** The capital asset record will be updated every year during the month of March. Photographs of all buildings and property owned or leased by the Society will be updated annually. Items will be added to the Capital Asset Record at the time of purchase, whether the item is new or replaces a worn or obsolete article.
4. **Responsibilities:** Respective property inventories will be updated and maintained by the Finance Manager. Employees who have personal property in their place of work will be responsible for submitting an inventory list of personal items to the Society.
5. **Retention:** Copies of all inventories will be given to the Finance Manager for safekeeping in the Society's Accounting Files.
6. **Insurance:** The inventory(ies) will be submitted to the Executive Director annually, at the time of insurance renewal.

**PROCEDURE – DISPOSAL:**

1. **Examination:** All assets in a state of disrepair, or no longer useful to the Society, will be examined by, or described to, a qualified tradesperson designated by the Executive Director or her designate.  
  
The tradesperson will, upon examining the asset(s), record the date of examination, the condition of state of repair (citing defects), the cost of repair, and a recommendation regarding repair or disposal.
2. **Recording Descriptive Details:** Every effort will be made to record the make, model and serial number, or some other means of identification, of every item scheduled for disposal.
3. **Trade-In Value:** Wherever surplus assets have trade value in asset replacement, they will be used for trade-in purposes.
4. **Assets Worth \$500 and Over:** Tender in the local newspapers and radio stations will advertise assets intended for disposal, which are worth over \$500 for sale.

**POLICY APPROVED**


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 Executive Director

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 Date Approved

## 5-2B

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>ASSET MANAGEMENT (Inventory and Disposal)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 3 of 3</b>	

A certified cheque in the amount of 10% of the bid must accompany any bid for purchase of surplus assets, **provided that the bid exceeds \$100**. The cheque of a *successful bidder* will be retained and considered as a non-returnable deposit toward the full bid price of the asset.

The cheques of *unsuccessful bidders* will be returned.

5. **Assets Worth Less Than \$500:** Assets valued at **less than \$500**, and items remaining unsold after the close of \$500+ tenders, may be sold to casual purchasers at prices bearing a reasonable relationship to those obtained during tendering (*if any*), donated to non-profit organizations in the community, or removed to the dump for disposal.
6. **Recording Disposed Items:** All assets disposed of will be recorded by the Finance Manager and removed from the applicable Capital Inventory Record.

#### **DISPOSAL OF DONATIONS:**

7. **All donations of items** must *first* be offered to clients of the Society.
8. **Exceptions to the above** are items that are generally not useful or practical, (*large appliances, men's clothing, king-sized beds, office furniture or equipment, etc.*)
9. **Occasionally**, the financial benefit of selling valuable items, such as jewelry, antiques or collectibles outweighs the benefit of use by clients. In this case, the items are liquidated and cash is used to purchase practical items for women and children. The Executive Director must approve the method of disposing of these items.
10. **Another way to dispose of unwanted items**, including Society Property, is through offering staff the opportunity to purchase through a bidding process. This is conducted by offering the item via the staff web site, and asking for expressions of interest. The expression must be submitted by way of a sealed bid to a neutral party (*usually the Executive Director*) by a fixed date (*usually a week*). The generated funds will return to the Program that purchased the item for with the donation was intended.
11. **If there is an overabundance of perishable food donated or purchased**, and all programs have been offered what they can use, staff may purchase (*at a reasonable price determined by the Executive Director*). The price will be similar to the retail price for the item(s).

#### **POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved



<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>AUDIT</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** A Chartered Accountant will audit the financial statements of the Vernon Women's Transition House Society annually or Certified General Accountant appointed by the membership.

The results of the audit will be recorded in Victoria as per the Society Act of B.C.

**REASON FOR POLICY:**

This policy is established to ensure accountability for Society funds and to adhere to the requirements of the Society Act of B.C., Treasury Board Guidelines and contract requirements.

**PROCEDURES:**

1. At each Annual General Meeting, the Board of Directors will appoint an auditor to conduct the annual audit.
2. The Financial Manager will prepare the books for the annual audit and coordinate the audit with the Finance committee and the appointed auditor.
3. The audited financial statement will be adopted annually at the AGM by the membership.
4. The Auditor contract will be retained for 5 years, unless otherwise indicated.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved



<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>BORROWING</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Any borrowing on behalf of the Vernon Women's Transition House Society must be approved by a motion of the Board of Directors of the Society and adhere to the Constitutional requirements of the Society and the Societies Act of B.C.

**REASON FOR POLICY:**

The overall financial management of the Vernon Women's Transition House Society falls under the Jurisdiction of the Board of Directors. The borrowing of funds is governed both by the Constitution and By-laws of the Society and the Societies Act of B.C.

**PROCEDURES:**

1. ***Borrowing Requirements:*** Any requirements for borrowing are to be discussed and voted on at a regular meeting of the Society's Board of Directors.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>BUDGET PROCESS</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY: The Board of Directors will approve all budgets set for the Vernon Women’s Transition House Society.**

**Appropriate budgets will be established on an annual basis.**

**The Executive Director will not jeopardize either program fiscal integrity with respect to planning fiscal events (i.e. budgeting for the fiscal year or any part of it).**

**REASON FOR POLICY:**

The Board, in discharging its responsibilities, must approve all expenditures for the Vernon Women’s Transition House Society.

The budgetary system will provide a system of accountability which links program functions and activities to the costs necessary for their support.

**PROCEDURES:**

1. Prior to the end of the fiscal year, the agency will prepare an annual budget for each program in accordance with any established funding Ministry format containing projected sources of income and a Forecast of Expenditures.
2. The Executive Director will not cause, or allow, budgeting which contains too little detail to enable reasonably accurate projections of:
  - Revenues and expenses,
  - Separation of capital or operational items,
  - Cash flow and Subsequent audit trails,
  - Plans for the expenditure, in any fiscal year, of more funds than are conservatively projected to be received in that period, and
  - Deviated materially from Board-stated priorities in its allocation among competing budgetary needs.
3. **Spending levels will be reviewed** on a monthly basis by the Executive Director, in conjunction with the Financial Manager and the Finance Committee.

**POLICY APPROVED**

Executive Director
 Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN’S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>DONATIONS</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:**

***Solicitations:*** The Executive Director must approve all solicitations of donations.

***Donations to the Society:*** The Vernon Women’s Transition House Society will accept donations within the conditions listed below.

**CONDITIONS:**

- That the donation be *freely given*,
- That the donation place *no obligation upon the Society*
- That the *donor does not expect any present and/or future material benefits* in return for the donation,
- Donations “*in kind*” not be provided with a receipt, unless approved by the Board of Directors, and
- Donated monies will only be used for direct capital and operating expenses and not for speculative purposes.

**REASON FOR POLICY:**

The Vernon Women’s Transition House Society is a non-profit society registered under the Society Act of B.C. and, as such, it has a *Federal Charitable Donations Number*.

The Executive Director and the Board of Directors need to manage donations to the Society so as to:

- Provide the resources required to conduct the business of the society so as to facilitate and meet the goals and objectives of the Society,
- Ensure their suitability,
- Ensure that the Society is not placed in a conflict of interest position and to further ensure that the ethical principles of the Society are not compromised,
- Ensure and maintain the impartiality and universality of society service and care, and
- Ensure that opportunities are not lost due to the acceptance of a donation (*i.e. some foundations exclude agencies form eligibility, on a tie limited basis, if they have accepted donations from that foundation*).

**PROCEDURE:**

1. ***Letters:*** When letters are written approaching service clubs, foundations, etc. for donations of any kind, the President of the Board of Directors or the Executive Director must sign the letter.

**POLICY APPROVED**

_____	_____
Executive Director	Date Approved

## 5-7A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>DONATIONS (Continued)</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 2</b>	

2. **Businesses:** When any business is approached for donations of gifts for prizes, etc. a list will be kept of the name of the business and what was donated, and a letter of thanks will be written to the donor signed by the President or Executive Director.
3. **Contests:** Any contests, draws or point/share accumulating programs, available through Society-related purchases, will be signed in the Society's name.
4. **Donations:** All donations to, and any item which is to be donated by the Society, no matter how trivial, must be cleared through the Executive Director.
5. **Receipt of Donations:** *Charities that make donations do not require an Official Receipt*, however, all other monetary donations will be issued an **Official Receipt**, which will be completed with the following information:
  - Where it was issued (i.e. location)
  - Date of the donation
  - Date of the receipt being issued
  - Name and address of donor
  - Name of person issuing the receipt
  - Donor organization (indicated by "on behalf of")
  - Amount of donation
  - Receipt number, and
  - Registered charity number of the agency.
6. Copies of the **Official Receipt** will be distributed as follows:
  - A copy of the receipt will be given to the donor
  - A copy of the receipt will be retained in Society's files.
7. Donated monies will be deposited, as soon as practical, into the appropriate Society accounts.
8. A thank you letter or card shall promptly be sent by Vernon Women's Transition House Society or program named as beneficiary for all donations, whether goods, services or money.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

5-8

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>EXPENSES</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:** Vernon Women's Transition House Society employees will be reimbursed for approved expenses where the expenses have been incurred with the prior approval of the employer. Reimbursement is the actual cost and must be supported by receipt(s).

Vernon Women's Transition House Society employees will NOT be reimbursed any expenses for the purchase of an alcoholic beverage with meals.

Any gratuity paid will be the sole responsibility of the employee and will NOT be reimbursed by Vernon Women's Transition House Society.

**REASON FOR POLICY:**

To ensure that personal monies paid by an employee for Society purposes are reimbursed in full to the employee.

To provide a record of the expenses incurred and reimbursed.

**PROCEDURE:**

***1. Vehicle Expenses:***

- a) Vehicle allowances for all kilometers traveled on Society business will be paid to employees required by the Society to use their own vehicles in the performance of their duties.
- b) Vehicle allowance will be as per *collective agreement*, or in accordance with the letter of appointment.
- c) Where an employee uses his/her automobile for the Society's business, the employee must conform to the regulations of the Insurance Corporation of B.C. and carry the appropriate class of insurance.
- d) Where the Insurance Corporation of B.C. regulations require the employee to carry business class insurance, the Society will pay the premium difference between business class and the next lower class upon submission of documentation of that premium difference certified as correct by the employee's supervisor.

***2. Travel Expenses: As per collective agreement.***

***3. Meals: As per collective agreement.***

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

5-8A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b> FINANCE	
	<b>POLICY TITLE:</b> EXPENSES (Continued)	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 2</b>

4. **Out of Town:** Employees on travel status, out of town, will be entitled to claim meal allowances *per collective agreement*.

**Note: These amounts include gratuity**

On the date of departure, if an employee's travel status begins:

- after 7:00, breakfast will not be claimed;
- after 12:00, breakfast and lunch will not be claimed; or
- after 18:00, no meals will be claimed.

On the date of return, if an employee's travel status terminates:

- prior to 7:00, no meals will be claimed;
- prior to 12:00, breakfast can be claimed;
- prior to 18:00, breakfast and lunch can be claimed; or
- after 18:00, all meals can be claimed.

5. **In Town:** Maximum *in town* meal allowance is the same as out of town meal breakdown.

a) Receipts are required for reimbursement of expenditures on in-town meals.

6. Any Expense Claim forms submitted by the **Executive Director** for reimbursement will require the signature of a Board signing authority.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved



<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>FINANCIAL REPORT</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Financial Statements will be given to the Executive Director and Finance Committee on a monthly basis, usually on the Thursday before the monthly Board Meeting.

**If a Financial Statement will not be available for the Finance Meeting, the Finance Manager will inform the Executive Director and the Committee Chair as soon as possible, whether it is unexpected circumstances that causes the unavailability or routine situations, such as year end.**

**REASON FOR POLICY:**

To ensure that the financial information required to make sound financial decisions is available to key personnel in the Vernon Women's Transition House Society.

**PROCEDURE:**

1. On a monthly basis, the Financial Manager will supply to the Executive Director and the Finance Committee a financial report, which will reflect the spending patterns of the relevant Programs for that month, as well as provide year-to-date information. As well, a financial report that reflects the overall financial position of the agency will be provided to the Board of Directors and Executive Director, in a manner as requested by the Board of Directors. This information will be supplied to the Executive Director and Board in time to review for the Board meeting.
2. At each Board Meeting, a Treasurer's Report will be presented to the Board of Directors.
3. Each quarter, a Financial Statement will be provided to the Board at a regular meeting, unless requested otherwise by the Treasurer. This will be the March, June, September and December's financial statements.
4. A written, detailed Variance Report will be provided by the Finance manager to the Finance committee at each meeting explaining variances that exceed 10% of the budgeted amount.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>FUND RAISING</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** All fund raising activities for the Vernon Women's Transition House Society will have the approval of the Executive Director and the Board of Directors.

**REASON FOR POLICY:**

The Executive Director must review all fundraising activities in order to ensure their appropriateness, including frequency in the community. This monitoring will prevent duplication and competition between programs.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>INSURANCE</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>	

**POLICY:** The Vernon Women's Transition House Society will purchase Public Liability, Directors' and Officers' Liability, Administrative Errors and Omissions, Excess Liability and Property Insurance to the level required to ensure that all of the Society's activities, which are not covered under the *\*Provincial Risk Management Program*, are covered under purchased insurance.

The Vernon Women's Transition House Society will ensure that a policy of insurance, for each program operated by the Society, is obtained and maintained in full force and effect.

All appropriate insurance claims will be dealt with in an expeditious manner.

The Vernon Women's Transition House Society will not be responsible for loss of, or damage to, employee vehicles.

**REASON FOR POLICY:**

The Society has an obligation to ensure and maintain the safety and security of its clients, Board of Directors, staff and volunteers and to provide adequate coverage in case of accident or mishap.

**PROCEDURE – INSURANCE COVERAGE:**

1. The **Executive Director** will maintain up-to-date insurance policies for all agency programs.
2. A policy of insurance, with respect to each program will include:
  - Fire and extended coverage, including coverage for the theft of the physical aspect of the program and property of the participants,
  - Comprehensive general liability coverage and personal injury coverage, including coverage for the employees of the programs and volunteers in the programs and, in the case of a parent model residence, the persons who provide care for the residents,
  - A clause concerning the liability arising out of any contract or agreement,
  - Motor vehicle coverage for all vehicles owned and/or operated by the Society and/or operated by the agency and used by employees and/or volunteers,
  - Directors' and Officers' liability insurance, and
  - Administrative errors and omissions insurance.

**\*Note:** Insurance is provided to the Vernon Women's Transition House Society under the *Provincial Government's Risk Management Program*.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

## 5-11A

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>INSURANCE</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 2 of 2</b>	

3. The **Finance Manager** will ensure that the required and appropriate insurance policies are received for each Program from the government appointed insurance agency, as well as the Society's insurance broker, before the existing policies expire.
4. Policies will be reviewed by the Board of Directors annually to confirm that all of the activities the Society is involved in are covered.

**PROCEDURE INSURANCE CLAIMS:**

5. In the event of potential suit for damages, the Program Managers will notify the Executive Director of the possible claim.
6. If the claim involves personal injury, the Executive Director will notify the President of the Board of Directors, forthwith.
7. The **Executive Director** will ensure that the insurance broker is notified, who will provide direction regarding the next step(s), which may involve the broker sending out an adjuster, or the filling out of claim forms.
8. When all of the information for the claim has been compiled, the Executive Director will review it (including the required forms) before it is forwarded to the insurance company.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>INVESTMENT OF SURPLUS FUNDS</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Only funds in excess of those required for maintenance of the normal daily operations of the Society may be invested.

The Board of Directors will make all investments of surplus funds through a motion.

Surplus funds will be invested in such a way as to maximize the return without incurring any significant risk to the Vernon Women's Transition House Society.

**REASON FOR POLICY:**

Funds not in current use are to be invested, in order to allow the Vernon Women's Transition House Society to collect interest, so as to contribute to the overall financial health of the Society. A conservative approach is the most prudent.

**PROCEDURE:**

1. **The Board will** review the financial position of the Society on an annual basis to identify funds available for investment.
2. The **Executive Director** will recommend to the Board the method of *\*investment* which will maximize the return without risking the funds identified.
3. **The Board will**, through a motion, decides upon an investment course of action.

\***Investments** may be made only in securities that are "Triple A" rated and must be insured by the Canadian Deposit Insurance Corporation.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>PETTY CASH</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** All Vernon Women's Transition House Society Programs will be supplied with a petty cash float, as necessary, to enable them to meet their daily spending needs.

All Program Managers will be responsible for their Program's petty cash float.

**REASON FOR POLICY:**

To provide the financial flexibility to meet a Program's spending requirements while concurrently imposing accountability for the money.

**PROCEDURE:**

1. The Program staff will sign for their Program's petty cash float at the commencement of employment.
2. The Program Manager will institute a method of tracking expenditures by Program staff, which requires the retention of receipts and includes accountability for spending on the part of staff.
3. **Only amounts *under* \$25 will be reimbursed through petty cash.**
4. In order to replenish the petty cash float, the designated person will balance the float, write a 'self pay' cheque, cash it, and use these monies to replenish the fund.
5. The cheque to replenish the petty cash float will be signed by the Executive Director and one other Signing Authority for the Society.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>PURCHASING &amp; TENDERING</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** Fair, equitable and economic procedures and practices must be followed when retaining goods and services for the Vernon Women's Transition House.

**REASON FOR POLICY:** Society purchases of equipment, services and property must be made with attention to economy quality, necessity and honouring of local business.

**PROCEDURE:**

1. The decision to purchase any item will be made after consideration of availability of funds.
2. Where possible, 3 quotes must be obtained before the selection of a service or goods.
3. Where possible and financially prudent, local vendors (*Vernon, Coldstream, Armstrong, Lumby*) will be chosen.
4. If local providers are not available, **first BC businesses** and **then Canadian business** will be chosen.
5. If the work **exceeds \$10,000** or is ongoing in nature, invitations will be placed in local newspapers, or sent to all local vendors listed in the Yellow Pages of the phone book offering the said service or goods.
6. Conflict of interest between vendors and staff/Board members must be declared, as per Society's Act.
7. The designated purchaser shall not personally benefit from any purchase made on behalf of the Society.
8. The Auditor contract will be retained for 5 years, unless otherwise indicated.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>PURCHASING SERVICES OR GOODS FROM CLIENTS</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** The purchasing and selling of goods or services between staff and clients/residents, and/or their visitors, is not permitted.

Employees may not sell goods or services to clients, residents or visitors, nor may they encourage residents, clients or visitors to purchase any products or services. Employees shall not use their position of trust to initiate any purchase or sale of goods and services to residents, clients or visitors.

Excluding raffle tickets, employees may not purchase services or commodities from clients, unless such commodities are offered for general sale, *with the approval of the Executive Director.*

**REASON FOR POLICY:**

Employees of Vernon Women's Transition House are in a position of trust, and therefore, cannot engage in any business discussion with residents where there could be the perception of taking advantage of this relationship.

Furthermore, not engaging in personal business arrangements with clients safeguards the privacy and safety of employees and their families.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved



## 5-16

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>	
	<b>POLICY TITLE:</b>	<b>SIGNING AUTHORITY</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>	

**POLICY:** All cheques issued on behalf of Vernon Women's Transition House Society will require the signature of two (2) designated signing authorities.

**REASON FOR POLICY:**

To ensure that the appropriate approvals are in place for the expenditure of Vernon Women's Transition House Society.

**PROCEDURE:**

- There are no limits on cheques bearing the signature of **either** the Executive Director **or** a designated Board member signing authority.
- Designated Board member signing authorities are President, Vice President, Treasurer and Secretary.
- Designated Staff signing authorities other than the Executive Director are Executive Administrative Assistant, Community Programs Manager, and Residential Programs Manager and any two (2) may sign together on cheques that do not exceed \$1000.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date Approved

5-17

<b>ADMINISTRATION POLICY MANUAL  VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP:</b>	<b>FINANCE</b>
	<b>POLICY TITLE:</b>	<b>INVESTMENT OF SURPLUS FUNDS</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>

**POLICY:**

Only funds in excess of those required for maintenance of the normal daily operations of the Society may be invested.

The Board of Directors will make all investments of surplus funds through a motion.

Surplus funds will be invested in such a way as to maximize the return without incurring any significant risk to the Vernon Women's Transition House Society.

**REASON FOR POLICY:**

Funds not in current use are to be invested in order to allow the Vernon Women's Transition House Society to collect interest so as to contribute to the overall financial health of the Society. A conservative approach is the most prudent.

**PROCEDURES:**1. ***INVESTMENT PROCESS:***

- a) The Board will review the financial position of the Society on an annual basis after receiving the audited financial statements identifying funds available for investment.
- b) The **Finance Committee** will recommend to the Board the method of investment, which will maximize the return without risking the funds identified. The **Finance Committee** will make recommendation to the Board whether to retain or sell investments.

**NOTE:** *Investments may be made only in securities that are "Double AA" rated or higher or be insured by the Canadian Deposit Insurance Corporation or the Credit Union Deposit Insurance Corporation.*

- c) The Board will, through a motion, decide upon an investment course of action.

**POLICY APPROVED**


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 Executive Director

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 Date Approved

<b>ADMINISTRATION POLICY MANUAL</b>  <b>VERNON WOMEN'S TRANSITION HOUSE SOCIETY</b>	<b>POLICY GROUP: SECURITY</b>	
	<b>POLICY TITLE: FACILITIES/EQUIPMENT</b>	
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 1</b>

**POLICY:** The safety and security of Society facilities and equipment will be ensured through the establishment of security procedures within the Society and the compliance and monitoring of security procedures by Society personnel.

**REASON FOR POLICY:**

Safety and security measure are designed to protect the Society’s facilities, equipment and client confidentiality.

**PROCEDURE:**

1. ***Opening/Closing Facilities:*** Each Program Manager will be responsible for the development, documentation and updating of opening and closing procedures for their programs.
2. ***Clients in office areas:*** Clients will not be permitted in office areas unless they are supervised. Office areas will remain locked when not in use.

***Note:*** This is to protect confidentiality, staff privacy and program supplies and equipment.

3. ***Client’s use of Society Property:*** Client use of Society property, within any facility, will be subject to staff approval.

Program Staff will ensure that the client is capable of using the item being borrowed prior to its actual use and the borrowed item is returned in appropriate condition.

4. ***Reporting Security Problems:*** Serious problems relating to security, including those listed below will be immediately reported to the Program Manager.
  - ***Serious security problems include:*** Actual or attempted theft, break and enter, vandalism, willful damage and assault.
  - ***Upon being advised of a serious security problem,*** staff will complete an ‘Incident Report’ form, notify the local police, and obtain the names of witnesses.
5. ***Minor Problems:*** Minor security problems can be discussed with the Program Manager in an attempt to resolve the issue.

\*Addendum: Incident Report Form

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	<b>POLICY TITLE:</b>	<b>MATERIAL OF A SEXUAL NATURE</b>	
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**POLICY: All material of a sexual nature must be used for educational/positive development purposes only.**

**All material of this nature must present the models in a positive and respectful light.**

**All models must be over 19 years of age.**

**Only employees trained and authorized to use sexually explicit material will acquire material of this nature or use it with a client.**

**REASON FOR POLICY:**

It is the responsibility of Vernon Women’s Transition House Society to ensure that the resources provided to our clients have a positive impact on the lives of the clients without negatively impacting the safety or well being of any other individual or group. Since the subject of **sexually suggestive material** is usually female, and the staff in care giving positions is also usually female, transference may occur that is uncomfortable for these employees and may pose a safety risk to them.


**PROCEDURES:**

1. Any sexual education instruction must be endorsed through an Accountability Case Management Plan and include progress reports and evaluation tool.
2. All requests for material of a sexually explicit nature must be submitted, with the necessary case plan, to the Program Coordinator who will, in the area of Professional Resources Program, forward the request to the Executive Director.
3. The Executive Director will report the outcome of the censoring process back to the Program Coordinator.
4. At no time will material be brought to the premises of a Vernon Women’s Transition House Society facility without the knowledge and permission of the Program Coordinator and the Executive Director.
5. Material owned by a client/resident must be kept in an area that is not commonly used by other clients/residents.

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	<b>POLICY TITLE:</b>	<b>BOMB THREAT</b>	
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**POLICY:** The decision to search or evacuate the building upon receipt of a bomb threat is the responsibility of the staff in charge and the Police and Fire Department.

**REASON FOR POLICY:**

The protection and safety of the residents and staff is of paramount concern.

**PROCEDURE (Phone Threat):**

1. ***Receiving a Phone threat:*** The person receiving the threatening phone call will attempt to get as much information as possible in order to determine the exact location where the bomb is planted, or is going to be planted.
2. ***Other Information to gather include:*** Description of the caller (i.e. male/female), voice characteristics, affiliation with a political group etc., background voices or noises, and anything that may identify the caller or where the call was coming from.
3. ***Recording Information:*** Record the particulars on the 'Phone Call Record' form, which should be kept in an easily accessible location to the phone.
4. Relay the information to the **Executive Director** or staff person in charge **immediately**.

**The Executive Director or staff person in charge** will immediately notify the police and fire department by dialing **911**.

**PROCEDURE (Mail Threat):**


5. ***Receiving a Mail Threat:*** The person receiving the threatening letter or card will relay the information to the Executive Director or staff person in charge immediately and preserve the letter or card for further investigation by the proper authorities.

**The Executive Director or staff person in charge** will notify the appropriate authorities regarding the threat.

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6. ***Acting on the threat:*** The Executive Director or staff person in charge will evaluate and determine the proper course of action using ***Considerations, Threat Evaluation, Occupancy Factors,*** and ***Time Factor*** as stated below to initiate evacuation as per the Evacuation Plan and/or initiate search procedures.
7. **Evacuation:** In the event of evacuation:
- The Executive Director or the staff person in charge will advise all staff and clients of the situation.
  - Exits and stairs will be checked prior to evacuation.
  - After exiting routes are declared clear, all staff and clients will be evacuated.

**CONSIDERATIONS: The decision to evacuate lies somewhere between “evacuating in every case” and “never evacuating” and must be determined based upon the specifics of each case.**

- a) While “evacuating in every case” may appear to afford the greatest protection for life, in actuality it may not necessarily ensure better protection. In addition, the practical and economic impact must be carefully weighed.
- b) Conversely, the “never evacuate” policy is even more unsatisfactory, as it leaves no room for dealing with highly credible localized and specific threat.
- c) The decision to evacuate should be based upon the circumstances of each threat within the following considerations.

**THREAT EVALUATION: The credibility of the threat is of prime importance. In weighing the threat’s credibility, the following factors should be considered:**


- a) The more detailed and credible the warning or threat, the greater the possibility that an actual explosive device is involved.
- b) A non-specific warning from a child, a drunk, a giggler or an incoherent person is much less likely to involve an actual explosive device.
- c) Was the threat specific as to location?
- d) Does the location exist?

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- e) Could the person reasonably have been expected to gain access to the location described?
- f) Actual explosive devices are more likely to be found in buildings that are completely or partly accessible to the general public.
- g) The more effective the controls on admitting people, the less likely an actual explosive device will be found.
- h) Was the threat specific as to the time of explosion?
- i) Non-specific warnings or threats usually do not reasonably require evacuation.
- j) Disturbed persons may continue threats as long as there is evidence that a response is occurring. The mere fact that the threat is one of several should not cause it to be disregarded.
- k) Each threat must be evaluated without comparison with another.

**OCCUPANCY FACTORS: With respect to occupancy of the facility:**

- a) The objective of most genuine bomb threats has been property damage and notoriety.
- b) If a bomb threat involves a time when few people are present, evacuation could be the most appropriate course of action, since those factors that would make evacuation a difficult problem would be minimized (*i.e. large number of people converging on exits could increase the amount of injuries or cause mob-related injuries*).
- c) If the bomb threat is specific, involves areas containing large numbers of people and the decision is made to evacuate, alternate route planning should ensure minimum numbers leaving through only one exit.


**TIME FACTOR: If a credible threat giving time and location is received, the immediate area should be evacuated. However, thought must be given to the following considerations:**

- a) Is there enough time to evacuate the entire facility or even that part in which the bomb is allegedly planted?

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- b) Could a reasonable search of the area be done prior to the alleged time of detonation?
- c) If sufficient time does not exist to conduct a search, the additional time should then be used to evacuate surrounding area.
8. ***Conducting a Bomb Search:*** If the threat was credible enough to warrant evacuation, re-entry into the threatened area must not be permitted. **A bomb search will be only be conducted by the RCMP.**
9. ***Finding a Bomb:*** Should a real bomb be found, **it must not be touched or disturbed in any way.**

Any strange item that cannot be identified or accounted for must be regarded as suspect and **must not be touched or disturbed in any way.**

**Note:** *The only reliable criterion in conducting a search is that any object capable of concealing an explosive device should be considered suspect until identified by a person who recognizes it.*


10. Pipe Bombs can be as small as 9" x 12" and readily concealed.
11. The Executive Director and/or staff in charge must be contacted **immediately**.
12. The Executive Director and/or staff in charge must contact the Police and Fire Department **immediately**.
13. The search must be turned over to trained people (i.e. the RCMP) in the event of discovery of a confirmed bomb or an unidentified object.

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	<b>POLICY TITLE:</b>	<b>CRITICAL INCIDENTS</b>
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**POLICY:** All incidents of a critical nature will be dealt with immediately, as per the directions provided in the appropriate chapter of the Policy and Procedures Manual, reported immediately to the Program Manager, Executive Director and any other appropriate agency or Ministry, and documented accordingly at the first opportunity.

**REASON FOR POLICY:**

In the event of critical incident, the safety and well-being of the affected party is the primary concern followed by the notification of the responsible parties within both the Vernon Women's Transition House Society and other appropriate agencies or Ministries.

The policy reflects these priorities and provides for the immediate treatment of injured parties, followed immediately, if not concurrently, with the notification of management within the society and the appropriate Ministry.

**DESCRIPTION OF CRITICAL INCIDENTS:**

- a) Critical incidents are defined as those incidents which are serious, have significant impact upon the clients, are not viewed as normal occurrences/behaviour, and involve organizations outside of the Vernon Women's Transition House Society.
- b) Critical incidents include, but are not limited to, the following:

Aggression/Assault	Bomb Threat	Child Abuse
Death	Fire	Hostage Taking
Illness/Injury	Missing Clients	Medical Assistance
Police Assistance	Substance Abuse	Weapons
Suicide Threats/Attempts	AWOL's	Illegal Acts
Client complaint of staff abuse	Evacuation	Restraints


**PROCEDURE – RESPONSE TO CRITICAL INCIDENTS:**

1. Immediate Response: Vernon Women's Transition House Society employees will respond to a critical incident in the manner described in the corresponding chapter of the "Policy and Procedures Manual", if the incident is covered within the manual.

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2. When a critical incident occurs which is not covered under existing policies and/or procedures, Vernon Women's Transition House Society staff will:
  - Respond immediately with the type of assistance required by the specific circumstances,
  - Enlist whatever *internal support* and/or expertise is required to resolve the situation,
  - Enlist whatever *external support* and/or expertise is required to resolve the situation, and
  - Ensure the safety of other clients and staff, if the circumstances warrant it.
3. **Notification:** Every critical incident will be deemed serious enough to require the notification of the Program Manager, who will notify the Executive Director and other agencies or Ministries, as required.
4. The Executive Director or Program Manager will, if appropriate, inform the Ministry or agency involved of the nature and details of the critical incident.
5. **Recording/Reporting Critical Incidents:** The nature and details of a critical incident will be recorded by the attending staff member, at the earliest opportunity, on the '*Critical Incident Report*' form.

**Addendum:** Critical Incident Report

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	<b>POLICY TITLE:</b>	<b>DEATH</b>
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**POLICY:** The suspected death of a client under the jurisdiction of the Vernon Women's Transition House Society will be treated as a medical emergency until the person has been officially pronounced dead by a medical doctor.

Upon confirmation of death, the proper authorities, and the Board of Directors must be notified as soon as possible.

**REASON FOR POLICY:**

The assumption must be made that life exists until death is absolutely confirmed so that, should the client be still alive, life-saving treatment will begin immediately.

There is ample time to deal with the technicalities later, but there may be only that one immediate change to save a life.


**PROCEDURE:**

1. **Emergency Response:** Staff, of the person finding the client, will immediately announce a medical emergency, **Call 911**, or use the emergency alert device to summon an ambulance, fire department, or the police. Then begin artificial respiration/CPR and continue until relieved by the ambulance crew, fire department resuscitation team, medical personnel or until advised to do so by a medical doctor.
2. **Secondary Response:** Once the emergency response has been initiated, staff will notify the Program Coordinator, who will notify the Executive Director. Residents will be removed from the scene. If applicable, move roommates(s) to a secure area and seal the immediate area of the occurrence, leaving it undisturbed. Then complete the '*Critical Incident Report*'.
3. **Notification:** The Executive Director and/or Program Manager will notify the following of the death:
  - **Internal** – Board of Directors
  - **External** – The appropriate Ministry, Coroner, Police, Family, Family Doctor, and School.

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	<b>POLICY TITLE:</b>	<b>INJURY/ILLNESS</b>	
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**POLICY:** The health, safety and well-being of the clients will be of prime importance to all Vernon Women's Transition House Society employees.

All Society employees, in respect to the health of the clients, will act in the same manner as would be reasonable and prudent parent in a given situation.

Parent(s) or guardians will be notified of any significant illness or injury immediately.

Medication will not be given or administered to clients by staff, unless all of the guidelines are met (see Procedures – Medication 7-4A #5 below).

**REASON FOR POLICY:**

The health, safety and well-being of the clients is the responsibility of the Vernon Women's Transition House Society and its employees, into whose care the clients are entrusted.

**PROCEDURE:**

1. Vernon Women's Transition House Society employees will make a reasonable effort to be aware of the medical problems of clients and to take this information into consideration in their day to day decisions.
2. Where a client interacts with other employees of the Society, the medical problems of the client will be communicated to those other employees.
3. **Staff Response:** Staff members will immediately report to their Program Manager, or his/her designate, any illness or injury which occurs to a client in their care.

The Program Manager will use his/her good judgment in deciding the course of action to be taken.


If the illness or injury is of a nature significant enough to require emergency measures, the Program Manager will arrange for the necessary emergency assistance immediately, then where the client is a minor, inform the parent(s).

If the illness or injury does not require immediate or emergency treatment, the client will be treated by the Program's staff.

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4. **Consent to Medical Treatment:** Employees of the Vernon Women's Transition House society will take whatever action is necessary, under the law, to preserve the health, safety and well-being of the clients within their care.


The consent of the parent(s) or guardian will be required before medical treatment can be applied to a minor client.

5. **Medication – Providing Medication to Clients:** Medication of any type will not be given to clients by staff unless:
- Where the client is a minor, the parent(s) or guardian have previously authorized the Vernon Women's Transition House Society in writing to do so.
  - The appropriate program authorization form as been completed by a physician.
  - Written instructions have been obtained from the prescribing physician as to the means and schedule of administration, and the actions of the staff are in keeping with the actions of a competent parent.
  - Medication dispensment is recorded on appropriate program form.
6. **Retention/Storage of Medication:** All medications kept in the Program's facilities, either for first aid treatment or prescribed by a physician for a client, will be stored in a locked cupboard within a secure room and recorded with respect to physician, date received, quantity, recipient, dosage and schedule of administration.

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	<b>POLICY TITLE:</b>	<b>CHILD ABUSE</b>
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**POLICY:** Vernon Women's Transition House Society staff must fully comply with the requirements of the Family and Child Service Act in the reporting of suspected child abuse.

***Notification:*** Subsequent to notifying the Ministry of Child & Family Development of suspected child abuse, the appropriate personnel of the Vernon Women's Transition House Society must be advised of the situation immediately through the Executive Director to the Board of Directors.

***Non-Involvement in Investigation:*** Society personnel will not assume nor undertake any investigative responsibility in the investigation of child abuse past the point of reporting a suspected offence.

***Confidentiality:*** The confidentiality of the child and family must be respected and procedurally ensured.

***Employee Charged and Convicted:*** The contract of any Society personnel convicted of child abuse will be terminated.

***Employee Charge but Not Convicted:*** Any Society personnel charged but not convicted of child abuse, may not be re-instated prior to consultation with the Executive Director.

**REASON FOR POLICY:**

Child abuse in Canada, and in British Columbia, is a serious and pressing problem. There are moral, ethical, educational and legal reasons why the abuse of children needs to be addressed by the Vernon Women's Transition House Society. These are as follows:


***Moral/Ethical:*** Every child has the right to a safe and secure upbringing that leads the child to a psychological, emotional and moral maturity and security. Every child has the right to an upbringing that protects the child from abuse and sexual exploitation. The assumption of the care and custody of the children and youth within the Society's jurisdiction imposes a responsibility upon the Society to afford protection against abuse.

***Educational:*** A child's harmonious development is seriously damaged by abuse and the resulting anxiety, depression and emotional disorder it causes. This injured condition affects the child's ability to learn and concurrently grow within that learning. Child abuse is detrimental to the entire learning process and, subsequently, the development of the child.

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**Legal:** The Family and Child Welfare Act has legislated a requirement that *a person who has reasonable grounds to believe that a child is in need of protection, shall forthwith report the circumstances.* The obligation falls upon Society staff especially, due to their continuous contact with children.

**PROCEDURE - RESPONSIBILITIES:**

1. **Vernon Women's Transition House Society:** The Society recognizes its responsibility to ensure the safety and well-being of all children within its jurisdiction.

The Vernon Women's Transition House Society will provide copies of this 'Child Abuse' policy to all Program Managers within its jurisdiction, who will ensure that it is circulated amongst their staff.

The Society will obtain copies of the 'Inter-Ministry Child Abuse Handbook' (Queen's Printers) for distribution within the Society.

2. **Society Personnel:** Pursuant to this responsibility, all Society personnel will be made aware of their obligation to report child abuse as mandated by the Family and Child Service Act and the reporting procedures outlined herein.

Should a parent or other concerned individual inform Society personnel suspected of child abuse, the staff member should advise the information to report the concern to the Ministry for Child and Family Development.

3. **Every Person With "Reasonable Grounds":** Every person in British Columbia, who has "reasonable grounds" to believe that a child is in need of protection, is legally obligated under the Family and Child Service Act to report the circumstances immediately to the Superintendent of Family and Child Services, or his representative, through the Ministry for Child and Family Development.


**Note:** *No action may be taken against a person who reports suspected neglect or abuse in good faith, unless the report is malicious or without reasonable grounds.*

4. **Recognizing Signs of Possible Abuse:** Society personnel are expected to take seriously any comments or behaviour of children that may indicate abuse.

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All Society personnel will pay attention to detailed medical, emotional and behavioural signs of abuse and possible personality characteristics of abusers.

5. ***Child's Behaviour as an Indicator:*** With respect to recognizing a child's behaviour as an indicator of possible neglect or abuse, Society personnel should be concerned about a child who:

***Neglect:***

- Appears to be undernourished and/or has inadequate or no lunches,
- Has obvious medical needs that are unattended,
- Is frequently dressed inadequately for the season or weather with no discernable reason for the inappropriate dress.

***Physical Abuse:***

- Has physical injuries such as bruises, welts, cuts or burns and whose explanations seem to be incompatible with the nature or extent of the injury.

***Sexual Abuse:***

- Demonstrates unusual interest in, or preoccupation with, sexual acts or sexual language that is beyond the kind of interest or knowledge normally expected for their age.
- Makes statements indicating that they have been sexually abused.

6. ***Reporting Suspected Child Abuse – Society Personnel:***


- The person suspecting the abuse will compile a report containing the child's name, address and birth date, and name of the person(s) responsible for the child's care (i.e. parent or guardian).
- Record the nature and the extent of the circumstances leading to the suspicion that the child is victim of abuse, all physical and behavioural indicators observed, and the identity of the suspect(s), *where possible*, including as much information as possible.

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7. **Advising Ministry for Children & Family Development:** The person suspecting the abuse will inform the Ministry for Children & Family Development of their suspicions (*Superintendent of Family and Child Services, or his/her representative*).
8. **Advising the Program Manager:** The person suspecting the abuse will advise the Program Manager **immediately** that a report has been made to the Ministry for Children & Family Development (*except in those cases in which the Program Manager is the alleged offender*).

If the Program Manager is the alleged offender, the person suspecting the abuse will advise the Executive Director of the Society **immediately** that a report has been made to MCFD.

9. **Action By Program Manager:** Upon being advised of a possible child abuse situation by Society personnel, the Program Manager will notify the Executive Director of the Society **immediately** that a report has been made to the Ministry for Children & Family Development, and record all reported incidents in a confidential Society file.

Where the Program Manager is the **initiator** of the complaint, the Program Manager will discuss his/her suspicions with the Executive Director and notify the Ministry for Children & Family Development of his/her suspicions (*Superintendent of Family & Child Services, or his/her representative*).

Upon notifying the Ministry for Children & Family Development of his/her suspicions, the Program Manager will notify the Executive Director of the Society immediately that a report has been made to MCFD.


Where an employee of the Society is the alleged offender, the Executive Director will be advised immediately by the Program Manager/complainant after MCFD has been notified.

10. **Action by the Executive Director:** Upon advisement of suspected abuse, the Executive Director of the Society will advise the President of the Board of Directors of the circumstances, make recommendations for further action (*particularly in cases in which Society personnel are accused*), and record all reported incidents in a confidential file.

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11. **Action by Ministry for Children & Family Development:** MCFD will inform the police of the alleged abuse and provide them with the available details.

**Investigation:** MCFD will join with the police in the investigation of the alleged abuse.

**NOTE:** *The above described notification process is a matter of protocol only. By law, the responsibility for reporting suspected child abuse rests with the individual who has reasonable grounds to suspect abuse.*

This responsibility is not discharged by Society personnel reporting to any person other than the appropriate delegate of MCFD.

12. **Investigation and Interview:** The investigation of a report of suspected child abuse is the joint responsibility of MCFD **and** the police. MCFD will be responsible for assessing whether or not further intervention to protect the safety and well-being of the child is required.

**Society Personnel Not Involved in Investigation:** The investigative responsibility **must not** be assumed by Society personnel. **Under no circumstances** should any attempt be made by Society personnel to notify the alleged offender of the accusation or discuss the matter with the alleged offender.


Society Personnel will refrain from notifying parents and/or guardians of a suspected abusive situation, since this is the responsibility of MCFD.

Society Personnel, while offering support, should refrain from interviewing the child after the child's first disclosures.

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Date

<b>ADMINISTRATION POLICY MANUAL</b>   <small>Vernon Women's Transition House Society</small>	<b>POLICY GROUP:</b>	<b>EMERGENCY PREPAREDNESS</b>
	<b>POLICY TITLE:</b>	<b>HOSTAGE TAKING</b>
	<b>REVISION DATE: JULY 28, 2010</b>	<b>PAGE: 1 of 2</b>

**POLICY:** The primary consideration in determining any response to a Hostage Taking shall be the health and safety of Vernon Women's Transition House Society employees and clients.

All Vernon Women's Transition House Society employees will be advised of the appropriate behaviour in the event of a Hostage Taking in order to maintain their safety.

In the event of a Hostage Taking, Vernon Women's Transition House Society will attempt to provide accurate ongoing information to the public with regards to the incident and its outcome.

The Executive Director is the official spokesperson for information during times of crisis.

**REASON FOR POLICY:**

To provide Vernon Women's Transition House Society with guidelines that, in times of organizational crisis, minimize the potential public relations problems and liability risks to both Vernon Women's Transition House Society and its employees. Organizational crisis generally hits without warning and can draw immediate media attention and public scrutiny. Such incidents often result in inaccurate information about an organization.


**PROCEDURE:**

1. In the event a Vernon Women's Transition House Society employee is made aware of a potentially lethal situation, e.g. threat with a weapon, hostage taking, abnormally aggressive behaviour, etc.:
  - a) **Listen; be calm and courteous;** obtain as much information as you can.
  - b) Advise your Program Manager as soon as possible; **follow instructions;** call 9-1-1 if necessary.
  - c) The Program Manager is to advise the Executive Director.
  - d) Stay alert to direction from the Program Manager and/or Executive Director.
  - e) The Executive Director or designate is to follow-up with the Police Chief and/or Fire Chief, if appropriate, to ensure the appropriate response, and to advise any other related agencies or facilities which may be at risk.

**POLICY APPROVED**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

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## 2. STEPS FOR PROFESSIONAL AND SUPPORT STAFF:

- a) Call 9-1-1 (**if possible**) and contact Program Manager immediately, who will contact the Executive Director as soon as possible.
- b) Do your best to keep those involved (*Hostage Taker, clients, other staff*) as calm as possible.
- c) **DO NOT** try to overextend your role. **DO NOT** try to commandeer the situation. **DO NOT** antagonize the Hostage Taker.
- d) If a weapon is involved, **DO NOT** take any risks such as overpowering the Hostage Taker or trying to confiscate the weapon.

## 3. STEPS FOR EXECUTIVE DIRECTOR:

- a) If not already done, Call 9-1-1. Then notify the President of the Board.
- b) Assess the situation for risk. Actions, including lockdown or evacuation, will be determined by the Executive Director or police.
- c) When police arrive, they must report to the Executive Director.
- d) Police will be in charge of the situation until everyone's safety is guaranteed.
- e) As the incident passes or falls under control, the Executive Director will convene a 'Crisis Team' to conduct follow-up procedures.

## 4. STEPS FOR KEY STAFF MEMBERS:

- a) All Vernon Women's Transition House staff, including secretaries and custodians, should know hostage situation procedures to follow.
- b) The Transition House Program Assistant should know the whereabouts and contact phone number of the Executive Director if he/she is not in the building.

## 5. KEY HOSTAGE TIPS:

- a) Be patient. Avoid drastic action.
- b) The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive.
- c) Don't speak unless spoken to and then only when necessary. Don't attempt to rationalize with the captor.
- d) Expect the unexpected, i.e. mood swings, irrational actions.
- e) **DO NOT** make quick or sudden moves.
- f) Be observant. The safety of others may depend on what you remember about the situation.

## POLICY APPROVED

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 Executive Director

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 Date



Vernon Women's **Transition House** Society

## **-PRIVACY POLICY-**

### **A. INTRODUCTION**

Vernon Women's Transition House Society is a non-profit society that advocates for and provides services for women and children who are seeking refuge from violence.

In the course of performing our work, Vernon Women's Transition House Society may receive or collect personal information about individuals who contact us for information, advocacy assistance, or other purposes, about individuals and families who receive services, about staff who work at the society, and about volunteers and practicum students. Vernon Women's Transition House Society is committed to protecting personal information in our possession or control, and ensuring that it is accurate, secure and confidential. Vernon Women's Transition House Society will only collect, use or disclose your personal information with your consent in accordance with this Privacy Policy. This Privacy Policy outlines our commitment to you, and complies with the *Personal Information Protection Act* of British Columbia.

If you would like further information that is not outlined below, please contact us at:

**Vernon Women's Transition House Society**

P.O. Box 625

Vernon, B.C.

V1T 6M6

Tel: 250-558-3850

Fax: 250-558-3856

Email: [debbyhamilton@shaw.ca](mailto:debbyhamilton@shaw.ca)

### **B. SCOPE**

This Privacy Policy applies to personal information that is collected, used, or disclosed by Vernon Women's Transition House Society, which includes the management of personal information in any form whether oral, electronic or written.

The application of the Vernon Women's Transition House Society Policy is subject to the requirements and provisions of applicable federal and provincial privacy legislation and any other applicable legislation or regulations.

### **C. APPLICATION**

#### **1. Accountability**

At Vernon Women's Transition House Society, we are accountable and responsible for all personal information in our possession or control, including any personal information transferred to third parties. Vernon Women's Transition House Society will designate one or more persons who are accountable for Vernon Women's Transition House Society's compliance with the Privacy Policy including the following principles:

- (a) Vernon Women's Transition House Society is responsible for protecting personal information in its possession or control and ensuring compliance with the provisions of the Privacy Policy.
- (b) On request, Vernon Women's Transition House Society will make known the title of the person or persons designated to oversee Vernon Women's Transition House Society's compliance with the Privacy Policy.
- (c) Vernon Women's Transition House Society is responsible for personal information that has been transferred to a third party for use or processing (for example, an address list given to the union). Vernon Women's Transition House Society's policy for safeguarding such information is contained in Section 7 of this Privacy Policy.

## 2. Identifying Purposes for Collection of Personal Information

Vernon Women's Transition House Society will identify the purposes for which personal information is being collected at or before the time the information is collected. Specifically,

- (a) Vernon Women's Transition House Society collects and uses personal information for the following purposes:
  - 1) to understand, advocate, plan and provide services to women and children seeking refuge from violence, and to market those services;
  - 2) to develop, enhance and provide services to our clients and our community, and to market those services;
  - 3) to meet the reporting requirements of funding and other governing bodies such as Ministry for Child and Family Development and Ministry of Aboriginal and Women's Services;
  - 4) to manage and develop Vernon Women's Transition House Society as an organization, including personnel, volunteer and employment matters;
  - 5) to establish and maintain relations with existing and prospective donors, such as by issuing tax receipts for donations, recognizing and following up with existing donors, and providing further information about Vernon Women's Transition House Society activities through newsletters and other mail-outs, and special projects;
  - 6) to meet legal and regulatory requirements, such as requirements under the *Income Tax Act*, and
  - 7) additional purposes that are identified to an individual before or at the time of collection.
- (b) Vernon Women's Transition House Society may disclose your name and personal circumstances, including health and financial circumstances, and any other information you request, to other agencies when expressly asked to do so **by you**, or by a member organization the Vernon Women's Transition House Society is reasonably satisfied represents you.

- (c) From time to time, for the purpose of advocating on your behalf, and only to the extent Vernon Women's Transition House Society is expressly asked to do so, Vernon Women's Transition House Society may disclose your name, contact information and personal circumstances, including health or financial circumstances, and any other information you request, to government agencies, private-sector organizations, the media and the public when expressly asked to do so *by you*, or by a member organization the Vernon Women's Transition House Society is reasonably satisfied represents you.
- (d) Vernon Women's Transition House Society will not collect, use or disclose personal information for any new purpose without first identifying the new purpose and obtaining *your consent*, unless permitted or required by law.

### 3. Obtaining Consent for Collection, Use or Disclosure of Personal Information

Vernon Women's Transition House Society will obtain consent for the collection, use or disclosure of your personal information, either before or at the time of collection. Vernon Women's Transition House Society will only collect, use or disclose personal information without consent where permitted or required by law.

- (a) In obtaining consent, Vernon Women's Transition House Society will explain in plain language or other manner that is suitable to the individual the purposes for which personal information will be collected, used or disclosed.
- (b) Generally, Vernon Women's Transition House Society will seek consent to use or disclose personal information at the same time it collects the information. In some circumstances, Vernon Women's Transition House Society may identify a new purpose and will seek consent to use or disclose personal information after it has been collected, but before it is used or disclosed for a new purpose.
- (c) In determining the appropriate form of consent, Vernon Women's Transition House Society will consider the sensitivity of the personal information and reasonable expectations in the circumstances.
- (d) Subject to certain legal or contractual restrictions and reasonable notice, you may withdraw consent at any time, and Vernon Women's Transition House Society will stop collecting, using or disclosing your personal information unless permitted or required by law. Please contact us about withdrawing your consent for the use or disclosure of personal information.

### 4. Limiting Collection of Personal Information

Vernon Women's Transition House Society will take reasonable steps to limit the amount and type of personal information it collects. Vernon Women's Transition House Society will collect personal information only for the purposes identified at or before the time of collection or permitted by law. Vernon Women's Transition House Society will collect personal information by fair and lawful means.

Vernon Women's Transition House Society primarily collects personal information directly from its staff, clients and volunteers, but Vernon Women's Transition House Society may also collect personal information from external sources such as past employers, schools, family, other agencies, and personal references who provide assurance that they have obtained consent, as well as from publicly available sources.

## **5. Limiting Use, Disclosure, and Retention of Personal Information**

Vernon Women's Transition House Society will not use or disclose personal information apart from the purposes for which it was collected unless you consent or, in some circumstances, where Vernon Women's Transition House Society has a legal obligation to disclose personal information without consent.

Vernon Women's Transition House Society will keep personal information for only as long as necessary for the identified purposes or as required by law.

## **6. Ensuring Accuracy of Personal Information**

Vernon Women's Transition House Society will take responsible care to ensure that personal information in its possession or control is accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

## **7. Safeguarding Personal Information**

Vernon Women's Transition House Society will safeguard personal information in its possession or control from loss or theft and from unauthorized access, use, disclosure, copying or modification through appropriate security measures depending on the sensitivity, format and storage of the personal information.

Vernon Women's Transition House Society will protect personal information disclosed to third parties by requiring these third parties to safeguard all personal information in a way that is consistent with Vernon Women's Transition House Society's practices and as regulated by law.

Any Vernon Women's Transition House Society employee with access to personal information will be required to respect the confidentiality of such information, and to sign an oath of confidentiality.

Vernon Women's Transition House Society will use care when destroying or disposing of personal information to prevent unauthorized access, use or disclosure of any personal information.

## **8. Openness Concerning Policies and Procedures**

Vernon Women's Transition House Society is open about its policies and procedures used to manager personal information. Vernon Women's Transition House Society will readily make available specific information about its policies and procedures relating to the management of personal information.



## 9. Guest and Employee Access to Personal Information

On request, Vernon Women's Transition House Society will inform you of the personal information it has in its possession and control relating to you, and will give you access to that information in accordance with the British Columbia Personal Information Protection Act. You may ask Vernon Women's Transition House Society to correct the information and, where appropriate, Vernon Women's Transition House Society will amend the information.

On occasion, it may be clinically counter-indicated to allow an individual to full access of their personal information. In this case, the case manager will place a written note on the file of individual stating the reasons that full access is being denied, and when access may be given.

## 10. Compliance Issues

Vernon Women's Transition House Society takes any complaint about its privacy practices seriously. Vernon Women's Transition House Society will investigate any complaint and will take all reasonable steps to resolve it.

If you wish to discuss Vernon Women's Transition House Society's privacy policy or any privacy concerns, please contact a Vernon Women's Transition House Society staff person.

Should you have any unresolved privacy issues or concerns, you may contact Vernon Women's Transition House Society's Privacy Officer, **Debby Hamilton**, at:

Phone: 250-558-3850 / Fax: 250-558-3856 / Email: [debbyhamilton@shaw.ca](mailto:debbyhamilton@shaw.ca)