Frankford Youth Centre

Frankford,ON

Policy and Procedures

Manual



Updated August 2014

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To love and serve the youth of Frankford in positive, practical ways.

**1.2 Vision**

To love and serve the youth of Frankford by offering:

* Life skill coaching
* Recreational opportunities
* Counsel and support
* A safe place to belong
* Spiritual guidance

**1.3 Statement of Faith**

1. We believe there is one holy God who is eternally existent in three persons; Father, Son and Holy Spirit. He is the creator of all things, is actively involved in the affairs of his creation, and desires personal relationship with the people he created.
2. We believe Jesus Christ is God’s only son and our Lord. He was conceived by the Holy Spirit, born of the virgin Mary, suffered under Pontius Pilate, was crucified, died, and was buried. He descended to the dead and on the third day rose again. He ascended into heaven where he is seated at the right hand of the Father, and he will come again to judge the living and the dead.
3. We believe in the Holy Spirit, who is presently active and continually drawing people to God, transforming and enabling them to live a godly life. He is our counsellor, guide and companion in knowing God.
4. We believe the universal church comprises the one body of our Lord Jesus Christ, and serves as God’s agent to fulfill the Great Commission through lives of holiness, service and love.
5. We believe all Scripture is inspired by God and is useful to teach us what is true and to make us realize what is wrong in our lives. It corrects us when we are wrong and teaches us to do what is right.
6. We believe all persons have dignity and worth because they are created in the image of God.
7. We believe that all have sinned and forgiveness of sins is made possible by the grace of God through the shed blood of Jesus Christ.
8. We believe in the resurrection of the body and the life everlasting.

**1.4 FYC CODE OF ETHICS**

PREAMBLE

All staff and volunteer members will be expected to read and sign their agreement to the Statement of Faith. Each person must show his or her understanding and acceptance to work within the guidelines of the mission and beliefs of the youth center. All persons of the FYC Youth Centre are committed to providing quality and professional service to the public. This Code of Ethics sets forth principles and rules of conduct enforced by the FYC Youth Centre through specific procedures. This Code of Ethics is applicable to all persons as defined in the FYC Youth Centre bylaws.

PRINCIPLE 1: QUALITY OF CARE

All persons shall commit to ongoing professional development and education as established by the FYC Youth Centre Board of Directors and its bylaws.

PRINCIPLE 2: INDIVIDUAL RIGHTS

All persons shall strive to recognize and respect the rights, dignity and individuality of all persons. A member shall not unlawfully discriminate or knowingly permit unlawful discrimination on the basis of race, national origin, sex, sexual orientation, religion, age or disability.

PRINCIPLE 3: REPRESENTATION OF CARE

All persons shall make no representations regarding their services or qualifications that are false or misleading in any material respect.

All persons shall fully disclose all applicable charges or expenses for services, as well as the general scope of the services prior to conducting Youth Centre business or providing other services.

All persons shall not offer or deliver any compensation, inducement, or reward to partnerships and business conducted for Youth Centre Projects

PRINCIPLE 4: CONFLICTS OF INTEREST

All persons shall avoid conflicts of interest with regard to their professional activities, financial considerations or other interests. At such time as a member becomes reasonably aware that an actual, apparent or potential conflict of interest exists, the member shall refrain from providing services or opinions until full disclosure has been made, and the conflict waived in writing by the appropriate parties.

All persons shall not perform or offer to perform, for an additional fee, any services in the name of Youth Centre business.

PRINCIPLE 5: CONDUCT OF MEMBERS

All persons shall refrain from making derogatory comments regarding other persons involved in projects, activities, including the FYC Youth Centre staff.

All persons shall refrain from interrogating and/or addressing the FYC Youth Centre personnel regarding co-workers, supervisors, youth, other persons involved in projects, volunteers, activities, job performance and regular operational procedures, on an individual basis. All persons shall discuss these issues, if any, at an upcoming Board Meeting.

All persons shall refrain from assigning tasks to, questioning the duties of, and attempting to reprimand the FYC Youth Centre staff. All persons shall reserve their questions and comments until the next Board Meeting.

All persons shall respect confidentiality at all times, therefore shall refrain from discussing and elaborating on all FYC Youth Centre business with non-members outside of any scheduled meetings.

All persons shall pledge themselves to the continued pursuit of increasing their knowledge, education, training and experience so that partners of the FYC Youth Centre can rely upon the competence of the Board.

All persons shall not engage in any conduct that is detrimental to the reputation or the best interests of FYC Youth Centre.

**1.5** STAFF AND VOLUNTEER CONDUCT

**REASON FOR THIS POLICY:**

The prime rule of conduct and the overriding policy for volunteers and staff must at all times be RESPECT, respect for youth, respect for each other, and respect for the youth center and the community in general. Improper conduct outside of work hours may lead to suspension.

**GUIDELINES AND PRINCIPLES:**

All staff members or volunteers must be an example of positive Christian behavior. They will be expected to mentor, love and accept every youth that visits the youth centre. This will include support for their emotional, spiritual and physical development. They will help to make the youth centre a warm and welcoming atmosphere.

All persons will be expected to help to protect the youth that visit the centre, the integrity of the centre and the integrity and well being of the families touched by this youth centre. They will maintain confidentiality as far as is possible under law and seek guidance from the centre director or official board on issues of concern that may arise.

All persons will ensure that they not exceed the parameters of their position. They will refer problems to appropriate authorities and consult with the leadership of the youth centre as each situation may warrant and refer youth to appropriate authorities or services as needed.

All persons will be expected to work as a team with all other staff and volunteer members. They will share supervisory duties, be reliable to their commitments and support each other whenever on duty. Should an issue arise it will be handled in an appropriate and confidential manner, not involving the youth that visit the centre.

Dating relationships between staff and participants is strictly prohibited. Staff members are in a position of trust and power should not abuse it and may be subject to dismissal in such cases. If a dating relationship develops between a staff member and a participant, the staff may be subject to dismissal and the parent/guardian of the youth will be notified and invited to the Youth Centre with their youth for possible follow-up.

**Members shall not:**

* divulge personal information without consent;
* take youth to events or drive them anywhere unless authorized by the Executive Director or board;
* impose any penalties not sanctioned by the board or the parents of a youth;
* exchange or loan money to youth visiting the centre;

**Definitions of Improper Conduct**

Improper conduct is not acceptable for volunteers and/or staff of the FYC. Improper Conduct includes, but is not limited to the following:

1. Willful neglect and/or physical, verbal or written abuse of a service user;
2. Unauthorized use of YC equipment and/or supplies;
3. Neglect, willful abuse or destruction of YC property;
4. Misuse of confidential information;
5. Breach of confidentiality policies;
6. Disregard of organizational policies and/or procedures;
7. Fighting on YC property;
8. Dishonesty in dealing with the organization;
9. Failure to properly follow grievance procedures;
10. Chronic absence and/or tardiness;
11. Working while under the influence of, or suffering from the effects of alcohol, non-prescribed drugs or other intoxicants;
12. Falsification of YC records;
13. Insubordination;
14. Practice, or tolerance of, discrimination or harassment;
15. Forming relationships with clients that go beyond a professional nature.

##### Definition of “Good Conduct”

Staff and volunteers must act as positive role models to the youth of the Centre. This includes using appropriate language, conducting themselves in a caring, yet professional manner, respecting the rights of the youth and other staff, ensuring that the rules and regulations of the Youth Centre are adhered to and following all policies and procedures as contained in this manual.This definition applies to staff and volunteers’ behaviour beyond the Youth Centre. An incident occurring outside of work or volunteer hours may be reason for suspension.

**POLICY:**

Should any incident or issue occur which questions the credibility of a staff/volunteer, or in any way jeopardizes the trust of the youth or public, that person should immediately cease their role/connection with the youth centre until the personnel or volunteer committee can determine an appropriate response.

Any staff under current investigation for a criminal offence may be suspended from the centre pending the decision of the Board of Directors.

**PROCEDURE:**

The procedure for this policy must be decided by each individual youth centre. The policy may include:

* The staff/volunteer will be relieved of responsibilities until they meet with the Board of Directors.
* An Incident Report Form will be completed and filed at the YC office.
* Board Directors will be notified of the issue/incident.

A Board meeting will take place within three business days of the occurrence and the Board members being notified of the issue/incident.

**1.6 CONFIDENTIALITY**

**REASON FOR THIS POLICY:**

This is designed to ensure that the organization offers a safe, secure place for the youths. The youths should be confident that shared personal information will not be misused or that they are not being judged by others.

**POLICY:**

All volunteers and staff must at all times maintain the confidentiality of issues pertaining to the youth centre, the agency, fellow staff, volunteers, and the youths accessing our services. Confidentiality applies to the staff/volunteers (with the exception of matters requiring approved consultation i.e., staff meetings, etc.) whether within or away from the youth centre.

All conversations or knowledge concerning youth centre members will be handled in a manner respecting the confidentiality/privacy of all those involved.

Confidentiality does not apply in matters involving issues legally requiring reporting to authorities (i.e., requirements under Child and Family Services Act for the reporting of abuse of children; specific threats to life of an identified other, etc.).

**PROCEDURE:**

Each staff/volunteer will be asked to sign a form stating they agree to follow this policy.

Additional clarification shall be provided in writing should the staff/volunteer request it.

If this policy is broken, the individual or individuals concerned will meet with the governing body and consequences will be discussed. These may range from a change in duties and responsibilities, to the termination of their position.

All individuals involved with FYC are encouraged to regularly discuss any questions concerning issues of confidentiality with the Co-ordinator or Board of Directors.

**STATEMENT OF CONFIDENTIALITY**

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SOLEMNLY SWEAR THAT I will ensure confidentiality in carrying out the duties assigned to me as a volunteer/staff of, Frankford Youth Centre, and will comply with its policies and procedures.

Except as I may be legally required, I will not disclose or give to any person not employed by, or functioning in an employee role, or a volunteer of FYC, any information or document of a confidential nature that comes to my knowledge or possession while performing these duties.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer/Staff Name Witness Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

**1.7 LEGAL CONSIDERATIONS**

**REASON FOR POLICY**:

This is an overriding policy of FYC, applied to all activities in the YC.

**POLICY**

The FYC will uphold the law and in no respect will it assist youth to avoid consequences of illegal activity.

Staff/volunteers are required to act professionally and fully co-operate with law enforcement authorities at all times.

There is no legal obligation on the part of the Centre staff/volunteers to question youth concerning criminal behavior, warrants, or abuse, unless information pertaining to these matters is revealed by the youth.

If and when information pertaining to these and like matters becomes known to Centre staff/volunteers, they will be required to immediately act upon this information according to agency policy and procedures

**1.8 Complaints**

**REASON FOR THIS POLICY**

To contain any public problems and keep the youth centre accountable to all persons throughout the community. To deal with complaints/grievances in a proper fashion that is quick and prompt.

**Procedure**:

The Youth Centre Executive Director will assess and deal with all complaints that occur within the youth centre. It is up to each staff to address these matters in a proper professional manner and direct these concerns to the Executive Director at a convenient time of both parties involved. Should the Executive Director be unavailable or the reason for the complaint then the Chairperson of the Board of Directors is to be contacted with the complaint. Members of the public are to deal with the Executive Director for all complaints or concerns.

Once the issue has been looked into by the Executive Director he will ensure that the Board of Directors is briefed on the nature of the complaint and upon its resolution. Should the matter require outside intervention the Board of Directors shall be notified immediately.

**PROCESS:**

The Ethics Committee will be formed as needed and is comprised of the Chairperson, one Board Member and the Executive Director. It is the duty of each Board member to promptly and confidentially report, in writing, any evidence of another member engaging in unethical practices or other violations of this code of Ethics. The report shall cite the specific applicable principle of the Code of Ethics that has allegedly been violated. Board Members shall submit in writing all questions and disputes regarding interpretation of the Code of Ethics for investigation and resolution. This submittal shall cite specific principles of the Code of Ethics that are in question or dispute.

PROFESSIONAL CONDUCT: The professional conduct of the Board Members shall be governed by the FYC Youth Centre Code of Ethics.

PLEDGE: Every member by joining or renewing membership of the FYC Youth Centre Inc, pledges to adhere to this Code of Ethics.

CONDUCT SUBJECT TO DISCIPLINE: A Board Member or Staff Member may be subject to disciplinary sanctions, if the member has:

a) Been convicted by a court of competent jurisdiction of committing a felony while holding membership at the FYC Youth Centre Inc.

b) Violated the FYC Youth Centre’s Code of Ethics, policies, rules, regulations or bylaws as determined by the Ethics Committee.

c) Had a civil judgment entered against them for negligence arising out of their performing professional services.

In the event of (a) or (c) above, the Member shall have an affirmative obligation to notify the Ethics Committee in writing in an expeditious manner about said occurrence.

INITIATION OF COMPLAINTS: Complaints raising disciplinary considerations against a member may be made by any interested party. All complaints must be submitted to the Ethics Committee in writing and supported by credible and relevant evidence.

PRELIMINARY INVESTIGATION OF COMPLAINTS: The Ethics Committee shall make an initial investigation into all written complaints. It shall collect credible and relevant evidence related to the complaint. It shall determine the precise nature of the conduct that is the subject of the complaint, whether there is any factual basis to support the alleged misconduct, and whether such conduct, if proven by a preponderance of the evidence, would constitute a violation of the Code of Ethics. The member against whom a written complaint has been made shall be informed that a preliminary investigation is being conducted and that he/she will be informed of its results. The complained against member may be asked to comment, orally or in writing, to the Committee. After the completion of the preliminary investigation, the Committee will determine whether the information obtained can reasonably be interpreted to constitute a violation of the Code of Ethics. A decision not to commence any disciplinary proceedings against a member shall be made known to the member in question and the complaining party.

DUE PROCESS: A decision to commence disciplinary proceedings will initiate the following mandatory requirements: written notice of all charges to the parties, 30 days advanced written notice of a hearing, and a hearing before the Ethics Committee where the parties will be provided a reasonable opportunity to present their respective charges and defences. After considering the evidence, the Committee will make a decision by majority rule on whether the charges against the Member were proved by a preponderance of the evidence.

CONFIDENTIALITY: Confidentiality by the members of the Ethics Committee is to be strictly maintained during the judicial proceedings except to the extent reasonably necessary for a full review of the facts.

DISCIPLINE: The Ethics Committee may impose any of the following sanctions in the event the Committee finds that a Member violated the Code of Ethics after conducting a due process hearing.

CENSURE: a written record of censure shall be placed in the permanent record of the Member and a copy shall be sent by first class mail, return receipt requested. The returned receipt shall be placed in the member’s permanent record.

SUSPENSION: means that all membership rights and privileges are forfeited during the suspension period. Suspension shall be unconditional and for a specified period at the termination of which full membership rights and privileges will be reinstated. A written record of suspension shall be placed in the permanent record of the Member and a copy shall be sent by first class mail, return receipt requested. The returned receipt shall be placed in the member’s permanent record.

EXPULSION: means that all membership rights and privileges are revoked unconditionally. A written record of expulsion shall be placed in the permanent record of the Member and a copy shall be sent by first class mail, return receipt requested. The returned receipt shall be placed in the member’s permanent record.

Upon written application, for good cause shown, and in the sole discretion of the Ethics Committee, an expelled individual may be reinstated to all rights and privileges as a Member in good standing.

DECISION: The decision of the Ethics Committee, following the hearing shall be subject to the ratification of the Board of Directors. Every decision, whether for acquittal, censure, suspension, or expulsion, shall be presented in writing and shall specify the charges made against the member, the facts presented in substantiation and/or refutation of the charges, the verdict rendered, and the penalty, if any, imposed. Following the review of the Board of Directors, notice of the decision shall be sent by return receipt requested mail to the member. Such notice shall also inform the member of the right of appeal. The findings of the Ethics Committee, as ratified by the Board of Directors, shall be final and binding on the affected parties. The decision, as ratified by the Board of Directors, may be made public in the sole discretion of the Ethics Committee.

APPEAL: The member may appeal the decision of the Ethics Committee and the Board of Directors by filing a statement of particulars with the Executive Director of FYC Youth Centre Inc, no later than sixty (60) days after the mailing decision accompanied by a request for a hearing before the Appeals Board.

APPEALS BOARD: The Appeals Board shall be composed of three (3) members to be selected by the current Chairperson of FYC Youth Centre. This Board shall be comprised of a Chairperson, current or past Board members and/or past-Ethics Committee members. All decisions shall be stayed pending appeal. All notice and hearing requirements shall be applicable to appeals to the Appeals Board. When feasible, the Appeals Board shall hold its hearing at the next Board of Directors meeting following the receipt of the notice to appeal. The decision of the Appeals Board following the appeal shall be final. The Appeals Board has the right, after review of the incident, to terminate the appeals process, if, in the opinion of the Appeals Board, further appeal is not warranted.

HOLD HARMLESS: Every member of the FYC Youth Centre does waive the right to hold the FYC Youth Centre Inc, its director, officers, members and/or employees responsible for any damage, pecuniary or otherwise, which may result from discipline associated with disciplinary proceedings against said member.

INTERPRETATION AND APPLICATION OF CODE OF ETHICS

The preceding statements constitute the Code of Ethics of the FYC Youth Centre. Problems involving questions of ethics will be solved within the broad boundaries as established in this Code of Ethics. Members found guilty of unethical conduct as described in the FYC Youth Centre’s Code of Ethics are subject to penalties.

**1.9 HARASSMENT**

**REASON FOR THIS POLICY:**

The FYC believes in providing a safe, supportive, and harassment free work environment for all persons.

**POLICY:**

**Definition of Harassment:**

*Harassment is any unwanted physical or verbal conduct that offends or humiliates a person. Such conduct can interfere with one’s ability to do a job or obtain a service. The harasser, who could be of the same or opposite sex as the person harassed, may be a supervisor, a co-worker, or someone providing you with a service.*

Harassment will not be tolerated. The FYC expects a harassment free work environment for all staff, youth, and volunteers. If harassment is reported, it will be investigated by the Executive Director or Board of Directors, and corrected as soon as possible.

**PROCEDURE:**

A person who believes s/he is being harassed by another person involved with the FYC is advised to take the following measures:

1. Make the objection, disapproval and/or unease known to the offending person in a clear manner and politely but firmly request that it stop. Keep a personal record of the details of this confrontation and the reaction of the offending person.
2. If the harassment continues, keep a record of the incidents, times and names of any witnesses and seek the assistance of the YC Executive Director; who is obligated to take all reasonable steps to investigate and resolve the situation, or refer it to the Board of Directors. If the offending person is the Executive Director, go directly to the Board of Directors (names and telephone numbers listed in the YC office).
3. If the situation is not resolved to the satisfaction of all parties, a complaint should be submitted in writing to the FYC Board of Directors.

Disciplinary action as decided by the Board of Directors, will be taken against a staff, volunteer, placement student, Board Member, etc. found to have harassed someone. If felt necessary, the Board of Directors may suspend or terminate the position of the harassing volunteer, staff, placement student, or Board Member.

**1.10** **Privacy Policy**

**REASON FOR POLICY**

Legislation that came into effect on January 1, 2004 has made it imperative that organizations collecting, sharing, or exchanging personal information publicly must have a privacy policy and inform the public about it. This is the law; an organization is responsible for the protection of personal information and the fair handling of it at all times, throughout the organization and in dealings with third parties. Care in collecting, using and disclosing personal information is essential to continued public confidence and good will.

There are exceptions, as noted below; however, these exceptions must be noted with caution.

**Privacy Principles**   
– excerpt from Dept. of Justice, Privacy Provisions Highlights, <http://www.privcom.gc.ca/index_e.asp>

The privacy provisions are based on the Canadian Standards Association’s Model Code for the Protection of Personal Information, recognized as a national standard in 1996. The Standard addresses the ways in which organizations collect, use and disclose personal information. It also addresses the rights of individuals to have access to their personal information and to have it corrected if necessary.

The code’s 10 principles are:

**1. Accountability**: An organization is responsible for personal information under its control and shall designate an individual or individuals who are accountable for the organization's compliance with the following principles.

**2. Identifying Purposes**: The purposes for which personal information is collected shall be identified by the organization at or before the time the information is collected.

**3. Consent**: The knowledge and consent of the individual are required for the collection, use or disclosure of personal information, except when required by law.

**4. Limiting Collection**: The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization. Information shall be collected by fair and lawful means.

**5. Limiting Use, Disclosure, and Retention**: Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by the law. Personal information shall be retained only as long as necessary for fulfillment of those purposes.

**6. Accuracy**: Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

**7. Safeguards**: Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

**8. Openness**: An organization shall make readily available to individuals specific information about its policies and practices relating to the management of personal information.

**9. Individual Access**: Upon request, an individual shall be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

**10. Challenging Compliance**: An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals for the organization's compliance.

**Exceptions**

Some groups, such as law enforcement agencies and journalists, have a lawful or investigative need to collect, use and disclose personal information without having to obtain the consent of the concerned individuals. For these reasons, certain exemptions are included:

* personal information collected, used or disclosed solely for journalistic, artistic or literary purposes;
* if the action clearly benefits the individual or if obtaining permission could infringe on the information’s accuracy;
* where such data can contribute to a legal investigation or aid in an emergency where people’s lives and safety could be at stake; and
* if disclosure aids, in times of emergency, matters of legal investigation, or facilitates the conservation of historically important records.

**Our Commitment**

FYC is committed to protecting the privacy of the persons it serves, its employees, students and interns, the members of its Board of Directors and other volunteers, and persons from the public who have contact with the agency.

During the course of our work, we usually gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

**Definitions of Personal Information**:

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual’s opinions or beliefs, as well as facts about, or related to, the individual. Examples are information related to race, national or ethnic origin, color, religion, age, sex, sexual orientation, disability, marital or family status; educational, medical, psychiatric, psychological, criminal, or employment history; remuneration or financial transactions; any identifying number, symbol, or other identifier assigned to an individual; the home address and telephone number of the individual; correspondence or other communications received from the individual that is implicitly or explicitly confidential and replies to them that would reveal the contents of the originals; the views or opinions of another person about the individual; the individual’s name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual . Exceptions are business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories; these are not considered personal information.

Where and individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and it not therefore subject to protection as personal information.

**Purpose**:

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we serve and deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected. To preserve the privacy of persons who have business with our agency, any information we collect is used only to:

* identify your role with FYC; that is, as a consumer of services, an employee, a member of our Board of Directors, a volunteer, a student, a colleague in our interagency service network, or a member of the general public;
* assist FYC in serving you or working with you;
* enable FYC to collect anonymous general statistics for quality assurance, program evaluation, audits, and reports to funders and partner organizations, such as the Ministry of Health and Long-Term Care, or other funders about the services delivered by FYC in keeping with its funding.

**Privacy Practices**:

Personal information gathered by FYC is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reasons for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. FYC also takes measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

FYC collects different kinds and amounts of information about you, depending on the nature of your relationship with the agency. Information is collected in face-to-face conversations, over the telephone, by fax machine, through e-mail correspondence, and by communication with the FYC web site. “Records” kept by FYC means any document containing information, however recorded, whether in manuscript, printed, on film or in electronic form or otherwise. For consumers of our services, we collect, through your discussions with our staff, personal information about your circumstances. For employees, students, volunteers, and members of our Board of Directors, information also includes job responsibilities, work attendance, compensation, performance evaluations, committee attendance, and community assignments. For community service partners and members of the public, information includes reason for contact and contact information. The information collected is kept in paper and electronic records and include such things as the nature of your contacts, dates, times, and services provided.

**Consent**:

FYC will not release your personal information to others without your consent, with the following exceptions:

* medical emergencies;
* situations that may involve child abuse;
* situations that may involve danger to public safety, including threats of harm to others;
* situations that may involve danger to your own life, including threats of suicide;
* situations in which your state of intoxication while at the agency or leaving it may give rise to dangers to yourself or others;
* subpoenas from the Court

FYC understands that you have consented to the collection of personal information from you, and consented to its use for FYC’s purposes of serving or working with you, whenever you apply to receive services from the agency or work with it and answer questions posed to you by its employees, students and volunteers in order to collect information about your circumstances.

You may decide that you do not want your personal information used or shared in a certain way. If this is the case, you may withdraw or refuse your consent by discussing your wishes with the Executive Director of FYC. Withdrawing your consent may prevent FYC from providing you with services you request.

**Accuracy, Safety, Security, and Retention**:

Personal information collected by FYC will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Records kept by FYC about you are stored in a secure environment and can be accessed only by authorized personnel.

Information collected by FYC will be retained only as long as necessary to fulfill the purposes for which it has been collected.

**Access to Records**:

Persons receiving services from FYC can request and access records kept about themselves through their counsellor and/or the Executive Director. Employees of FYC, students and interns, colleagues from other agencies, FYC Board members and other volunteers, and members of the public can request and have access to records kept about them through the Executive Director.

For persons who receive services from FYC as couples or families, FYC will release only that information which is related to their own specific counselling or service activities.

Questions, concerns, or complaints about FYC’s records, its privacy policy, its compliance with its policy, and/or the accuracy of its records can be addressed to the Executive Director or the Board of Directors.

**Privacy statement**

**Reason for this statement and policy:**

Presents a summary of your policy for the public.

**Privacy Statement**

The FYC is dedicated to serving youth in Frankford. It collects and uses your personal information primarily for the purpose of providing you with the services you request through this Youth Centre. FYC may also contact you from time to time to ask about your membership and relationship with the YC or to conduct surveys and questionnaires related to research, programming and activities of the YC, its membership, and its relationship to the community. To enable us to more efficiently provide for the services and programming of the YC in the community, we may share your personal information with core founders, social agencies, other youth centres or selected third parties who are acting on our behalf. In cases of emergencies, situations where legal issues are arising, or to address emergencies involving the youth, we may also share your personal information with pertinent agencies and organizations. Normal and courtesy communications with parents/guardians will be considered public unless informed to the contrary. If you do not want your name to be made available, please call (phone #/s and/or name/s); withdrawing your consent may prevent FYC from providing you with services you request. A copy of our privacy policy is available at (name of website, address, or by contacting (name/phone/email).

##### PROCEDURE

The policy statement will be posted in a public place in the youth center at the entrance, and be a part of the sign-in book or sign-in sheets.

All new youth members will be provided with a copy of the privacy statement.

The Privacy Policy will be made available to anyone requesting it.

**1.11 Abuse Prevention and Reporting**

***Rationale:***

Children and Youth are vulnerable to abuse and we have a moral and legal duty to protect them as far as we are able.

***Policy***

In compliance with the Child and Family Services Act the following guidelines will be followed:

*Staff/Volunteer adults shall not:*

• Permit or accept abusive and discriminatory behaviour or peer-led activities (i.e. initiation ceremonies, bullying, taunting).

• Engage in inappropriate behaviour or contact (i.e. physical, verbal, sexual, including horseplay).

• Allow or encourage others (staff, volunteers or young people to engage in inappropriate behaviour and contact as above).

• Use inappropriate or demeaning language.

• Engage in sexual relationships with young people.

• Make sexually suggestive comments.

• Invite young people to individual homes.

• Provide lone transportation in vehicles.

• Show favoritism to anyone.

• Jump to conclusions without checking facts.

• Use alcohol, drugs or other substances when working.

• Undermine or criticize others.

• Deliberately put yourself or others in compromising or potentially dangerous situations.

• Believe ‘it could never happen to me’, trivialize abuse.

• Rely on just your good name to protect you.

• Whilst respecting the need for privacy and confidentiality where appropriate, avoid being alone with a young person. If it is necessary to work one-on-one, never have meetings behind closed doors. Make sure that others are within earshot and preferably within sight, with either the door remaining open or an unobstructed window in the door.

*Examples of Appropriate and Inappropriate Physical Contact*

Appropriate forms include:

* One arm hugging
* Side-to-side hugging
* Touch on the back or shoulder

Inappropriate forms include:

* Chest-to-chest hugging
* Extended hugging
* Overly-exuberant affection
* Sitting on laps
* Kissing
* Back rubbing
* Tickling
* Touching chest, knees, thighs, or other inappropriate spots on the body
* Inappropriate horseplay

***Procedure***

*Reporting Allegations or Suspicions of Abuse*

FYC will take concerns or suspicions seriously, and full support will be given. According to the Child and Family Services Act, any person with a reasonable suspicion of child abuse has a legal responsibility to report the matter immediately to the Children’s Aid Society (CAS) or Police Services. The person does not need to be sure that a young person is suffering abuse in order to make a report to the CAS. If a person is unsure about possible abuse, they are directed to err on the side of caution and immediately report their concerns to the CAS or Police.

1. When a Staff Person/Volunteer observes signs or receives a report of abuse, they are legally required to report this belief to the CAS or Police. FYC stresses that this obligation is not only a legal one but is also a moral one in keeping with Christian values.
2. A person who knowingly fails to report is in violation of the law and may be found to have committed an offence and be subject to suspension from performing any services or duties at FYC.
3. The reporting must be immediate and ongoing. The person making the initial report must report any additional grounds that they might have to suspect that a young person is suffering abuse.
4. The person reporting must promptly notify the FYC Director that a report has been made to the CAS or Police, in order to ensure that FYC can take all reasonable and appropriate steps to limit the abuse and any threat posed by the accused if they are a Staff Person or Volunteer at FYC. In addition, the person reporting must keep the Director informed of any investigation they may be involved in arising from the reporting of abuse, unless they are directed not to do so by the CAS or Police.
5. The FYC Director must promptly notify the FYC Board Chair of the incident and keep him or her informed of ongoing developments.
6. The Board Chair must notify the FYC insurance provider and seek legal counsel upon hearing of a suspected child abuse case.
7. An incident report must be filled out, filed in a secure and confidential location, and kept permanently.
8. If the suspected abuse happened in the context of FYC programming or was committed by a FYC Staff Person or Volunteer, the parents of the victim must be notified by the FYC Director.

*Treatment of the Accused or Convicted*

1. If a report of abuse is made against a FYC Staff Person or Volunteer, the Staff Person/Volunteer will immediately be suspended from performing any services or duties for FYC (with pay, if applicable). The suspension of the Staff Person/Volunteer will remain in effect until they are exonerated from any criminal charges arising from the abuse, or any investigation by the CAS and/or the Police is completed with a determination that the abuse did not occur. Under these circumstances, the suspension will end and the Staff Person/Volunteer will be entitled to return to performing his or her pre-suspension services or duties.
2. If the accused Staff Person/Volunteer is convicted in a criminal court of abuse to children or youth, or pleads guilty to some lesser and included offense arising from the abuse, they will immediately be terminated with cause from any services or duties he or she may be performing for FYC.
3. Regardless of whether the person is suspended or terminated, they will not take part in FYC programs or activities nor be permitted access to children or youth through FYC connections during the suspension period or following termination.

*Cooperation with Authorities*

1. FYC Board Members, Staff and Volunteers must cooperate fully with civil authorities under the guidelines of legal counsel.
2. FYC Board Members, Staff and Volunteers must maintain confidentiality throughout the investigation and beyond.
3. FYC Board Members, Staff and Volunteers must not engage in conversation that could prejudice the case or cause increased liability to FYC. Examples include blame, minimizing, denial, or inaccurately admitting responsibility.

***Advice on Responding to a Young Person Wanting to Talk About Abuse***

*General Points*

* Above everything else listen, listen, listen
* Show acceptance of what the person says (however unlikely the story may sound)
* Keep calm
* Look at the person directly
* Be honest
* Tell the person you will need to let someone else know - don't promise confidentiality
* Even when a young person has broken a rule, they are not to blame for the abuse
* Be aware that the young person may have been threatened or bribed not to tell
* Never push for information. If the person decides not to tell you after all, accept that and let them know you are always ready to listen.
* Reassure the person that they were right to tell you.
* Let the person know what you are going to do next and that you will let them know what happens.
* As soon as possible write down what has been shared. Write exactly what they said and when they said it, what you said in reply and what was happening immediately beforehand (e.g. a description of the activity). Record dates and times of these events and keep all hand-written notes, even if subsequently typed.

*Helpful Responses*

* You have done the right thing in telling
* That must have been really hard
* I am glad you have told me
* It's not your fault
* I will help you

*Don’t say*

* Why didn't you tell anyone before?
* I can't believe it!
* Are you sure this is true?
* Why? How? When? Who? Where?
* Never make false promises
* Never make statements such as "I am shocked, don't tell anyone else"

*Barriers Often Faced by Persons When Reporting and Responding*

* Personal initial reactions such as shock, disbelief, fear and denial.
* Not believing the suspicion or allegations about people known to them.
* The fear of getting it wrong.
* The fear of the consequence – for the young person; family; organization.
* Worrying that the situation may become worse.
* Not wanting to get ‘involved’.
* Not having enough awareness of the issues faced by children and young people with disabilities.
* Little understanding and awareness of different cultural or faith issues.

It is important to remember that these reactions are common and normal. Being aware of these barriers will help overcome them.

*Barriers Often Faced by Young People*

Being aware of these barriers will help you to provide an environment where young people feel it is ‘OK’ to disclose abuse. Some of the barriers for young people may include:

* The fear that they will not be believed;
* Being scared of telling as they may have been threatened;
* The belief that they will be removed from the family home;
* Believing they are to blame;
* Feeling embarrassed or guilty;
* Believing that it is ‘normal’ i.e. that it happens to everyone;
* Not wanting to get the abuser into trouble;
* Having communication or learning difficulties; and
* The repercussions on the family or their wider community.

Always remember that abuse thrives on secrecy.

**2. Standard Operating Procedures**

**2.1 Membership and Sign-In Procedures**

**Purpose**:

To ensure the safety, security and appropriate supervision of all those using the facility. To provide a sense of ownership, value and involvement in the program and facility.

**Membership Procedure**:

Youth shall meet with a staff member to fill out a general information form that will be kept at the Youth Centre for emergency information and contact purposes.

Youth will also be issued a membership card that will include their photo, a code of conduct and the youth's signature.

Upon completion of the information form and issue of the membership card a staff member will review the information with the youth verbally, including the code of conduct and natural consequences of not following the code of conduct.

Once the information has been explained, the youth may sign both the information form and the membership card to indicate their clear understanding.

**Sign-In Procedures:**

Staff or volunteers must greet all people entering the Youth. Centre facility.

Upon entering the Youth Centre, the youth will show staff/volunteers their membership card and sign the PARTICIPANT sign-in list located at the entrance of the building on each visit.

The PARTICIPANT sign-in list is kept to record every youth who has come through the doors for a program at the youth centre. Information is collected for tracking of how many youth have used the program, what area they come from, their age, their phone number for emergencies, and whether or not they are regular members. This assists the Youth Centre in keeping statistics and a safe facility.

All those youth participating in a staff or volunteer led program or activity outdoors must also sign-in. During the summer schedule, sign-in will also be available outside at the entrance to the facility. Staff responsible for outdoor activities on their shift will also be responsible for keeping a sign-in list that they will reconcile with the inside lists at the end of their shift.

Visitors who are not youth are to be greeted and assisted accordingly. They may require direction to another program or organization in the facility but will first be required to sign-in at the main entrance under the VISITOR section, so that staff are aware of numbers in the facility for fire and safety purposes.

If a youth or a visitor refuses to sign-in upon entrance to the facility with the required information, they may be asked to leave.

**2.2 Staff/Volunteer and Student Ratios**

**Rationale**

FYC will make sure that all participants are supervised well with the correct amount of Staff/Volunteers at any given event or activity at the youth centre.

**Policy**

* Staff/Volunteer ratios will be determined by age and type of activity.
* For youth in grades 6-12 there must be two staff or volunteers for every 16 youth.
* For youth in grades 9-12 there must be two staff or volunteers for every 20 youth.
* There must be at least 2 unrelated Staff/Volunteers in the building at all times while FYC is open. If the second floor is open there must be an additional Staff Person/Volunteer for a minimum of 3 Staff/Volunteers. The third Staff Person/Volunteer must continually rotate between the first and second floors for adequate supervision.
* For activities on the property of FYC but outside the building there must be at least 2 unrelated Staff/Volunteers.
* For high-risk activities there must be at least 2 Staff/Volunteers for every 10 youth.

***Procedure***

* The FYC Executive Director will maintain a schedule of Staff/Volunteers for all times FYC is open and all FYC events, ensuring proper ratios will be achieved.
* A contact list of Staff/Volunteers will be available in the office.
* On the occasion more youth access FYC than was planned for in the scheduling and additional Staff/Volunteers are needed, the Executive Director, or another Staff/Volunteer if the Director is absent, will use the contact list to find another available Staff/Volunteer. If none can be found youth who arrive at FYC after the ratios have been filled must be told FYC is at capacity and asked to come back the next time FYC is open.
* If a scheduled Staff/Volunteer does not show up and cannot be contacted nor a replacement found, resulting in inadequate ratios, FYC must either close the second floor or cancel the scheduled event, depending on the number of Staff/Volunteers available.

**2.3 SAFETY CHECKS**

**REASON FOR THIS POLICY:**

This policy will ensure a written record of safety checks concerning the centre. Although it may seem redundant at times, if anything were to happen, it is very helpful to determine the time events occurred and to limit the number of people who may be responsible or involved.

**POLICY:**

Predetermined areas ( surrounding outside area, kitchens, etc.) and objects ( fire extinguishers, kitchen utensils, equipment, etc.) will be checked at regular time intervals to ensure safety of centre and surrounding area.

**PROCEDURE**:

1) Make regular safety checks when the centre opens and every hour afterwards. Make notes on the necessary charts, or in the log book provided.

a) fire extinguishers

b) the parking lot

c) window locks

d) basement: check flooding, broken windows, etc.

e) hallways: check for damage or inappropriate behaviour

2) Once a week, check smoke and carbon monoxide detectors. Make sure the first aid kit is fully stocked.

**2.4 EMERGENCY PHONE NUMBERS**

**REASON FOR THIS POLICY:**

Providing the youth centres with this information in an easily accessible location can save valuable time if an emergency occurs. Many community safety codes require this information be posted at all facilities used by the public.

**POLICY:**

Emergency phone numbers will be conspicuously posted at the youth centre, at all times, to ensure quick access to emergency services.

**PROCEDURE**:

Post emergency phone numbers by the telephone and/or program them into speed dial. Post the centre’s address clearly by the phone.

Emergency numbers should include fire, ambulance, police, and poison control. One or more Board member’s contact numbers should also be readily available.

**2.5 COMMUNICATION BOOK**

**REASON FOR THIS POLICY:**

A method of communication needs to be maintained among all the staff/volunteers. A communication book is an excellent way of passing information. All staff are to be made aware that this book can serve as a legal record, if needed. Therefore, it should be managed with a level of professionalism.

**POLICY:**

A communication book will be kept at the youth centre. All significant incidents, information and/or general notes will be made in this book and it will be accessible to staff/volunteers.

**PROCEDURE:**

A daily communication binder is to be kept by the staff on duty in the program office. It is not to be left unattended or in plain sight. Youth are not allowed to read the binder. The staff on shift is responsible for this and should ensure that it is not left unattended or that it is locked in a secure place.

The communication binder should be read at the beginning of the daily shift and at least one staff person needs to write comments in the communication book at the end of the shift. This should be the youth worker on duty.

At the end of each shift (or during the shift if needed) notes will be made in the communication book. This book will be read by the staff/volunteer working next and be used as a method of communicating notice of important events or significant happenings.

Initials or first names may be used to identify people in the book but confidentiality will be maintained at all times. The book will remain at the youth centre (specify location in YC), as it must be accessible to staff/volunteers at all times. Photocopying of any part of the volunteer communication book will be permitted by the Board Chair or Executive Director with written consent.

Guidelines of Events to be noted

* activities planned and contact persons involved
* changes to staff and volunteer schedules
* requests for volunteers to cover specific shifts or events
* problems or incidents with youth or other individuals, and action taken
* reference to incident reports
* questions for volunteers or staff
* telephone messages
* staff/board meeting times
* youth board meeting times
* notice of staff/board/youth board meeting minutes

**2.6 PARENTAL CONTACT**

**REASON FOR THIS POLICY:**

This policy ensures that you have the information available in the event of a need to contact parents/guardians. You may need to contact them in case of emergency, for (mis)conduct issues, or simply to help arrange car pools, etc. Some contact information changes frequently, e.g., telephone numbers, addresses, etc. . It can be difficult to keep accurate records; therefore, a regular updating schedule is recommended.

**POLICY:**

In case of emergency or problems, the staff and/or volunteers will contact the parent/guardian of the youth to advise of the situation. Parents may also be contacted to inform about events and program planning.

**PROCEDURE**:

The membership application package to the centre will include an information form that must be filled out by the applicant and returned to the centre before a membership card is issued.

The contact numbers for the parent or guardian will be transferred to a book or database with the name of the youth. This book will be kept in a location that is secure and easily accessible to staff/volunteers. This book will not be accessible to youth members to protect and respect the confidentiality of the parents and youth.

**2.7 Permission & Participation Forms**

**Purpose**:

To ensure age appropriate consent and permission for all activities offered.

**Procedure:**

1. Some special programs offered at or through the Youth Centre may require parent/guardian permission for participation. In such cases, youth who are under the age of 18 years old will require written consent.
2. Participation forms will be available and program specific to inform parents of what is involved.
3. In order for youth to participate in an off-site outing, they must have a participation form completed and signed by a parent/guardian.
4. Once returned, the participation forms will be kept on record in a participation forms binder.
5. Staff will take the first aid kit, participation form binder and a daily report sheet with the group on any outing.

In order for youth to participate in an overnight activity, whether on or off-site, the youth must have a permission form for that activity filled out and signed by a parent/guardian. The staff organizing this activity will have a separate folder for this.

**2.8 TRANSPORTATION OF YOUTH IN PERSONAL CARS**

**REASON FOR THIS POLICY:**

The need may occasionally arise to transport the youth to functions and events related to youth centre activities. If no policy is developed in this area, volunteers may make erroneous assumptions about responsibility, insurance, etc.

**POLICY:**

The youth members of the centre may be transported in cars of volunteers/staff of the centre, provided certain procedures are followed.

**PROCEDURE:**

The following procedures must be followed to transport youth in personal vehicles:

* drivers must have passed a Criminal Record Check with Vulnerable Sector Screening.
* the driver must produce proof of having a valid driver’s licence and provide proof of insurance with a minimum one million dollar liability(check expiration dates)
* all youth to be transported must have signed permission from a parent or guardian, if under 18 years of age, stating that they are able to travel in volunteers/staff cars. This form may be specific to a trip or may be a general form that is part of the membership package.
* one person per seat belt in each vehicle
* seat belts must be worn at all times while in the vehicle
* if using vans or buses, a head count will be done each time of boarding and when departing.
* everyone who came on the van or bus must return to the centre, unless signed approval by a parent for an alternative arrangement has been provided.

**2.9 Social Media and Internet**

**Rationale**

Facebook and other social networking sites are widely used by youth, thus making them an easy way to communicate and connect with them. FYC recognizes the important place social media plays in the life of youth as well as the dangers inherent in it. This policy seeks to provide some guidance to protect the privacy and safety of youth regarding the use of social media and the Internet by FYC Staff and Volunteers as part of the services offered by FYC.

**Policy:**

* FYC uses a website (www.frankfordyouthcentre.ca) as well as a Facebook Page (www.facebook.com/FrankfordYouthCentre) for the purposes of advertising and communicating about our services. Any dialogue with youth through either of these websites must come only from a fully screened FYC Staff Person or Volunteer.
* Communication via social media networks must be done in public, i.e. group pages, wall-to-wall, etc.
* Private communication with a minor via email, MSN, Facebook, texting, or other on-line social networks must be monitored closely and only used with written permission from a Parent/Guardian.
* FYC encourages its Staff and Volunteers to demonstrate and model purity, integrity, transparency and accountability with all communications including those noted above. FYC prefers that all communication be done in the open (i.e. cc the FYC Director, another Volunteer or Board Member, or a parent on the communication).
* FYC Staff/Volunteers are strongly encouraged to never “friend” a young person online. If you are using your personal account and a youth requests to “friend” you, refer them to the FYC website or Facebook Page for online communication with them.

**Procedure:**

* Only screened Staff/Volunteers communicate with youth via Internet, Social Media, texting, or email.
* Public pages (FYC website, FYC Facebook Page, etc.) will be used for the majority of communications.
* Written permission from Parents/Guardians will be obtained before any private communication takes place.

FYC Staff/Volunteers will cc. the FYC Director, another FYC Volunteer or Board Member, or the Parent/Guardian of the youth, on private communications.

**2.10 Photography and Videography**

**Rationale:**

FYC recognizes the power photographs and videos have to capture memorable moments and communicate about the positive impact FYC is making. We want to allow and encourage youth to use these art forms with skill and wisdom, understanding the inherent dangers due to the wide availability of information over the Internet. Unlike print media, the Internet is not restricted to our community but available worldwide. Individuals with prurient interests can find photos, download and manipulate them with photography software in hurtful and manipulative ways. It is also possible that if names and photographs of a child are identified with a particular school or address, a child predator could look to find him or her. We do not want to become so cautious that we miss out on the positive opportunities of the Internet, but we also need to be mindful of the potential dangers. FYC is committed to protecting the privacy of youth in our use of photography and video.

**Policy:**

1. Parents/Guardians must sign a releasebefore any photographs or videos may be used of youth for FYC purposes. These purposes may include but are not limited to:

* FYC Website
* FYC Facebook Page
* Promotional Videos, Slideshows, or Print Material

1. Names of the youth in the photographs or videos must not be included with the photographs/videos, nor tagged on Facebook.
2. Use of the images of youth should be limited to the purpose of appropriate advertisement or promotion for FYC.
3. Parents always reserve the right to revoke previously given consent and have photographs or other information about their children removed from use by FYC, even if a waiver was signed.

**Procedure:**

Obtain permission from parents/guardians for all youth whose image will be used by FYC.

Follow the following common-sense guidelines:

* Don’t take photos of kids if clothing identifies their school (e.g. wearing a school t-shirt)
* Don’t take photos that identify their school name or recognizable landmark
* Take mostly group photos

**2.11 Offensive Language**

**Purpose**:

To offer a positive space that respects human diversity by fostering an environment where every person feels included, welcome, safe and secure.

**Procedure:**

1. Swearing — refers to minor incidents of "swearing" within the context of general conversation

• there will be limited but flexible tolerance of this type of language with a verbal warning delivered by staff when needed

• a continued use of such language after several warnings may result in dismissal from the premises

• the youth may be eligible to return to the Youth Centre only after meeting with the Program Manager or assigned staff in this case

2. Verbal abuse — refers to specific incidents of directing verbal assaults, name calling, or verbal threats towards another person or group of people

• there will be no tolerance for this behaviour

• this behaviour will result in immediate dismissal from the premises

• parent/guardian will be notified of the dismissal (information, pick up, etc.)

• in warranted cases the Police Services may be notified

• the youth may be eligible to return to the Youth Centre following a reasonable probationary period and a meeting with the Program Manager

• appropriate resources will be made available to the youth and the parent/guardian regarding anger management, etc.

• a youth justice circle may be offered to the individuals involved in the incident

• support to the victim of the verbal abuse will be offered

3. Racial, cultural, religious, sexual orientation or gender slurs

• there will be no tolerance for this behaviour

• this behaviour will result in immediate dismissal from the premises

• parent/guardian will be notified of the dismissal (information, pick up, etc.)

• in warranted cases the Police Services may be notified

• the youth may be eligible to return to the Youth Centre following a reasonable probationary period and a meeting with the Program Manager

• appropriate resources will be made available to the youth and the parent/guardian regarding racial, cultural, religious, sexual orientation and/or gender sensitive issues

• a youth justice circle may be offered to the individuals involved in such an incident

• support will be offered to the victim of this behaviour

**2.12 Youth Misbehaviour Procedure**

**Purpose**:

To ensure the safety and comfort of all Youth Centre participants. The Youth Centre will promote the best interest of the youth and their peers.

**Procedure:**

1. The Youth Centre will focus on discipline and natural consequences — not punishment. Reconciliation and not reaction. Staff are expected to encourage youth to understand why a consequence is taking place and how to right the wrong they have done. *Empathy* should be a focus.
2. Staff, volunteers, visitors and youth should not be subjected to inappropriate behaviour. (see code of conduct).
3. When a youth is misbehaving for the first time, give them a verbal warning and explain the reasoning behind the problem.
4. The second time they misbehave, they should be removed from the activity they are involved in for five minutes to think about the consequences of their actions.
5. If they misbehave a third time, they will need to meet with a staff member to review the code of conduct and the natural consequences for not adhering to these.
6. If they misbehave again, they will be told to leave the Youth Centre premises for the remainder of the day. Any warnings or incident reports will be completed by the staff and all staff on that shift should be notified so as to be consistent with the consequence.
7. If it is a concern that the incident justifies the youth being away from the facility for an extended period of time, this must first be addressed with the Program Manager. In such a case the parent/guardian should also be informed.
8. If a youth continues a pattern of inappropriate behaviour, staff may consider a behaviour contract with that youth. The contract will be drawn up and signed by the Program Manager, the staff involved and the youth. In some cases it may also involve a peer mentor, parent/guardian or volunteer. Behaviour contracts are to be kept confidential and in the Program Office files.

**2.13 BANNING AND SUSPENSION PROTOCOL**

**REASON FOR THIS POLICY:**

The Youth Centre is an informal and recreational gathering place, as well as a support center. However, staff cannot give individual care to youth who may require constant monitoring to ensure the safety of other youth or staff of the Youth Centre. The FYC also recognizes the need to hold the youth accountable for any actions deemed inappropriate by the YC Staff. Holding youth accountable must be done in a fair and consistent manner to ensure all youth are treated equally.

**POLICY:**

If a youth is a danger to others, a danger to themselves or unable to look after themselves, an attempt to find the necessary help for that youth will be made. If however, the youth continues to pose a threat to the Youth Centre, and refuses the necessary help, the youth will be asked to leave the Centre. The ban will continue until the youth seeks help to deal with the problem and until the Youth Centre staff is confident that the youth no longer poses a threat. In the case of behavior deemed inappropriate by the Executive Director, youth will find themselves suspended for up to six months depending on the severity of the incident. Adequate warnings will be given and referral to diversionary programs will be offered, as appropriate.

**PROCEDURE:**

When behavior is deemed harmful, the youth’s parents will be contacted and an attempt to refer the youth to an appropriate professional/agency will be made. If the youth refuses to be helped, the youth will be asked to leave the Centre.

With regards to inappropriate actions or behaviors, youth will be warned and will be given the opportunity to correct their behavior, except in the case of illegal acts. Youth who are warned three times in an evening or at an event, regarding inappropriate behavior will be asked to leave for the remainder of the evening and must speak to the Executive Director or designate before resuming activities within the YC.

The Executive Director or designate will meet with the youth to determine the severity of the inappropriate behavior and a suitable length of suspension. The Executive Director will put the suspension in writing and give one copy to the youth and one to be stapled to the incident report. All illegal acts will result in an immediate suspension ranging from one month to six months depending on the severity of the infraction.

2.14 DEALING WITH WEAPONS

**REASON FOR THIS POLICY:**

The FYC seeks to provide a *safe* place for youth. Weapons do NOT resolve issues, and the possession of a weapon often leads to needless violence and injuries. The Centre encourages youth to resolve their issues through communication, not aggression and violence. Youth will be encouraged to discuss the issues around having a weapon and exploring options/alternatives to settling disputes.

**POLICY:**

NO weapons or threatening or harmful devices will be allowed in the FYC at any time, in order to foster an environment that is safe and mutually respectful to everyone.

# Definition of a “Weapon”:

*“A weapon is any instrument used in fighting, either for attack or defense. Further, a weapon is any object deemed by the FYC staff/volunteers to be a threat to personal safety, whether explicit or implied.”*

**PROCEDURE:**

No one in the Centre will be searched. Each person is on their honour.

Any person suspected of having a weapon will be immediately spoken to individually, by the Executive Director or designate and reminded of the policy. If it is determined that a youth does have a weapon, they will be required to “turn it in” to the FYC office.

Any object deemed to be a weapon that is turned into the YC office will be returned to the youth when they leave. The youth will be warned not to bring the object back to the YC, or it will be turned over to the O.P.P.

If the weapon is a firearm or illegal knife, the O.P.P. must be contacted immediately. Police will be requested to safely remove the firearm from the Centre.

Prohibited weapons must be handled with extreme caution. Handle the weapons as littleas possible, securing them in a safe place until the police arrive.

An incident report (appendix) must be completed and filed in the YC office before the end of the shift. A copy must be sent to the Board Chair within three days.

**2.15 SERIOUS OCCURRENCE REPORTIONG**

**REASON FOR POLICY**

All serious occurrences as defined below must be reported to the senior staff person on shift following the event. The Executive Director and chairperson of the FYC should also be contacted as soon as possible.

**POLICY**

Serious occurrences will be defined:

* Death of a client which occurs while participating at the Youth Centre
* Serious injury to a client while participating at the Youth Centre
* Any injury to client caused by a staff or volunteer
* Any complaint made by or about a client that is considered of a serious nature
* Any complaint concerning operational, physical or safety standards of the Centre
* Any disaster such as fire
* Any situation where a client is missing and the matter is considered serious
* All injuries to clients which are non-accidental, including self-inflicted or unexplained and which require treatment by a medical professional
* All allegations and accusations of abuse or mistreatment of clients against a staff member or volunteer

**PROCEDURE**

Youth Centre staff will be responsible for the following actions:

* Seek immediate medical attention for the youth when warranted
* Take appropriate steps to address any continuing risk to the youth’s health and safety
* In cases involving death, notify the police immediately
* The staff member or any other person witnessing or having knowledge of the incident shall report the matter immediately to the senior staff on shift
* Complete a preliminary report
* Complete an incident report including:
  + Description of occurrence
  + Client’s allegation
  + Date, time, and place of occurrence
  + Reporting time
  + Reason for occurrence
  + People involved
  + Action taken
  + Current status parties notified (police, parent, etc.)

**2.16 POLICE RELATIONS**

**REASON FOR THIS POLICY:**

This is an important policy because it ensures consistency in matters relating to official police involvement. If different staff/volunteers are contacting the police about issues or situations in an inconsistent manner, the youth centre could lose credibility. The Police need to be assured that they will be called only when needed and will not be called for unnecessary situations.

**POLICY:**

The police will be called to the centre for assistance only as needed to ensure a safe atmosphere for all youth. The police will also be requested to make occasional visits to the centre to talk with and meet the youth of the community to encourage positive rapport.

**PROCEDURE**:

The police will be invited to drop in to the centre occasionally. The purpose of this is to show that there is a law enforcement presence, to discourage illegal activities, and to facilitate youth and police officers meeting and talking in non-confrontational situations.

The police will be notified to protect the safety of the centre in the following situations:

* someone assaults another person.
* someone becomes abusive and/or uncontrollable, and refuses to leave when asked.
* a crime victim shows up at the centre looking for help.
* an illegal activity is happening in or around the centre.
* a youth is afraid to go home and the potential for violence is suspected.
* the centre suffers property damage or theft.
* any other situation the staff/volunteer feels police intervention is appropriate.

All calls to the police for assistance MUST be authorized by the YC co-ordinator, except in cases of urgency.

**When requesting police assistance**:

* State your name, your position, and agency name.
* Describe the nature of the incident (*level of urgency)*
* Record the name of the person you spoke with.
* Record the date and time of call.

Record the response you received.

**An incident report is to be completed for future information and reference, whenever police are contacted.**

FYC staff/volunteers will always cooperate fully with the police**,** and assist them in whatever way they can.

The YC believes that the youth and the police should have equal regard for one another, and that both have the right to be in the centre. Having this policy provides an opportunity for youth and police officers to interact with each other and to help them to see one another as “human beings,” worthy of respect. The police are allowed in the centre at all times and they should be made to feel welcome and comfortable by YC staff/ volunteers. If the officers are there on “duty,” staff will cooperate with an investigation in every way possible.

**If an officer is at the Centre to question or apprehend a youth:**

* Staff MUST get the name and badge number of the officer, as well as the date and time of their arrival at the Centre.
* Staff will respectfully request of the officer that their activity take place in a private space, away from the other youth; i.e. office space or, outside of the Centre.
* If the officer is looking for a particular youth, the Executive Director or designate will suggest that the youth be approached by the YC staff and brought to the officer. If this is not acceptable to the officer, then staff will escort the officer to the youth.
* An Incident report must be completed following the police officer’s visit.

These procedures are preferred as they attempt to prevent embarrassing the youth by respecting her/his rights and dignity. It also prevents any possible “group” reaction/retaliation, or involvement from the other youth at the centre.

**Staff receiving a phone call from someone claiming to be a police officer should ask politely for the officer’s:**

* name
* badge number
* department
* phone number

The call must then be directed to the YC Executive Director. If s/he is unavailable, take a message and inform the caller that their call will be returned as soon as possible.

2.17 RUNAWAYS, FLIGHT RISKS, ESCAPEES, WARRANTS, etc.

**REASON FOR THIS POLICY:**

FYC believes in empowering youth to make positive choices and decisions by taking responsibility for their actions. The YC will not “hide” youth from the Police, CAS, or any other involved professional agency (recognized by the Child and Family Services Act) under any circumstance. When administering this policy, staff are modeling responsible behavior for appropriately dealing with authority and the law.

**POLICY:**

Where information becomes known to the FYC:

* Youth will be encouraged to turn themselves in to the police and/or group home. YC staff will support and assist in every way possible, the youth who decide to turn themselves in.
* If youth refuse to turn themselves in, staff must report the matter to the police/group home/ CAS immediately. The youth will be informed of this procedure prior to any telephone call being made.
* Youth with warrants are NOT allowed to stay at the Centre unless they are willing to turn themselves in. The youth has the option to leave the Centre once the procedure has been explained to them. YC staff or volunteers are not permitted to detain or “hold” a youth under any circumstance. Once the youth has left the Centre, the Police will be contacted and a description of the youth will be given.

**PROCEDURE:**

When staff/volunteers become aware that a youth is a runaway, AWOL, a missing person, or wanted by the police, then:

* The Executive Director/designated staff on duty, will speak to the youth alone, encouraging them to take responsibility for their actions and turn themselves in. It is preferable that the youth make the phone call(s). The Executive Director/designated staff on duty may also make the call on their behalf if requested by the youth.
* If after speaking to the youth, the youth refuses to turn themselves in, the Executive Director/designated staff on duty is to inform the youth that the YC is required to contact the police/group home/ CAS etc. notifying the agency that the youth is at the Centre (stating time, description of youth, etc.)
* The youth will be informed that they cannot remain in the Centre, and will need to leave immediately. They will not be permitted to return to the Centre until the YC is satisfied that the youth has appropriately dealt with their situation.

An incident report (Appendix K) must be completed and filed in the YC office immediately. The Board Chair will be contacted within three business days after the incident to be made aware that an incident has occurred and a report has been filed in the YC office.

If a youth is known by YC staff to be a “runner” or regularly “hiding” from police/family it is up to the discretion of staff at the YC to inquire of the youth’s current status.

**2.18 EVACUATION PROCEDURE:**

1. Staff and volunteers assist the youth in an immediate, quick and orderly evacuation of the centre.
2. The last person to leave each room, stairwell exit, will ensure each door is closed.
3. A staff or volunteer will exit with the attendance sheet.
4. All staff, volunteers, and youth will meet and remain in the parking lot of the LCBO/Royal Canadian Legion on King Drive until the O.P.P./Fire Department/EMS secures building.
5. **One** staff/volunteer will call 911 from the nearest and most accessible phone. (i.e. cell phone, legion, pay phone, LCBO)
6. **One** staff/volunteer will record all those evacuated and attempt to determine if anyone is unaccounted for.
7. The Executive Director or a designated staff/volunteer will identify themselves to O.P.P./Fire Department/EMS upon their arrival and appraise them of the situation and of any unaccounted people.
8. A detailed report will be completed by the Executive Director or designated staff/volunteer immediately following the incident. Copies of the report will be sent to the Board Chair and the Executive Director if the report is completed by a designate.

**3.0 Health and Safety**

**3.1 FIRE PREVENTION AND ACTION**

**REASON FOR THIS POLICY:**

This policy ensures the centre complies with the local fire codes. Fire Codes generally dictate that all public places have a fire prevention policy and posted evacuation routes.

**POLICY:**

The youth centre will have a plan for evacuation, a plan for notifying the fire department. Regular training sessions and drills should be held to ensure all staff/volunteers and youth know the correct procedures. These plans will be posted in view for all using the centre.

**PROCEDURE:**

The following precautions will be maintained:

* the youth centre must have a posted evacuation plan showing how to get out safely and where all should meet. This plan shall be posted on each floor or in each room, in the event of a fire.
* there will be at least one functioning smoke detector on each floor, batteries to be changed each April and October.
* the youth centre will be inspected annually by the local fire inspector.

In the event of a fire:

* staff and volunteers will assist the youth in a quick and orderly evacuation of the centre
* if possible, a staff or volunteer will exit with the sign-in/log book.
* one staff/volunteer will call the fire department from an outside phone
* one staff/volunteer will record all those evacuated and attempt to determine if anyone is unaccounted
* a staff/volunteer will identify themselves to firefighters upon their arrival and

apprise them of the situation and any unaccounted people

* a full and detailed incident report must be completed immediately following the incident. Copies should be sent to the Board’s Chairperson, and Executive Director.

**FIRE SAFETY PLAN**

**FOR**

**Frankford Youth Centre**

PREPARED BY: Policy and Procedures Committee

Frankford Youth Centre

ADVICE AND ASSISTANCE PROVIDED BY:

DATE:

**INDEX**

**FIRE SAFETY PLAN**

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FIRE EXTINGUSHMENT, CONTROL AND CONFINEMENT 5.

FIRE PREVENTION INSTRUCTIONS 6.

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**KEY CONTACT PERSONS**

**(IN THE EVENT OF A FIRE AND/OR EVACUATION)**

BUILDING OWNER

Frank Vreugdenhill -

BOARD CHAIR

Frank Meiboom -

Frankford Youth Centre

11 King Drive

Frankford, ON

**FIRE PROTECTION SYSTEM**

EMERGENCY LIGHTING

PORTABLE FIRE EXTINGUISHERS

**EVACUATION PROCEDURE**

Floor plan evacuation procedures clearly defined will be posted: (For example)

1. Inside East Entrance
2. Inside Southwest Entrance
3. Inside Office

**FLOOR PLAN EVACUATION PROCEDURE**

**IN THE EVENT OF A FIRE**

**OR**

**SOUNDING OF FIRE ALARM**

1. Staff and volunteers assist the youth in an immediate, quick and orderly

evacuation of the centre.

1. Last person to leave each room, stairwell exit, will ensure each door is closed.
2. A staff or volunteer will exit with the attendance sheet.
3. All staff, volunteers, and youth will meet and remain in (name location for a safe gathering site outside) until the fire department arrives.
4. **One** staff/volunteer will call the fire department from the payphone outside (closest location of an outside phone).
5. **One** staff/volunteer will record all those evacuated and attempt to determine if anyone is unaccounted for.
6. The Co-ordinator or a designated staff/volunteer will identify themselves to firefighters upon their arrival and inform them of the situation and of any unaccounted people.
7. A detailed report will be completed by the Co-ordinator or designated staff/volunteer immediately following the incident.

*(Copies of the report will be sent to the Board Chair and the Co-ordinator)*

**TRAINING OF STAFF**

**AND**

**CONDUCTING FIRE DRILLS**

All staff and volunteers will be familiar with fire prevention and evacuation policies and procedures at the Youth Centre.

Fire drills will be conducted four times per year, with a record kept at the Youth Centre.

**FIRE EXTINGUISHMENT,**

**CONTROL AND CONFINEMENT**

Upon discovering a fire, alert the Executive Director or staff on duty.

Begin evacuation procedures.

Try to extinguish fire if safe to do so.

*(only if you have been trained in the proper use of the fire extinguisher on site,*

*and feel confident enough to safely control or extinguish the fire).*

Use the nearest portable fire extinguisher.

CAUTION: DO NOT ATTEMPT TO FIGHT FIRE ALONE

NEVER LET FIRE GET BETWEEN YOU AND AN EXIT

NEVER TURN YOUR BACK ON A FIRE.

If you cannot extinguish fire safely, close all doors in the immediate area if possible, and leave via the nearest exit. ~ Report to the parking lot of the LCBO/RCL immediately.

**FIRE PREVENTION INSTRUCTIONS**

1. Do not use exit stairwells or exit corridors for storage as it could impede exiting in an emergency.
2. Keep exit routes within the Youth Centre (*as defined in the evacuation plan)* free from furniture and clutter.
3. Do not block fire protection equipment or exit doors.
4. Do not prop open fire doors.
5. Keep the Youth Centre clean and free of rubbish and other debris.
6. Do not permit combustible materials to accumulate.
7. Remove contents of containers for waste, rubbish and other debris daily.
8. Unplug all appliances not in use.
9. Inspect equipment regularly for frayed cords, damage, etc.

**DISTRIBUTION AND POSTING**

**OF**

**FIRE SAFETY PLAN**

Copies of this plan have been provided for and distributed to:

Quinte West Fire Department

By the Frankford Youth Centre

**3.2** **FIRST AID TRAINING**

**REASON FOR THIS POLICY:**

To ensure that staff/volunteers are familiar in first-aid to best meet the potential needs of the youth and others at the youth centre, in the event of an injury or accident.

**POLICY:**

At least one staff/volunteer on duty will have valid First Aid and CPR Training prior to working at the centre. Crisis Prevention Training is also recommended. The coordinator will be responsible to coordinate and update certification of staff & volunteers and keep it current.

**PROCEDURE:**

The staff/volunteer will provide proof of valid certification in First Aid, CPR, and Crisis Prevention Training.

If they do not possess this certification, the youth centre will assist in providing regular opportunities throughout the year to gain this certification or update certification. First-aid training sessions will be organized at least once a year for staff, volunteers, and youths.

It is also recommended that staff/volunteers have training in suicide prevention and grief counselling information.

Local medical emergency telephone numbers are to be posted by the telephone, at all times.

**3.3** F**IRST AID**

**REASON FOR THIS POLICY:**

This policy is to ensure that all staff/volunteers know how to respond to a first aid emergency in a consistent and effective manner.

**POLICY:**

The staff and Volunteers will respond in accordance with the following procedure should a youth member, staff, or volunteer experience a physical injury.

**PROCEDURE**:

**If the person requiring assistance is a youth member:**

* Immediately determine if first aid is required; if so, administer appropriate aid.
* Call parent/guardian to inform them of injury, and have the youth transported to hospital if needed. If unable to contact immediately, continually attempt to contact a parent or guardian.
* If transport to hospital is needed, staff/volunteers are not to transport in their own vehicles: call an ambulance.
* Be sure to send health number with youth if not being met at hospital by parent or if they do not have the hospital card in their possession. The number is on information sheets provided in membership package.
* If parent is not available, send a volunteer or staff to accompany youth to the hospital in the ambulance and stay with them until a family member arrives.
* Document incident and actions on an incident report as soon as possible. If the situation is complicated, write down facts whenever there is an available opportunity so you don’t forget them.

**If this person is a staff or volunteer**:

* Immediately determine if first aid is needed; and if, so administer needed first aid.
* If injury is very serious, send them to the hospital in ambulance, call contact person at earliest convenience, and be sure to send health number if they do not have their health card in their possession or are not being met at hospital
* If they feel that it is not necessary to go to the hospital, encourage them to take it easy or go home.
* Complete an incident report as soon as possible

**3.4 Drugs & Alcohol**

**Purpose:**

To adhere to current related legislation, to encourage a Harm Reduction model of behaviour and to ensure the safety and security of all persons using the facility.

**Procedure:**

1. *Possession* of drugs and/or alcohol (with or without the intent to distribute) is strictly prohibited, and if it is evident or suspected the following will occur:

• The staff will advise the youth that they know what is happening.

• The youth will be given a clear warning indicating that they are on Town of Ingersoll property and that they are not allowed to use drugs, drink alcohol, or distribute either on the premises. Advise them that if they do not stop immediately then both their parent/guardian and the Police will be called.

• The staff will use their best judgment as to whether or not to ask the youth to leave at this point. If they are belligerent they should be directed to leave and the parent/guardian and Police Services will be contacted to ensure the youth arrives home safely and.

• If they are cooperative, the staff may consider allowing them stay with confiscation of the substance for Police, parent/guardian and Police involvement for youth diversion and effective follow-up discussion and resource referral.

2. Youth who are *high or intoxicated* are not permitted to participate in any Youth Centre programs, and if it is evident or suspected the following will occur:

• If the youth is already high or intoxicated when they arrive, they cannot participate in the program and will be expected to leave.

• The parent/guardian of the youth will be contacted first. If unavailable a friend or the Police will be called to ensure a safe way to arrive home.

3. *Dealing* drugs or alcohol on the premises is strictly prohibited, and if it is evident or suspected the following will occur:

• If staff suspect a youth of dealing drugs or alcohol, that youth will be invited to participate in a frank discussion - along with other participants to let them know that they are welcome at the Youth Centre but the drugs and alcohol are not.

• The Police may be involved at this time.

4. In all incidents where drugs and/or alcohol are involved the staff will be

committed to offering the most appropriate and comprehensive support, follow-up

and natural consequences available. Any of the following measures may be taken

dependent on the circumstances.

* In all cases the Youth Centre staff reserve the right to involve Police Services as a follow-up or intervention method as needed.
* An incident report will be completed by the staff dealing with the incident
* Youth Centre staff will follow-up with the youth/family to offer resources and referrals to related Addiction Services.
* Following an incident with drugs or alcohol, the youth may be eligible to return to the Youth Centre on a probationary period, only after a meeting with the Program Manager.

**3.5 Smoking**

**Purpose:**

To adhere to Provincial by-laws related to smoking, to encourage a Harm Reduction model of behaviour and to ensure that youth are supervised during an activity that they may already engage in.

**Procedure:**

1. Youth and other tenants of the facility will be permitted to smoke cigarettes in an outdoor designated smoking area ONLY.
2. The designated smoking area will be in a clearly indicated, supervised section of the outdoor property.
3. Complaints from local merchants and/or residents of youth loitering to smoke off the premises may result in the involvement of Police Services.
4. Youth and other tenants who use the designated smoking area will be expected to assist in keeping that area clean and tidy.
5. The designated smoking area will be available for smoking cigarettes ONLY.
6. Use of illegal drugs or alcohol will result in the involvement of Police Services.
7. Smoking inside the facility is strictly prohibited and will result in the individual being asked to leave the facility/premises.

The Youth Centre staff will in no way encourage the habit of smoking and will provide literature and resources to educate youth on the harmful effects of smoking tobacco.

**3.6 Weapons**

**Purpose**:

To ensure a physically and emotionally safe environment.

**Procedure**:

1. Weapons are defined as any physical item that is intended to, or may be used as, a weapon to harm an individual including, but not limited to, firearms, knives, blades, chains, bats, tasers, and/or homemade items intended to harm.

* It is up to the discretion of the staff to determine what may be perceived as a weapon. Always assume the weapon is real.
* The staff reserve the right to perform *limited* personal searches ie. requesting a person empty pockets, remove shoes, roll socks, or open jackets. The staff should not touch the youth or be confrontational in any way.
* If the youth does not cooperate and there is a concern that a weapon is being hidden on the person but it is not in plain view they may be asked to leave the premises and Police Services will be notified to follow-up.
* If the youth has already entered the facility and there is a concern that they have a weapon, the staff or other participants should never enter a situation where they may put themselves at risk of injury.
* One staff will phone the Police without drawing attention to themselves, while the other staff members will stay in the general vicinity of the youth suspected of carrying the weapon and discreetly draw away other youth.
* If the person in question leaves before Police arrive, staff will stay at a safe distance and observe. Note the direction the youth left in and what they were wearing. DO NOT FOLLOW THE INDIVIDUAL. Contact the Police to relay the information.
* If a weapon is in plain view or is being used to pose an imminent threat to another person or persons the following will take place
* the building will be evacuated to the best of staff's ability and Police will be notified immediately to take appropriate action. (Refer to 2.18 Evacuation Procedure)
* the parent/guardian of the youth will be notified
* the youth may not be eligible to return to the facility unless determined by the Program Manager and the Youth Advisory Council
* Follow-up support will be offered for witnesses or victims to this threat

**3.7 LIABILITY INSURANCE**

**REASONS FOR THIS POLICY:**

To comply with legislation regarding public facilities, and for everyone’s protection, FYC must carry liability insurance. Liability insurance provides coverage for the protection of the volunteers, staff, Board of Directors, and the organization.

**POLICY:**

The youth centre is covered by liability insurance. The value of the liability insurance is to be decided by the Board of Directors in compliance with any local and provincial legislation.

**PROCEDURE:**

The Board of Directors will ensure that the youth centre has valid liability insurance that covers all activities and events. All Insurance documents will be reviewed by the Board and kept in an appropriate file, as approved by the Executive Director.

The Board of Directors must be prepared to show proof of this insurance, upon request.

**4.0 Staffing, Recruiting and Structure**

**4.1 Board of Directors**

The following article is from the *Brockville Recorder and Times PURSUIT Supplement*, March 30, 1996 (reproduced with permission of the author)

**RESPONSIBILITIES & LIABILITIES IN NOT-FOR-PROFIT CORPORATIONS**

By JAMES EASTWOOD, LLB

A board of directors, whether it is in a private corporation or a non-profit corporation, is the guiding mind of the organization. The directors collectively manage the corporation’s goals and objectives, while the corporation’s employees carry out the day-to-day activities.

As managers of the corporation, directors are legally accountable for their actions. With legal accountability comes potential liability. It is therefore important for volunteer directors to have at least a general understanding of their responsibilities.

**General Responsibilities**

Directors owe a fiduciary duty to the corporation. In other words, each director’s rights and powers must be exercised for the good of the corporation, and not for individual gain. As a general rule, directors must act honestly, in good faith, and for the best interests of their corporation.

**Legal Standard of Care**

It is easy to outline directors’ responsibilities. It is more difficult to determine whether a director has properly discharged his or her obligations. The general legal test, or standard of care, was summarized by the Ontario Court of Appeal as follows:

“A director need not exhibit in the performance of his (or her) duties a greater degree of skill than may be reasonably expected from a person of his knowledge and experience.... If directors act within their powers, if they act with such care as is reasonably to be expected from them, having regard to their knowledge and experience, and if they act honestly for the benefit of the company they represent, they discharge both their equitable as well as their legal duty to the company.”

**Types of Liabilities**

There are countless types of civil and quasi-criminal liabilities confronting directors. Many do not apply to non-profit corporations.

One area of general liability arises from the board’s role as an employer.

All of the corporation’s employees are employed by the board. Therefore, all employment laws apply, including labour law in unionized corporations.

**Safeguards to Liability**

It is impossible to completely protect against liability. However, the following suggestions will help reduce the risk:

* Keep detailed minutes from each meeting. Individual board members are well advised to keep their own detailed notes as well.
* React and respond to issues confronting the corporation; do not ignore problems and hope they will go away. Evidence that a board has diligently acted so as to avoid problems will often present a good defence to potential liability.
* Ensure board members are aware of their responsibilities.
* Ensure board members act for the organization’s best interests, not their own.
* Consider purchasing a liability insurance policy for the board.

To conclude, it is relatively uncommon for directors on non-profit boards to be held personally liable for losses. Adherence to the foregoing principles will lessen the risk.

**BOARD STRUCTURE**

There are many different ways that a Board of Directors can be organized. The following is one example that has managed to include intended participants effectively, with in their operations.

The Board of Directors for the FYC will consist of a minimum of 5 members at all times. Key positions to be filled will include Chairperson, Treasurer and Secretary. The formation board consists of members from the churches and community at large that have volunteered for the duties of starting up the FYC.

Once FYC is established the board will consist of members selected from the community. Board members are expected to be examples of a Christian lifestyle and be active in a local church. The board may also consist of youth members. Youth members will be youth who are active in the youth centre and have a desire to assist the youth center in a greater way. Youth members must display appropriate leadership potential and the maturity to assist with the responsibilities of serving on the |Board of Directors. Ideally, the youth members will consist of 40% of the Board of Directors membership but cannot serve as officers.

The size and composition of the board will be adjusted as needed based upon the decision of the board. A consensus vote will be required to amend the size and composition of the board at any time. A simple majority will not suffice. The Board must ensure that all portfolios are covered and that any sub-committees are sufficiently staffed.

**4.2 Board Positions**

**REASON FOR THIS POLICY:**

This policy is to ensure that all members of the Board and those involved in the agency/organization will have a clear idea of who is responsible for each duty.

**POLICY:**

The Board of Directors will be elected or appointed individuals willing to complete the responsibilities required by management roles, to ensure that the Mission Statement and Guiding Principles are followed.

**PROCEDURE:**

A new slate of Board Members will be elected by the organization’s membership each year at the organization’s Annual General Meeting (AGM). There will be the following positions on the board:

CHAIRPERSON

SECRETARY

TREASURER

OTHER OFFICERS

**DUTIES OF THE CHAIRPERSON**

The Chairperson shall preside at all meetings of the members of the Board of Directors. The Chairperson shall also be in charge of the general management and supervision of the affairs and operations of the FYC. The Chairperson, with the Secretary or other officer appointed by the board for the purpose, shall sign all by-laws and membership certificates. During the absence or inability of the Chairperson, his duties and powers may be exercised by a Vice-Chairperson or the Executive Director. (The Vice-Chairperson or such other director as the board may from time to time appoint for the purpose, exercises any such duty or power, the absence or inability of the Chairperson shall be presumed with reference thereto.)

**DUTIES OF THE SECRETARY**

The Secretary shall be ex officio clerk of the board of directors. The Secretary shall attend all meetings of the board of directors and record all facts and minutes of all proceedings in the books kept for that purpose. The Secretary shall give all notices required to be given to members and to directors. Finally the Secretary shall be custodian of the seal of the Corporation and of all books, papers, records, correspondence, contracts, and other documents belonging to the Corporation which s/he shall deliver up only when authorized by a resolution of the board of directors to do so and s/he shall perform such other duties as may from time to time be determined by the board of directors.

**DUTIES OF THE TREASURER**

The Treasurer, or person performing the usual duties of Treasurer, shall keep full and accurate accounts of all receipts and disbursements of the Corporation in proper books of account and shall deposit all money or other valuable effects in the name, and to the credit, of the Corporation in such bank or banks as may from time to time be designated by the board of directors. The Treasurer shall disburse the funds of the Corporation under the direction of the board of directors, taking proper vouchers, therefore, and shall render to the board of directors at the regular meetings thereof or whenever required of him/her; an account of all transactions as Treasurer, and of the financial position of the Corporation. Finally the Treasurer shall also perform such other duties as may from time to time be determined by the board of directors.

**DUTIES OF OTHER OFFICERS**

The duties of other officers of the Corporation shall be such as the terms of their engagement call for or the board of directors requires of them. Many volunteer organizations have by-laws which require board members to attend a percentage of all meetings. For example, a by-law may require a board member to resign/step down for failure to attend three consecutive meetings. These by-laws are to protect other Board members from being over worked in the organization’s operations. By-law also usually set the length of time (term) during which an officer may hold a position.

**4.3 Board By-Laws**

**BOARD MEMBERSHIP**

Members of the board will be selected and nominated by a search committee named by the Board at large and called to recruit new members for the Board. Members will be adults of the community, a minimum of 18 years old and committed to supporting the Frankford Youth Centre by serving on the official board. In order to be accepted as a member of the board each person must:

1) Be nominated by the search committee,

2) Sign the statement of faith and confidentiality agreement, and

3) Be approved by the Board at large.

In order to remain a member of the Board, each person will be expected to:

1) Attend at least 4 of the regular meetings as scheduled by the Board chairperson,

2) Be personally involved in fundraising or other events during the calendar year,

Board terms of service will be a minimum of 1 year and a maximum of 5 consecutive years. Once completing a full term of 5 years a person will have to remain off of the board for a minimum of one year before being able to be selected to serve another term on the Board.

Hired staff members or volunteers may not serve as members of the Board. While church membership or regular participation will be preferred of all members, it is not an absolute requirement.

**BOARD MEETINGS**

The Board of the FYC will hold the following meetings over a given calendar year.

1) Annual Meeting. This will be a scheduled meeting that invites financial supporters to hear reports from the Board. The meeting will require advanced notice to all supporters of the FYC. It must be scheduled to occur annually before June 30th of each year. The meeting will consist of a report of activities from the Executive Director and/or Chairperson, a financial report from the treasurer, a report from the nominating committee on proposed new members and a question and answer time. This meeting will have no decisions made but will serve as a time to communicate on the activities of the FYC and solicit public feedback.

2) Regular Meetings. Regular meetings will be held a minimum of 6 times per year as scheduled by the Chairperson or designate. These meetings will handle routine business of the FYC. Reports will be presented from at least the treasurer and the Executive Director.

3) Special Meetings. Special meetings will be called at special times as deemed necessary by the Chairperson or designate.

All meetings will be called and chaired by the Chairperson or a designate. The regular location for meetings will be in the meeting room at the FYC.

**BOARD POWERS/RESPONSIBILITIES**

The Board will be responsible to vote in officers to the 3 required portfolios each year at the first meeting of the operational year held no later than September 30th of each year. The Board will have the responsibility to oversee FYC policies and procedures. In order to make any binding decisions a quorum of at least 51% of members will be required. To make any changes to FYC policy or procedure a quorum of at least 75% will be required. Changes may be made upon recommendation of the Executive Director or Board members. The Board will be responsible to complete any reports required for civil authorities or other official purposes. Records of all meetings will be maintained and all decisions carefully recorded.

Each Board member will be required to fulfil their assigned duties and requirements and to maintain their membership in good standing. At each meeting, each Board member will have 1 vote, save the Chairperson who will not vote except as absolutely necessary to break a tie only on matters where a 51% quorum applies. The Executive Director will routinely attend as well as an Ex-Officio member but will not have the option of voting on board motions or serving as an Officer of the FYC. Officers will also hold signing authority for the accounts of FYC.

The Board will also have the option of calling together special committees as deemed necessary to enhance the effectiveness of the Board or FYC. The only committee that will be required on a regular basis will be a selection committee to recruit or replace Board members.

**BOARD COMPOSITION**

The Board of the FYC will consist of no less than 5 members but no more than 10. The designated officers of the FYC will be Chairperson, Treasurer and Secretary. These will be the only official Officer positions. Officers will be selected annually by vote of the members of the Board. Should an officer be unable to fulfil their duties the Board will vote to select another member of the board and call together a selection committee to recruit and nominate potential replacements for Board members. Ideally, the Board will represent all of the faith communities represented as supporters of the FYC.

**TERMINATION**

Board members may be removed from their position under the following conditions:

1) Failure to attend 3 consecutive meetings without an acceptable excuse,

2) Misconduct, or

3) Failing to maintain membership in good standing.

If a member is identified as meriting removal from the Board, the Chairperson will be required to call a special or routine meeting to address the situation. The member will be given an opportunity to explain the situation or to make a statement in their defence. The Board will then vote on the retention of the member. A vote of at least 51% will be required to remove the member. Should the vote to remove pass, the member will be expected to remove themselves from the board immediately.

**4.4** Volunteer Recruiting and Hiring Process

**Reason for this Policy:**

It is important to ensure that all hiring is completed in a professional and transparent manner. This is also to ensure that people are appropriately screened for work with youth.

**Procedure:**

Each and every person wishing to volunteer at the Frankford Youth Centre will be screened and approved by the leadership of the youth centre. This is required to meet the legal and moral obligations of the youth centre and to ensure that the youth centre and the people who visit it are appropriately protected.

Volunteers will include all unpaid members working at the youth centre. This could be parents, older youth, co-op students, college placements, etc.

Each person wishing to work with the youth centre will be required to complete an application and interview process. Each person will begin with filling out an application, provided to them by a designated staff member or volunteer. Each application must be completed in full for any person to be considered. In addition each potential volunteer will be required to complete a Police Records Check with Vulnerable Sector Screening. This must be submitted with the application. Additional documents such as a resume, reference letter, etc. will be considered as well.

Following the submission of the application, the individual will have an interview with at least two designated member of the paid staff, board or approved volunteer staff. Should any issues arise during this stage; the application will be directed to the board for review and approval.

No person will be allowed to work within the youth centre unless a proper screening and approval has taken place. Individuals in the application process will not be allowed to participate in nor run activities at the youth centre until appropriate approval is granted.

Once approved, the volunteer will be required to review all applicable policies and procedures for the youth centre as well as sign all required documents and agreements as detailed.

Should a volunteer or staff member terminate their association with the youth centre their clearance will be revoked and must be re-submitted should they choose to return to the youth centre.

**5.0 Administration and Finance**

**5.1 Document Security**

**Reason for this policy:**

All staff, volunteers and regular attendees will be required to submit applications and other forms with sensitive information. These documents and others containing private information must be properly secured to ensure compliance with Privacy Laws.

**Procedure:**

The Executive Director will be the primary custodian of all sensitive forms, documents and information. To enable him/her to achieve this mandate a designated file cabinet will be provided and located in the FYC office. This file cabinet will require a secure lock and be kept in a locked office. When not being viewed or utilized, the file cabinet must be closed and locked to ensure that unauthorized persons are not able to access sensitive information. When the office is not it use it also shall be locked to protect the confidentiality of all persons.

Certain information, such as medical emergency information forms, will be stored in a secure location that can be accessed by designated staff or volunteers, but out of view or access for visitors and youth attending FYC.

All staff with access will ensure that documents or other sensitive information cannot be accessed by the general public nor attendees or visitors. In the event that a breach is discovered it shall be reported immediately to the Executive Director or the Chairperson in his/her absence.

**5.2 Receipts**

**Reason for this policy:**

To ensure the financial spending of the youth centre is appropriately recorded. It will be used to verify what is being bought and who is buying the supplies for the youth centre.

**Procedure:**

All purchases must be approved by the Executive Director or Chairperson of the Board of Directors before a purchase is made. All receipts will be returned upon purchase of any item that is related to the youth centre. All receipts will be kept and recorded by the Treasurer for budget purposes.

**6.0 Forms**

**6.1**

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**Frankford Youth Centre**

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| **SIGN IN SHEET** | | | | |
|  |  |  | **DATE**: |  |

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**6.2**



**FYC**

**PETTY CASH - REFUND REQUEST**

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| --- | --- | --- | --- | --- |
| **DATE** | **BUSINESS** | **DESCRIPTION** | **AMOUNT** | **Code** |
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| Executive Director |  | Date (submitted) |
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| Treasurer |  | Date (approved0 |
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| Comment: |  |  |
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**6.3**

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**EMERGENCY MEDICAL INFORMATION CARD**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| VOLUNTEER: |  | | | | | | |
|  |  | | | | | | |
| EMERGENCY CONTACT: | |  | | | | | |
| NAME: |  | | | | | | |
| RELATIONSHIP: |  | | | | | | |
| TELEPHONE: |  | | |  | |  | |
|  |  | |  | | | |  |
| HEALTH CARD NUMBER: | |  | | | | | |
| (optional) |  | |  | | | |  |
| ALLERGIES: |  | | | | | | |
| FAMILY DOCTOR: |  | | | | TELEPHONE: | |  |
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**6.4**



**INCIDENT REPORT FORM**

**DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TIME\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NAMES OF PEOPLE INVOLVED**

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**DESCRIBE EVENT (**USE BACK OF PAGE IF ADDITIONAL SPACE NEEDED**)**

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**ACTION TAKEN**

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**FURTHER ACTION**

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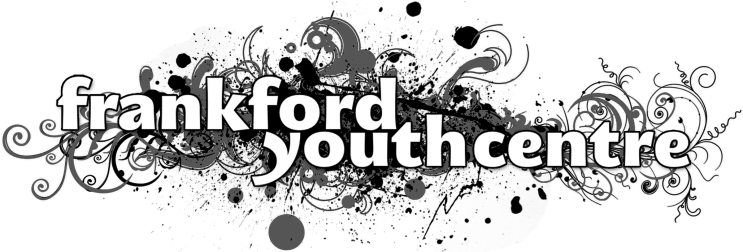
**6.5**

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**Volunteer Hours Log**

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| **DATE**  **D/M/Y** | **NAME** | | | **ACTIVITY** | **HOURS** | | **DAILY**  **HOURS** | **MONTH**  **TOTAL** |
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| C=Youth Centre |  | | | F=Fundraising Event |  | | B=Board Meeting |
| O=Centre Outing |  | | | E=External Youth Centre Event |  | | S=Special Event |
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**6.6**

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Frankford Youth Centre

11 King Drive Frankford, ON K0K 1C0

info@frankfordyouthcentre.ca

Dear Volunteer,

Thank-you for taking the time to volunteer “to love and serve the youth of Frankford in positive, practical ways.” We are looking forward to you working with us! It is our hope that you will have a tremendous experience as you work with the youth of Frankford and that you will be able to see and appreciate the impact you make on their lives.

In order to ensure a safe environment for both youth and volunteers at the Frankford Youth Centre we require all volunteers to go through our screening process. Please use the following checklist to prepare documents to submit with your application to volunteer.

1. Complete the attached Volunteer Application Form (Appendix 1). Please be as detailed and complete as possible.

2. Complete a Vulnerable Sector Check with the OPP (Appendix 2). Take the Vulnerable Sector Check Form and Introductory Letter to the Quinte West OPP Office. If you reside outside of Quinte West you will need to complete your check with the applicable police department for your municipality. Vulnerable Sector Checks usually take 2-3 weeks.

3. Review and sign the Statement of Confidentiality (Appendix 3).

4. Review and sign the Statement of Faith (Appendix 4). Keep in mind that we do not require volunteers to be Christians, but by signing you communicate your understanding that this center is dedicated to operating according to Christian values and to providing a safe environment for youth to discuss and explore spiritual issues.

Once you have completed the required documents please return them as soon as possible. After we have reviewed them we will contact you for a follow-up interview. The sooner we complete the screening process the sooner you can begin working with youth at the Frankford Youth Centre!

Should you have any questions or concerns please contact us. Thank you again for your interest in helping youth in Frankford!

Frankford Youth Centre Board of Directors

**VOLUNTEER APPLICATION FORM**

DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LAST INITIAL GIVEN

ADDRESS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

POSTAL CODE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TELEPHONE: (HOME) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (BUSINESS)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**AVAILABILITY**

POTENTIAL START DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PLEASE SPECIFY BEST DAYS FOR VOLUNTEER WORK: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TIMES AVAILABLE: (PLEASE CIRCLE) DAYS EVENINGS WEEKENDS

HOW LONG DO YOU PLAN TO VOLUNTEER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EDUCATION/EXPERIENCE**

PLEASE INDICATE THE SECONDARY SCHOOL, COLLEGE AND/OR UNIVERSITY YOU HAVE ATTENDED:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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YOUTH RELATED COURSES OR LIFE EXPERIENCE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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VOLUNTEER EXPERIENCE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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PLEASE DESCRIBE ANY SKILLS, EXPERIENCES, OR TRAINING THAT MAY RELATE TO VOLUNTEERING AT FYC:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**PERSONAL INFORMATION** (answer if interested in offering transportation as part of volunteering role)

DO YOU HAVE A VALID DRIVER’S LICENCE? \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

YES NO

DRIVER’S LICENCE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DO YOU HAVE VALID ONTARIO CAR INSURANCE? \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_

YES NO

INSURANCE COMPANY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LIABILITY COVERAGE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VOLUNTEER ROLES**

WHAT VOLUNTEER AREAS ARE YOU INTERESTED IN? (working with youth, fundraising, committee work, etc…)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ARE THERE ANY RESTRICTIONS TO YOUR VOLUNTEERING YOU WISH TO ADVISE US ABOUT?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**REFERENCES** (please provide three references, unrelated to you, who have known you for at least one year)

NAME TELEPHONE # ORGANIZATION

1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ALL INFORMATION CONTAINED ON THIS APPLICATION IS, TO THE BEST OF MY KNOWLEDGE, TRUE.**

**VOLUNTEER SIGNATURE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |
| --- | --- |
| **OFFICE USE ONLY** |  |
|  |  |
| Interview Date: |  |
| Interviewed By: |  |
|  |  |
| **Indicate When Completed** | **Initial and Date** |
| Statement of Confidentiality |  |
| Vulnerable Sector Check |  |
| Reference Checks |  |
| Insurance Coverage |  |

Frankford Youth Centre

11 King Drive Frankford, ON K0K 1C0

info@frankfordyouthcentre.ca

August 10, 2012

RE: Introductory Letter for Vulnerable Sector Check

To Whom It May Concern:

The newly established Frankford Youth Centre (FYC) is eager to fulfill its mission “to love and serve the youth of Frankford in positive, practical ways.” In order to fulfil this mandate the Frankford Youth Centre will require volunteers and staff to fill numerous positions within the organization.

In order to ensure the safety of all youth, volunteers and staff associated with FYC, we require all volunteers to obtain a clear Criminal Record Check including Vulnerable Sector Screening. Since the FYC is established to be a non-profit organization, currently operating under the supervision of the Frankford Community Free Methodist Church and the Community Christian Reformed Church, we ask that you allow our potential volunteer to receive this document without charge.

Should you have any questions about the Frankford Youth Centre we please visit our website at www.frankfordyouthcentre.ca or contact us at your earliest convenience.

Thank you,

Frankford Youth Centre Board of Directors

**STATEMENT OF CONFIDENTIALITY**

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SOLEMNLY SWEAR THAT I will ensure confidentiality in carrying out the duties assigned to me as a volunteer/staff at Frankford Youth Centre, and will comply with its policies and procedures.

Except as I may be legally required, I will not disclose or give to any person not employed by, functioning in an employee role or volunteering at FYC, any information or document of a confidential nature that comes to my knowledge or possession while performing these duties.

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**Volunteer/Staff Name Witness Name**

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**Signature Signature**

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**Date Date**

**Statement of Faith**

1. We believe there is one holy God who is eternally existent in three persons; Father, Son and Holy Spirit. He is the creator of all things, is actively involved in the affairs of his creation, and desires personal relationship with the people he created.
2. We believe Jesus Christ is God’s only son and our Lord. He was conceived by the Holy Spirit, born of the virgin Mary, suffered under Pontius Pilate, was crucified, died, and was buried. He descended to the dead and on the third day rose again. He ascended into heaven where he is seated at the right hand of the Father, and he will come again to judge the living and the dead.
3. We believe in the Holy Spirit, who is presently active and continually drawing people to God, transforming and enabling them to live a godly life. He is our counsellor, guide and companion in knowing God.
4. We believe the universal church comprises the one body of our Lord Jesus Christ, and serves as God’s agent to fulfill the Great Commission through lives of holiness, service and love.
5. We believe all Scripture is inspired by God and is useful to teach us what is true and to make us realize what is wrong in our lives. It corrects us when we are wrong and teaches us to do what is right.
6. We believe all persons have dignity and worth because they are created in the image of God.
7. We believe that all have sinned and forgiveness of sins is made possible by the grace of God through the shed blood of Jesus Christ.
8. We believe in the resurrection of the body and the life everlasting.

**I have read and understand the FYC Statement of Faith. I am prepared to work with the FYC and will support its principles and beliefs, regardless of whether they are my personal beliefs or not.**

**Name(print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

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