



Policy & Procedure Manual

Updated July 4, 2023

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Board Policies

Policy/Procedure	Board Attendance Policy
Date Approved by Board	May 13, 2013
Signature (position)	
Date Revised	March 9, 2015; November 21, 2022
Date Reviewed	November 16, 2022

1. POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) **Board** members are legally and ethically responsible for all the activities of the agency, including determining agency goals and policies, and approving the annual budget. The Eastview **Board** generally meets monthly, and at the call of the Chair, throughout the year.

Directors are unable to fulfil their responsibilities if they do not attend regularly, whether for work, health, or other reasons.

Eastview’s Constitution and By-laws state that a vacancy on the **Board** shall be declared when a Director has had three consecutive absences from **Board** meetings for which regrets were not sent. Eastview By-laws provide the **Board** with the power to determine attendance requirements for Directors.

2. PURPOSE OF THE POLICY

The purpose of this policy is to clarify the attendance conditions under which Directors may be recommended for removal.

3. APPLICATION

This policy applies to Directors on Eastview’s **Board**.

4. DEFINITIONS

“The **Board**” refers to the Board of Directors of East Toronto Family Community Centre and the Board of Directors of the Eastview Neighbourhood Community Centre.

5. BOARD ATTENDANCE

Conditions that trigger a vote on whether or not to recommend the removal of a Director:

A Director has been absent for 3 consecutive **Board** meetings, without having sent regrets OR A Director has been absent for 4 out of 6 consecutive meetings.

6. PROCEDURE

Under Eastview's Constitution and By-laws, to remove a Director, the **Board** is required to hold a special meeting and to pass a motion by a 2/3 majority to recommend removal of the Director. If the motion is passed, the **Board** then recommends to city council that the Director be removed.

Failure to attend Board meetings may be a reason for removing a Director. The Secretary of the Board tracks attendance and reviews attendance in January and May or at other times if called on by the Chair. If, upon review of attendance, it is determined that conditions exist to trigger a vote under this Policy, the Chair will meet with the Director to determine if there are extenuating circumstances and assess prospects for future attendance.

The Chair will schedule a vote for the next **Board** meeting and inform the Director accordingly. The Director will be given an opportunity to resign prior to the vote.

The Director under review may present information to the **Board** for consideration, in person or in writing, at the **Board** meeting at which the vote is scheduled. However, the Director under review will not be present during the **Board's** deliberations or during the vote. In considering whether to seek removal, the **Board** shall consider extenuating circumstances and prospects for future attendance, **Board** needs and other factors it deems relevant.

The Director will be informed of the outcome of the vote in writing after the vote.

Attendance will be tracked through meeting minutes, including Present, Regrets or Absent, and maintained by the Secretary, and any conditions that might trigger a vote will be presented to the **Board** at the January and May meetings.

UPDATING OF POLICIES

Eastview will review this policy every five years.

AUTHORITIES

Eastview Constitution and By-laws

Policy/Procedure	Board Succession Policy & Plan
Date Approved by Board	October 12, 2015
Signature (position)	
Date Revised	September 21, 2020
Review Date	

Context

The term ‘Eastview’ refers to both the Eastview Neighbourhood Community Centre and the East Toronto Family Community Centre.

Eastview Neighbourhood Community Centre is an agency of the City of Toronto. As such, Eastview’s succession policy is consistent with:

- the City of Toronto’s Public Appointments Policy (2006)¹
- the City’s Relationship Framework

East Toronto Family Community Centre is a self-governing not-for-profit agency. This policy is also consistent with Eastview’s constitution and by-laws.

Policy Statement

Members of Eastview’s governing Board are collectively responsible to City of Toronto Council and to the community for ensuring:

- that Eastview operates within its mission and mandate, and in keeping with its policies, and
- that the Board governs Eastview and itself according to all the statutes and policies applicable to the Eastview Neighbourhood Community Centre (i.e. the Municipal Act; City By-Law; Harassment Policy, Conflict of Interest Policy, etc.)

To this end, Eastview’s processes for recruiting, nominating, electing, and removing Board members have been developed to accomplish the following:

- Ensure the capacity of the Board to meet its responsibilities.
- Affirm Eastview’s commitment to a transparent and inclusive environment.

¹ <http://www.toronto.ca/public-appointments/policy.htm>

Purpose

To ensure the capacity of the Board to meet its responsibilities, this policy sets out:

- the structure of the Board and the executive,
- the eligibility requirements and qualifications for potential board members,
- the term of office and conditions for re-appointment, and
- the procedures for recruiting, nominating, electing, appointing, and – when necessary – removing board members

To foster a transparent and inclusive environment, this policy sets out recruitment, nomination and election processes that are:

- Open: there are clear expectations for each position, agreed upon in advance, are clearly communicated to all associated with selection process
- Competitive: suitable candidates are recruited through public & broad recruitment methods
- Equitable: barriers to recruitment, selection and retention of board members who are members of systemically disadvantaged groups are removed. These groups include but are not limited to women, youth (ages 18 to 30), indigenous people, people with disabilities and racialized communities.

This policy also provides guidance for strengthening board governance through orientation and evaluation.

Application

This policy applies to the Board and to Board members. Where there is a vacancy or at elections, this policy applies to eligible members of the public who are interested in becoming Board members.

Definition

The Board: This term refers to the Board of Directors of the East Toronto Family Community Centre and the Board of Management for Eastview Neighbourhood Community Centre.

Succession Planning: This term refers to the processes used to nominate, elect, and appoint members of the Board.

Structure of the Board, the Executive, and Board Committees

The Board will consist of eleven persons who are appointed by Council (after being elected at the AGM or appointed by the Board) and one member of Council from Ward 14. It may also include a youth representative who is invited to attend and participate in Board Meetings as a Non-Voting member.

The Executive, also known as Officers of the Board, shall consist of the Chair, Vice-Chair, Treasurer and Secretary and other officers as deemed necessary from time to time. The Executive may invite the Past

chair to be a member of the Executive should it deem appropriate in order to provide continuity and guidance.

There are three committees of the Board: The Human Resources Committee (referred to as the Human Resources and Policy Committee) the Finance Committee and the Fundraising Committee, (referred to as the Marketing and Engagement Committee). The committees may be led by a committee member. At least one member of the committee should be a board member, in this way ensuring a direct link with the Board.

Eligibility Requirements

The majority of board members must be residents in the catchment area. They should collectively possess an understanding of diverse neighbourhoods & communities within the catchment area and reflect the cultural and social diversity of the community.

Individuals who are nominated or appointed to the Board must:

- Be members of Eastview, except in circumstances where the Board determines it is in the best interests of Eastview to wave this requirement.
- Reside in or own property in the City of Toronto.
- Be at least 18 years old.
- Have knowledge & understanding of community public service.
- Possess the skills required of all Board members and one or more of the specialized skills set out in Appendix A
- Have knowledge of Eastview's mission, purpose and programs, or have an interest in participating actively in Eastview's governance.
- Understand and accept the commitments (described below) associated with being a member of the Board.
- Not be a Municipal or Crown employee or a member of another board of a City agency, commission or corporation.

Term of Office, Reappointment, and Removal

- The term of office for Board members shall be for 2 years or until a successor is elected at an Annual Meeting.
- A person can be a member of the Board for four successive terms, serving for up to 8 consecutive years, but must re-apply and be voted in at the AGM by the membership for each term.
- Board members who are eligible may seek reappointment/run for re-election on the expiration of their term of office but no person can serve for more than eight consecutive years
- The executive members shall be elected at the first Board meeting following the AGM and shall serve a two year term. Their positions on the executive can be renewed up to 4 times.
- The above provisions are subject to exceptions as provided by City or provincial by-laws, legislation or policy.
- If a board member is determined to be ineligible, is not fulfilling his or her responsibilities, or has had 3 unexcused absences from Board meetings, the Board may remove the Board member by a $\frac{3}{4}$ majority vote of the Board.

Recruiting, Nominating and Electing Board Members

Vacancies occur when a Board member has served the 8 years or dies, is incapacitated, resigns, or is removed.

Eastview must notify the City Clerk as soon as possible after a vacancy occurs for any reason. To fill the vacancy, the Board has authority to appoint a board member to serve until the next AGM, at which time the individual must run for re-election.

The Executive Committee functions as the Nominating Committee. The Nominating Committee assists the Board with the task of filling Board position vacancies.

At each Annual General Meeting, the Nominating Committee shall endeavour to submit to the general membership a list of nominees which is representative of the constituencies served by Eastview, addresses the skills needed by the Board, and is consistent with the number of vacancies required to be filled.

To launch a nominating process, the Nominating Committee will make the Eastview membership and community aware of the opportunity to make a nomination to the Board at least fourteen (14) days prior to the Annual Meeting.

A range of activities should be considered so that the recruitment and nomination process will be open, competitive and equitable. Examples: posters may be placed around Eastview premises as well as in local schools; Board members or the Executive Director may attend tenant meetings in the neighbourhood to encourage interest; Board members may approach qualified individuals.

Candidates proposed for the position of Board member shall be submitted to the Nominating Committee at least 7 days prior to the Annual General Meeting.

Before nominating individuals, the Nominating Committee shall assess the suitability of potential candidates in terms of their eligibility and their qualifications (see Appendix B for the qualifications), and will prioritize candidates who best meet the needs of the Board.

At the initial approach to potential candidate, the individuals are informed of the term that they are being considered for and the commitments they would be making if elected. These commitments are:

- a) To regularly attend and participate in Board meetings.
- b) To serve on at least one Board Standing or Ad Hoc Committee, where individual experience will contribute to the success/support of this committee.
- c) To come to meetings prepared by prior reading of all provided background materials.
- d) To participate constructively in discussions and decision-making.
- e) To support Eastview's corporate mission, values and outcomes.
- f) To actively participate in creating and implementing Eastview's strategic plans.
- g) To regularly review Eastview policies and by-laws, and to abide by them.
- h) To attend Eastview sponsored functions.

If there are more candidates than vacancies, the Nominating Committee may choose to invite a potential candidate to participate in a Board Committee or a task force for a period of time before inviting the candidate to run for a position on the Board. Participation in this way can help potential candidates build their understanding of Eastview and the role of the Board.

At the Annual General Meeting, the Chairperson of the Annual General Meeting shall request and accept nominations from the floor prior to the election. *If the list of nominees is exactly matched to the number of vacancies, the General Membership may vote to approve all nominees without an election. If there are more nominees than positions, elections shall be conducted by secret ballot.* The eligible nominees for the Board with the highest numbers of votes shall fill the vacancies.

The membership shall, by majority vote, recommend to Council candidates who meet the eligibility requirements and have been successfully approved or elected at the AGM. The names of these candidates and the Board's recommendation shall be forwarded to City Council for appointment to the Board. See Appendix B for a detailed timeline for nomination and election activities.

Board Orientation, Development & Evaluation Process

A preliminary orientation of the Board to Eastview and to board member responsibilities occurs no later than at the Board meeting in September. This orientation should also include an overview of Eastview's constitution and procedural by-laws. Additional orientation should be scheduled to take place as soon as possible at a time that the majority of new board members are able to participate.

In the Fall, the Executive Committee identifies training needs of board members and develops a plan for addressing these needs. This includes needs for specialized training that may be identified by Board members, by the City of Toronto, by the United Way, or by Boys and Girls Clubs. The Executive also reviews the Board Manual, located on the Eastview website, which supports the orientation and effective participation of board members, and develops a plan for updating the Manual. Board orientation refers Board members to this Manual.

Each winter, the Board reviews its skill/diversity needs to assist with recruiting new members and mentoring new potential members.

In the Spring, the Board evaluates itself. The evaluation is based on:

- A survey of Board members that asks members to rate their satisfaction with the Board's functions and activities,
- The Board attendance record, and
- Committee accomplishments.

The results of the evaluation inform the training and orientation activities in the next year.

Updating of Policies

This Policy shall be reviewed, revised if necessary and approved by the Board every 5 years

Authorities: Board Attendance Policy; The Constitution

Appendix A:

Board Member Skills and Attributes

General

- a) Commitment and interest — they are available, invest time and resources to understand and advance the organization and are passionate about the organization’s success.
- b) Objectivity and independent-mindedness — they form their own judgments and opinions, and are not biased towards any particular interest or stakeholder.
- c) Integrity — they have personal integrity, are trustworthy, and insist that the organization behave ethically.
- d) Courage — they have the courage to ask tough questions and to voice their opinions. Their loyalty to the organization’s interests may demand that they express dissent and persist in requiring answers to their questions.
- e) Informed judgment — they focus on the important issues and base their decisions and actions on sound principles and common sense.
- f) Perspective — they have broad knowledge and experience that they apply to discussions and decisions.
- g) Analytical — they have well-developed conceptual thinking and problem-solving skills, are quick studies, and can avoid “groupthink” and other decision biases.
- h) Ability to present opinions — they are able to present their views clearly, frankly, constructively and persuasively.
- i) Willingness and ability to listen — they listen attentively and respectfully and make sure they understand what they have heard.
- j) Ability to ask questions — they know how to ask questions in a way that contributes positively to debate.
- k) Flexibility — they are open to new ideas, are strategically agile and responsive to change.
- l) Conflict resolution — they are oriented to resolve conflict, are resilient after it occurs, and support board decisions once made.
- m) Dependability — they do their homework and attend and participate in meetings.

Specialized Skills

The ideal composition of the Board would include a mixture of the skills and experience listed below.

- a) Project management/ meeting management
- b) Human resources knowledge and experience
- c) Finance/audit (CPA)
- d) Computer and IT skills
- e) Legal training
- f) Conflict resolution
- g) Fundraising and/or marketing background
- h) Communications
- i) Policy development
- j) Education
- k) Public health

Appendix B:

Nomination and Election Timeline

Activities to be led by the Chair of the Board with the support of the Executive:

September - December

- Review agency accomplishments and strategic plan
- Board training and visits to programs to observe the activities provided by Eastview

January - March

- Take inventory of skills and diversity among current board members
- Provide additional Board training
- Create matrix with skill/diversity gaps
- Review terms, confirm intentions of board members eligible to return, determine number of vacancies
- Write posting; advertise board vacancies as widely as possible, both internally and externally as per by- laws processes

April - May

- Collect applications
- Conduct preliminary phone screening with prospective candidates
- Finalize personal interview questions
- Short list candidates
- Conduct interviews
- Decide on recommended candidates & advise candidates on process
- Reference checks

June

- Submit recommended candidates to the executive or the board for approval to nominate for election at the AGM
- AGM nominations and elections
- Submit to City Council for appointment

Policy/Procedure	Code of Conduct for Eastview Board Members
Date Approved by Board	January 18, 2016
Signature (position)	
Date Revised	March 20, 2023
Date Reviewed	February 6, 2023

Policy Statement²

“Eastview” refers to East Toronto Family Community Centre and Eastview Neighbourhood Community Centre.

- Members of Eastview’s Board of Directors/Management should be committed to performing their functions with integrity; avoid the improper use of the influence of their position; and avoid conflicts of interest, both apparent and real.
- Board members shall serve Eastview and its community in a conscientious and diligent manner.
- Board members are expected to perform their duties in a manner that promotes the confidence of the community and the City in Eastview’s governance.
- Board members shall seek to serve the Eastview’s and the public’s interest by upholding both the letter and the spirit of applicable policies and laws of the Federal Parliament and Ontario Legislature, and the laws and policies of Toronto City Council and of Eastview’s Board of Directors/Management.

Policies and Procedures Governing Board Member Conduct

The following Eastview policies and procedures govern the conduct of Board members.

- Board Attendance Policy
- Board Succession Policy
- Complaints and Appeals Policy
- Conflict Resolution For Board and ED Policy

² Adapted from “City of Toronto Governance Overview for Eastview Community Centre, November 16, 2015.

- Conflict Resolution Among Board Directors Policy
- Diversity and Inclusion Policy
- Integrated Accessibility Standards
- Police Record Checks for Employment and Volunteer Services
- Access to Personal Information and Protection of Privacy Policy
- Partisan and Political Activity Policy

In addition to the above Eastview policies and procedures, Board members are required to comply with the City's [Code of Conduct for Members of Local Boards \(Restricted Definition\)](#).

Policy/Procedure	Conflict Between Board Members Policy
Date Reviewed by HR&P Committee	December 7, 2020
Date Approved by Board	December 14, 2020
Signature (position)	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) delivers services most effectively when the relationship between Board members is constructive and mutually supportive. To achieve and maintain a positive relationship, the Board puts in place processes aimed at promoting the skills and knowledge needed by the Board members.

2. Purpose

This policy sets out procedures aimed at preventing and mitigating conflict between Board members.

3. Application

This policy applies to the Board of Directors.

4. Principles

Conflict will be addressed at the earliest opportunity and will be guided by open and respectful communication.

Individuals involved in conflict will be encouraged to resolve the conflict between themselves. If the individuals are not able to resolve the conflict between themselves, they will bring the matter to the Chair. If this is not successful, the Board may consider involving a third party.

The Chair must not allow or accept uncollaborative, harassing, or bullying behaviours by any member of the Board.

5. Procedures

- a. The Chair of the Board implements a training event for Board members at the start of each year (typically the early Fall). This event provides Board members with an overview of key policies that they should be aware of as well as a presentation that clearly presents and delineates the roles of Board members.
- b. The Board conducts an annual self-assessment of Board Directors’ satisfaction with: the functioning of the Board, the performance of the ED, the relationship between Board members, the training and support they received as Directors, and other matters as determined by the Board.

- c. The Board is able to draw upon resources from the City of Toronto as well as the Boys and Girls Clubs of Canada to facilitate any disagreements or issues which may arise among Board members
- d. The Board meets monthly, except summer months, to review the status of the work of Eastview and to address issues that arise.
- e. Conflicts that arise between Board members (excluding the Chair) may be dealt with by the Chair. The Chair may choose to bring the conflict to the Executive Committee for help in managing the conflict.

Conflicts between a Board member, or several Board members and the Chair that are not resolved directly by the Chair are handled by the Executive Committee, excluding the Chair. Any decision by the Executive Committee is to be ratified at the next meeting of the Board.

6. Roles and Responsibilities

- a) The Chair of the Board provides feedback and guidance to Board members regarding Board expectations.
- b) If a conflict arises between a Board member and the ED, resolution of the conflict is led by the Chair and communication is directly with the Chair, not the whole Board.

7. Updating of Policies

This policy is to be updated every 5 years.

8. Questions About This Policy

For more information about the Policy please contact:

The Executive Director
Eastview Neighbourhood Community Centre
86 Blake St. Toronto, ON M4J 3C9
416.392.1750 ext. 302 (Tel)
416.392.1175 (Fax)
info@eastviewcentre.com
www.eastviewcentre.com

Policy/Procedure	Conflict Between the Board and the Executive Director Policy
Date Reviewed by HR&P Committee	December 7, 2020
Date Approved by Board	December 14, 2020
Signature (position)	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) delivers services most effectively when the relationship between the Board and the Executive Director (ED) is constructive and mutually supportive. To achieve and maintain a positive relationship, the Board puts in place processes aimed at promoting the skills and knowledge needed by the Board and by the ED.

2. Purpose

This policy sets out procedures aimed at preventing and mitigating conflict between the Board and the ED.

3. Application

This policy applies to the Board of Directors and the ED.

4. Principles

Conflict will be addressed at the earliest opportunity and will be guided by open and respectful communication.

Individuals involved in conflict will be encouraged to resolve the conflict between themselves. If this is not successful, the Board and/or the ED may consider involving a third party.

The Chair must not allow or accept uncollaborative, harassing, or bullying behaviours by any member of the Board.

5. Procedures

- a. The Chair of the Board implements a training event for Board members at the start of each year (typically the early Fall). This event provides Board members with an overview of key policies that they should be aware of as well as a presentation that clearly presents and delineates the roles of Board members and the ED.

- b. The Board conducts an annual self-assessment of Directors' satisfaction with: the functioning of the Board, the performance of the ED, the relationship between the Board and the ED, the training and support they received as Directors, and other matters as determined by the Board.
- c. Annually, the Board conducts a fair and thorough evaluation of the ED's performance that takes into consideration the context in which Eastview is operating, including its relationship with the City of Toronto.
- d. The ED meets regularly with the Chair and the Treasurer to review the status of work, to address issues that arise, to offer advice, and to seek guidance.
- e. Conflicts that arise between the ED and one or more members of the Board (excluding the Chair) may be dealt with by the Chair. The Chair may choose to bring the conflict to the Executive Committee for help in managing the conflict.
- f. Conflicts between the ED and the Chair that are not resolved directly by the ED and the Chair are handled by the Executive Committee, excluding the Chair. Any decision by the Executive Committee is to be ratified at the next meeting of the Board.

6. Roles and Responsibilities

- a. The Chair of the Board provides feedback and guidance to the ED regarding Board expectations.
- b. If a conflict arises between a Board member and the ED, resolution of the conflict is led by the Chair and communication is directly with the Chair, not the whole Board.
- c. The ED reports and is accountable to the Board. To this end, the ED: attends Board meetings and, as required, attends Committee meetings; provides accurate and complete information to the Board, such as financial data, program activities and attendance, personnel updates.

7. Updating of Policies

This policy is to be updated every 5 years.

8. Questions About This Policy

For more information about the policy, please contact:

The Executive Director
 Eastview Neighbourhood Community Centre
 86 Blake St. Toronto, ON M4J 3C9
 416.392.1750 ext. 302 (Tel)
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Policy/Procedure	ED Succession Policy
Date Approved by Board	February 22, 2021
Signature (position)	
Date Reviewed by HR and Policy Committee	January 13, 2021

1. Policy Statement

Eastview Neighbourhood Community Centre and East Toronto Family Community Centre (“Eastview”) is committed to

- a) Having in place a clear mechanism for achieving continuity of senior leadership in the event that the Executive Director (ED) is unavailable to perform their duties
- b) Conducting a fair and efficient recruitment process if there is a need to fill the position for the longer term, and
- c) Supporting the development of all senior leaders so they are prepared to assume the role of Interim Executive Director for short-term acting assignments where appropriate.

2. Purpose

The purpose of this policy is to clarify the process and procedures to be followed in the event that the Executive Director is unavailable or unable to perform their duties.

3. Application

This policy applies to all Board of Management and Board of Director members, and to all staff members of Eastview.

4. Definitions

Staff: This refers to all staff members of Eastview whether full time or part time, permanent or contract.

The Board: This term refers to the Board of Directors of the East Toronto Family Community Centre and the Board of Management for Eastview Neighbourhood Community Centre.

Succession Planning: This term refers to the processes used to appoint an Interim Executive Director for a short term absence or to replace the Executive Director at such a time as there is a vacancy in the position.

5. Procedures

There are 3 main situations in which ED Succession applies:

a. Routine Absences (Vacation/Lieu Time/Sick Time)

When planning to be away, the Executive Director is responsible for assigning a member of the senior leadership team to act in their absence. The Executive Director will inform the Board and Staff who will be the “Acting Executive Director” during the Executive Director’s absence. Usually, this will be the Program and Resource Development Manager. Staff and Board will relate to the Acting Executive Director as they would to the Executive Director.

b. Unplanned Absences

In the event of an unplanned absence, the Program and Resource Development Manager will serve as the Interim Executive Director unless otherwise directed by the Board. Staff and Board will relate to the Interim Executive Director as they would to the Executive Director. In the event of a longer term leave, the Board may communicate to the AOCC staff liaison at the City of Toronto, Director, Community Resources in the Social Development Finance and Administration Department (SDFA), the Boys and Girls Clubs of Canada and any other relevant parties about the absence.

c. Vacancy

Vacancies may occur for one of three reasons:

1. Board decides to make a change of ED/CEO related to performance, and/or future directions/needs of the organization:
2. ED/CEO decision to move on:
3. Unexpected departure of the ED/CEO related to an illness/injury whereupon it is determined the ED will not return.

In the first situation, the Board would have reached such a conclusion and made its decision in alignment with City policies and in consultation with the City’s human resources and legal staff.

In the event of a vacancy, The Board will appoint an Interim [?] Executive Director. This may be the Program and Resource Development Manager or someone else of the Board’s choosing.

The Board will create a Recruitment Committee and appoint a Recruitment Chair. The composition of the Committee is determined by the Board, which has broad discretion in this matter. For example, the Committee may include an ED from another organization, the current ED, if applicable, a staff member, other members of the Board and any other person that the Board determines. The Committee should include a representative from the City of Toronto, unless otherwise agreed. The City of Toronto is also available to provide Legal and HR support to the Board.

Eastview’s Guide to Recruiting an Executive Director (Appendix 1) is to be tailored to address the particular context in which the recruitment is taking place and used to guide the recruitment process. Time frames are to be added by the Recruitment Committee Chair in consultation with the Board Chair. Appendix 1 assumes that the ED leaves through provision of notice of their pending departure. The Boys and Girls Club of Canada Succession Planning Tool Kit (Appendix 2) may be used as well to provide guidance in this process. Appendix 2 includes three triggers for recruiting an ED.

6. Continuity

The ED, Acting ED and Interim ED will have access to the Vital Information Inventory (Appendix 3). This inventory is held in a secure file or in the Eastview safe. The ED and an Interim ED expected to assume this role for an extended period of time is responsible for updating the information in the Inventory.

The Eastview Continuity Plan (Appendix 4) provides direction and steps to be taken in the event of a sudden or unplanned absence of the ED.

The most recent Job Description for the ED position (Appendix 5, to be added) is to be used to inform the Recruitment Guide.

7. Training and Education

Training and education on the recruitment process will be provided to members of the Recruitment Committee by the Recruitment Committee Chair and/or the Search Firm as appropriate.

8. Updating and Modifications

- This policy is to be reviewed every 5 years.
- Appendix 1 – Eastview Recruitment Guide – is to be tailored to best address the circumstances in which ED Succession is taking place. For example, if the ED has been terminated, the ED would not be included in the recruitment process.
- Appendix 2 – Boys and Girls Clubs of Canada Succession Planning Tool Kit should be the most recent version of this document.
- Appendices 3 (Vital Information Inventory) and 4 (Eastview Continuity Plan) are to be updated at least annually and as needed between updates.
- Appendix 5 – Job Description – should be the most recent version.
- Appendix updates do not require approval of the Board.

9. Authorities

City of Toronto Hiring Template

Boys and Girls Clubs of Canada Succession Planning Toolkit (Appendix 2)

Appendix 1
Eastview's Guide to Recruiting an Executive Director

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
1. Notification of requirement to implement succession plan.	ED to Board Chair	Executive Committee and HR and Policy Committee		<ul style="list-style-type: none"> • Notify Board Chair who will notify the Executive to seek direction on next steps • Notify HR and Policy committee to inform next steps
2. Determine transition coverage	Board Chair	ED and Director team input Request informal input from City of Toronto and Boys and Girls Clubs of Canada		<ul style="list-style-type: none"> • As appropriate departing ED will have a recommendation for Interim ED role in accordance with the Eastview Continuity Plan (Appendix 4) • Review current Senior Management and determine who will take on Interim ED role (and if so, what FTE and roles would they need to cover) or whether external consultant is required Implications: <ul style="list-style-type: none"> • Internal will include acting rate pay, back-fill as required • External consultant more costly and would take a period of time to recruit, Notify City of Toronto contact for advice and support: <ul style="list-style-type: none"> • Director, Community Resources (SDFA) • Director, Strategic Recruitment and Employee Services (HR) or Executive Director, People Equity & Human Rights Division Notify Boys and Girls Clubs of Canada for Advice and Support: <ul style="list-style-type: none"> • Regional Director, Central region • Vice-President, Member Services and Programs
3. Notify Organization / Community of departure and internal plan	Board Chair	Program and Resource Development Manager, Volunteer Manager		<ul style="list-style-type: none"> • Internal announcement including clarification of interim acting assignment, recruitment process • External announcement including clarification of interim acting assignment, recruitment process
4. Strike Recruitment	Board Chair	Executive Committee and HR and Policy		<ul style="list-style-type: none"> • Review & update the recruitment work plan Select Committee Chair

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
Committee and create work plan		Committee. ED may be asked for input		<ul style="list-style-type: none"> Retain Search Firm with support from Executive Director and/or Interim ED City and BGCC Role (potential): <ul style="list-style-type: none"> Previous recruitment experience with AOCCs and Boys and Girls Clubs
5. Commission Search Firm to support process	Board Chair	Executive Committee and HR and Policy Committee with possible input from ED and/or Interim ED		<ul style="list-style-type: none"> Consider discussing with other partner agencies who have had recent transitions search firm options ACTION: <ul style="list-style-type: none"> Research / gather search firm options Prepare bid documents for RFP/RFQ Time-sensitive. May sole-source under purchasing policy. Requires Board approval
6. Announce Interim ED and process initiated for permanent ED	Board Chair			<ul style="list-style-type: none"> Program and Resource Development Manager and Volunteer and Special Events Manager is a resource to the Board Chair on the announcement in consultation with the Interim ED
7. Interview Board Members and Senior Leadership team on skills, experience, and other priorities to inform recruitment process and any revisions to the job description	Search Firm	Under direction of Recruitment Committee Chair		<ul style="list-style-type: none"> Provide Search firm with job profile details Develop key questions, set-up up meetings with relevant informants Gather & consolidate information
8. Update job description	Recruitment Committee Chair	Ensure current ED reviews and provides input prior to departure where possible		<ul style="list-style-type: none"> Review current job profile at the City and determine other comparables within City context Request current job descriptions from other Boys and Girls Clubs of comparable size to inform process Request current job descriptions from partner agencies of comparable size to inform process

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
				<ul style="list-style-type: none"> Update based on interviews and Board recruitment priorities <p>City of Toronto Compensation Unit:</p> <ul style="list-style-type: none"> Substantial changes would require a re-grading by the City's HR compensation unit On-going update position every two years through compensation unit to keep current Identify if there are challenges for recruitment based on current compensation level
9. Prepare job posting	Search Firm	Committee Chair		<ul style="list-style-type: none"> Search firm prepares job posting and recruitment strategy Share information internally/externally
10. Commence public search	Search Firm	Committee Chair,		<ul style="list-style-type: none"> Charity Village, AOCCs, BGCC, City of Toronto job board (contact Director HR), website, social media, etc. Search firm in consultation with Committee Chair/panel identifies potential candidates Search firm commencing two pronged recruitment process - public and outreach based Search firm reaches out to potential candidates to inform them about the opportunity, understand interest and explain opportunity
11. Identify Interview Panel	Committee Chair	Board Members, City of Toronto Rep, BGCC Rep, Staff as deemed appropriate by the Committee (except internal applicants)		<ul style="list-style-type: none"> Consider internal representation from the Senior Leadership team Recruitment panel 5-6 members plus search firm representative Consider equity, diversity, range of skills and expertise to be represented on the panel
12. Establish interview dates and interview location	Search Firm	Committee Chair		<ul style="list-style-type: none"> Minimum two rounds of interviews (leave potential for 3 which is more standard – two formal one informal) Include written / presentation exercise to be completed and discussed as part of 2nd interview Consider confidentiality for all candidates in terms of location, time in between interviews, space requirements

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
13. Prepare interview questions	Search Firm	Approved by Committee Chair		Search Firm <ul style="list-style-type: none"> • Use City of Toronto hiring templates (if any) and BGCC Hiring Tool kit as resources • Prepare recommendation for presentation / exercise including answer key • Include information about the role and terms and conditions of employment • Review draft questions and presentation exercise with key committee members for final approval • Consider accessibility commitments, experience and personality based questions
14. Prepare CV screening tool	Search Firm	Approved by Committee Chair		Search Firm: <ul style="list-style-type: none"> • Prepare for recommendation to Recruitment Panel screening tool including requirements for screening based on job description, recruitment priorities and assessment on agency values etc.
15. Receive applications	Search Firm			<ul style="list-style-type: none"> • Manage the process to receive resumé and answer process questions for all candidates • Committee Chair may be available for specific candidate questions
16. Filter CVs and identify candidates for interview	Search Firm	Approved by Committee Chair		<ul style="list-style-type: none"> • Complete first round of screening using approved resumé screening tool • Committee Chair completes screening process with review and final decisions at committee • Search firm confirms resume details / pre-calls with potential candidates to understand interest and explain opportunity
17. Schedule 1 st Round Interviews	Search Firm	Committee Chair		<ul style="list-style-type: none"> • Pre-established dates/times • Provide recruitment package to all candidates including confidentiality commitment/requirements and Reference form
18. Conduct 1 st Interview	Search Firm	Committee Chair Interview Panel		Search Firm <ul style="list-style-type: none"> • Prepares welcoming space for candidates and panel.

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
				<ul style="list-style-type: none"> • Ensures interview panel packages are prepared and available for all members • Provide copy of questions (without answer keys) for all candidates when they arrive to support ability to process questions • Supports the panel administration using grid tool to document final scores and collects all information from panel members as part of the overall recruitment file <p>Committee Chair</p> <ul style="list-style-type: none"> • welcomes and provides overview of the position and process (make take awhile – references, etc) • facilitates process to summarize final score(s)and determine who will be asked back for a second round of interviews <p>Panel Members</p> <ul style="list-style-type: none"> • welcome and are engaged in the process • record key responses and grade in accordance to established answer keys • contribute their perspectives and work toward consensus decision in best interest of Eastview
19. Schedule 2 nd Round Interviews including circulating presentation requirements to candidates	Search Firm	Committee Chair		<ul style="list-style-type: none"> • Pre-established dates • Circulate presentation exercise requirements in advance if applicable
20. Conduct 2 nd interviews including presentation	Search Firm	Committee Chair Interview panel		<p>Search Firm</p> <ul style="list-style-type: none"> • Prepares welcoming space for candidates and panel. • Ensures interview panel packages are prepared and available for all members • Provide copy of questions (without answer keys) for all candidates when they arrive to support ability to process questions

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
				<ul style="list-style-type: none"> • Supports the panel administration using grid tool to document final scores and collects all information from panel members as part of the overall recruitment file <p>Committee Chair</p> <ul style="list-style-type: none"> • welcomes and provides overview of process (make take a while – references, etc) • facilitates process to summarize final score(s) and determine who will be asked back for a second round of interviews <p>Panel Members</p> <ul style="list-style-type: none"> • welcome and are engaged in the process • record key responses and grade in accordance to established answer keys • contribute their perspectives and work toward consensus decision in best interest of Eastview
21. Prepare reference questions	Search Firm	Approved by Committee Chair		<p>Search Firm:</p> <ul style="list-style-type: none"> • Draft reference questions (standard and modified for preferred candidate(s)) • Reviews with Committee Chair and / or committee panel based on interview results
22. Check references	Search Firm	Committee Chair		<ul style="list-style-type: none"> • Conduct reference processes and provide summary report to Committee Chair • Subject to results of reference proceed with offer or move to secondary candidate / or reconvene hiring panel
23. Employment Offer	Board Chair	City of Toronto, BGCC if deemed necessary or appropriate		<ul style="list-style-type: none"> • Board Chair contacts potential new ED and offers employment – confirming compensation details, start date requirements, etc. • Schedules meeting to employment contract sign-off
24. Notify unsuccessful candidates	Search Firm	Committee Chair		<ul style="list-style-type: none"> • All candidates contacted and thanked for their engagement in the process • Offer of feedback can be managed by search firm or Committee chair

Activity	Lead	Who Else To Be Involved	Timeframe (TBD)	Comments
25. Announce successful recruitment and new Executive Director of Eastview	Board Chair	As deemed appropriate		<ul style="list-style-type: none"> • Notify Board, Senior Leadership of the decision and next steps • Notify employees of Eastview • Notify the public via Email, newsletter, press release, social media • Circulate regionally, provincially and nationally

Appendix 2

BOYS AND GIRLS CLUBS OF CANADA SUCCESSION PLANNING TOOLKIT

This is Phase One of this tool kit. It is meant as a place for Boards to start to think about Succession Planning. BGCC has additional tools available that you can access such as: ED/CEO Job Posting sample, ED/CEO Interview Guides – Round 1 and Round 2, Employment Agreement Sample, ED/CEO Job Description sample, ED/CEO Hiring Process, Letter of Offer sample, Work Agreement Samples, ED/CEO Announcement.

We have not included those extra resources here because of the importance of having each Club vet them through their own legal council to ensure they meet the Organization's requirements as well as any

Why is succession planning important?

- Having a succession plan is a Membership Requirement (part of the Operating Standards);
- If the ED/CEO position is left unfilled, important decisions can't be made and critical activities are often delayed;
- It may be difficult to maintain quality Club programming;
- Fundraising is likely to be affected (donors traditionally look for stability in the ED/CEO position);
- Employee loyalty can be affected.

BGC philosophy

- BGC's culture is rooted in the philosophy that a strengths-based, shared leadership approach best aligns with our values and beliefs, and that Leaders at every level of BGC share responsibility to develop themselves and support the development of others

Triggers for Succession Plan

10. Board decides to make a change of ED/CEO related to performance, and/or future directions/needs of the organization: in most cases, this would trigger the selection of an interim person, and a search for the permanent replacement
11. ED/CEO decision to move on: in most cases, this would trigger a search for the permanent replacement, and if the ED/CEO departure happens in advance of selection of the final candidate, the selection of an interim ED/CEO
12. Unexpected departure of the ED/CEO related to an illness/injury: this would trigger the selection of an interim person, and should the ED/CEO not return, the ultimate search for a permanent replacement

These trigger the need for two types of succession planning, which, depending on circumstances above, happen in succession, simultaneously, or in isolation:

- Interim
- Permanent

Transition Committee

A Transition Committee is immediately struck, made up of the Chair and 2-3 other Board Members, with the following mandate:

- a. **Contact Boys and Girls Clubs of Canada for support (as per Membership Agreement)**
- b. Identify the need for Interim ED/CEO, Permanent ED/CEO, or both
- c. Lead Selection of the Interim ED/CEO for recommendation to and approval of the Board:
 - Consider “who” in the current senior positions in the Club are potential candidates depending on organizational priorities and individual skillsets.
 - Discuss compensation for interim candidates (this can range from a 10% increase in salary – through to the lower end of the Permanent ED/CEO salary). This increase will be provided to the Interim ED/CEO during their term as Interim ED/CEO
 - Solicit interest from the potential internal candidates for Interim ED/CEO(s); should none be interested or deemed capable, contact BGCC to explore whether a neighbouring Club could assist, or initiate an immediate external search;
 - Recommend successful candidate to the Board
- d. With Interim ED/CEO, identify and implement a communication strategy and key messages for immediate communication (within 48 hours to 1 week, as appropriate), to include:
 - Board Directors and Senior Staff Team
 - All Staff (Regular and Casual)
 - BGC Canada: BGC Canada ED/CEO, VP's, Regional Director
 - External Stakeholders: United Way, Municipalities, Provincial/Territorial and Federal Government contacts, School Board Contacts, major donors and funders (based on review of depth of relationship)
 - Parents / guardians, if appropriate
 - Media, if deemed appropriate
 - Volunteers, alumni, and broad donor base, if appropriate
- e. With Interim ED/CEO, confirm plan for first 90 days based on organizational status, needs, priorities.

- f. With Interim ED/CEO, confirm the priority functions of the transition and annual work plan, and key timelines for Board and Interim ED/CEO to ensure seamless continuation of BGC operations, working from and adapting the following draft:
- Proposed key priorities for Board responsibility:
 - contingency planning for possible need for permanent replacement (see Permanent ED/CEO selection)
 - act as a resource to the Interim ED/CEO regarding any or all the following, as required:
 - Finance
 - Fundraising and Stewardship
 - HR issues (those associated with increased risk)
 - Government Relations/Advocacy
 - Risk Management issues (those associated with increased risk)
 - Business Operations including IT
 - Communication with Stakeholders (i.e. parents, partners, etc.)
- g. Ongoing support and performance evaluation of the Interim ED/CEO based on:
- ED/CEO job description
 - Key priorities based on Strategic Plan, Annual Business Plan, and year to date status
- h. Proposed key priorities for Interim ED/CEO responsibility:
- Support, management, direction of the Senior Staff Team
 - supporting individual senior staff team members
 - monitoring individual team member performance
 - Oversight of financial performance
 - Oversight of service delivery
 - Quality assurance
 - Risk Management
 - Performance targets
 - Leadership and participation in donor/funder engagement:
 - strategy development
 - communications, marketing, social media
 - relationship development
 - stewardship
 - solicitation, as deemed appropriate based on donor interest

Lead Selection of Permanent ED/CEO

A Selection Committee is immediately struck, made up of the Chair and 2-3 other Board Members, with the following mandate:

- **Inform and engage BGCC (as per Membership Agreement);**
- Review and confirm ED/CEO job description based on organizational needs, priorities, future directions

- Consider request for proposals from search firms to lead search OR selection committee to lead the search (in both cases engage BGCC)
- Recommend to the Board the selected firm OR work with BGCC on selecting of permanent ED/CEO
- Participate in selection process
- Select and Recommend the preferred candidate to the Board
- Communicate successful candidate to the following groups (in this order):
 - Senior Staff Team
 - Staff
 - Boys and Girls Clubs of Canada
 - Alumni and volunteers
 - External stakeholders: funders, donors, community partners, parents, etc.
 - Media release
- Orient and support successful candidate, including identification of key areas of support from the Boards of Directors
 - Confirm plan for first 90 days based on organizational status, needs, priorities
 - Ensure that the successful candidate participates in BGCC Onboarding process (this is a membership requirement)
 - Support the Interim ED/CEO in the transition back to previous role
- Retire Selection Committee

Appendix 3

VITAL INFORMATION INVENTORY

We gratefully acknowledge Vantage Point / Third Sector learning for much of this content.

Governance Documentation

Name of document	Where located or URL	Notes
Letters patent		
Articles of incorporation		
Bylaws and constitution		
BGCC Membership agreement		
Board policies/minutes		
Charitable Tax #		
Business Number		

Financial Information

Name of document	Where located or URL	Notes
Current and previous charitable returns (T3010)		
Current and previous annual reports		
Current and previous Audited Financial statements		
CPP, UI information		
WCB information		
GST submission information		
T4 submission information		

Current budget and financial statements (monthly)		
Cheques, EFT information		
Passwords (all)		
Donor records		
Vendor records		
Client (Club) records		
Credit Card Policy		

Passwords

Name	What is the Password	Notes
ED/CEO Computer/laptop Password		
ED/CEO landline password		
ED/CEO cell phone password		
Microsoft Account		
Other Software Accounts (e.g. Tech Soup, Drop Box, Office 365, Sonic Wall)		
Other		

Planning

Name of document	Where located or URL	Notes
Strategic plan		
Operational plan		

Organization Contacts

Name of document	Where located or URL	Notes
Staff list		
Board list		
Organizational chart		
Club calendar		

Annual Contracts

Name of document	Where located or URL	Notes
IT Support		
Websites		
Domain Names		
Data Base		
Janitorial		
Cell Phones		
Landlines		
Photocopiers		
Other equipment Leases:		
Other:		

Insurance Information

General liability/Abuse	Benefits Provider
Company/Underwriter:	Company/Underwriter:
Policy number:	Policy number:
Rep. phone & email:	Rep phone & email:
Broker Phone/email:	Broker phone/email:

Directors & Officers liability	Other:
Company/Underwriter	
Policy number:	
Rep phone/email:	
Broker phone/email:	

Auditor

Name: _____
 Phone number/email: _____
 Additional information about auditor or audit: _____

Banking and Investment Information

Name(s): _____
 Account & Account number: _____
 Branch representative: _____
 Phone number and email: _____

Name(s): _____
 Account & Account number: _____
 Branch representative: _____
 Phone number and email: _____

Who are the authorized cheque signers for your accounts?

Investment Information

Financial planner/Broker Company: _____
 Representative name: _____
 Phone number and email: _____
 Who is authorized to make transfers? _____

Who has the combination /keys for safe, locked cabinets, offsite storage? _____

Legal Information

Firm name: _____

Primary contact: _____

Phone number and email: _____

Most recent consultation with legal counsel: _____

Reason for consultation: _____

Pending litigation, if any: _____

Additional information about legal counsel: _____

Human Resources

Where are employee records kept: _____

Additional information about human resources: _____

Payroll Information

Company/system name: _____

Account number: _____

Payroll rep/password: _____

Phone number and email: _____

Additional information about payroll: _____

Building Management

Facilities Supervisor name: _____

Contact name: _____

Phone number and email: _____

Security system

Company name: _____

Account number: _____

Representative phone number and email: _____

Other information regarding facilities: _____

Building security passcode: _____

Funding Contracts Information

Current top five contracts and amounts (e.g. Government, gaming, MOUs, events, funders, partnership agreements, etc.) Note: you may want to list all contracts in this section.

Name/phone/email: _____

Amount and status: _____

Contact: _____

Key dates & obligations: _____

Name/phone/email: _____

Amount and status: _____

Contact: _____

Key dates & obligations: _____

Name/phone/email: _____

Amount and status: _____

Contact: _____

Key dates & obligations: _____

Name/phone/email: _____

Amount and status: _____

Contact: _____

Key dates & obligations: _____

Name/phone/email: _____
 Amount and status: _____
 Contact: _____
 Key dates & obligations: _____

Fundraising Information

Current top 10 donors and / or event details. Note: You may wish to list all the donors and events.

Organization	contact	Phone number	email	\$ amount	comment

Fundraising database: _____
 Contact information: _____
 Additional fundraising information: _____

Date of completion of Inventory: _____

Name and title of person completing document: _____

Copies to:

- Executive Director
- Board Chair
- One other senior staff person

Appendix 4 Eastview Continuity Plan

In the event of a sudden or unplanned absence of the Executive Director, the following will be implemented:

- The Program and Resource Development Manager will step in as Interim Executive Director. Currently that person is Cathy Henry, cathyhenry@eastviewcentre.com; 647.778.3021
- If the Program and Resource Development Manager is not available, the Board will immediately reach out to the AOCC Liaison for assistance in appointing an Interim Executive Director. The Boys and Girls Clubs of Canada are also available for assistance in this:
- The main contact person at City Hall as the liaison for AOCCs is Aina-Nia Grant, Director of Community Resources, aina-nia.grant@toronto.ca; 416.992.1553 (Work); 416.992.1553 (Mobile). The main contact person at BGCC is Ian Edward, Regional Director, BGCC, iedward@bgccan.com, 905.477.7272
- If there is need for an Interim Executive Director, the following people will be informed as appropriate:
 - The Board Chair. Currently that person is Susan McMurray, speaking@web.ca, 416.882-2247
 - Board Treasurer. Currently that is Steve Dewar, steve.dewar@ymail.com, (647) 919.4492
 - Board of Management and Board of Directors
 - City of Toronto, AOCC Liaison Aina-Nia Grant, Director of Community Resources, aina-nia.grant@toronto.ca; 416.992.1553 (Work); 416.992.1553
 - Boys and Girls Clubs of Canada, Ian Edward, Regional Director, BGCC, iedward@bgccan.com, 905.477.7272
 - Other funders and stakeholders as deemed appropriate by the Board and the Interim Executive Director
 - In this case it is expected that all staff understand that they are required to report and consult with the Interim Executive Director as they would normally with the Executive Director, as well as comply with the decisions and directions of the Acting Executive Director. This expectation will be communicated to staff by the Interim Executive Director with support from the Board as deemed necessary
- The Interim Executive Director is responsible to:
 - Act in accordance with all organizational policies and procedures as outlined in Eastview's Policy and Procedure Manual. The most current Policy manual will always be on the Staff Server under **ENCC ETFCC Policies and Procedures**
 - Be in regular communication with the Board Chair concerning any significant decisions being made and/or actions being taken and accept/act on governance direction provided by the Board;
 - In the event of a longer term leave, communicate to the AOCC staff liaison at the City of Toronto, Director, Community Resources in SDFa and any other relevant parties of the absence.
- The Program and Resource Development Manager has a copy of all passwords and logins related to Eastview. A hard copy of those passwords is also kept in the safe in the Executive Director's Office.

The combination to that safe is available to the Program and Resources Development Manager, the Office Manager and the Volunteer and Special Events Manager

- Other financial information is kept in the Finance Manager's Safe, the combination is known to the Finance Manager, the Program and Resource Development Manager and is also in the password file in the Executive Director's safe. Staffing information and contact details are kept by the Finance Manager and the Program and Resource Development Manager
- The following keys are used to access Eastview facilities:
 - All Managers have master key sets to open all doors including exterior doors. The custodians have full keys to access all Eastview rooms. The City's Custodial Department also has a set of keys to all Eastview doors. The Office Manager has a copy of the key for the filing cabinets in the Executive Director's Office
 - Token from City for remote access to the city's intranet. Each token is assigned to an individual and is non-transferrable. To obtain a new token, contact City of Toronto, AOCC Liaison Aina-Nia Grant, Director of Community Resources, aina-nia.grant@toronto.ca; 416.992.1553 (Work); 416.992.1553, who will contact the IT Service Desk for a new token to be provided. This can take time.
- The City of Toronto, provides support to Eastview on a number of matters including legal, finance, audit, IT, HR and LR. The Interim ED is expected to consult with relevant City staff as required to seek appropriate guidance and advice. This information can be provided by the City of Toronto, AOCC Liaison Aina-Nia Grant, Director of Community Resources, aina-nia.grant@toronto.ca; 416.992.1553 (Work); 416.992.1553
- Eastview's Board Chair and Executive are also available for support and advice as required. Contact information for all Board members is kept on Kerry's folder on the server: `exdir$ (\\EVFS) (X:)Kerry\Board\[current year]`. The Program and Resource Development Manager and the Volunteer and Special Events Manager also have current copies
- The IT support is BizSyz (techsupport@bizsyz.com; 905.415-3513. The Interim Executive Director will inform them to forward all Executive Director emails to the Interim Executive Director for follow up. The Interim Executive Director will instruct BizSyz to allow access for all files and folders in the Executive Director's Server Folder for the Interim Executive Director
- The head of Custodial Services is Tony Defreitas, jdefreit@toronto.ca, 416.397.7130 (Work); 416.949.5538 (Mobile)
- All maintenance is handled through Facilities Management at the city and work orders are either emailed in or called in to facsouth@toronto.ca; 416.338.3733
- If the Program and Resource Development Manager is unable to act as Interim ED, consult the Risk Management Plan for alternatives (e.g. the City of Toronto, AOCC Liaison Aina-Nia Grant, Director of Community Resources, aina-nia.grant@toronto.ca; 416.992.1553 (Work); 416.992.1553 may suggest another AOCC ED assist during the interim. The Boys and Girls Club Regional Director, Ian Edward, iedward@bgccan.com, 905.477.7272 may also suggest the assistance of another ED to help specifically with Boys and Girls Club matters)
- If a longer term solution is required, the Risk Management Plan also includes brief plans for longer term solutions. The ED Succession Policy will also be followed.

Appendix 5
City of Toronto Executive Director Job Description



Non-Union Job Profile

Job Title: Executive Director – Community Centre	Job Code:
Job Type: Management	Hours of Work per Week: 40
Service Area: Association of Community Centres	Date Prepared: June 15, 2005
Division: Various	

Job Summary:

- Responsible for the development of a volunteer, publicly elected and Council appointed Board of Management. Facilitates the capacity building of these volunteer directors by supporting the orientation to public and operational policies and the selection, recruitment, maintenance, utilization and evaluation of the Board.
- Provides leadership to the Board of Management by advising them, advocating and promoting the organization and stakeholders’ changes related to organization mission. Supports the motivation of employees in the organization’s products/programs and operations. Leads a responsive, successful community organization that advances the City’s Social Development Strategy and promotes the quality of life of members and residents.
- Manages a public agency by overseeing the operations of the organization and implementing plans. Manages human resources of organization, and manages the financial and physical resources of the organization. Manages the goal and objectives of the Centre as directed by the Board and informed by community and City Council. Co ordinates needs identification and analysis, community liaison, program design, and financial administration: plans, supervises, implements, co-ordinates, evaluates and promotes services for the effective operation and continuing growth of the Community Centre.

- Provides vision and is an information bearer to ensure that staff, volunteers, partners and Board have sufficient and up-to-date information. Looks to the future for change opportunities, interfaces among Board and employees, organization and community.

Reports To:

Council appointed Board of Management for a specific Community Centre

Supervises (if applicable):

Directly supervises a staff team ranging from 3.4 FTE to 14 FTE City-funded positions plus up to 30 FTE Centre-funded positions, members of which are responsible for working directly with individuals and with staff from other community-based agencies and levels of government in addressing a broad range of community issues including child development, poverty, homelessness, environment, immigration and settlement.

Major Responsibilities:

Board Administration and Support

- In collaboration with other City staff, other levels of government, community members and agency staff, directs the identification of community needs and concerns, generates a range of service options to meet these, and recommends innovative strategies to meet identified needs.
- Ensures the development of targets and measurement criteria to evaluate the effectiveness of the Centre's programs and services.
- Offers exemplary leadership to other service providers. Creates new standards of service in the community service sector.
- Develops and manages partnerships with residents and agencies to assess needs and develop programs/services businesses to solve community problems and build community capacity, social capital and well-being. Initiates action with and on behalf of the Centre to promote action, change and consideration of matters to the community, the Centre, its clients, staff and volunteers.
- Provides support and leadership to volunteer Board members via orientation, preparation of reports, agenda construction, communication between Board and staff, maintaining confidential material, implementing Board decisions and identifying issues and ways to address them.
- Consults with the Board of Management, staff, volunteers and stakeholders and determines priorities, establishes objectives and formulates programs, policies and procedures.

- Facilitates the functioning of the Board, providing liaison among the Board, staff, stakeholders and City Council.

Programme and Service Delivery

- Provides advice, guidance and overall co-ordination related to quality improvement for community programs, including indicator development and analysis, quality improvement initiatives, identification and use of best practice data and program evaluation.
- Identifies emerging needs, new communities, possible initiatives, and entrepreneurial, innovative approaches. Designs and builds new programming with fresh resources.
- Manages all aspects of a Community Centre including its viability and operational functions. Achieves the goals and objectives of the Centre as established by the Board of Management and informed by community and City Council.
- Ensures appropriate automated systems are in place to enhance, develop and implement effective data management services to ensure that essential information is available to meet programs' analytical and reporting needs and to facilitate the centre's management, financial and human resource administration, membership and funding.
- Collaborates, negotiates and advocates with City staff and those from other levels of government and community agencies, plus community members, to create or strengthen broad social programs and policies and the impact of initiatives by other levels of government and community-based organizations on community issues and services.
- Reviews and analyzes policies and procedures of the Centre and from different levels of government, related laws, acts or contracts.
- Prevents crises, manages critical issues, solves difficult problems, and anticipates and addresses matters which are or may become critical issues for the Centre before the Centre or City is compromised.

Financial, Risk and Facilities Management

- Develops, recommends and administers the annual budget for the Centre, and ensures that the Centre's expenditures are controlled and maintained within approved budget limitations.
- Develops and monitors financial policies and practices and manages human resources consistent with the goals and philosophy of the Centre.
- Protects and reflects the Centre's interests in its legal relationships with funders, businesses and agencies that support Centre operations. Negotiates, executes and administers legal

agreements that affect the Centre with a range of government departments, the United Way and contractors of selected services to the Centre.

- Exercises signing authority for a broad range of Centre contractual agreements in respect to facilities, operations, human resources legal documentation, union agreements, and with funders, program partners, users of facilities.
- Participates in risk management activities including the provision of regular risk indicator reports and working closely with other City staff, contracted agency staff and clients to manage risks and minimize liability to the City of Toronto.
- Plans and budgets for facilities whether leased or owned by the City. Designs and Manages projects such as capital building campaigns or relocation. Manages maintenance and operations for the facility including the physical building, its design and layout including elevators, plumbing, heating and air conditioning, flooring, lighting and electrical systems, security systems, roofing. Maintains the grounds and surrounding areas, parking lots, gardens, wheelchair accessibility. Maintains the furniture and equipment of the facility.
- Provides overall control and direction for all funding including overall and individual budgets for administration and various program areas. Administers and supervises all financial and budgetary activities of the Centre. Reviews and approves financial statements, monthly reconciliations, accounts payable, payroll, requisitions, purchase orders and receipts. Ensures that timely financial reports are submitted to funders in the appropriate formats.
- Presents and defends budgets before Committees, the Board and Council.
- Ensures sufficient financial resources to operate the Centre and programs through planning, co-ordinating, implementing and evaluating fundraising methods such as special events, gaming, direct mail, rentals, fees, proposals to governments, foundations and corporations.
- Ensures a healthy, safe, welcoming and secure environment where the Centre's physical and financial assets, staff, volunteers and users of services are protected and maintained.

Human Resource Management

- Manages, motivates and ensures the effective training of the Centre's staff, ensuring effective teamwork, high standards of work quality and organizational performance, continuous learning and encourages innovation in others.
- Exercises responsibility and control for the hiring, training, management, evaluation, discipline and termination of all employees including permanent employees, both management and union as well as casual, contract and seasonal employees and volunteers.

- Handles labour relations matters, including the hearing of grievances and the imposition of discipline as required.
- Ensures the efficient utilization of planning and supervision of clerical, accounting, reporting, EDP, and purchasing operations.
- Negotiates and implements union agreements and issues related to the agreement.
- Reports on all the components of the Centre with respect to the range of operating and human resources policies and procedures outlined in Centre manuals and guidelines and various acts/statutes.

Community and Public Relations

- Gains media coverage of relevant issues and events in order to promote the welfare and rights of communities and to highlight the impact of Centre programming.
- Works with the community to find solutions to the problems a community identifies. Develops and mobilizes community-based leadership and other local resources and skills to initiate actions to solve identified community problems.
- Responds to inquiries, issues and concerns arising from the Board, staff, service users, funders, regulators, community partners, elected officials and the media.
- Maintains formal and informal relationships with the City of Toronto, Council, Committees and departments/divisions that affect the operations of the Centre including Community & Neighbourhood Services Department.
- Conveys timely information to staff and volunteers.
- Initiates, evaluates, and supervises the design and implementation of effective publicity, outreach and public relations/marketing materials and initiatives in order to create and ensure a positive Centre image in the community.
- Speaks for the Centre and represents it in negotiations, collective bargaining, meetings with the public, with other organizations and all levels of government and manages Centre relationships with the media and in public forums.
- Prepares reports to Board and funders, correspondence and response to enquiries, makes presentations to community stakeholders as requested.

- Creates and maintains a positive image of the Centre at Council and among City staff. Negotiates and advocates with a variety of City staff and through a range of departments.

Fundraising

- Liaises with various levels of government, corporations, foundations and private donors to sustain and improve financial resources. Works with committees of volunteers and staff to plan, implement and co-ordinate dinners, benefits, auctions, raffles, bingo, runs/walks, theatre trips and other special events.

“Original Confirmation on File”

Board of Directors

Manager, Compensation & Benefits

Date Approved: _____

Date Approved: _____

The above reflects the general details considered necessary to perform the principle functions and shall not be construed as a detailed description of all the work requirements inherent in the job.

Financial Policies

Policy/Procedure	Donations to Eastview Policy
Date Approved by Board	December 8, 2014
Signature (position)	
Date Revised	
Review Date	

POLICY STATEMENT

Voluntary donations to East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) enrich the programs and services that Eastview is able to offer to the community. At the same time, donations should be made in a way that respects relevant policy provisions and occurs within an ethical framework that preserves the integrity of Eastview’s decision-making processes.

PURPOSE OF THE POLICY

The purpose of this policy is to:

- Establish guidelines that ensure donations occur at arm’s length from Eastview’s decision-making process;
- Set out the parameters upon which the Executive Director shall accept and spend donations;
- Distinguish between donations of cash or other tangible assets and donations of volunteer services or work; and
- Provide a transparent procedure for accepting and processing donations.

APPLICATION

This policy applies to all staff that accept and/or process donations.

It applies to any individual, organization or corporation seeking to make a donation to Eastview.

It applies to Eastview’s Board of Management and Board of Directors in situations where the Board participates in decisions about donations

DEFINITIONS

“Charitable tax receipt” means an official donation receipt provided by a registered charity. A registered charity is not permitted to issue an official donation receipt for a donation of service.

“Donation” means a free and voluntary contribution or gift given to Eastview by an individual, group or organization. Donations may be cash or in-kind assets.

“In-kind asset” may be a service or tangible asset.

“Service” means a contribution of time, skills or effort and includes volunteer work and professional services.

“Tangible asset” means an asset that has physical substance and includes property, computers, equipment, or inventory.

ACCEPTING AND USING DONATIONS

Donations must be for purposes consistent with Eastview’s vision and mission. This includes, but is not limited to, donations that support programs or services, capital projects, governance or administration.

Eastview may accept or decline any donation. If the gift is not accepted, the donor shall be advised of the reason.

If specified by donors, Eastview will allocate donations to the programs or services as specified.

Unless otherwise specified by the donor, Eastview may at any time dispose of donated tangible assets.

Eastview will acknowledge and recognize cash and tangible asset donors unless:

- Otherwise requested by the donor;
- The donation is below a dollar amount established annually by the Executive Director;
or
- The identity of the donor is not known.

Eastview will acknowledge and recognize donors of services according to criteria established by the Executive Director.

Current and prospective suppliers to Eastview that decline solicitations to make a donation shall not be penalized in procurement decisions.

Limitations on Accepting a Donation

Donations shall not be accepted from an individual or organization:

- That actively seeks to influence Eastview's decision-making process with respect to human resource activities (of example, hiring or promotions), or procurement
- If the donation is conditional on endorsement of any product,
- If accepting the donation is likely to create a reputational risk for the Centre through association with activities that are contrary to its values,
- If the donor is currently in litigation against the Centre, or
- If the donation confers a personal benefit to an employee of Eastview.

Prior approval of the Eastview Board of Management and Board of Directors is required:

- Where a donation that falls within any of these limitations is offered but there are reasons to consider accepting the donation,
- Where donations of tangible assets will require ongoing investments by Eastview; the Board shall also approve the budget for any future obligations arising from the donation.

PROCEDURES FOR DONATIONS OF CASH OR OTHER TANGIBLE ASSETS

Once a donation is received, the Executive Director shall deposit cash donations or proceeds from the sale of a donation into an Eastview account and enter information about the donation into a donations record. This record must include the name of the donor, the donor's contact information, the amount and type of the donation, and any specifications for the use of the donation.

The total value of cash donations and proceeds from the sale of gifted assets will be entered into Eastview's financial statements and reported monthly to the Board as part of the financial report.

Donations where the purpose has not been specified become contributions to the general revenue of Eastview. Where the purpose has been specified, donations become contributions to the program to which they will be applied.

If a donation qualifies for a charitable tax receipt, such a receipt will be issued to the donor according to CRA guidelines.

- Donations of in-kind *services* do not qualify for charitable tax receipts.
- If a donor requests a tax receipt for the donation of an in-kind tangible asset, it is the donor's responsibility to provide evidence of fair market value of the gift.

Communication to the Donor

- For donations where a tax receipt is issued, the donor is to be provided with a letter of gratitude that acknowledges the donation.
- The letter must state the amount or type of donation, and any specifications for the use of donation made by the donor.
- The letter must also state that the donation may be subject to the provisions of *MFIPPA*.

TRAINING AND EDUCATION

All staff involved in financial processes and/or accepting donations will be trained regarding this policy.

UPDATING OF POLICIES

Eastview regularly reviews its Policies to ensure that they accord with best practices.

COMPLAINTS

In the event that someone is dissatisfied with how a donation was handled, the individual may use Eastview's Complaints Appeals Policy/Procedure (2012).

AUTHORITIES

Eastview's Complaints Appeals Policy/Procedure

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

ENDNOTES:

This Policy was developed in part because on December 4, 2013, the City of Toronto requested that Eastview, as a community centre included in the Association of Community Centres (AOCCs), put in place a policy governing donations.

This Policy will be made available to the public.

Policy/Procedure	Reserve Fund Policy
Date Approved by Board	October 23, 2019
Signature (position)	
Date Revised	
Date Reviewed	

9. Policy Statement

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre hereinafter known as Eastview is committed to the fiscal responsibility of the ongoing operations of the Centre and ensuring that it mitigates against emergencies and unforeseen financial circumstances which may arise. From time to time the Board may set up reserves for such contingencies.

10. Purpose

The purpose of this policy is to establish guidelines for the building, use and maintenance of Reserve Funds for Eastview.

11. Application

This policy applies to the Board of Eastview, the Executive Director and the Finance Manager.

12. Definitions

“Administrative Contingency Reserve Fund” means a designated fund set aside by action of the Board of Directors. The minimum amount to be designated as administrative reserve will be established by the Board and is expected to relate to an amount sufficient to maintain ongoing operations and programs for a set period, measured in months. The Administrative Contingency Reserve will be reviewed and adjusted in response to internal and external changes.

“AOCC” means the Association of Community Centres in the city of Toronto.

“Cash Flow” means the net amount of cash that an organization receives and disburses during a period of time.

“Capital/Project Reserve Fund” means a designated fund set aside by the action of the Board of Directors to fund start up projects and/or capital purchases outside of the normal budgeting approved by the Committee of Management/Board of Directors.

“Deficit” means amount by which the expenditures of an organization exceeds the revenue of an organization within a fiscal year.

“Surplus” means the amount by which the revenue of an organization exceeds the expenditures of an organization within a fiscal year.

“Reserve Fund” means a savings account or other highly liquid asset set aside by an organization to meet any future costs or financial obligations, especially those arising unexpectedly.

“Unrestricted Net Assets” means the accumulated surplus/deficit of the organization not designed by the Board of Directors for a specific use.

Principles

Unrestricted Net Assets

Eastview maintains a responsibility to ensure operations are able to continue in the event of a one-time unexpected financial shortfall. The Unrestricted Net Assets will be available to meet the obligations of the Centre should a deficit occur within a fiscal year and to provide cash flow in instances in which expected funding has not yet materialized. In the event there are insufficient funding to cover a deficit, the Reserves will be used.

Administrative Contingency Reserve

In the event of a Centre suspension of operations due to a closure or other emergency, the Administrative Contingency Reserve Fund will be used to fund an emergency and/or wind up its operations. These costs include payment of government and supplier liabilities, related expenses and Program staff severance and termination costs in accordance with the Employment Standards Act of Ontario, if necessary.

As an AOCC, it is expected that the City of Toronto will cover the staff severance, termination costs funded by the City of Toronto’s Administration portion of Eastview’s budget and other wind up costs not related to the Administration Budget provided by the City of Toronto. Consequently, these expenses are not included in the calculation of the reserve.

Eastview will maintain a reserve calculated to equal a minimum of one month’s operating expenses of the Program Budget in its Administrative Contingency Reserve Fund and a maximum of three month’s operating expenses of the Program Budget based on the previous years audited financial statements. Interest on investments will be recorded as Program revenue. As at the time of writing, this balance is set at \$345,000, to be re-calculated annually.

“Capital/Project Reserve Fund” will be used to fund start up projects or capital purchases outside of the regular program budget. Normally, a separate budget for one or multiple years would be prepared by the Executive Director for the Board of Directors’ approved. However, in the event an emergency or need in the budget year, the reserve can be used with the Board’s approval.

13. Procedures

When a year-end deficit in the Program budget occurs, the organizations Unrestricted Net Assets will be used to offset the deficit. If the deficit exceeds the amount available in the Unrestricted Net Assets, the Board can vote to authorize the use of Restricted Reserve Funds to cover the portion of the deficit not able to be covered by the Unrestricted Net Assets. The Executive Director will present an explanation to the Board as to why the deficit occurred and a business plan designed to repay to the Reserve Fund(s).

When a year-end surplus in the Program budget occurs, the Board will transfer a 50% of the surplus into the Administrative Contingency Fund. When the Administrative Contingency Reserves is less than three month’s operating expenses of the Program budget, the Board can, at its discretion, increase the year end transfer.

From time to time, The Board may choose to set up additional Restricted Reserve Funds specifically named for a specific purpose. Those funds must be utilized only for that specific purpose and cannot be considered part of the available Unrestricted Net Assets. Should those funds in the specific Restricted Reserve Fund no longer be needed, the Board must vote to move those funds either into another reserve fund or the unrestricted net assets

The Board, at its discretion, may choose to transfer a portion of the Unrestricted Net Assets to the Capital/Projects Reserve fund for new or additional “start-up” funding for a one time program or service, or for new programs or services, provided there is proof of sustainable funding for the new programs.

The Executive Director, with the advice of the Finance Manager and/or the Treasurer may invest portions of the Reserve Fund in short term investment opportunities consisting of fixed income securities such as GICs, high interest savings accounts, treasury bills and chartered bank deposits notes.

As per the City of Toronto Act, 2006, all investments must:

- (a) Ensure safety of the principal
- (b) Maintain adequate liquidity to fund Eastview’s cash needs
- (c) Maximize the rate of return while conforming to the first and second objectives

14. Roles and Responsibilities

- a) The Executive Director is responsible for ensuring that expenses are kept in line with the budget and will inform the Board of any projected deficits or surpluses.
- b) The Executive Director and Treasurer of the Board will advise the Board whether to create additional Restricted Reserve Funds, whether more than 50% of the surplus of any year should be transferred to the Administrative Contingency Reserve, or whether they should create a business plan to increase the Administrative Contingency fund.
- c) The Board is responsible to approve by motion all transfers described in 6 (b).

15. Training and Education

New Board members will be informed of the existence of the Reserve Funds and instructed as to their purpose.

16. Updating of Policies

Eastview will review this policy every five years to determine if any changes are necessary.

17. Authorities

Employments Standards Act
Canada Revenue Agency
Canada Not-for-Profit Corporations Act
City of Toronto Act, 2006

Policy/Procedure	Payroll Reporting Policy
Date Approved by Board	June 13, 2016
Signature (position)	
Date Revised	
Review Date	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to providing staff payroll in a responsible and timely manner. To achieve this goal, all staff are responsible for reporting their hours of work in a timely, concise and accurate fashion. Reporting is essential for accurately tracking balances of time worked, vacation, lieu and sick time accruals, etc and must be up to date at all times to ensure accuracy, effective supervision and time-management.

2. Purpose

Eastview is responsible to ensure that we have appropriate systems of accountability in place for all payroll processes including accurately tracking hours worked and claimed by all staff. This policy provides direction on how staff must report their hours of work and exceptions to regular hours (vacation, lieu, sick and other hours) on a bi-weekly basis.

3. Application

This policy applies to all unionized and non-union management/supervisory employees and requires the reporting of exceptions to the normal 35 hour work week for managers, and the normal 40 hour work week for unionized staff.

4. Procedures

Each full time staff member works their shift in accordance with their employment letter and the needs of the Centre. Changes to regularly scheduled work must be made with the approval of the Coordinator/Manager/Director to whom that the staff member reports and must not impede the work of the Centre. All full time staff members are paid bi-weekly in accordance with their employment letter. Full time employees do not need to submit time sheets.

Each part time staff member works their shift in accordance with their employment letter and the needs of the Centre. Changes to regularly scheduled work must be made

with the approval of the Coordinator/Manager /Director to whom that the staff member reports and must not impede the work of the Centre. All part time staff members must submit time sheets to reflect the number of hours worked in each pay period. Time sheets must be submitted by Monday morning of the pay period. Failure to do so may result in payroll deferment. Time Sheets of all part time staff must have sign off from their Coordinator or Manager. All time sheets will have final sign off from the Executive Director or designate.

All staff must call in to the Front Desk if they are unable to report to work for their shift due to illness or other unforeseen circumstances before their shift for that day begins. The Office Manager will record that as a sick day and inform other staff and community members as appropriate. Lieu time must be scheduled ahead of time with the Coordinator/Manager/Director in accordance with the Collective Agreement or the City's Lieu Time Policy for non-Unionized Staff.

Vacation must be taken in accordance with Eastview's Vacation Policy and the employee's employment letter. Requests are to be made by filling out a Vacation Request Form and submitting it to the Office Manager who will then process the request. Vacation requests are not considered approved until they receive sign off from the Executive Director.

The Finance Manager will calculate any hours owing due to statutory holidays or other considerations and will add that to the bi-weekly payroll for each staff member. The Finance Manager will submit the payroll list to the Executive Director each pay period for approval before initiating the payroll transfer. An email confirming each payroll transfer will be copied to the Executive Director and Board Chair for review. All staff will receive an electronic copy of their pay stub.

5. Training and Education

All new staff will be trained in the procedure for reporting their hours in a timely manner.

6. Updating of Policies

This Policy will be reviewed and updated as required.

Policy/Procedure	Petty Cash Policy
Date Approved by Board	June 13, 2016
Signature (position)	
Date Revised	
Review Date	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to responsible fund management through petty cash systems and to communicate that responsibility for the effective use and security of Eastview’s petty cash funds. To achieve this goal, this policy informs all staff on the use of petty cash, their responsibilities in preventing loss and/or discrepancies in the balance of petty cash fund, and satisfying financial audit requirements through compliance with established procedures

2. Purpose

The purpose of petty cash is to provide employees with a small advance/reimbursement for reasonable out of pocket expenses related to your work at the Centre. These expenses are small and non-routine in nature.

3. Application

The Petty Cash policy is applicable to all staff, Board and guest of ENCC. Petty Cash fund is intended for eligible cash expenditure of up to a maximum of \$60.00 for any one purchase. The request for cash/reimbursement is limited to the availability of staff and should be coordinated with the staff in charge of petty cash. The amount of petty cash fund shall normally not exceed \$300. Maintaining a minimal fund reduces security and fraud risks. Receipts and cash on hand must always total the amount of the initial petty cash advance.

4. Principles

Designated custodian is responsible for control of a petty cash fund, together with the supporting documentation.

Specific responsibilities include but not limited to:

- Safekeeping of petty cash funds, receipts and vouchers. These must be kept secured in a locked box, cash drawer or safe at all times. Only the authorized persons should have access to petty cash.
- Collect the required information to support a claim. A petty cash voucher is required in order to collect the following information:
 - Date
 - Amount
 - Purpose
 - GL Account Code to be charged
 - Signature of person who disbursed the petty cash
 - Signature of person receiving the petty cash
- Petty cash can be disbursed only upon submission of an original vendor receipt. (credit card receipts and receipts that do not reflect taxes charged are not acceptable)
- Maintain a record of petty cash expenses. A running balance of the petty cash fund has to be maintained in the petty cash book.
- Report cash shortages or excess immediately to Manager, Finance and Business Administration.
- Report any thefts or attempted theft immediately to the Office Manager and Manager, Finance and Business Administration.

The Finance Manager is responsible for counting the petty cash fund periodically to ensure the accuracy.

- Petty cash expenditures must comply with the purchasing policy of the ENCC.
- Petty Cash expenditure is intended for minor cash expenditures where it would not be cost effective to issue a cheque.
- Petty cash expenditure is not to be used for frequently purchased items

5. PROCEDURE

Reimbursement of Petty cash

- Petty cash voucher has to be filled in for every disbursement.
- Original vendor receipts are required for all purchases made from petty cash funds.
- GL account number to be charged has to be mentioned on the petty cash voucher.
- Petty cash voucher has to be signed by both the person giving and receiving reimbursement

Replenishing the Petty Cash Fund

- Custodian will complete the Cheque Requisition Form and submit it to the Finance Manager/ExecutiveDirector along with the petty cash reconciliation and all supporting documents / vouchers.
- The replenishment cheque will be issued in the name of custodian
- The cheque requisition form must be authorized by the Executive Director

6. CONSEQUENCES OF NON-COMPLIANCE

Any breach of this policy or the components contained herein will be treated as misconduct. Misconduct will be reviewed and may result in disciplinary steps being taken up to and including dismissal from employment, removal from office and / or seeking restitution.

7. Authorities

ENCC Petty Cash Reimbursement Form

ENCC Petty Cash Receipt Form

Policy/Procedure	Purchasing Approval and Contract Management Authorities
Date Approved by Board	June 13, 2016
Signature (position)	
Date Revised	
Review Date	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to ensuring the appropriate use of City, funder, donor and other revenues and resources including undertaking competitive purchasing practices in all but exceptional circumstances to ensure that we meet the intent of the City of Toronto’s Purchasing By-laws, Conflict of Interest and Fraud policies as well as other financial best practices to ensure the best value for money and responsible decision making as it relates to purchasing.

Eastview is also committed to ensuring that employees operate within their spending and signing authorities to ensure that the centre is not placed at unnecessary financial risk and will take action in accordance with organizational policies should employees not adhere with these policies.

2. Purpose

Purchasing and signing authority policies are an important mechanism to ensure that the Centre manages financial, human resources and organizational risks effectively and clearly communicates authorities so that employees understand their responsibilities and limits in relation to their respective roles.

3. Application

This policy applies to all employees of Eastview, signing officers and Eastview’s Board of Management.

4. Definitions

Established Vendor - those vendors who have demonstrated from previous RFPs or RFQs that they provide competitive pricing and have been designated as approved vendors by Eastview. It

is expected that the price structures of various vendors will be reviewed periodically to ensure the Centre continues to receive the best pricing possible – this should occur not less than every 3 years.

Informal Call For Quotation – used when it has been determined that a requisition of goods and services cannot be fulfilled from a current blanket contract or from City stores and where the requirements can be precisely defined. Information quotation may be conducted by means of telephone, fax, e-mail or other similar methods to a minimum of 3 bidders.

The lowest bid meeting the specifications and requirements would be expected to be awarded the contract, subject to any other provisions of the City’s Municipal code and Eastview policies.

Informal Quotation must be used, as outlined below, to authorize purchases / contracting from \$5,000 up to a maximum of \$25,000

Request for Quotation (RFQ) – used to obtain goods and services (other than construction) whenever the requirements can be precisely defined and the expectation is that the lowest bid meeting the requirements specified in the call would be accepted, subject to any other provisions in the City’s Municipal Code and Eastview policies.

Request For Proposal (RFP) – used to obtain good and services of a unique or complex nature where all or part of the requirements cannot be precisely defined and the expectation is that the proposal offered by the highest ranked proponent resulting from an evaluation and meeting the requirement specified in the call, including the evaluation criteria set out in the call, would be accepted, subject to any other provisions of the City’s Municipal Code and Eastview policies.

Sole-Source Contract / Purchase – a non-competitive procurement process. Sole-source procurement shall only be used if one or more of the following conditions apply and a process of negotiation is undertaken to obtain the best value in the circumstances for the Centre:

- 1) Goods and services are only available from one source or one supplier by reason of:
 - a) A statutory of market-based monopoly
 - b) Scarcity of supply in the market
 - c) Existence of exclusive rights (patent, copyright, license)
 - d) Need for compatibility with goods and services previously acquired and there are no reasonable alternatives, substitutes or accommodations
 - e) Need to avoid violating warranties and guarantees where service is required
- 2) An attempt has been made to purchase the required goods and services in good faith using a competitive method and has failed to identify a successful supplier.

- 3) The good and services are required as a result of an emergency or urgent health and safety matter.
- 4) Funding/Donation requirements do not provide adequate time to undertake extensive competitive pricing methods.
- 5) The required goods and services are to be supplied by a particular vendor or supplier having special knowledge, skills, expertise or experience which cannot be provided by any other.
- 6) The nature of the requirement is such that it would be not in the public/Centre's interest to solicit bids as in the case of security, confidential matters.
- 7) The nature of the requirement is such that it would not be in the Centre's interest to solicit new bids for contract extensions if existing contractors/ vendors have detailed project / program knowledge and are satisfactorily meeting existing contracting obligations.

Any other sole or single source purchase permitted under the provisions of the Purchasing or Financial Control Chapters of the City's Municipal Code and Eastview policies.

**5. Principles: Approval Limits to Obtain or Purchase Goods and Services
(Please refer to the ENCC Authorities Limits Template)**

All Employees: up to \$250

Coordinators: up to \$500 with Manager or ED Approval

Managers: up to \$1,000

Executive Director: up to \$5,000

Board of Directors: All purchases over \$5,000

6. Procedures

Purchases and/or Contracts under \$1,000

- 1) Obtain required approval to purchase (see “Approval Limits”)
- 2) If deemed appropriate by approver, seek informal quotations to determine best value / price of goods and/ or services.
- 3) Complete purchase following established policies and procedures.

Note: Approver must be able to demonstrate value for money and compliance with applicable Centre policies, including Conflict of Interest, when selecting vendors.

Purchases and/or Contracts over \$1,000 and under \$5,000

Where there is an established vendor:

- 1) Obtain required approval to purchase (see “Approval Limits”)
- 2) If deemed appropriate by approver, seek informal quotations to determine best value / price of goods and/ or services.
- 3) Complete purchase following established policies and procedures.

Note: Approver must be able to demonstrate value for money and compliance with applicable Centre policies, including Conflict of Interest, when selecting vendors.

Where there is no established vendor (new purchase / contract):

All purchases over \$1000, where there is not established vendor must follow the Informal Quotation process (minimum 3 quotes).

The quotes must include detail and a list of specifications/scope of work that can be compared against the other quotes to ensure that the product or service meets the needs of the Centre and we are able to secure the most competitive rates.

Purchases and/or Contracts over \$5,000 and under \$50,000

All purchases over \$5,000 must receive a minimum of three quotes.

The quotes must include detail and a list of specifications/scope of work that can be compared against the other quotes to ensure that the product or service meets the needs of the Centre and we are able to secure the most competitive rates.

Purchases and/or Contracts over \$50,000

All requests for purchase / contracting over \$50,000 require written approval from the Executive Director prior to beginning the RFP and/or RFQ Call development.

Only authorized employees are permitted to bind the Centre (enter into contractual agreements on behalf of the Centre).

All contracts must be developed to ensure that the interests of Eastview and where applicable the City of Toronto are protected. Contracts must be developed using the Centre's contract templates. They must be developed to ensure that they can be managed effectively by the lead contract manager/Director and include at a minimum detailed:

- Scope of work
- Payment and invoicing requirements
- Term provisions (not longer than 3 years)
- Policy and insurance compliance provisions
- Conflict resolution and contract termination provisions
- Contact information, etc.

The Executive Director may at his or her discretion seek additional legal advice from the City of Toronto Legal Services.

Any contract that exceeds \$5,000 must first be reviewed by the Executive Director.

Payments for contracted services shall be paid in accordance with the Eastview Payment Policy.

Funder / Service Contracts

The Board has delegated authority to the Executive Director to enter into all legal contracts with funders, service contractors, consultants, etc. subject to compliance with appropriate applicable policies and Board approved operating budgets.

Employee Contracts/Offer of Employment

The Board has delegated authority to the Executive Director to manage the Human Resources and Labour relations matters of the Centre in accordance with City of Toronto and applicable Eastview policies. Prior to any offer being extended to any new or current employee it must be pre-approved the Executive Director.

7. Training and Education

The Board of Directors has delegated authority to the Executive Director to ensure the implementation of this policy.

The Director, Finance and Facility Services is required to develop systems and procedures to effectively manage obligations related to this policy for all organizational transactions.

8. Updating of Policies

This policy will be updated as required.

9. Authorities

ENCC Authorities Limits Template

Appendix 1

ENCC - ETFC FINANCIAL / CONTRACT MANAGEMENT												
	Board of Directors	Board Chair	Board Vice Chair	Past Chair	Board Treasurer	Board Secretary	Executive Director	Finance Manager	Program/Resource Manager	Manager	Coordinator	Employees
SIGNING OFFICERS - REQUIRES ONLY ONE SIGNER												
Purchasing Approval Levels up to:												
\$250												x
\$500											x	
\$1,000										x		
\$5,000							x	x	x			
Over \$5000	Board Approval required except in funder contracts and statutory deductions											
Credit Card Purchase levels up to:												
\$250												x
\$500											x	
\$1,000										x		
\$5,000							x	x	x			
Over \$5000	Board Approval required except in funder contracts and statutory deductions											
Invoice /Cheque Requisition Approvals up to (can not approve personal reimbursement expenses):												
\$250												x
\$500											x	
\$1,000										x		
\$5,000							x	x	x			
Over \$5000	Board Approval required except in funder contracts and statutory deductions											
Minimum 3 Quotes - with Documented Scope of Work/Specifications required for everything up to:												
\$1,000-\$3,000												
\$3000-\$5,000												
\$5,000-\$25,000												
Request for Proposals /Quotes with Documented Scope of Work/ Specifications - Requires pre-authorization of ED for everything up to:												
>\$25,000												
RFP/RFQ Tender award												
>\$25,000												
Sole Source Contract Approval up to:												
>\$25,000												
Cheque Signing Levels (up to) (can not approve or sign for personal expense reimbursement)												
\$0 - \$5000												
>\$5,000												
EFT & Wire Transfers (up to) - requires pre-approval of Executive Director												
\$0 - \$5000												
>\$5,000												
Contract Management, Consultant Approvals, Sponsorship Agreements (up to)												
<\$25,000												
>\$25,000												

Appendix 2

ENCC - ETFCC LEVELS OF SIGNING AUTHORITY/ROLES - HUMAN RESOURCES					
	Board Chair / Hiring Committee	Board Vice Chair/Hiring Committee	Executive Director	Managers	Coordinators
New/Replacement Hire Requests (ED Approval Required for all Hirings)					
Executive Director Level	x	x			
Manager Level			x		
Coordinator Level			x	x	
Union			x	x	x
Interview Panels					
Executive Director Level	x	x			
Manager Level			x		
Coordinator Level				x	
Union				x	x
Reference Checks					
Executive Director Level	x	x			
Manager Level					
Coordinator Level				x	
Union				x	x
Hire Confirmation Offer (ED Approval Required for all Hirings)					
Executive Director Level	x	x			
Manager Level			x		
Coordinator Level				x	
Union				x	
Hire Letter					
Executive Director Level	x	x			
Manager Level			x		
Coordinator Level				x	
Union				x	
Employee Status Conversion (probation, casual to >18<39, <39-FT) etc					
Executive Director Level	x	x			
Manager Level			x		
Coordinator Level				x	
Union				x	

Rights and Inclusion Policies

Policy/Procedure	Integrated Accessibility Standards Policy
Dates Approved by the Board	December 8, 2014, November 19, 2021
Signature	
Dates Reviewed by Committee	September 15, 2020

PURPOSE

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with disabilities.

The Integrated Accessibility Standards (the “IAS”) is a regulation under the Act the purpose of which is to ensure accessibility for persons with disabilities in the areas of (i) Information and Communication, (ii) Employment, (iii) Transportation, (iv) Design of Public Spaces, and (v) Customer Service.

The purpose of this Integrated Accessibility Standards Policy (the “Policy”) is to identify and document how East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (collectively “Eastview”) currently achieves accessibility by meeting the requirements of the IAS and how it will continue to work towards improving accessibility for persons with disabilities.

For the purposes of the IAS, Eastview is a Small Organization (1-50 employees).

POLICY STATEMENT OF COMMITMENT

Eastview is committed to developing, implementing and maintaining policies to meet-the accessibility needs of persons with disabilities in a timely manner.

APPLICATION

Unless otherwise limited herein, the Policy applies to all:

- i. employees and volunteers;
- ii. persons who provide goods, services and/or facilities to the public or other third parties on behalf of Eastview; and
- iii. persons responsible for the development of Eastview's policies.

COMPLIANCE WITH EXISTING LAW

Nothing in this Policy is intended to replace or negate existing laws regarding accessibility for persons with disabilities including, but not limited to, the Human Rights Code and the Workplace Safety and Insurance Act ("Accessibility Legislation").

Eastview has met all requirements of the Integrated Accessibility Standard by the stated deadlines and has filed all required compliance documents with the Ontario government.

DEFINITIONS

Accessible Formats - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability – means: any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Performance Management - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.

Self-Service Kiosk – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Small Organization - means an obligated organization with at least one but fewer than 50 employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.

Unconvertible Information or Communication – means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.

IMPLEMENTATION

The Executive Director is responsible for the implementation of the Policy with additional support and oversight provided by the Board of Directors where required.

GENERAL ACCESSIBILITY STANDARDS

I. Training

Eastview will provide training to all existing employees, volunteers and all persons who participate in the development of AODA Policies. Training will continue to be provided to new employees, volunteers and all persons who participate in the development of AODA Policies at Eastview. Training will be updated as required.

Training was and will be continued to be provided on:

- i. the requirements of the IAS;
- ii. the Human Rights Code as it pertains to persons with disabilities; and
- iii. the AODA Policies as required by the IAS.

The content of the training will be applicable to the individual's duties.

Employees hired and volunteers accepted after the Compliance Deadline for Training will receive the required training as soon as practicable.

Eastview keeps a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Eastview ensures that contractors providing goods, services and/or facilities on the Company's behalf have received the training required under the IAS.

Self-Service Kiosk

Eastview will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring Self-Service Kiosks.

INFORMATION AND COMMUNICATION STANDARDS

The Information and Communication Standards do not apply to:

- i. products and product labels;
- ii. Unconvertible information or communications;
- iii. and information that Eastview does not control directly or indirectly through a contractual relationship.

Should Eastview determine that information or a communication is unconvertible it will explain why and provide the person making the request for information or communication in an Accessible Format with a summary of the information or communication.

Feedback Procedures

Eastview ensures that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.

Eastview notifies the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.

Accessible Formats & Communication Supports

Eastview provides or arranges for the provision of Accessible Formats and Communication Supports, upon request, in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.

Accessible Formats and Communication Supports are provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Eastview consults with the person making the request when determining the suitability of an Accessible Format or Communication Support and notifies the public of the availability of same.

Emergency Plans, Procedures or Public Safety Information

Eastview provides any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.

EMPLOYMENT STANDARDS

The Employment Standards only apply to employees of Eastview. They do not apply to volunteers, other unpaid individuals or contractors.

Recruitment/Selection/Assessment

Eastview notifies the public and employees of the availability of accommodation for job applicants during the recruitment process.

Eastview further notifies all job applicants who are individually selected to participate in an

assessment or selection process that accommodation is available upon request if the applicant requires accommodation due to a disability.

If an applicant requests accommodation, Eastview consults with the applicant and provides or arranges for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

Notice to Successful Applicants

Eastview ensures that when making offers of employment, it notifies the successful applicant of its policies on accommodating employees with disabilities.

Informing Employees of Supports

Eastview informs its existing employees of its policies on supporting employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Eastview provides employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.

All employees hired after the Informing Employees of AODA Policies Compliance Deadline (January 1, 2017) were notified of Eastview policies on supporting employees with disabilities as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Eastview provides or arranges for the provision of Accessible Formats and Communication Supports, upon the request of an employee with a disability, in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability.

Eastview consults with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, Eastview reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

Workplace Emergency Response Information

If an employee has a disability and Eastview is aware that, due to that disability, the employee requires an individualized workplace emergency response, information addressing such response will be provided to the employee as soon as practicable after Eastview becomes aware of such requirement.

In such a case, with the employee's consent, Eastview will designate a colleague or colleagues to provide such individualized assistance and will ensure that this colleague is provided with a

copy of employee's individualized emergency response information.

Eastview will review the individualized workplace emergency response information when (i) the employee moves to a different work location; (ii) the employee's overall accommodations needs or plans are reviewed; and (iii) when Eastview reviews its general emergency response policies.

Performance Management

Eastview takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying its performance management process.

Career Development and Advancement

Eastview takes into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to its employees with disabilities.

Redeployment

Eastview takes into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

TRANSPORTATION STANDARDS

Eastview only provides transportation on an occasional basis. Transportation services are not part of Eastview's core business.

Availability of information on accessibility equipment

Upon request, Eastview makes available current information on accessibility equipment and features of any relevant vehicle, routes and services and provides the information in an accessible format.

Non-functioning accessibility equipment

If the accessibility equipment on a vehicle is not functioning, Eastview takes reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repairs the equipment as soon as is practicable.

Accessibility training

In addition to the training requirements set out above, Eastview conducts employee and volunteer accessibility training on:

- (a) the safe use of accessibility equipment and features;

- (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.

Eastview keeps a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Fares, support persons

Eastview does not charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person.

It is the responsibility of a person with a disability to demonstrate their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.

General responsibilities

Eastview shall,

- (a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- (d) allow a person with a disability to travel with a medical aid, which means an assistive device, including respirators and portable oxygen supplies.

Eastview shall, upon request, make information available in an accessible format.

DESIGN OF PUBLIC SPACES STANDARDS

Eastview complies with the accessibility requirements of the Design of Public Spaces Standards when redeveloping or constructing new public spaces.

CORE PRINCIPLES OF THE POLICY ON CUSTOMER SERVICE STANDARDS

We endeavor to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- i. Dignity - Persons with a disability should be treated as valued customers as deserving of service as any other customer.
- ii. Equality of Opportunity - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. Integration - Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- iv. Independence – Goods and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first attempting to get the permission of the person with a disability.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

I. Policies, Practices and Procedures

Eastview shall make all reasonable efforts to ensure that its policies, practices and procedures which impact the delivery of its goods and services to the public or to other third parties are consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

II. Communication

Eastview strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

III. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises at 86 Blake Street for the purposes of obtaining, using or benefiting from our goods and services. If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises or on

another premises where we provide services, we will make efforts to provide an alternative means of assistance to the person with a disability to ensure that the person is still able to access our goods and services.

IV. Accessibility at Our Premises

We offer the following facilities and services to enable persons with a disability to obtain, use or benefit from our goods and services: Ø Automatic door openers and ramps at both of the entrances to the building located at 86 Blake Street; Ø Larger washroom stalls to accommodate mobility-related assistive devices; and Ø Elevators between all floors of the building located at 86 Blake Street V.

V. Service Animals

Persons with a disability may enter Eastview's premises at 86 Blake Street accompanied by a Guide Dog or Service Animal, and keep the Guide Dog or Service Animal with them, in all parts of the premises to which the public or other third parties have access unless the Guide Dog or Service Animal otherwise excluded by law.

If a Guide Dog or Service Animal must be excluded by law, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

VI. Support Persons

A person with a disability may enter our 86 Blake Street location accompanied by a Support Person and have access to the Support Person at all times while on the premises. Eastview may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Eastview holds functions and events for which it charges attendees an admission fee. We will ensure that, if a separate admission fee is to be charged for a Support Person, advance notice is provided of the existence and the amount of the admission fee to be charged.

VII. Notice of Temporary Disruptions

Eastview notifies customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notification will be made by posting it in a conspicuous place on Eastview's premises or on Eastview's website or by some other means as may be appropriate in the circumstances.

The notice includes the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

QUESTIONS ABOUT THIS POLICY

For more information about this Policy please contact:

The Executive Director

Eastview Neighbourhood Community Centre

86 Blake St. Toronto, ON M4J 3C9

416.392.1750 ext. 302 (Tel)

416.392.1175 (Fax)

info@eastviewcentre.com

www.eastviewcentre.com

This Policy is made available to the public and will be provided in an Accessible Format, upon request.

Policy/Procedure	Equity, Diversity & Inclusion Policy
Date Approved by Board	March 7, 2011
Signature (position)	
Date Revised	January 28, 2019, November 21, 2022
Date Reviewed	November 16, 2022

1. POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) recognizes that:

- the diversity of Toronto’s population has brought cultural, social and economic enrichment to the community;
- many members of society often encounter barriers to full participation, including systemic discrimination and intersectional barriers; and
- the inherent dignity and worth of each person cannot be realized without deliberate efforts to create a climate of equity and inclusion that fosters mutual respect and allows each person to realize his/her their full potential and his/her their ability to contribute fully to the community.

2. PURPOSE OF THE POLICY

The purpose of this policy is to encourage ongoing enhancement at Eastview of policies and practices that foster and promote equity, diversity and inclusion.

3. APPLICATION

This policy applies to Eastview board members, management and staff, and volunteers.

4. DEFINITIONS

“Diversity” is a multidimensional concept. It includes human and cognitive characteristics that distinguish one person from another. These dimensions include, but are not limited to: gender, race, ethnicity, disability, age, culture, ancestry, place of origin, citizenship, religious beliefs, family and marital status, learning styles, sexual orientation, gender identity, pardoned record of offences, socio-economic status, social perspectives, values and beliefs.

“Equity” refers to fairness and justice and is distinguished from equality: Whereas equality means providing the same to all, equity means recognizing that people do not all start from the same place and organizations must acknowledge and make adjustments to imbalances. The process is ongoing, requiring us to identify and overcome intentional and unintentional barriers arising from bias or systemic structures. The aim of equity is to ensure that everyone has access to equal results and benefits.

“Inclusion” speaks to the extent to which individuals and groups value, respect and include differences in knowledge, preferences and perspectives. Inclusion refers to a sense of belonging. An inclusive environment fosters respect for individuals, values them for who they are and generates a level of supportive energy and commitment so that individuals have the opportunity to contribute, thrive and meet their full potential. Inclusion can reflect a shift in organizational culture whereby diversity is treated as integral to the way business is done. This is consistent with a social determinant of health ~~43~~ approach whereby Eastview develops programs and processes to address systemic issues and reduce inequities, including those rooted in history.

“Intersectional” means multiple forms of discrimination – oppression that arises out of the combination of various oppressions which, together, produce something unique and distinct from any one form of discrimination standing alone.

“Systemic discrimination” refers to policies or practices that appear to be neutral on their surface but that may have discriminatory effects on individuals based on one or more Ontario Human Rights Code grounds.

5. POLICY

Policy Guidelines

- i. Eastview will meet the legal obligations under the Ontario Human Rights Code and other relevant legislation; will address issues related to Diversity and Inclusion; and will establish and implement policies and practices that foster and promote equity, diversity and inclusion, including:
 - a. Engaging board members, volunteers and staff that are reflective of the community we serve;
 - b. Providing training to board members, volunteers and staff to ensure that they understand the needs of, and are responsive to the diverse community we serve;
 - c. Providing services and programs that are inclusive and promote positive relations for all participants;
 - d. Providing services and programs that seek to eliminate barriers to full participation, and ensure access and equity for the diverse population of our community; and,
 - e. Insuring incidents and/or behaviours related to discrimination or harassment are addressed appropriately when they occur, including clear guidelines for internal and external complaints procedures.
- ii. Eastview is committed to ongoing work with all community participants to ensure that we acquire additional reasonable and achievable competencies that reflect positive practices related to equity, diversity and inclusion.

Guiding Principles:

- i. Equity, diversity and inclusion contribute to a more successful and effective organization.

By ensuring a governance model accompanied by a complement of board members, management, staff and volunteers that reflects the demographics of the catchment area/community served, and by implementing policies and practices that foster equity and inclusion, Eastview enhances its ability to attract and retain diverse talent, and respond to the needs of a diverse client base.

- ii. Diversity and inclusion requires a conscious, continuous and deliberate effort

Inclusion requires the ongoing commitment and involvement of Eastview's board members, management, staff and volunteers to introduce and sustain a culture conducive to the development and implementation of strategies and programs that embrace the various dimensions of diversity.

6. PROCEDURE

No procedures in place at this time.

7. ROLES AND RESPONSIBILITIES

The Executive Director is responsible for:

- ensuring that Eastview meets its legal obligations under relevant legislation
- establishing and implementing practices that foster and promote equity, diversity and inclusion.

Eastview's Board of Directors will review the Equity, Diversity and Inclusion Policy at least every three years in order to assess how Eastview is progressing in regard to this policy.

8. UPDATING OF POLICIES

Eastview will review this policy every three years.

9. AUTHORITIES

This policy is not required by law, but proactively supports the following:

- *Universal Declaration of Human Rights*
- *Ontario Human Rights Code*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Anti-Racism Act, 2017*

Policy/Procedure	Integrated Accessibility Standards Policy
Date Approved by Board	December 8, 2014
Signature (position)	
Date Revised	
Review Date	

PURPOSE

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with disabilities.

The *Integrated Accessibility Standards* (the “IAS”) is a regulation under the Act the purpose of which is to ensure accessibility for persons with disabilities in the areas of (i) Information and Communication, (ii) Employment, (iii) Transportation and (iv) Design of Public Spaces.

The purpose of this Integrated Accessibility Standards Policy (the “Policy”) is to identify and document how East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (collectively “Eastview”) currently achieves accessibility by meeting the requirements of the IAS and how it will continue to work towards improving accessibility for persons with disabilities.

For the purposes of the IAS Eastview is a Small Organization.

POLICY STATEMENT OF COMMITMENT

Eastview is committed to developing, implementing and maintaining policies aimed at meeting the accessibility needs of persons with disabilities in a timely manner.

APPLICATION

Unless otherwise limited herein, the Policy applies to all:

- i. employees and volunteers;
- ii. persons who provide goods, services and/or facilities to the public or other third parties on behalf of Eastview; and
- iii. persons responsible for the development of Eastview’s policies.

COMPLIANCE WITH EXISTING LAW

Nothing in this Policy is intended to replace or negate existing laws regarding accessibility for persons with disabilities including but not limited to the *Human Rights Code* and the *Workplace Safety and Insurance Act* (“Accessibility Legislation”).

The compliance deadlines established in this Policy correspond with the deadlines set out in the IAS. Eastview is working towards compliance in accordance with those deadlines. However, in advance of the compliance deadlines established by the IAS and this Policy, Eastview will continue to comply with its legal obligations under all applicable Accessibility Legislation.

DEFINITIONS

- i. **Accessible Formats** - may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- ii. **Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- iii. **Disability** – means:
 - a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- iv. **Performance Management** - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

- v. **Redeployment** - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.
- vi. **Self-Service Kiosk** – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- vii. **Small Organization** - means an obligated organization with at least one but fewer than 50 employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.
- viii. **Unconvertible Information or Communication** – means information or communication that it is not technically feasible to convert, or if it is technically feasible to convert, the technology required to do so is not readily available.

IMPLEMENTATION

The Executive Director is responsible for the implementation of the Policy with additional support and oversight provided by the Board of Directors where required.

GENERAL ACCESSIBILITY STANDARDS

I. Training

Compliance Deadline: January 1, 2016

By January 1, 2016 (the “Compliance Deadline for Training”), Eastview will provide training to all existing employees, volunteers and all persons who participate in the development of AODA Policies.

Training will be provided on:

- i. the requirements of the IAS;
- ii. the *Human Rights Code* as it pertains to persons with disabilities; and
- iii. the AODA Policies as required by the IAS.

The content of the training will be applicable to the individual’s duties.

Employees hired and volunteers accepted after the Compliance Deadline for Training will receive the required training as soon as practicable.

Eastview will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

Eastview will ensure that contractors providing goods, services and/or facilities on the Company’s behalf have received the training required under the IAS.

II. Self-Service Kiosk

Compliance Deadline: January 1, 2015

Eastview will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring Self-Service Kiosks.

INFORMATION AND COMMUNICATION STANDARDS

The Information and Communication Standards do not apply to:

- i. products and product labels;
- ii. Unconvertible information or communications; and
- iii. information that Eastview does not control directly or indirectly through a contractual relationship.

Should Eastview determine that information or a communication is Unconvertible it will explain why and provide the person making the request for information or communication in an Accessible Format with a summary of the information or communication.

I. Feedback Procedures

Compliance Deadline: January 1, 2016

By January 1, 2016 Eastview will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of Accessible Formats and Communications Supports, upon request.

Eastview will notify the public that Accessible Formats and Communications Supports are available in respect of its feedback procedures.

II. Accessible Formats & Communication Supports

Compliance Deadline: January 1, 2017

By January 1, 2017 Eastview will, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports in order to make its communications or information about the goods, services and/or facilities it offers accessible to persons with disabilities.

Accessible Formats and Communication Supports will be provided in a timely manner and at a cost that is no more than the regular cost charged to other persons.

Eastview will consult with the person making the request when determining the suitability of an Accessible Format or Communication Support and will notify the public of the availability of same.

III. Emergency Plans, Procedures or Public Safety Information

Compliance Deadline: January 1, 2012

Eastview will provide any emergency plans, procedures or public safety information that it makes available to the public in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.

EMPLOYMENT STANDARDS

The Employment Standards only apply to employees of Eastview. They do not apply to volunteers, other unpaid individuals or contractors.

I. Recruitment/Selection/Assessment

Compliance Deadline: January 1, 2017

By January 1, 2017 Eastview will notify the public and employees of the availability of accommodation for job applicants during the recruitment process.

Eastview will further notify all job applicants who are individually selected to participate in an assessment or selection process that accommodation is available upon request if the applicant requires accommodation due to a disability.

If an applicant requests accommodation, Eastview will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.

II. Notice to Successful Applicants

Compliance Deadline: January 1, 2017

By January 1, 2017 Eastview will ensure that when making offers of employment, it notifies the successful applicant of its policies on accommodating employees with disabilities.

III. Informing Employees of Supports

Compliance Deadline: January 1, 2017

By January 1, 2017 (the "Informing Employees of AODA Policies Compliance Deadline") Eastview will inform its existing employees of its policies on supporting employees with

disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Eastview will provide employees with updated information whenever there is a material change to its policies on the provision of job accommodations for employees with disabilities.

All employees hired after the Informing Employees of AODA Policies Compliance Deadline will be notified of Eastview policies on supporting employees with disabilities as soon as practicable after commencing employment.

IV. Accessible Formats and Communication Supports for Employees

Compliance Deadline: January 1, 2017

By January 1, 2017 Eastview will, upon the request of an employee with a disability, provide or arrange for the provision of Accessible Formats and Communication Supports in order to ensure that (i) information required by the employee to perform his/her job; and (ii) information generally available to employees in the workplace, is accessible to the employee with a disability.

Eastview will consult with the employee making the request to determine the suitability of any Accessible Format or Communication Support. However, Eastview reserves the right to determine the Accessible Format or Communication Support that will be provided in the circumstances.

V. Workplace Emergency Response Information

Compliance Deadline: January 1, 2012

If an employee has a disability and Eastview is aware that, due to that disability, the employee requires an individualized workplace emergency response, information addressing such response will be provided to the employee as soon as practicable after Eastview becomes aware of such requirement.

In such a case, with the employee's consent, Eastview will designate a colleague(s) to provide such individualized assistance and will ensure that this colleague is provided with a copy of employee's individualized emergency response information.

Eastview will review the individualized workplace emergency response information when (i) the employee moves to a different work location; (ii) the employee's overall accommodations needs or plans are reviewed; and (iii) when Eastview reviews its general emergency response policies.

VI. Performance Management

Compliance Deadline: January 1, 2017

By January 1, 2017, Eastview will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when applying its performance management process.

VII. Career Development and Advancement

Compliance Deadline: January 1, 2017

By January 1, 2017, Eastview will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing opportunities for career development and advancement to its employees with disabilities.

VIII. Redeployment

Compliance Deadline: January 1, 2017

By January 1, 2017, Eastview will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

DESIGN OF PUBLIC SPACES STANDARDS

Eastview will comply with the accessibility requirements of the Design of Public Spaces Standards when redeveloping or constructing new public spaces on or after January 1, 2018.

QUESTIONS ABOUT THIS POLICY

For more information about the Policy please contact:

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Executive Director
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This Policy will be made available to the public and will be provided in an Accessible Format upon request.

Policy/Procedure	Human Rights and Anti-Harassment
Date Approved by Board	June 14, 2019; April 18, 2016; December 14, 2020
Signature (position)	
Date Reviewed	May 22, 2019; November 19, 2020; June 6, 2022

1. Policy Statement

A growing social awareness of embedded and historical forms of racism and discrimination requires that East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) declare its strong desire to foster an environment and workplace that is free from discrimination and harassment based on any of the grounds listed in Ontario’s Human Rights Code and also as it aligns with the Occupational Health and Safety Act. This commitment includes how staff are treated by each other, members of the public and management. Clients and volunteers of Eastview, as a matter of policy, can also expect the same desire to ensure their experience of Eastview is free from discrimination, harassment and racism. Eastview further commits, through this policy, to promptly address instances and situations where these are alleged. Eastview will work for a more equitable community and society.

2. Purpose of Policy

Eastview upholds the *Occupational Health and Safety Act* and the *Ontario Human Rights Code*. This policy outlines the principles and procedures that apply to the prevention of Discrimination and Harassment at Eastview, including workplace harassment.

3. Application

The Policy applies to all employees, contractors of Eastview volunteers, students and participants in Eastview services any person engaged in business with Eastview and visitors to Eastview’s premises.

The Policy applies wherever Eastview provides its programs and services (whether or not on Eastview’s premises) and at all Eastview events.

4. Definitions

“**Complainant**” means a person making a complaint of Discrimination or Harassment.

“**Discrimination**” Discrimination means differential treatment of an individual to whom this Policy

applies on the basis of his/her membership in a Protected Group. Discrimination can also occur where a requirement, qualification or factor exists that is not discriminatory on its face but results in the exclusion, restriction or preference of a person because they are a member (or are not a member) of a Protected Group.

“Harassment” is a course of vexatious comments or conduct against an individual that is known or ought reasonably to be known to be unwelcome. Harassment includes Sexual Harassment as defined below.

With respect to an employee, Harassment does not include a reasonable action taken by Eastview relating to the supervision and direction of the employee or the workplace.

Examples of Harassment may include but is not limited to:

- **Verbal Behaviour:** Name calling, insults, slurs, degrading or unwelcome remarks, racial, sexual or demeaning jokes, taunting, spreading gossip, rumours *etc.* whether or not based on the individual’s membership in a Protected Group.
- **Online Behaviour:** Using social media to insult, demean, degrade, humiliate, bully or otherwise negatively target and individual whether or not based on the individual’s membership in a Protected Group.
- **Avoidance or Exclusion Behaviour:** Refusing to talk, play, work or associate with someone whether or not based on the individual’s membership in a Protected Group.
- **Written Material:** Producing, displaying and/or distributing racist, derogatory, offensive, sexually explicit, sexist or religiously insensitive literature or materials, jokes, pictures or cartoons, graffiti and/or compositions.
- **Poisoned Work Environment:** Creating a Poisoned Work Environment as defined below.

“Poisoned Work Environment” is a form of indirect Harassment/Discrimination which occurs when comments or actions ridicule or demean a person or group creating real or perceived inequalities in the workplace. For example, pin-ups, offensive cartoons, insulting slurs or jokes and malicious gossip (even when they are not directed towards a specific employee or group of employees) may create a poisoned work environment.

“Protected Group”, in this policy means race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, including religion, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

“Respondent” means a person who is alleged to be the perpetrator of an act of Discrimination or Harassment.

“Reprisal” means any direct or indirect act of retaliation against an individual who, in good faith, reports an incident of Discrimination or Harassment or who participates in an investigation of an allegation of Discrimination or Harassment.

“Sexual Harassment” means:

(a) engaging in a course of vexatious comment or conduct against an individual because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or

(b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the individual to whom the solicitation or advance is directed and the person knows or ought reasonably to know that the solicitation or advance is unwelcome

5. Prohibited Conduct

Discrimination, Harassment or Reprisal against any individual to whom this Policy applies is strictly prohibited.

6. Reasonable Accommodation

Eastview is committed to providing reasonable accommodation, up to the point of undue hardship, to an employee, volunteer, or individual to whom Eastview provides services, who may require such accommodation because of his or her membership in one or more Protected Group(s).

The individual requesting accommodation is required to participate in the accommodation process by providing Eastview with information necessary to facilitate an appropriate accommodation and accepting reasonable accommodation offered by Eastview. An individual's failure to cooperate in the accommodation process may result in the request for accommodation being denied.

An individual who believes he or she has been discriminated against or denied accommodation contrary to this Policy may file a complaint in accordance with the procedure set out at Section 7 of this Policy.

7. Making a Complaint

Any individual who has a question, concern, or complaint about an incident of Discrimination or Harassment that is believed to be a violation of this Policy should bring the matter to the immediate attention of his or her supervisor or where the individual is not an employee, to the Executive Director. An employee who feels that his or her supervisor is not the appropriate person with whom to address the complaint may report the complaint to the Executive Director. If the complaint is about the Executive Director the employee or other individual making the complaint may report the complaint to the Chair of the Board of Directors. At any time an individual to whom this Policy applies may report a complaint to the Director of Community Resources on Social Development and Finance Administration with the City of Toronto.

While oral complaints are accepted, a Complainant may be asked to provide a written complaint as well. The written complaint must contain a description of the incident, time and place of its

occurrence, the person(s) involved, the names of witnesses, if any, and an identification of the remedy sought.

The Respondent will be advised of the complaint against them and will be advised of the specific allegations.

8. Investigating a Complaint

A complaint of Discrimination or Harassment will be investigated promptly and impartially. Although Eastview makes every effort to keep the complaint and identifying information about the Complainant as confidential as possible, it is not always possible to do so in the course of investigating or resolving a complaint of Discrimination or Harassment. Disclosure will not be made unless it is necessary for the purposes of investigating or taking corrective action with respect to the complaint under this policy, or is otherwise required by law.

A complaint will be investigated in a manner appropriate in the circumstances. This may include an internal investigation or the use of an external third party investigator. The investigators may undertake some or all of the following procedures as deemed appropriate in the circumstances:

- Review the allegations
- Conduct interview(s) of the Complainant, the Respondent and potential witnesses or anyone else with relevant information
- Collect and review documents

After conducting its investigation, the individual(s) responsible for conducting the investigation will make an objective assessment of whether there has been a violation of this Policy. The outcome of the investigation as well as any corrective action taken will be reported to the Complainant and Respondent in writing.

Where the Complainant and/or Respondent is an employee, Eastview may reassign, or place on paid leave, either or both of the Complainant and the Respondent during the investigation or (depending on the outcome) after the investigation is complete. Where the Complainant and or Respondent are not employees, Eastview may restrict one or both of them from participating in Eastview's programs and/or attending Eastview's premises during the investigation or (depending on the outcome) after the investigation is complete.

9. Disciplinary Action

Any employee who is found to have engaged in behaviour prohibited under this Policy will be subject to disciplinary action, up to and including termination of employment for cause.

10. Other Responses to Prohibited Conduct

Violations of this Policy by employees of Eastview and by individuals who are not employees of Eastview may result in the following:

- Suspension from Eastview’s premises and/or events permanently or for a finite period of time
- Discharge or temporary removal from an Eastview program
- Remedial action which may include an apology or community service
- Legal action, which may include the involvement of law enforcement
- Any other disciplinary action or remedial response deemed appropriate in the circumstances

11. Training

Eastview will provide training and education to employees and volunteers with respect to the contents of this Policy.

Eastview will post this Policy in a conspicuous place in the workplace.

12. Updating Policies

Eastview regularly reviews its policies to ensure that they accord with best practices. Eastview’s Human Rights and Anti-Harassment Policy will be reviewed as often as necessary but at least annually.

This Policy replaces the following policies:

- Human Rights & Anti-Harassment Policy Procedure
- Access and Equity/Anti-Racism Policy

13. Authorities

The authorities for this Policy include:

- The *Human Rights Code*, RSO 1990, c H.19
- The *Occupational Health and Safety Act*, RSO 1990, c O.1

Protection Policies

Policy/Procedure	Access to Personal Information and Protection of Privacy Policy
Date Approved by Board	May 17, 2016
Signature (position)	
Date Revised	
Review Date	

POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) values the trust bestowed on it by the community it serves and recognizes that the manner in which it handles information is fundamental to the maintenance of that trust. To this end, Eastview is committed to establishing appropriate procedures for dealing with requests for access to information, including by law enforcement agencies, and to protecting the confidentiality of the Personal Information it collects in the course of providing its services.

PURPOSE

Eastview has implemented this policy (the “Policy”) to ensure that its practices regarding access to information and the collection, use, retention and disclosure of Personal Information, comply with applicable legislation, including but not limited to the *Municipal Freedom of Information and Protection of Privacy Act* (“MFIPPA”), as well as any applicable by-laws and/or policies of the City of Toronto.

APPLICATION

The Policy applies to:

Information, including Personal Information, that Eastview collects, retains, uses or discloses in the course of providing its services and undertaking its fundraising activities.

Requests by a law enforcement agency for information, including Personal Information about an Eastview participant, staff member, student or volunteer.

Requests by the media or members of the public for information about Eastview and its activities that do not include Personal Information.

The Policy does not apply to Personal Information about Eastview’s employees that is collected, retained, used or disclosed for the purpose of managing the employment relationship.

DEFINITION

“Information and Privacy Officer” means the individual responsible for ensuring Eastview’s compliance with the Policy and otherwise responding to requests for information. Eastview’s Information and Privacy Officer is the Executive Director.

“Law Enforcement Agency” means agencies that have been granted the powers to conduct law enforcement investigations. This includes Toronto Police Service, Ontario Provincial Police, RCMP, police services officers from other municipalities, Correctional Services of Canada, Ontario Ministry of Correctional Services, and special investigators for a provincial Ministry or Federal Department.

“Personal Information” means any information that can be used to distinguish, identify or contact a specific individual including, but not limited to, information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual, Social Insurance Numbers, date of birth, e-mail addresses and/or information relating to the individual's education or medical, psychiatric, psychological, criminal or employment history or to financial transactions in which the individual has been involved. Personal information also includes images and voice recordings of individuals obtained from surveillance equipment.

Personal Information does not include information that would enable an individual to be contacted at a place of business (e.g. the person’s name, position name or title, telephone number, address, email or fax number used for business purposes).

“Proceeding” means an adjudication or matter that is before a court or tribunal the purpose of which is to enforce a law or obtain legal remedies pursuant to a law.

RESPONSIBILITIES

The Information and Privacy Officer or Designate shall be responsible for:

Providing training on this Policy to all Eastview staff, volunteers and students who may be responsible for the collection, use, retention or disclosure of Personal Information.

Investigating, reporting and otherwise following up in circumstances involving the misuse of information or the accidental loss or breach of information.

Supporting other staff who are dealing with requests from law enforcement agencies.

Responding to other requests for information.

Overseeing the administration of this Policy.

All Eastview employees, students and volunteers are responsible for complying with this Policy and in particular, for the protection of any Personal Information which the employee, student or volunteer personally collects, retains, uses or discloses in the course of providing services or fundraising on behalf of Eastview.

A breach of this policy by any employee may result in discipline up to and including termination for cause. A breach of this Policy by a volunteer may result in the termination of the volunteer's relationship with Eastview.

RESPONDING TO REQUESTS FOR INFORMATION FROM LAW ENFORCEMENT AGENCIES

Eastview must comply with requests from law enforcement agencies when:
Presented with a search warrant

A warrant specifies the extent of the police officer's investigative power. It may give the officer broad investigation powers, which may include rights of access to premises, people, and records. However the warrant may be limited to certain items. The wording of the warrant will indicate which type of access, records or information is to be provided to the police. Eastview is to comply with the warrant. A copy of the warrant and of any record taken by the investigating officer is to be provided to the Executive Director.

Presented with a subpoena

A subpoena tells someone to attend court and to bring certain records with them. If any member from the Centre receives a subpoena regarding Eastview matters, this should be brought immediately to the attention of the Information and Privacy Officer, or, in his/her absence, the Designate. Eastview staff are to comply with the subpoena.

Eastview has discretion in how to comply with a request for access to information made by a law enforcement agent when the law enforcement agent does not present a warrant or subpoena. Personal and other information held by Eastview may be released to the agent if the records aid an investigation undertaken with a view to inform a law enforcement Proceeding, or from which a law enforcement Proceeding is likely to result.

All requests (oral or written) by an agent without a warrant or subpoena for access to information shall be referred to the Information and Privacy Officer, or in her/his absence, to the Delegate.

If a decision is made that the Centre will provide the requested information, the agent must complete the "Release of Record to Law Enforcement Form" before any information is disclosed.

If the Information and Privacy Officer intends to exercise his or her discretion in favor of releasing information to the police, the City Legal Department must be consulted before agreeing to the request if the requested record includes written correspondence between the Centre and the City's Legal Department. Contact with the City's Legal Department is not otherwise mandatory.

Eastview may wish to consult the City's Legal Department if uncertain about the scope of a warrant or subpoena, or how to respond to another type of request from a law enforcement agency that is not accompanied by a warrant or subpoena.

RESPONDING TO OTHER REQUESTS FOR INFORMATION

On occasion, Eastview may be asked by the media or a member of the public for Eastview records that have not been made public, and which do not contain Personal Information. Eastview will comply with MFIPPA's Freedom of Information provisions in providing such records.

Such requests are to be dealt with by Eastview's Information and Privacy Officer or her/his designate.

Eastview may wish to consult the City's Legal Department if uncertain about how to respond to such requests.

PERSONAL INFORMATION

Collection of Personal Information

Eastview will only collect Personal Information directly from the person to whom the information relates (or from the parent or guardian) unless the person authorizes another manner of collection or another manner of collection is authorized by law.

Subject to certain exceptions provided under *MFIPPA*, prior to collecting Personal Information, Eastview shall advise participants, students and volunteers from whom Personal Information is being collected of the:

Legal authority under which Eastview is collecting the Personal Information,
To whom the Personal Information will be given,
The specific information that will be collected,
The purposes for which the Personal Information is intended to be used, and
Contact information of Eastview's Privacy Officer.

Use of Personal Information

Eastview collects Personal Information for the purpose of providing its services and raising funds to support of the provision of such services.

Without the individual's consent or other lawful authority, Eastview will not use Personal Information for any purpose other than the purpose for which it was originally collected or a purpose that is consistent with same.

Disclosure of Personal Information

Eastview will disclose Personal Information in compliance with its legal authority under *MFIPPA* which includes but is not limited to any of the following circumstances:

The individual (or the parent or guardian) to whom the Personal Information relates has consented to the disclosure on an Eastview form that collects Personal Information (e.g., memberships forms and program registration forms),

The purpose of the disclosure is the same as or consistent with the purpose for which the

Personal Information was collected,

An individual's health and safety is affected, provided the individual to whom the Personal Information relates is notified of the disclosure,

The information is requested in writing by a law enforcement agency, or Eastview is presented with either a search warrant or subpoena (see below),

Disclosure will facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased; or

Disclosure is for the purpose of reporting suspected child abuse or neglect to the relevant authorities in accordance with child welfare laws.

Informed Consent to Disclose Personal Information

Consent to release Personal Information must be informed. For consent to be informed, the individual must be made aware of:

- Who the information will be shared with
- The specific information that will be shared
- The purpose of sharing the information
- How the information will be used.

In the case of Personal Information about a minor, there may be a benefit to the child for his or her personal information to be disclosed for educational planning or service co-ordination purposes. Informed consent must be obtained from the parent or legal guardian.

The individual has the right to cancel their consent at any time.

Security of Personal Information

Eastview is committed to ensuring the security of Personal Information and will make all reasonable efforts to protect it from loss, theft, unauthorized access, disclosure, copying, use, or modification. Security measures include but are not limited to:

- The protection of electronic information with the use of passwords, encryption and system firewalls;
- Locked cabinets and destruction procedures to safeguard Personal Information contained in hard copy;
- Sign-in procedures to control access to Eastview's premises.

Retention of Personal Information

Unless the individual to whom the Personal Information relates consents to its earlier disposal or a by-law or resolution made by Eastview or made by the City of Toronto provides for a shorter period, Eastview will retain Personal Information for at least one (1) year after use.

Access to Personal Information

Subject to certain exceptions specified in *MFIPPA*, Eastview will provide individuals with access to their own Personal Information that is in its custody or is under its control.

To access Personal Information an individual must complete a written request for access using Eastview's 'Access and Correction of Personal Information Form' and submit the completed form to the Privacy Officer.

Correction of Personal Information

Eastview makes reasonable efforts to ensure that the Personal Information collected is as accurate, complete and up-to-date as possible. However, an individual who believes there is an error or omission relating to their Personal Information may request a correction.

To request a correction to Personal Information, the individual must complete an 'Access and Correction of Personal Information Form' that identifies the specific information the individual is seeking to correct and the precise correction sought. Upon receipt of such request Eastview will decide whether to make the correction.

If Eastview declines to make the correction, the individual may require Eastview to attach a statement of disagreement to the disputed Personal Information which indicates the correction that was requested but not made.

Upon request, Eastview will notify any individual or entity to whom an individual's Personal Information was disclosed in the year prior to the individual's request to correct their Personal Information, of the correction made or the statement of disagreement.

AWARENESS

This Policy, and related practices and protocols, shall be posted on the Eastview web site and/or made available to any member of the public upon request.

Employees, students and volunteers are required to read this policy when first engaged with Eastview. The Executive Director will include this policy in an annual policy refresh.

COMPLAINTS

An individual who has a concern about the manner in which Eastview has handled their Personal Information or the administration of this Policy more generally, may file a complaint using the procedures outlined in Eastview's Complaints and Appeals Policy / Procedure. The Privacy Officer will be notified of all complaints filed.

Eastview will investigate all complaints and take any steps it deems appropriate in response to same. An individual who is not satisfied with the resolution of their complaint may appeal to the Information and Privacy Commissioner in accordance with the procedures set out in *MFIPPA*.

This Policy replaces:

Police Investigations Policies & Procedures, January 19, 1995

Confidentiality and Information Policy/Procedure, December 2011

Authorities

The Child & Family Services Act (amended 1999)

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Forms

Registration forms

Membership forms

Access and Correction of Personal Information Form

Release of Record to Law Enforcement Form

Policy/Procedure	Child Protection Policy
Date Approved by Board	June 25, 1993
Signature (position)	
Date Revised	December 12, 2011 May 17, 2016
Review Date	

POLICY STATEMENT

We all share a responsibility to protect children from harm. Ontario's *Child and Family Services Act (CFSA)* provides for protection for children. The CFSA states that the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a Children's Aid Society.

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre ("Eastview") recognizes that child abuse and child neglect are criminal acts and that everyone is required by law to contact a Children's Aid Society whenever any form of child abuse is suspected and/or witnessed. In keeping with this recognition, Eastview supports reports made in good faith under this policy.

PURPOSE

Eastview has instituted this policy to ensure that it complies with the CFSA (amended 1999) and to protect children participating in Eastview programs from harm.

APPLICATION

Anyone who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a Children's Aid Society. This includes all Eastview staff, adult students and volunteers, and any other adults on the premises.

Professionals and officials have the same duty as the rest of the public to report their suspicion that a child is or may be in need of protection. However, the Act recognizes that people working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions.

DEFINITIONS

“Adult” means an individual 18 years of age and older.

“Child” means any child who is, or appears to be, under the age of 16 years. It also applies to children already under a child protection order who are 16 and 17 years old.

“Child Abuse” includes 4 types of abuse: physical abuse, sexual abuse, emotional abuse, and neglect.

“Child in Need of Protection” is a child who is or who appears to be suffering from abuse and/or neglect

“Reasonable grounds” refers to the information that an average person, using normal and honest judgment, would need in order to decide to report

KNOWING WHEN ABUSE HAS OCCURRED

“Physical abuse” could result from a parent or person in charge causing physical injury to a child, or failing to adequately supervise a child or from a pattern of neglect of the child. Here are some examples of physical abuse:

- beating
- slapping
- hitting
- pushing
- throwing
- shaking
- burning

A child who is physically abused may:

- have burns, bite marks, cuts, bruises, or welts in the shape of an object
- not want to go home
- be afraid of adults

“Sexual abuse” happens when a parent or other person in charge sexually molests or uses a child for sexual purposes or knowingly fails to protect a child from sexual abuse. Here are some examples of sexual abuse:

- any sexual act between an adult and a child, including intercourse
- fondling
- exposing a child to adult sexual activity
- sexual exploitation through child prostitution or child pornography

A child who is sexually abused may:

- have an inappropriate knowledge of sexual acts
- be very compliant or extremely aggressive
- be afraid of a certain person or a family member
- have difficulty walking or sitting

“Emotional abuse” occurs when a parent or other person in charge causes emotional harm or fails to protect a child from emotional harm that results from verbal abuse, mental abuse and psychological abuse.

Here are some examples of behaviours that may constitute emotional abuse:

- yelling at, screaming at, threatening, frightening, or bullying a child
- humiliating the child, name-calling, making negative comparisons to others, or saying things like: "You're no good. You're worthless. You're bad. Having you was a mistake."
- saying that everything is the child's fault
- confining a child in a closet or a dark room, or tying the child to a chair for long periods of time
- allowing the child to be present during violent behavior of others, including the physical abuse of others

A child who is emotionally abused may:

- show signs of serious anxiety, depression or withdrawal
- show self-destructive or aggressive behaviour
- show delays physical, emotional or mental development

“Neglect” happens when a child's parent or other person in charge does not provide for a child's physical, developmental, emotional or psychological needs.

Here are some examples of conditions that may constitute neglect:

- failing to provide:
 - proper food
 - clothing suitable for the weather
 - supervision
 - a home that is clean and safe
 - medical care, as needed
- failing to provide emotional support, love and affection

A child who is neglected may:

- not wear clothing that's suitable for the weather
- be dirty or unbathed
- be very hungry

Requirement to Report

In accordance with the CFSA, it is the responsibility of **every** person in Ontario, including a person who performs professional or official duties with respect to children, to immediately report to a Children's Aid Society if s/he suspects that child abuse has occurred or if a child is at risk of abuse. This includes any and all employees of Eastview. An individual's responsibility to report cannot be delegated to anyone else. Adult volunteers, students, and visitors who participate in Eastview activities are also responsible for reporting.

If a child reports an incident that could be considered abuse to a staff person, a volunteer, or a student with a placement at Eastview, this individual is expected to use his or her professional judgement to determine whether there is sufficient cause to make a report and, in that case, the individual makes a report to a Children's Aid Society.

The duty to report suspicions of child abuse overrides the provisions of confidentiality in any other statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official. The only exception to this is solicitor/client privilege.

Eastview will support individuals who have made good faith reports and will protect such individuals against reprisals within Eastview's sphere of influence.

Failure to Comply with the Policy

It is an offence under the CFSA for anyone working with or in contact with children to contravene one's reporting responsibilities. Any employee, student or volunteer who fails to report an act or suspected act of child abuse, may face criminal charges. Eastview may take disciplinary action against an employee who not made a report when the circumstances clearly indicate that a report should have been made.

Implementation

All Eastview employees, students, and volunteers will be informed of this policy at the time of joining the Eastview community. Annually, all employees, students, and volunteers will be asked to sign a form stating that they have read and understood this policy.

Authorities

Child & Family Services Act (amended 1999)

This policy:

- Replaces 'Child Abuse Policy Statement' revised 12/12/11.
- Shall be posted on the Eastview public website and made available to any member of the public upon request.
- Will be reviewed regularly.

For further information, visit this website:

<http://www.children.gov.on.ca/htdocs/English/topics/childrensaidthereportingabuse/abuseandneglect/abuseandneglect.aspx>

To report an incident under this policy, call one of these:

- **Children's Aid Society of Toronto: 416.924.4646**
- **Catholic Children's Aid Society: 416.395.7725**
- **Native Child and Family Services: 416.969.8510**
- **Jewish Family and Child Services: 416.638.7800**

Policy/Procedure	Disclosure of Wrongdoing & Reprisal Protection Policy
Date Approved by Board	November 21, 2016
Signature (position)	
Date Revised	May 13, 2013, March 9, 2015, November 16, 2015, November 21, 2022
Date Reviewed	November 16, 2022

1. POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to open, ethical, accountable and transparent practices and procedures. The purpose of the disclosure of wrongdoing and reprisal protection provisions is to facilitate the disclosure of wrongdoing that is contrary to the public interest, to ensure through their application, that all disclosures are investigated, and to protect from reprisal to the fullest extent possible, those employees who in good faith report wrongdoing.

All employees have a duty to report suspected wrongdoing. Disclosures of wrongdoing will be investigated in accordance with these provisions in order to maintain public confidence in our services and use of our resources. Eastview will not tolerate wrongdoing or reprisals against employees who report wrongdoing.

These provisions address only those matters that are in the public interest and for which there are no established mechanisms for consideration and investigation. For example, it is not intended to address matters that can be dealt with through existing procedures, established through Collective Agreements, or Eastview policies, such as health and safety and human rights and anti-harassment.

2. APPLICATION

This policy applies to all employees, students, and interns of Eastview.

3. DEFINITIONS

“**Wrongdoing**” refers to serious actions that are contrary to the public interest including but not limited to:

- Fraud;
- Theft of Eastview assets;
- Waste: mismanagement of Eastview resources or assets in a willful, intentional or negligent manner that contravenes Eastview policy or direction by City Council;
- Violations of the Eastview/City of Toronto Conflict of Interest provisions; and/or
- Breach of public trust.

“**Reprisal**” against an employee is any measure taken or threatened as a direct result of disclosing or being suspected of disclosing an allegation of wrongdoing, initiating or co-operating in an investigation into an alleged wrongdoing, including but is not limited to the following. This includes directing or counselling someone else to take measures.

- Disciplinary measures;
- Demotion of the employee;
- Suspension of the employee;
- Termination of the employee;
- Intimidation or harassment of the employee; and

Any punitive measure that adversely affects the employment or working conditions of the employee.

4. PROCEDURE

DISCLOSURE OF WRONG DOING

All Eastview employees who are aware that a wrongdoing has occurred will immediately notify their manager, the Executive Director, or if applicable, the Board Chair.

Employees who report wrongdoing in good faith will be protected from reprisal.

Allegations received by Management

Allegations of wrongdoing received by management must be immediately reported to the Executive Director who will investigate the allegations.

Allegations Received by the Board Chair

When an allegation of wrongdoing is received by the Board Chair, it will be investigated in accordance with this policy.

Anonymous Reporting

Employees may remain anonymous when reporting suspected wrongdoing. Anonymous complaints shall be submitted in writing to the Executive Director or alternately to the Board Chair.

These complaints will be investigated in accordance with this policy.

ALLEGATIONS AGAINST EXECUTIVE DIRECTOR

Where it is alleged that the Eastview Neighbourhood Community Centre Executive Director committed wrongdoing, improperly breached confidentiality under the policy, or committed a reprisal, the Board Chair will

be notified of the allegation that the Executive Director has committed an act of wrongdoing.

The Board Chair will notify the City Manager's Office of the allegation and will consult with the Office on how to manage the investigation. The investigation may include retaining a third party investigator to conduct the investigation. The results of the investigation will be shared with the Board of Management and the City Manager's Office.

**ALLEGATIONS
AGAINST A BOARD
MEMBER**

Where it is alleged that a member of the Eastview Board has committed wrongdoing, improperly breached confidentiality under these provisions, or committed a reprisal, the Integrity Commissioner is responsible for receiving, reviewing, investigating and reporting pursuant to the *City of Toronto Act, 2006* and *Code of Conduct for Members of Local Boards*.

Board Members and the Executive Director will cooperate with the Integrity Commissioner during investigations of wrongdoing and provide the Integrity Commissioner with access to information.

**INVESTIGATING
ALLEGED
WRONGDOING**

All disclosures of alleged wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions will be investigated in a timely manner.

The investigation may include retaining a third party investigator to conduct the investigation. Alternatively, investigation of wrong doing by staff other than the Executive Director (unless the allegation is against the Executive Director) may be conducted by the Executive Director.

The Executive Director will notify the Board Chair / designate who will provide oversight to ensure investigations of alleged wrongdoing led by the Executive Director are appropriately conducted.

The Executive Director will periodically report on the status of any ongoing investigation of alleged wrongdoing to the Executive Board members and including the final outcome of the investigation.

Decisions to prosecute or refer the investigation results to the Toronto Police Service or other regulatory agencies for independent investigation will be made through a consultative process between the City Manager, City Solicitor and the Executive of Board of Directors.

Reported allegations that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection provisions, will be referred to the Executive Director or the appropriate City official including the Human Rights Office, or Accountability Officer(s) for investigation and appropriate action.

Expectations of Employees

It is expected that employees will fully co-operate with the investigation and law enforcement agencies during the course of an investigation and will make all reasonable efforts to be available to assist the above noted persons with the investigation.

City employees contacted by the media with respect to a wrongdoing investigation shall not comment and will refer the media to the Executive Director or designate.

**REPRISAL
PROTECTION**

No person shall take a reprisal against an Eastview employee because the employee:

- has sought information or advice about making a disclosure about wrongdoing;
- has made a disclosure about wrongdoing in good faith;
- has acted in compliance with the Disclosure of Wrongdoing and Reprisal Protection provisions;
- has initiated or co-operated in an investigation or other process related to a disclosure of wrongdoing;
- has appeared as a witness, given evidence or participated in any proceeding relating to the wrongdoing, or is required to do so;
- has alleged or reported a reprisal; or
- is suspected of any of the above actions.

Reprisal protection may not be able to be extended to employees whose identity cannot be confirmed.

**INVESTIGATING
REPRISAL**

An Eastview employee who believes that they are the subject of a reprisal following a disclosure of wrongdoing shall notify the Executive Director or a member of the Board of Directors immediately.

An Eastview employee informed of or who becomes aware of a reprisal against another employee, has a duty to notify the Executive Director. Where the Executive Director receives such disclosures, they will immediately notify the Executive Board members and will undertake to ensure that the employee is protected from any further reprisal.

Allegations of reprisal will be the subject of investigation. The Executive Director will lead the investigation of alleged reprisals involving staff in consultation with Board Chair.

Where the investigation substantiates the allegations of reprisals, the Executive Director will inform the Executive Board members and the employee(s) involved will be subject to disciplinary action up to and including dismissal as determined by the Executive Director in consultation with the City Solicitor and Executive Board members.

The Executive Director will consult with the Board Chair and the City Solicitor to determine and take appropriate actions to stop, reverse or remedy a reprisal against an employee.

IMPLEMENTATION

All employees will receive a copy of this policy at the time of orientation. All existing employees will receive a copy of the policy as well when it is updated and it will be posted on the Eastview website.

AUTHORITIES

Toronto Public Service By-law – June 2014

City of Toronto Act, 2006

UPDATING OF POLICIES

This policy will be updated on five years.

The Disclosure of Wrong Doing Policy replaces Eastview Whistle Blower Protection Policy – Approved May 13, 2013, March 9, 2015, November 16, 2015

Policy/Procedure	Security Video Surveillance Policy
Date Approved by Board	June 21st, 2018
Signature (position)	
Date Revised	May 17th, 2021

Policy Statement

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre (“Eastview”) recognizes the need to balance an individual’s right to privacy with the need to ensure the safety and security of Eastview employees, clients, visitors and property. Proper video surveillance is one of the means of helping to keep Eastview facilities and properties operating in a safe, secure manner that also protects people’s privacy.

Purpose

This Security Video Surveillance Policy has been developed to govern video surveillance in spaces operated or used by Eastview to deliver programs (Eastview properties) in accordance with the privacy provisions of the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#) and with the provisions of Eastview’s *Access to Personal Information and Protection of Privacy Policy*. This document also serves to provide guidance to Eastview employees regarding roles, responsibilities and implementation of this policy.

Application

This policy applies to all types of video surveillance software and hardware that is used at Eastview for security purposes and located in and on Eastview properties.

Definitions

“Law Enforcement Agency” means agencies that have been granted the powers to conduct law enforcement investigations. This includes but is not limited to Toronto Police Service, Ontario Provincial Police, RCMP, police services officers from other municipalities, Correctional Services of Canada, Ontario Ministry of Correctional Services, and special investigators for a provincial Ministry, Federal Department or Special Constables.

“Personal Information” means any information that can be used to distinguish, identify or contact a specific individual including, but not limited to, information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual, Social Insurance Numbers, date of birth, e-mail addresses and/or information relating to the individual's education or medical, psychiatric, psychological, criminal or employment history or to financial transactions in which

the individual has been involved. Personal information also includes images and voice recordings of individuals obtained from surveillance equipment.

Personal Information does not include information that would enable an individual to be contacted at a place of business (e.g. the person's name, position name or title, telephone number, address, email or fax number used for business purposes). Where an address is also the individual's personal address, this information is excluded.

"Storage Device" means a device such as a hard disk, a DVD, a CD, magnetic tape, cloud software or flash drive that is used for storing information.

"Video Software" means the software that control the Video Hardware and Storage Devices.

"Video Content" means the files that depict the images that have been captured on a Storage Device.

"Video Hardware" means the cameras used to record activities taking place and the monitoring equipment that shows what is currently being recorded.

"Video Surveillance Records" means the files that are located on Storage Devices or in paper log entries.

"Video Surveillance System" means the recording, monitoring and storage hardware and the software that operate together to deliver video surveillance.

Principles

While video surveillance cameras are installed for safety and security reasons, Eastview's Video Surveillance Systems must be designed to minimize privacy intrusion.

Given the open and public nature of Eastview's facilities and the need to provide for the safety and security of employees, members and visitors, the Eastview Video Surveillance System operates continuously.

The Video Hardware should be installed to monitor only those spaces that have been identified as requiring video surveillance. This includes public corridors, stairwells, and exterior spaces, as well as program rooms for specified purposes for limited duration.

The ability to adjust cameras should be restricted, to the extent possible, so that individuals cannot adjust or manipulate cameras to view spaces that are not intended to be covered by the video surveillance program.

Video Hardware must be located in a strictly controlled access area. Only Eastview staff authorized in writing by the Executive Director shall have access to this equipment.

Responsible staff ensure that monitoring equipment is positioned so that the public and unauthorized staff are not able to view the monitors.

Access to Video Surveillance Records and content is provided in accordance with Eastview's 'Access to Personal Information and Protection of Privacy Policy' and MFIPPA. This applies to access by law-enforcement, Eastview staff, Eastview members, and others who may wish to view video records obtained under this policy.

Responsibilities

The senior staff member responsible for the Video Surveillance Policy is the Executive Director.

The Executive Director shall appoint an Operator who is charged with the administration of this policy and has access to the video equipment and records but does not have access to the contents of the records unless so authorized by the Executive Director. Other employees may be designated by the Executive Director to operate Video Surveillance Systems or access video.

The Executive Director may delegate various responsibilities regarding this Policy to Staff Managers. The key duties of the Executive Director include:

Ensuring Eastview's compliance with the policy through yearly assessments of Video Surveillance System.

Periodically conducting security threat assessments to assess what, if any, adjustments need to be made to the Video Surveillance System.

Reviewing this Policy every 3 (three) years and bringing recommendations for policy updates, if any, to the Board of Directors/Management.

Approving installation of video equipment at specified locations where Eastview delivers programs.

Approving placement of video surveillance monitoring signs.

Acting as the contact for all requests by law enforcement agencies for access to video records.

Taking actions in response to inappropriate access to the equipment, records or information by staff or any other person.

Delegating day-to-day operations of the Systems to designated staff, including the Operator.

Providing annual orientation to staff regarding the Video Surveillance Policy and *MFIPPA*.

Responsibilities of the Operator:

The Operator is a staff person appointed by the Executive Director to administer and oversee all aspects of the Video Surveillance System. The duties and responsibilities of the Operator include:

Complying with all aspects of the Security Video Surveillance Policy.

Overseeing day-to-day operations of Eastview's video surveillance cameras.

Ensuring the security of monitoring and recording devices.

Ensuring all components of the Video Surveillance System are functioning properly.

Documenting all information regarding the use, maintenance, and storage of records in the applicable log, including all instances of access to, and use of, recorded material to enable a proper audit trail.

Ensuring that no personal information is disclosed without the approval of the Executive Director, or, in the Executive Director's absence, the Operator's.

Ensuring that no copies of data/images in any format (hardcopy, electronic, etc.) are taken from the Video Surveillance System without approval of the Executive Director.

Receiving privacy complaints related to video installations.

Immediately reporting all alleged privacy breaches to the Executive Director.

Under the direction of Executive Director, investigating video surveillance security / privacy breaches.

Responsibilities of All Eastview Staff:

All Eastview Staff must adhere to the video surveillance policy and must not access or use the information contained in the Video Surveillance System for personal reasons, nor dispose, destroy, erase or alter any record without proper authorization from the Executive Director or Operator and without following the procedures contained in the Security Video Surveillance Policy.

Procedures

Notice of Use of Video Systems:

In order to provide notice to individuals that video is in use:

Eastview shall post signs, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the grounds under video surveillance.

The notification requirements of this sign must include the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection. (See Appendix A)

Retention of Video Records:

The surveillance system records about three weeks' worth of video and then it records over itself if no action is taken. The Executive Director and Operator have the ability to export a video to a flash drive or other storage device when needed. A video record of an incident that has been exported to a flash drive by the Executive Director or Operator will only be stored longer than 60 days where it may be required as part of a criminal, safety, or security investigation or for evidentiary purposes.

Record Identification:

All records captured by the video surveillance equipment shall be clearly labeled as to the date and location of origin, including being labeled with a unique sequential number or other verifiable symbol. If records are stored directly onto a digital Storage Device, the computer time and date stamp shall be understood to be this identification. The Operator shall affix a label to each Storage Device identifying this information.

Log:

The Operator shall maintain a log to record all activities related to video devices and records. Activities include all information regarding the use, maintenance, and storage of records and all instances of access to, and use of, recorded material. All log entries will specify authorized staff, date, time and activity. The format of this log may be electronic or paper. Regardless of format, the log must be secure so that only authorized individuals are able to access it. Only the Executive Director and Operator are authorized to access the log.

Access by Law Enforcement:

If access to video surveillance content is required for the purpose of a law enforcement investigation, and the criteria for providing access, as set out in Eastview's *Access to Personal Information and Protection of Privacy Policy*, are met, the requesting Officer must complete Eastview's "Release of Record to Law Enforcement Form" (Appendix B) and forward this form to the Operator. The Operator will provide a copy of the recording for the specified date and time of the incident as requested by the Law Enforcement Officer. The copy of the recording will be provided in a secure manner. The Operator will record the following information in the video log:

the date and time of the original, recorded incident including the designated name/number of the applicable device and record;

the date and time that the copy of the original record was created;

the date and time the copy of the record was provided to the requesting Officer; and,

if the copied record will be returned after use by the Law Enforcement Agency.

When recorded images from the surveillance cameras must be viewed *on Eastview premises* for law enforcement or investigative reasons, this must only be carried out by an individual(s) authorized by the Executive Director in a private, controlled area that is not accessible to other staff and/or visitors.

Access by Others:

With exception of requests by law enforcement agencies, all requests for access to video records should be directed to the Executive Director, who makes the determination of whether or not access is to be provided. The individual requesting the record must provide:

The reason for the request, and

The approximate time, date, and location of the incident.

If access to a recording is being requested for personal reasons unrelated to Eastview's activities, the Executive Director may decide to provide access as long as doing so does not infringe on anybody's privacy and does not conflict with the overall purpose of this policy, which is to foster Eastview's safety and security.

At the discretion of the Executive Director, provision of Video Content may be associated with a fee to cover the cost of time spent by staff on fulfilling the request and the cost of a Storage Device that will be provided to the person requesting access. Fees will be levied in accordance with fees set out in Appendix C.

Custody, Control, Retention and Disposal of Video Records / Recordings:

Eastview retains custody and control of all original video records. Video records are subject to the access and privacy requirements of the MFIPPA; these requirements include but are not limited to the prohibition of all Eastview staff from access or use of information from the Video Surveillance System, its components, files, or database for personal reasons.

With the exception of records retained for criminal, safety, or security investigations or evidentiary purposes, Eastview must not maintain a copy of recordings for longer than the 30 day retention cycle.

Eastview will take all reasonable efforts to ensure the security of records in its control /custody and ensure their safe and secure disposal. Old Storage Devices must be disposed of in accordance with an applicable technology asset disposal process ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed.

Unauthorized Access and/or Disclosure (Privacy Breach):

Eastview staff who become aware of any unauthorized disclosure of a video record in contravention of this Policy and/or a potential privacy breach are to immediately notify the Executive Director. After the unauthorized disclosure or potential privacy breach is reported:

Upon confirmation of the existence of a privacy breach, the Executive Director shall notify the Chair of the Board of Directors, and will

work to mitigate the extent of the privacy breach

notify any affected parties whose personal information was inappropriately disclosed

investigate the cause of the disclosure

review the adequacy of privacy protection within the existing policies with the goal of eliminating potential future occurrences

Wrongful disclosure, or disclosure caused by negligence of Eastview employees may result in disciplinary action up to and including dismissal. Intentional wrongful disclosure or disclosure caused by negligence of contractors to Eastview, may result in termination of their contract.

Inquiries from the Public Related to the Video Surveillance Policy

A staff member receiving an inquiry from the public regarding the Video Surveillance Policy shall direct the inquiry to the Operator or the Executive Director.

Authorities

[Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#)

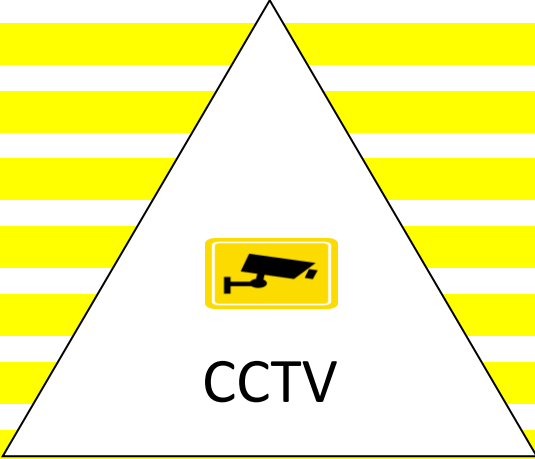
In the absence of specific guidelines in this policy, the [City of Toronto's Security Video Surveillance Policy](#) applies

Forms

Release of Record to Law Enforcement Form (As shown in Section 32(G) of the *Municipal Freedom of Information and Protection of Privacy Act*)

APPENDIX A – Video Surveillance Camera Notification for Eastview

Eastview Logo



CCTV

ATTENTION

This area may be monitored by video surveillance cameras (CCTV).

The purpose of monitoring Eastview properties is to ensure that Eastview facilities operate in a safe and secure manner. If you have questions about Eastview's Video Surveillance System or policy, you may contact the Executive Director at 86 Blake Street, Toronto, ON M4J 3C9, 416-392-1750.

Appendix B - Law Enforcement Officer Request Form

RELEASE OF RECORD TO LAW ENFORCEMENT AGENCY

UNDER SECTION 32(G) OF THE
MUNICIPAL FREEDOM OF INFORMATION AND
PROTECTION OF PRIVACY ACT

TO: City of Toronto _____ Division

I, _____, of the _____

Print Name of Police Officer Print Name of Police Force

request a copy of the following record(s):

- 1.
- 2.
- 3.

containing the personal information of _____

Print Name(s) of Individual(s)

to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.

Signature of Officer Badge/Identification No. Date

Print Name of Executive Director, Eastview Neighbourhood Community Centre

Signature of Executive Director, Eastview Neighbourhood Community Centre

Return all completed ORIGINAL forms to the Executive Director, Eastview Neighbourhood Community Centre, 86 Blake Street, Toronto, ON M4J 3C9. Should you have any questions regarding the use of this form, please contact the Executive Director at (416) 392.1750.

APPENDIX C – Discretionary Fees for Accessing Video Surveillance Content

Application Fee	\$5.00 - To be paid when you submit your request
Computer Programming	\$15.00 per ¼ hour as needed to develop program to retrieve the information or to download the file
Storage Device	\$10 - \$15, on a cost recovery basis

Policy/Procedure	Workplace Violence Policy
Date Approved by Board	March 10, 2014
Date Revised	
Review Date	February 4, 2019;

Emergency phone numbers:

Emergency Services: 9-1-1
Local Police: 416-808-5500
Reception: 416-392-1750 ext. 300

POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to working with its employees to provide a safe work environment. Eastview will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence and protect employees from acts of violence. Appropriate remedial, disciplinary, and/or legal action will be taken according to the circumstances.

PURPOSE OF POLICY

The purpose of the Workplace Violence Policy (the “Policy”) is to:

1. Provide a definition of workplace violence;
2. Implement procedures to minimize the threat of workplace violence;
3. Identify the responsibilities of the workplace parties to minimize the threat of actual, attempted or threatened workplace violence;
4. Establish measures and procedures for summoning immediate assistance when workplace violence occurs or is likely to occur; and
5. Establish measures and procedures for workers to report incidents of workplace violence and for Eastview to immediately investigate and address incidents or complaints of workplace violence;

APPLICATION

The Policy applies to all employees, contractors of Eastview, volunteers, students, participants of Eastview services, any person engaged in business with Eastview, and visitors to Eastview premises.

This Policy applies to any incident of workplace violence including but not limited to incidents of violence between two employees, between an employee and a program participant or the general public, between two participants on Eastview's premises *etc.*

This Policy also applies wherever Eastview provides its services (whether or not on Eastview's premises) and at all Eastview events.

Eastview's Human Rights and Anti-Harassment Policy should be consulted regarding issues of personal harassment and harassment related to discrimination and inequitable work practices.

DEFINITIONS

For the purpose of this Policy, workplace violence includes:

- The exercise of physical force by a person against an employee, in a workplace, that causes or could cause physical injury to the employee;
- An attempt to exercise physical force against an employee that could cause physical injury to the employee; and
- A statement or behavior that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employee.

The following is a non-exhaustive list of examples of behaviour that are prohibited under this Policy.

- Threats or intimidation
- Possession of weapons of any kind on Eastview's property (including parking lots and other exterior premises), while engaged in activities for Eastview in other locations, or at Eastview sponsored events, unless such possession or use is a requirement of the job
- Assault
- Physical restraint or confinement
- Dangerous or threatening horseplay
- Blatant or intentional disregard for the safety or well-being of others
- Reprisal against anyone who has made a complaint or who has participated in an investigation under this Policy
- Failure to report an incident of workplace violence of which an employee is aware
- Any other act which is considered to be a violation of this Policy, whether or not specifically set out above

Eastview's Human Rights and Anti-Harassment Policy addresses harassment or intimidation (e.g. behaviours that demean, embarrass, or humiliate and are known or would be expected to be unwelcome).

RESPONSIBILITIES

The Board of Directors will:

- Oversee the annual review of this Policy and Eastview's program for the prevention of workplace violence.
- Revise the Policy as required in consultation with the Executive Director, management staff and JHSC representatives.
- Review and respond as appropriate to annual risk assessments and any reports of threats or incidents of workplace violence reported by the Executive Director.

The Executive Director and Managers of Eastview will:

- Understand and uphold the principles of this Policy
- Post this Policy in a conspicuous location in the workplace.
- Conduct an annual review of this Policy and Eastview's procedures for the prevention of workplace violence. Conduct more frequent reviews as may be required.
- Ensure employees are educated and trained on the content of this Policy and on Eastview's procedures for the prevention of workplace violence.
- Conduct workplace violence risk assessments in accordance with the requirements of this Policy, report the results of violence risk assessments to the Joint Health and Safety Committee ("JHSC") and the Board of Directors, consult with the JHSC to develop solutions to any risks identified and review the efficacy of any solutions reached as frequently as is appropriate.
- Report serious risks or incidents of violence to the Board of Directors and the JHSC.
- Advise employees of any risks of workplace violence identified in accordance with the requirements of this Policy.
- Respond promptly to reports of workplace violence and where appropriate, initiate and conduct or oversee the investigation of such reports in accordance with the procedures set out in this Policy.

The JHSC will:

- Assist management to implement this Policy, and participate in the annual review of the Policy and program for the prevention of workplace violence.
- Review the results of risk assessments and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the JHSC regarding workplace violence.
- Participate in the investigation of incidents of workplace violence where requested to do so by management and where such incidents involve workplace injuries.
- Communicate any concerns raised about risk of workplace violence to management.

Employees will:

- Review and understand the contents of this Policy.
- Maintain a safe work environment, whenever possible and adhere to all safety measures identified in this Policy.

- Not engage in or ignore violent, threatening, intimidating or other disruptive behaviours.
- Report promptly to their supervisor any incident where the employee is subjected to, witnesses, or has knowledge of workplace violence, or has reason to believe that workplace violence may occur.

IMMEDIATE OR EMERGENCY ASSISTANCE

If there is, or is likely to be, a violent incident, immediately remove yourself from the unsafe situation if possible. Contact emergency services where appropriate.

Telephones are located throughout the workplace. Familiarize yourself with the locations of the telephones.

If you require immediate assistance, contact the following (as appropriate):

Emergency Services: 9-1-1

Local Police: 416-808-5500

Reception: 416-392-1750 ext.300

SAFETY MEASURES

Eastview endeavours to ensure the safety of all employees. To that end, all employees are asked to take the following measures:

- Remove yourself from immediate danger
- Follow all Eastview safety rules.
- Follow any applicable sign-in procedure and let your co-workers know of your whereabouts.
- Adhere to Eastview's policy which prohibits employees from working at Eastview's premises alone or after the building has been closed for the night.
- Inform a co-worker or your supervisor if you will be attending an unfamiliar location in the course of performing work for Eastview.
- If you see an unaccompanied stranger or suspicious person in the workplace, notify the Executive Director or reception immediately.
- If you notice any safety risks in the workplace, such as a broken telephone or unlit areas, advise your supervisor immediately.
- Familiarize yourself with the location of all exits.
- Use common sense. Be alert to your surroundings.

Eastview provides services to the general public and may from time to time serve children or individuals who, due to a disability, engage in behaviours that violate this Policy. Eastview is committed to accommodating children and individuals with disabilities provided that doing so does not present a risk to the health or safety of employees or other persons involved or participating in Eastview's services.

An employee who has a concern that a participant in Eastview's services or another member of the public presents a risk to the health and safety of themselves or others should contact the Executive Director and/or where necessary contact the police.

RISK ASSESSMENTS

Eastview will undertake at least one annual risk assessment of the workplace. Additional risk assessments will be conducted where required due to a change in job responsibilities or work environment.

Risk assessments will be conducted using the aid of the Workplace Violence Employee Survey and the Workplace Violence Assessment Checklist.

The Executive Director and management are responsible for conducting the annual risk assessments. The results of the risk assessment will be reported to the Board of Directors and presented to the JHSC.

If risks are found during the assessment, Eastview will work with the JHSC to determine and implement a solution.

DISCLOSURE OF RISK OF VIOLENT BEHAVIOUR

Eastview will provide information to employees if it is aware that the employee is expected to encounter an individual with a history of violent behaviour and the employee is at risk of physical injury. Eastview will only disclose the information reasonably necessary to protect an employee from violence.

REPORTING VIOLENCE IN THE WORKPLACE

Any employee who is subjected to, a witness of, or has knowledge of, any incidents or threats of workplace violence, is required to immediately report the incident to his or her supervisor. This includes reporting domestic violence situations that would likely expose an employee to physical injury in the workplace.

This Policy does not preclude an employee from contacting the police where he or she feels it is appropriate and is not intended to discourage an employee from taking any steps he or she feels necessary in that regard.

Eastview will comply with all reporting obligations under the *Occupational Health and Safety Act*, including with respect to reporting obligations related to workplace violence.

INVESTIGATIONS

An incident or complaint of potential or actual workplace violence will be investigated promptly and impartially. Although Eastview makes every effort to keep the incident or complaint as confidential as possible, it is not always possible to do so in the course of investigating or resolving an incident or complaint of potential or actual workplace violence.

An incident or complaint will be investigated in a manner appropriate in the circumstances. This may include an internal investigation, the use of external resources and may include the involvement of the JHSC. The investigators may undertake some or all of the following procedures as deemed appropriate in the circumstances:

- Review the allegations
- Conduct interview(s) of the complainant, potential witnesses, the subject of the complaint, or anyone with relevant information
- Collect and review documents
- Review the workplace or sites of the incident

After conducting its investigation, the individual(s) responsible for conducting the investigation will make an objective assessment of whether there has been a violation of this Policy. The outcome of the investigation will be reported to the complainant and individual that is the subject of the complaint.

Eastview may reassign, or place on paid leave, either or both of the complainant and individual who is the subject of the complaint during the investigation or (depending on the outcome) after the investigation is complete.

REPRISAL

Reprisal is defined as any direct or indirect act of retaliation against an individual who, in good faith, reports an incident of workplace violence or who participates in an investigation of an allegation of workplace violence. Acts of reprisal are strictly prohibited by this Policy.

DISCIPLINARY ACTION

Any employee who is found to have engaged in behaviour prohibited under this Policy will be subject to disciplinary action, up to and including termination of employment for cause.

OTHER RESPONSES TO PROHIBITED CONDUCT

Violations of this Policy by employees of Eastview and by individuals who are not employees of Eastview may result in the following:

- Suspension from Eastview's premises and/or events permanently or for a finite period of time
- Discharge or temporary removal from an Eastview program
- Remedial action which may include an apology or community service
- Legal action, including the involvement of law enforcement
- Any other disciplinary action or remedial response deemed appropriate in the circumstances

TRAINING AND EDUCATION

Eastview will provide training and education with respect to the contents of this Policy and its program on the prevention workplace violence.

Authorities

Occupational Health and Safety Act of Ontario (R.S.O. 1990, c 0.1)

Criminal Code of Canada (1985)

EMPLOYEE WORKPLACE VIOLENCE SURVEY AND THREAT ASSESSMENT QUESTIONNAIRE

Workplace violence and harassment are serious concerns to Eastview. We are determined to take all necessary measures to ensure that no one of ever falls victim to it. This survey is part of our prevention efforts. It's meant to help us detect potential problems in our facility and at satellite worksites. Please fill out this form and return it to Eastview's Health & Safety Committee, Pat MacDonald and Katherine Robinson.

Please be honest with your answers. That is how we can work to improve Health and Safety at Eastview. You may choose to keep this survey confidential if you wish.

Instructions: When filling out this survey, keep in mind that when we say "workplace violence," we mean more than just physical acts. Violence can include a range of behaviors including threats, verbal abuse, harassment, bullying, teasing and intimidation. It also involves acts of people in Eastview, including co-workers, supervisors and management, as well as outside Eastview, including city workers, contractors and community members.

NAME (optional*): _____

*You may complete this survey anonymously, if you like.

1. Check here if you have read Eastview's Workplace Violence Policy

If you have any questions or concerns about the policy, please list them below.

2. Do you ever work alone? Yes No

If yes, do you notify someone when you finish work? Yes No

3. Do you feel comfortable that you would know how to handle a violent community member or co-worker? Yes No

4. If confronted by a violent individual, would you:

a. Request the help of a co-worker? Yes No

If yes, how. If not, why not?

b. Call the police? Yes No

If yes, when. If not, why not?

5. Are you concerned about:

- a. How to respond to a verbal threat from an individual at work? Yes No
- b. How to respond to a threat of violence from an individual at work? Yes No
- d. Working alone or with a particular co-worker or community member? Yes No

If you answered yes to any of the above questions, please explain

6. Do you feel that Eastview's security measures are appropriate:

- a. Inside the building? Yes No
- b. Outside the building (including the parking lot?) Yes No

If no, please list ways in which they could be improved.

7 Have you ever been assaulted at work by:

- b. A community member? Yes No
- c. A co-worker? Yes No
- d. Any other individual at Eastview? Yes No

8. To your knowledge, have incidents of violence ever occurred at Eastview's workplace, either between co-workers or with community members in the past year?

Yes, between co-workers; Yes, between community members; No

9. Where in the building or satellite site do you think a violent incident would most likely occur?

10. When do you think the risk of violence is greatest?

11. Have you ever noticed a situation that you thought could or would lead to violence? Yes No

If yes, please explain.

12. Have you ever missed work because of fear of violence at the workplace? Yes No

If yes, please explain.

13. Has anything happened in the past year at your worksite that you believe could have led to violence?

Yes No

If yes, please explain.

14. Please describe any instances when you have been uncomfortable at work or in fear for your safety as the result of a possible workplace violence situation.

Health and Safety Policies

Policy/Procedure	Anaphylaxis Policy/Procedure
Date Approved by Board	October 3, 2011
Signature (position)	
Date Revised	June 9, 2022
Date Reviewed	June 9, 2022

1. Policy Statement

All staff, volunteers and participants at Eastview Neighbourhood Community Centre and East Toronto Family Community Centre (Eastview) are to be provided an experience which reduces the risk of anaphylaxis. While Eastview can never guarantee the absence of allergens, Eastview can provide a response in the event of an anaphylactic allergic reaction

2. Purpose:

The purpose of this policy/procedure is to provide information about the nature of anaphylaxis and provide direction to staff regarding the processes to be observed in the event that a participant with severe allergy experiences an anaphylactic reaction.

3. Application

This policy applies to all staff volunteers and participants of Eastview either while on the Eastview premises or at an Eastview program off site

4. Procedures

The program area supervisor will reduce the risk of exposure to allergens causing anaphylaxis by:

Asking participants to provide the program with the information of their or their or their child's allergies especially if they are known or suspected to cause an anaphylactic reaction

Ensuring that allergens are eliminated or reduced in the program area, wherever possible

Post signs at the entrance(s) of their program area so that participants and visitors are aware not to bring items that trigger a person's allergy reactions, into the program area. This will be done only if we are informed ahead of time of a participant's specific allergies

Review food labels prior to serving. Any labels indicating they may have trace amounts of an allergen is to be communicated to those who have previously informed us of their allergies. In the event of a possible anaphylactic reaction, the product will not be served

Ensure that any catering either used excludes allergens from all products or informs us of potential allergens contained in their catering

For program events where food is provided by participants, participants will be informed of specific allergens that cannot be brought into the program area.

Participants are advised of allergens that cannot be brought into the program area.

Communication Plan for Dissemination of Information

Participants, staff, volunteers and students will be kept up to date regarding any restrictions on items that are brought into the program area due to the potential of an anaphylactic reaction through: the posting of signs on the entrance to the program area, the employee Health and Safety board, staff board, kitchens, and on program area communication vehicles (i.e. monthly flyers, sign-in area, circle time mentions, and any letters to participants, social media).

This information will be updated as needed.

Upon Participation

Any participant suffering from severe allergies should supply the program area with a doctor's note stating the specifics of the allergy and their auto-injector (EpiPen). The medication "Storage Form" is completed, noting the date of expiry of the EpiPen. Eastview will maintain a current epi-pen on site in the event a participant experiences an anaphylactic reaction but does not have an epi-pen with them.

Individual Plan for Children in Programs Without parent/Guardian

In conjunction with the parent/guardian and physician; the program area supervisor will develop an individual plan and emergency procedure, which will include a description of the child's allergy, monitoring and avoidance strategies, signs and symptoms of an anaphylactic reaction, and action to be taken by staff in the event that a child has an anaphylactic reaction. This information will be provided to program area staff. When staff have completed the training on the individual plan the training record is to be signed.

The individual plan must be:

Reviewed by all program area staff before they begin their employment

Reviewed by all students and volunteers who will be working in the program area

If a participant with a life threatening allergy may be impacted by the work of an employee in another program area (i.e. cleaning products used by caretakers), the staff member of the participant participating in their program will do their utmost to restrict contact with the allergen. Program area supervisors will routinely update colleagues of any new issues regarding specific allergens in regular staff meetings.

5. Roles and Responsibilities

It is the role of all staff members to be aware of and adhere to this policy and to instruct all volunteers in their programs of this policy

It is the role of the program supervisor to ensure that children in their program with severe allergies have an Individual Plan Training Record (Appendix 2) completed and have it stored in an accessible place

It is the responsibility of all staff to be aware of where the Eastview epi-pen is located

6. Training and Education

All staff will be trained by the parent/guardian of each child with anaphylaxis attending their program.

Training will include procedures to be followed in the event of a child having an anaphylactic reaction, recognizing the signs and symptoms and administering medication.

The program area supervisor will complete Anaphylaxis Individual Plan Training Record. The record will identify who conducted the training, their name and signature, as well as staff names and signatures. This record will be retained in a secure file.

EpiPen Training

All staff will be trained by the parent/guardian of each child with anaphylaxis attending their program on the usage of the child's EpiPen, and/or through regular First Aid training.

Staff are also trained to recognize the symptoms of an allergic reaction. These symptoms may include but are not limited to:

Generalized flushing of the skin

Hives anywhere on the body

Itchy eyes, nose, face

Sense of impending doom or fear

Swelling of the eyes, face, lips, tongue and throat

Alterations in heart rate

Severe asthma

Breathing difficulty

Abdominal pain, nausea and vomiting

Sudden feeling of weakness (drop in blood pressure)

Loss of consciousness

When to administer the auto injector (EpiPen):

As soon as any symptoms are observed, administer the EpiPen

Call 911

Ensure the EpiPen is taken to the hospital with the participant

Contact the child's parents/guardian/caregiver or adult participant's emergency contact

A person has 10 minutes after the anaphylactic reaction to get proper medical attention.

The person affected must then be rushed to the hospital to receive further medical attention, even if the symptoms decrease with the administration of the EpiPen

A single injection of the auto-injector may not be sufficient to stop an anaphylactic reaction, but will normally give the sufferer 10 to 20 minutes of relief, often sufficient time to reach an emergency room. It is recommended that people with severe allergies have at least two auto-injectors available at all times

The EpiPen needs to be easily accessible at all times, indoors and outside and for children needs to be carried with the staff or child, *depending upon their age*, in a pouch. An EpiPen only delivers a single dose and even though liquid remains inside an auto-injector, the unit cannot be used again. Used EpiPens should be disposed of in Eastview's sharps container

EpiPen and Parental/Guardian Requirements

To ensure the wellbeing of the children who have who have anaphylaxis reaction, it is imperative that the EpiPen is available to the program area staff at all times. If a parent omits to provide an EpiPen,

admission to the program may be denied, until the EpiPen is provided. If a parent indicates that the child no longer requires an EpiPen a written note confirming this information will be required and kept on file.

Serious Occurrence Reporting

All incidents involving an anaphylaxis emergency need to be reported as a serious occurrence.

Serious occurrences are to be reported using Eastview's Serious Occurrence Form and in the case of children, to a Children's Services Consultant within 24 hours. They can be reached at 416-397-7359 (8:30 am – 4:30 pm) or by pager at 416-540-3725 (for after hours).

7. Updating of Policies

This policy will be reviewed every 5 years and updated as necessary

8. Authorities

ENCC-ETFCC Serious Occurrence Policy

Instructions and Tips for Creating Compliant Policies and Procedures:

Anaphylactic Policy and Procedures (O. Reg. 137/15, ss. 39(1))

City Of Toronto Serious Occurrence Line: During Business Hours: 416.397.7359; After Hours:
416.540.3725

Appendix 1

What is Anaphylaxis?

Anaphylaxis is a severe allergic reaction that occurs when the body's immune system overreacts in response to the presence of a particular allergen which is perceived as a threat. The whole body is affected, often within minutes, of exposure to the allergen. The result of exposure can be fatal.

Common Food allergents that can cause an anaphylactic reaction may include but are not limited to:

Peanuts and peanut products

Tree nuts: walnuts, hazel nuts, pecans, almonds, cashews

Sesame seeds and sesame seed oil

Cow's milk and products containing cow's milk.

Eggs

Fish, shellfish

Bananas, kiwis, avocados, and chestnuts for children with latex allergies

Wheat

Soy

Legumes (any seed part or other edible part of a leguminous plant used as food, including peas and beans)

It should be noted that any food could potentially trigger an anaphylactic reaction.

Common Non-Food Sources

Playdough (may contain peanut butter)

Scented crayons and cosmetics

Peanut-shell stuffing in "bean bags" and stuffed toys

Wild bird seed

Insect stings or bites

Rubber latex (e.g. in gloves, balloons, erasers, rubber spatulas, craft supplies, band aids, koosh balls)

Vigorous exercise

Plants such as poinsettias for children with latex allergies

Appendix 2

**INDIVIDUALIZED PLAN AND EMERGENCY PROCEDURES
FOR A CHILD WITH AN ANAPHYLACTIC ALLERGY**

Child's Name: Click here to enter text.

Child's Date of Birth (dd/mm/yyyy): Click here to enter text.

List of allergen(s)/causative agent(s):

- Click here to enter text.

Asthma: Yes (higher risk of severe reaction) No

Location of medication storage: Click here to enter text.

Epinephrine auto-injector brand name: Click here to enter text.

Epinephrine auto-injector expiry date (dd/mm/yyyy): Click here to enter text.

Other emergency medications*: Click here to enter text.

Emergency Services Contact Number: Click here to enter text.



<p>CHILD'S SPECIFIC SIGNS AND SYMPTOMS OF A NON-LIFE THREATENING ANAPHYLACTIC REACTION: <i>(specific to the child, e.g. wheezing and itchy skin)</i></p> <p>Click here to enter text.</p>	<p>CHILD'S SPECIFIC SIGNS AND SYMPTOMS OF A LIFE THREATENING ANAPHYLACTIC REACTION: <i>(specific to the child, e.g. inability to breathe, sweating)</i></p> <p>Click here to enter text.</p>
<p>DESCRIPTION OF PROCEDURE TO FOLLOW IF CHILD HAS A NON-LIFE THREATENING ANAPHYLACTIC REACTION:</p> <p>Click here to enter text.</p>	<p>DESCRIPTION OF PROCEDURE TO FOLLOW IF CHILD HAS A LIFE-THREATENING ANAPHYLACTIC REACTION:</p> <p>Click here to enter text.</p>
<p>STEPS TO REDUCE RISK OF EXPOSURE TO CAUSATIVE AGENT/ALLERGEN: <i>(e.g. nut-free environment)</i></p> <p>Click here to enter text.</p>	
<p>ADDITIONAL NOTES (if applicable): <i>(e.g. use of other emergency allergy medication(s) to implement the emergency procedures)</i></p> <p>Click here to enter text.</p>	

Parental Statement

I [Click here to enter text.](#) (parent/guardian) hereby give consent for my child

[Click here to enter text.](#)(child’s name) to (check all that apply):

carry their emergency allergy medication in the following location (e.g. blue fanny pack around their waist): [Click here to enter text.](#)

self-administer their own medication in the event of an anaphylactic reaction

AND/OR

I [Click here to enter text.](#) (parent/guardian) hereby give consent to any person with training on this plan at the home child care premises to administer my child’s epinephrine auto-injector and/or asthma medication and to follow the procedures set out in my child’s Individualized Anaphylaxis Plan and Emergency Procedures.

Parent/Guardian initials: _____

EMERGENCY CONTACT INFORMATION

Contact Name	Relationship to Child	Primary Phone Number	Additional Phone Number
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

HEALTHCARE PROFESSIONAL CONTACT INFORMATION: (optional)

Contact Name	Primary Contact Number
Click here to enter text.	Click here to enter text.

SIGNATURE OF HEALTHCARE PROFESSIONAL (optional)

X	Date: Click here to enter text.
---	--

SIGNATURE OF PARENT/GUARDIAN (required)

Print name:	Relationship to Child: Click here to enter text.
X	Date: Click here to enter text.

Disclaimer: This document is a sample template that has been prepared to assist licensees in understanding their obligations under the CCEYA and O. Reg. 137/15. It is the responsibility of the licensee to ensure that the information included in this document is appropriately modified to reflect the individual circumstances and needs of each child care centre it operates.

Please be advised that this document does not constitute legal advice and should not be relied on as such. The information provided in this document does not impact the Ministry's authority to enforce the CCEYA and its regulations. Ministry staff will continue to enforce such legislation based on the facts as they may find them at the time of any inspection or investigation.

It is the responsibility of the licensee to ensure compliance with all applicable legislation. If the licensee requires assistance with respect to the interpretation of the legislation and its application, the licensee may wish to consult legal counsel.

Special Instructions:

- Written parental authorization for the administration of drugs and medications must be completed and implemented for medications other than epinephrine auto-injectors.
- Each child with an anaphylactic allergy requires their own individualized plan. If significant changes and updates are required to this individualized plan, a new individualized plan must be completed.
- Children's personal health information should be kept confidential.

Policy/Procedure	Concussion Policy
Date Approved by Board	April 21, 2014
Signature (position)	
Date Revised	
Review Date	

POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to protecting the health and safety of its staff, volunteers and participants in its programs and services (“Participants”).

Eastview is aware that a concussion can have a serious impact on a person’s short-term and long-term health and that in many cases early medical intervention can help mitigate this impact or avoid it altogether. In rare cases, seeking timely medical treatment for a concussion can even be life-saving.

As a result, Eastview has developed and implemented a policy on how to recognize and respond to circumstances in which there is a risk an individual has suffered a concussion (the “Concussion Policy”).

APPLICATION

All employees and volunteers who participate in the planning, administration or supervision of Eastview’s programs (collectively “Staff”) have responsibilities under this Policy. These responsibilities apply irrespective of whether the services or programs are delivered on Eastview’s premises or at another off-site location.

The responsibilities of Staff under this Policy apply to other Staff members and to Participants who suffer an injury with the potential to cause a concussion.

POLICY PURPOSE

The purpose of this Concussion Policy is to ensure Staff are:

- i. Able to identify the signs and symptoms commonly associated with a concussion; and
- ii. Trained on how to respond appropriately in circumstances where there is a reasonable basis to believe an individual may have suffered a concussion.

Eastview recognizes that its Staff do not have medical training nor are they required to have such training in order to perform the regular duties of their position. Accordingly, a Staff member who, despite reading this Policy, participating in any associated training and always performing their duties with diligence and attention, fails to recognize the signs and symptoms of a concussion, will not suffer any negative employment consequences as a result.

DEFINITION

The term “concussion” is often used colloquially. However, a “concussion” is actually a medical diagnosis of a type of brain injury. Two common misconceptions about concussions are that:

1. they can only be caused a direct blow to the head; and
2. they always result in a loss of consciousness.

In technical terms a “**concussion**” is a trauma to the head, **face, neck, or body** that causes the brain to shake rapidly in the skull and that ultimately results in a loss of normal brain function. Moreover, a loss of consciousness occurs in less than 10% of people who suffer a concussion.

SIGNS AND SYMPTOMS

Concussions have proven difficult to diagnose in part because they cannot normally be seen on X-rays, standard CT scans or MRIs and in part because there is no defined list symptoms that will be experienced by every person. However, there are particular “*signs*” commonly observable in a person who has suffered a concussion and particular “*symptoms*” that sufferers commonly report.

These signs and symptoms will typically present immediately after injury but may be delayed by several hours or days. Moreover, activities that require concentration can actually cause concussion symptoms to reappear or worsen.

The following chart provides a summary of the “*signs*” and “*symptoms*” commonly associated with concussions: The most common of these include headaches, dizziness, balance disturbances, and disorientation.

Commonly Observable Signs	Commonly Reported Symptoms
<p>Physical</p> <ul style="list-style-type: none"> • vomiting • slurred speech • slowed reaction time • poor coordination or balance • blank stare/glassy-eyed/dazed or vacant look • decreased playing ability • loss of consciousness or lack of responsiveness • lying motionless on the ground or slow to get up • amnesia • seizure or convulsion • grabbing or clutching of head 	<p>Physical</p> <ul style="list-style-type: none"> • headache • pressure in head • neck pain • feeling off/not right • ringing in the ears • seeing double or blurry/loss of vision • seeing stars, flashing lights • pain at physical site of injury • nausea/stomach ache/pain • balance problems or dizziness • fatigue or feeling tired • sensitivity to light or noise
<p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating • easily distracted • general confusion • cannot remember things that happened before and after the injury • does not know time, date, place, class, type of activity in which he/she was participating • slowed reaction time (e.g., answering questions or following directions) 	<p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating or remembering • slowed down, fatigue or low energy • dazed or in a fog
<p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • strange or inappropriate emotions (e.g., laughing, crying, getting angry easily) 	<p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • irritable, sad, more emotional than usual • nervous, anxious, depressed
<p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsiness • insomnia 	<p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsy • sleeping more/less than usual • difficulty falling asleep

PROCEDURES FOR RESPONDING TO A POSSIBLE CONCUSSION

ALWAYS ERR ON THE SIDE OF CAUTION

Eastview's policy is to prioritize the health and safety of Staff and Participants over all else. While specific response procedures are described below, in applying these procedures health and safety must, at all times, remain Staffs' paramount consideration.

i. Injury Resulting in Severe Symptoms

Where an injury results in severe symptoms including but not limited to loss of consciousness, seizures or convulsions, vomiting, pronounced confusion or disorientation Staff must:

1. Activate Emergency Medical Services ("EMS") – CALL 911;
2. Notify the individual's emergency contact or guardian (youth), where known;
3. Where the individual is a minor or other vulnerable person, a Staff member should accompany the individual to the hospital and remain with the individual until the arrival of a family member or guardian.

The exception to the third criteria is a circumstance in which the Staff member is solely responsible for the supervision of youth or other vulnerable persons such that their departure may compromise the health or safety of these individuals.

Eastview will reimburse the Staff member for any expenses incurred as a result of discharging the above duties (e.g., cost of taxi to hospital).

Other Injuries of Concern

Where a Staff member witnesses or is made aware that another Staff member or Participant has suffered an injury of the type that could cause a concussion the Staff member must engage the individual in conversation and attempt to assess the severity of the injury and whether the signs and symptoms of a concussion are present.

Where ANY concern exists that the individual may have suffered a concussion, the Staff member must:

1. Prohibit the individual from returning to or engaging in any physical activities on Eastview's premises or which are otherwise provided or supervised by Eastview;
2. Encourage the individual to seek medical attention; and
3. Where the individual is a minor or vulnerable person, notify the individual's guardian.

ii. Injuries suffered by Staff

Where it is a Staff member who has suffered an injury that causes or is believed to have the potential to cause a concussion, the Manager and/or the Executive Director must ensure compliance with the collective agreement, all applicable policies and health and safety legislation.

RETURNING TO PHYSICAL ACTIVITIES

Research suggests that an individual who suffers a second concussion before he/she is symptom-free from the first concussion is susceptible to Second Impact Syndrome – a rare condition that causes rapid and severe brain swelling, often with catastrophic results.

Accordingly, where an individual to whom this Concussion Policy applies suffers a concussion of which Staff are aware, the individual will not be permitted to return to physical activities prior to providing appropriate medical documentation clearing them to do so.

This policy applies irrespective of whether the concussion was suffered while the individual was participating in an Eastview program or service or whether it was suffered on the individual's personal time.

REPORTING

Staff must advise a Manager and/or the Executive Director of all injuries to which the Concussion Policy applies and complete an Incident Report.

Where a Staff member has confirmation that a person to whom this policy applies has suffered a concussion, the Staff member must notify any Eastview Staff necessary to ensure the individual does not return to physical activities absent medical clearance.

Where, in the Manager or Executive Director's view, an injury has the potential to result in liability for Eastview, it must be reported to the Board of Directors.

TRAINING AND EDUCATION

Eastview will provide training and education to Managers, Supervisors and Staff on the contents of this Concussion Policy.

Authorities

Occupational Health and Safety Act

Ministry of Tourism Culture and Sport 2014/2015 After School Program Guidelines

Policy/Procedure	Eastview Face Covering Policy
Date Approved by Board	July 5, 2020
Signature (position)	
Date Revised	
Date Reviewed	

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is committed to the safety of all staff, volunteers, community members and visitors who enter the Eastview premises. In the midst of a health pandemic, it is critical that Eastview does what is necessary to protect its staff and members.

2. Purpose

Eastview upholds the City of Toronto’s By-law stating that “no member of the public is permitted entry to, or otherwise remains within, any enclosed space within the Establishment unless the member of the public is wearing a Mask or Face Covering, in a manner which covers their mouth, nose and chin.” (CITY OF TORONTO BY-LAW 541-2020). This policy outlines the principles and procedures that apply to the compliance of this By-law at Eastview.

3. Application

The Policy applies to all employees, contractors of Eastview, volunteers, students and participants in Eastview services, any person engaged in business with Eastview and visitors to Eastview’s premises indoors. The Policy applies wherever Eastview provides its programs and services (whether or not on Eastview’s premises) and at all Eastview events.

4. Definitions

Mask or Face Covering: A mask, face covering, balaclava, bandana, scarf, cloth or other similar item that completely covers the nose, mouth and chin. A mask may be surgical, non surgical, disposable, non disposable or any face covering that covers the nose, mouth and chin

5. Procedures

- a. All individuals who enter Eastview must wear a mask or face covering at all times while inside the premises of Eastview
- b. The policy shall include the following exemptions from the requirement to wear a Mask or Face Covering:
 - i. (1) children under two years of age;
 - ii. (2) persons with an underlying medical condition which inhibits their ability to wear a Mask or Face Covering;
 - iii. (3) persons who are unable to place or remove a Mask or Face Covering without assistance;
 - iv. (4) persons who are reasonably accommodated by not wearing a Mask or Face Covering in accordance with the Ontario Human Rights Code.
 - v. (5) persons participating in Eastview program activities while outdoors, although Masks and Face Coverings will be encouraged when safe distancing cannot be maintained during program activities
- c. The policy shall permit the temporary removal of a Mask or Face Covering where necessary for the following reasons:
 - i. (1) an individual in a room or office with a closed door and that contains no other persons. Once the door to that room or office is opened and/or another individual enters that room/office, Masks or Face Coverings must be once again placed on the face even if safe distancing is being observed,
 - ii. (2) eating and drinking,
 - iii. (3) while actively engaging in an athletic or fitness activity. Once the physical activity has concluded, Masks or Face Coverings must be once again placed on the face.
- d. While the policy shall not require employees or members of the public to provide proof of any of the exemptions set out in section **5b.**, anyone claiming an exemption must indicate which of the exemptions set out in **5b.** pertain to their individual situation.
- e. Subject to the exemptions in section **5b.**, the policy shall require that all employees wear a Mask or Face Covering when working at Eastview.

6. Roles and Responsibilities

Eastview will place the following signage conspicuously at all entrances in accordance with the City of Toronto By-law 541-2020:

**ALL PERSONS ENTERING OR REMAINING IN THESE PREMISES SHALL WEAR
A MASK OR FACE COVERING WHICH COVERS THE NOSE, MOUTH AND CHIN
AS REQUIRED UNDER CITY OF TORONTO BY-LAW 541-2020**

Initial enforcement of this policy will focus on education of the individual and/or their parent or guardian. After multiple instances of non-compliance by anyone at Eastview, this may be escalated upon discussion with the Executive Director who retains the right to ban the individual from entering Eastview unless and until a Mask or Face Covering is consistently worn. At any time, individuals who observe non-compliance with the Mask Face Covering By-law 451-2020 and this policy may make complaints to the City of Toronto, for instance by calling 311.

Every person who contravenes any provision of this Policy is potentially guilty of an offence under City of Toronto By-law 541-2020, and on conviction may be liable to a fine as provided for in the Provincial Offences Act.

This Policy will continue in place until the City of Toronto By-law 541-2020 is no longer in effect

7. Training and Education

Eastview will provide training and education to employees and volunteers with respect to the contents of this Policy.

Eastview will post this Policy in a conspicuous place in the workplace.

8. Updating of Policies

This policy will be updated as needed in accordance with the By-laws of the City of Toronto and any other Provincial or Federal legislation that may apply.

9. Authorities

City of Toronto By-law 541-2020

Provincial Offences Act

Policy/Procedure	Health and Safety
Dates of Previous Board Approvals (with and without revisions)	March 16, 1995; April 13, 2015; April 17, 2017
Date of Current Board Approval	September 21, 2020
Was Policy Revised?	Yes
Signature (position)	

Policy Statement

One of the highest priorities of the Eastview Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is to provide a safe and healthy environment in which to work, learn and play. Health hazards and personal injuries are preventable. The prevention of such incidents requires a coordinated health and safety program. Eastview seeks to ensure that all employees, and volunteers of Eastview as well as students participating in placements (collectively “Workers”) and participants in Eastview’s programs and visitors on Eastview’s property (collectively “Participants”) understand and comply with their obligations for creating a safe environment. Eastview is committed to:

I. Reducing health and safety hazards.

II. Assisting managers and coordinators to develop training programs and establish standards, procedures and measures to prevent personal injuries and health hazards within their departments.

III. Creating a process under which the Joint Health and Safety Committee can monitor compliance with regulations and established procedures.

IV. Adhering to the *Occupational Health and Safety Act* as well as any other health and safety related legislation that is enacted and to which the organization is bound.

V. Developing an organizational culture that is knowledgeable about and prioritizes accident prevention

Purpose

To establish a framework for creating and maintaining a safe environment for Eastview's Workers and Participants and to identify the responsibilities of Workers under the Occupational Health and Safety Act ("OHS"), and other legislation that may be relevant, including how accidents and injuries will be prevented, reported and investigated.

Application

The Policy applies to all Workers as well as, where applicable, to Participants. The Policy applies on Eastview's Blake Street property and with necessary amendments, at any other location where Eastview provides programs and services. In the event a conflict arises between this policy and the Occupational Health and Safety Act, or other relevant legislation, the Occupational Health and Safety Act and other relevant legislation will prevail.

City of Toronto Children's Services Program

Where any "Serious Occurrence" occurs in the course of providing a program or service funded by the City of Toronto's Children's Services, this Policy shall apply. Eastview's Family Resource Programs and After School Recreation and Care Programs (ARC) will report Serious Incidents directly to Children's Services Incident line at 416-397-7359

Procedures

ACCIDENT AND INJURY REPORTING AND INVESTIGATION

- i. **Workers:**
Each Worker is responsible for immediately reporting an injury or accident of a Worker or Participant to a manager/coordinator, including injury resulting from workplace violence. At a minimum and in all cases, accident and/or injury reporting shall comply with all legislated requirements.
- ii. **Managers/Co-ordinators:**
When a Worker or Participant suffers an accident or injury, the Manager/coordinator is responsible for completing an Accident-Injury Form (attached at Appendix "A") or assigning this task to a Worker. In case of injury to a Worker, a Workers' Compensation Form (attached at Appendix "B") must also be completed as well.
- iii. **The Executive Director is responsible for:**
 - Ensuring an accident or injury is investigated.

- Ensuring that accident and injury reports are properly prepared following the accident and issued in a timely manner to the appropriate authorities consistent with statutory and regulatory reporting requirements and for ensuring all Workers are familiar with this Policy and related forms.
- Ensuring all reasonable steps are taken to minimize the possibility of a recurrence of the accident or injury.
- Reporting a Fatality or Critical Injury. “Critical injury” means an injury of a serious nature that:
 - Places life in jeopardy.
 - Produces unconsciousness.
 - Results in substantial loss of blood.
 - Involves the fracture of a leg or arm, hand or foot but not a finger or toe.
 - Involves the amputation of a leg, arm, hand or foot but not a finger or toe.
 - Consists of burns to a major portion of the body.
 - Causes the loss of sight in an eye.
- In the event of a fatality or critical injury of a Worker or Participant, the Executive Director shall ensure that:
 - The accident scene is sealed off immediately and nothing within the scene shall be disturbed except for the purpose of saving life, relieving human suffering, or preventing unnecessary damage to equipment or other property until the scene is released by the Ministry of Labour, Training, and Skills Development or other applicable body.
 - Where the accident/injury involves a Worker, the following persons are notified within the time period shown and in the manner set out opposite their title:
 - Ministry of Labour, Training and Skills Development Safety Inspector —immediately by telephone, facsimile or other direct means.
 - Joint Health and Safety Committee and the Trade Union — immediately by telephone, facsimile, electronic communication or other direct means.
 - Ministry of Labour, Training and Skills Development Safety Director —within forty-eight (48) hours after the occurrence by written report in the manner prescribed by the OHSA.
 - Reporting Where No Fatality or Critical Injury In the event of an accident, explosion, fire or incident of workplace violence where a Worker is disabled or requires medical attention, and there is no critical injury, the following individuals shall be notified in writing within the time period shown and in the manner set out opposite their title:

- Ministry of Labour, Training and Skills Development Safety Director —if required by an Inspector, within four (4) days of the occurrence; in writing, containing such information and particulars as are prescribed;
- Joint Health and Safety Committee and the Trade Union —within four (4) days of the occurrence; in writing, containing such information and particulars as are prescribed.

iv. Investigation

All accidents or incidents that result in death or a critical injury or could have caused death or a critical injury or significant property/equipment loss (near-misses), must be investigated immediately. Accidents, which do not result in death, critical injury, are subject to internal investigation in order to reduce the risk of future occurrences of a similar nature. The Committee may also conduct an investigation.

The Executive Director shall retain copies of all reports of accidents or incidents to regulatory authorities and all investigation reports for a minimum period of seven (7) years or until it is apparent no legal action or regulatory investigation will ensue, whichever period is longer.

The Executive Director shall maintain a list of recommendations and respective completion dates from all accident investigations and follow-up, as necessary, to ensure the appropriate recommendations are implemented.

EMERGENCY RESPONSE AND FIRE SAFETY

Emergency response procedures and contact information are set out and can be found at Reception.

Several first aid kits are located on the ground floor in the Kitchen, Gym and Program Office and on the second floor in the Program Office.

Workers are to notify a manager/coordinator when supplies are used and are required to be replenished. Management or a member of the Committee, so designated, shall inspect first aid kits quarterly to ensure adequate first aid supplies are available in first aid kits. The City of Toronto arranges for monthly inspections of fire alarms, extinguishers and the Fire Monitoring Panel\

WHMIS

Due to the nature of work performed at Eastview it is not anticipated that Workers will have contact with any materials subject to regulation pursuant to

the Workplace Hazardous Materials Information System (WHMIS). However, Workers shall bring to the attention of their managers/coordinator any concerns or questions regarding hazardous materials in the workplace or any labelling of consumer materials.

Roles and Responsibilities

All Workers are required to observe and comply with the requirements of the OHSA, and other applicable legislation, as amended.

i. Joint Health and Safety Committee

A Joint Occupational Health and Safety Committee (“Committee”) shall be established to assist in the implementation and management of this Policy. The membership of the Committee shall consist of two (2) or more persons. At least half of the Committee members must be employees who do not exercise management functions. At any given time at least one (1) representative must be a representative of management. The composition of the Committee will be posted on the Health and Safety Bulletin Board. The Committee shall meet at least every 3 months. Minutes of the meeting must be recorded and retained. The Committee is responsible for ensuring that:

- The Policy is compliant with the OHSA and other relevant legislation, posted in a prominent location in the workplace, effectively communicated to each Worker and reviewed annual/revised as necessary.
- An appropriate program is developed, implemented and maintained in accordance with the OHSA and other relevant legislation to implement this Policy.
- A workplace safety inspection is carried out monthly and that safe and healthy work conditions are promoted and maintained.
- Eastview’s Workers are informed of this Policy and receive training to enable them to perform their work in compliance with accepted safe work practices and procedures.
- Investigating any health and safety concerns/suggestions raised by Workers and communicating those concerns/suggestions to the Executive Director.
- Eastview’s Workers and the Executive Director are notified of any potential hazards that may exist in or around the workplace or any place that Eastview provides programs and services.
- Appropriate recommendations are made for the improvement of the health and safety of Workers and Participants.

ii. Executive Director

The Executive Director is responsible for:

- Overseeing and conducting an annual review of this Policy and the associated health and safety program.
- Ensuring compliance with statutory and regulatory obligations and ensuring sufficient support, resources and funds are available for same.
- Ensuring Workers receive required health and safety training.
- Ensuring workplace facilities are adequately maintained and hazards are identified and addressed.
- Posting a copy of the OHS Act and all explanatory material outlining the rights, responsibilities and duties of Workers in the workplace.
- Reviewing accident/incident reports and conferring with supervisory staff and the Committee regarding the causes of safety incidents and the possible solutions to same.
- Ensuring all Eastview staff cooperate with the Committee to enable it to carry out its responsibilities including:
 - Providing the Committee with any information, which the Committee has the power to obtain from Eastview in accordance with the OHS Act or other applicable legislation.
 - Responding to any recommendations of the Committee within 21 days and ensuring the response includes a timetable for implementation or if the recommendation is rejected, the reason for that decision.
 - Providing the Committee with copies of all orders and reports issued by the Ministry of Labour, Skills and Training and the results of any workplace violence risk assessments.
- Appropriate authorities are notified and reports are submitted pursuant to statutory reporting requirements.
- Assistance is provided in the event of a medical emergency.
- Reports of accidents, injuries, and workplace violence or harassment are reviewed and, where appropriate, investigated.
- Workplace deaths and injuries are reported to the Committee.
- Work refusals are investigated.

iii. Coordinators/Managers

Coordinators/Managers are responsible for:

- Familiarizing themselves with the Policy and health and safety program and ensuring Workers under their supervision comply with same.
- Ensuring Workers receive orientation and ongoing health and safety training, as required/prescribed.
- Being knowledgeable about hazards and potential hazards in workplaces under their control and ensuring that where possible, such hazards are removed and where not possible, Workers and where applicable, Participants, are made aware of their presence.

- Ensuring all health and safety incidents are investigated promptly; all reports are completed and where applicable, corrective action is taken.
- Ensuring that workplaces are monitored for unsafe conditions and acts and that such conditions and acts are promptly corrected.
- Ensuring all equipment and protective devices supplied are maintained and meet required safety standards.
- Ensuring the proper and appropriate use of personal protective equipment.

iv. Workers

Workers shall:

- Apply consistent and continuous efforts to prevent accidents and maintain safe conditions.
- Work safely and in compliance with accepted work practices, procedures and legislated health and safety standards.
- Follow the requirements set out in this Policy.
- Maintain a tidy work area, free of hazards.
- Report any known contraventions of the OHS Act or other applicable legislation.
- Report hazards or unsafe conditions after taking appropriate immediate action.
- Report all accidents, injuries and incidents of workplace violence or harassment.

Disciplinary action up to and including termination for cause may be taken against a Worker who fails to observe this Policy or who violates established safety requirements.

Training and Education

Eastview will provide information and training to Workers regarding this Policy, in accordance with its obligations under the OHS Act and other applicable legislation.

Updating of Policy

This policy is to be reviewed every 5 years or as needed, revised as needed and approved by the Board.

Authorities

Occupational Health and Safety Act and other relevant legislation.

QUESTIONS ABOUT THIS POLICY

For more information about the Policy please contact:
The Executive Director
Eastview Neighbourhood Community Centre

86 Blake St. Toronto, ON
M4J 3C9
416.392.1750 ext. 302 (Tel)
416.392.1175 (Fax)
contact@eastviewcentre.com
www.eastviewcentre.com

Appendix "A"

Accident-Injury Form

Last Name: _____ First Name: _____

Circle: M F Other _____ Age: _____

Address: _____

Telephone: _____

Date & Time of Accident: _____

Location of Accident: _____

Describe what happened (in detail): _____

Resulting injury (be specific):

Immediate action taken by person reporting: _____

First-Aid Rendered (If Required): _____

Administered By (Name & Staff Position): _____

To What Hospital (If Required): _____

Name of Parent/Guardian/Other contacted: _____

Staff Supervising at Time of Accident: _____

Witnesses: 1. _____	Phone # _____
2. _____	Phone # _____
3. _____	Phone # _____

Signature of Person Reporting: _____ Date: _____

Follow-up information/Action:

Signature of Supervisor: _____ Date: _____

Signature of Executive Director: _____ Date: _____

Appendix "B"



Mail To:
200 Front Street West
Toronto ON M5V 3J1

OR Fax To:
416-344-4684
OR 1-888-313-7373

Please PRINT in black ink

7 Employer's Report of Injury/Disease (Form 7)

Claim Number

A. Worker Information

Job Title/Occupation (at the time of accident/illness - do not use abbreviations)	Length of time in this position while working for you	Social Insurance Number
Please check if this worker is a: <input type="checkbox"/> executive <input type="checkbox"/> elected official <input type="checkbox"/> owner <input type="checkbox"/> spouse or relative of the employer		
Last Name: _____ First Name: _____ Address (number, street, apt., suite, unit): _____ City/Town: _____ Province: _____ Postal Code: _____		Worker Reference Number: _____ Date of Birth: dd mm yy Telephone: _____ Date of Hire: dd mm yy
Is the worker covered by a Union/Collective Agreement? <input type="checkbox"/> yes <input type="checkbox"/> no		
Worker's preferred language <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other		
Sex: <input type="checkbox"/> M <input type="checkbox"/> F		



B. Employer Information

Trade and Legal Name (if different provide both)	Check one: <input type="checkbox"/> Firm Number OR <input type="checkbox"/> Account Number	Provide Number
Mailing Address	Rate Group Number	Classification Unit Code
City/Town	Province	Postal Code
Description of Business Activity	Does your firm have 20 or more workers? <input type="checkbox"/> yes <input type="checkbox"/> no	FAX Number
Branch Address where worker is based (if different from mailing address - no abbreviations)		
City/Town	Province	Postal Code
		Alternate Telephone

Fold here for #10 envelope

C. Accident/Illness Dates and Details

1. Date and hour of accident/Awareness of illness dd mm yy AM <input type="checkbox"/> PM <input type="checkbox"/> Date and hour reported to employer dd mm yy AM <input type="checkbox"/> PM <input type="checkbox"/>	2. Who was the accident/illness reported to? (Name & Position) _____ Telephone _____ Ext. _____																																												
3. Was the accident/illness: <input type="checkbox"/> Sudden Specific Event/Occurrence <input type="checkbox"/> Gradually Occurring Over Time <input type="checkbox"/> Occupational Disease <input type="checkbox"/> Fatality	4. Type of accident/illness: (Please check all that apply) <input type="checkbox"/> Struck/Caught <input type="checkbox"/> Fall <input type="checkbox"/> Slip/Trip <input type="checkbox"/> Overexertion <input type="checkbox"/> Harmful Substances/Environmental <input type="checkbox"/> Motor Vehicle Incident <input type="checkbox"/> Repetition <input type="checkbox"/> Assault <input type="checkbox"/> Fire/Explosion <input type="checkbox"/> Other																																												
5. Area of Injury (Body Part) - (Please check all that apply) <table border="0"> <tr> <td><input type="checkbox"/> Head</td> <td><input type="checkbox"/> Teeth</td> <td><input type="checkbox"/> Upperback</td> <td>Left</td> <td>Right</td> <td>Left</td> <td>Right</td> <td>Left</td> <td>Right</td> <td>Left</td> <td>Right</td> </tr> <tr> <td><input type="checkbox"/> Face</td> <td><input type="checkbox"/> Neck</td> <td><input type="checkbox"/> Lowerback</td> <td><input type="checkbox"/> Shoulder</td> <td><input type="checkbox"/> Arm</td> <td><input type="checkbox"/> Wrist</td> <td><input type="checkbox"/> Hand</td> <td><input type="checkbox"/> Hip</td> <td><input type="checkbox"/> Thigh</td> <td><input type="checkbox"/> Ankle</td> <td><input type="checkbox"/> Foot</td> </tr> <tr> <td><input type="checkbox"/> Eye(s)</td> <td><input type="checkbox"/> Chest</td> <td><input type="checkbox"/> Abdomen</td> <td><input type="checkbox"/> Elbow</td> <td><input type="checkbox"/> Forearm</td> <td><input type="checkbox"/> Finger(s)</td> <td><input type="checkbox"/> Lower Leg</td> <td><input type="checkbox"/> Knee</td> <td><input type="checkbox"/> Toe(s)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> Ear(s)</td> <td></td> <td><input type="checkbox"/> Pelvis</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <input type="checkbox"/> Other		<input type="checkbox"/> Head	<input type="checkbox"/> Teeth	<input type="checkbox"/> Upperback	Left	Right	Left	Right	Left	Right	Left	Right	<input type="checkbox"/> Face	<input type="checkbox"/> Neck	<input type="checkbox"/> Lowerback	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Arm	<input type="checkbox"/> Wrist	<input type="checkbox"/> Hand	<input type="checkbox"/> Hip	<input type="checkbox"/> Thigh	<input type="checkbox"/> Ankle	<input type="checkbox"/> Foot	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Chest	<input type="checkbox"/> Abdomen	<input type="checkbox"/> Elbow	<input type="checkbox"/> Forearm	<input type="checkbox"/> Finger(s)	<input type="checkbox"/> Lower Leg	<input type="checkbox"/> Knee	<input type="checkbox"/> Toe(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Ear(s)		<input type="checkbox"/> Pelvis								
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<input type="checkbox"/> Ear(s)		<input type="checkbox"/> Pelvis																																											

6. Describe what happened to cause the accident/illness and what the worker was doing at the time (lifting a 50 lb. box, slipped on wet floor, repetitive movements, etc. .). Include what the injury is and any details of equipment, materials, environmental conditions (work area, temperature, noise, chemical, gas, fumes, other person) that may have contributed. For a condition that occurred gradually over time, please attach a description of the physical activity required to do the work.

Policy/Procedure	Medication Policy and Procedure
Date Approved by Board	
Signature (position)	
Date Revised	
Date Reviewed	June 10, 2022

1. Policy Statement

From time to time, participants attending Eastview Neighbourhood Community Centre/ East Toronto Family Community Centre (Eastview) are in need of having their medication stored at Eastview while attending an Eastview program

2. Purpose

This purpose of this Policy and Procedure is to establish the appropriate guidelines for Eastview to store medication belonging to participants for their use

3. Application

This Policy and Procedure applies to all staff, volunteers, placement students and participants who attend Eastview programs

4. Definitions

“Dosage” means the size or frequency of a dose of a medicine or drug

“Expiry Date” – means the date on which something comes to an end, can no longer be used, or is no longer safe to be consumed

5. Procedures

- Medication will not be given or administered to participants by staff
- Prescribed medication **must** be self-administered by the participant and/or by a parent/guardian

Retention & Procedure for Storage of Medication

1. All medication prescribed by a physician for a participant will be stored in a locked box within a secure room or fridge.
2. All medication should be labeled with the following information:

- a. Participant name
 - b. Physician Name
 - c. Name of Medication
 - d. Dosage of medication
 - e. Expiry Date
3. All medication storage should be recorded on the Medication Storage Form attached:
- a. Date received
 - b. Dosage
 - c. Schedule of administration of medication
4. Program Supervisor must:
- a. Ensure medication is clearly and properly labeled, dated, and in the original container.
 - b. That the information is entered in the medication storage form.
 - c. That the medication is stored properly (*in a locked box within a secure room or fridge*).
 - d. Any unused medication is returned to the participant and/or parent/guardian daily.
 - e. Debrief with staff at team meetings as needed.

The exception to these procedures is Anaphylaxis (See ENCC – ETFCC Anaphylactic Policy)

6. Roles and Responsibilities

It is the role of the program supervisor to explain this procedure to all participants requiring storage of their medication and to ensure that medication is stored properly

It is the responsibility of the participant or parent/caregiver of the participant requiring medication to administer the medication

It is the responsibility of program staff to maintain the Medication Storage Form (Appendix 1)

7. Training and Education

All staff and volunteers will be trained in this policy

8. Updating of Policies

This policy will be reviewed every 3 years and updated as needed

9. Authorities

Ontario Drug and Medication Administration Policy and Procedures
(O. Reg. 137/15, ss. 40(1))

ENCC – ETFCC Anaphylactic Policy

Appendix 1

Medication Storage Form

This form is to be completed fully to store a participant's medication.

One form must be filled out for each medication.

To be completed by the staff in charge of the program area at the time of reception of medication:

Date:		Time:	
Staff Member Name:		Storage space:	
Department:		Program:	

Participant Information

Participant name:

Parent/guardian name:

Parent/guardian phone number:

Emergency contact if unable to reach parent/guardian:

Method of Medication Administration

Self-administered

Parent/guardian Initial _____

Administered by a parent/guardian

Parent/guardian Initial _____

Medication information:

Patient name:	
Physician Name:	
Name of drug and Medication:	
Dosage of Medication:	
Expiry Date of Medication:	

Administration Record:

Date	Time	Dosage Administered	Signature(s)	Comments/Observations

Staff member present during administration of medication Yes ___ No___

If yes, the name of the staff member: _____

Human Resources Policies

Summary of City Human Resource Policies applicable to Eastview appropriate to the size and nature of Eastview's organization and operation

HR Policy Areas	Unionized Employees	Non-Union/Management Employees
1 Pay and Benefits	CUPE Local 2998 Collective Agreement	<ul style="list-style-type: none"> • Non-Union Pay Structure / Compensation • Non-Union Employee Benefit & Pension Plan • Performance Planner and Performance Pay • Lieu Time • Mileage • Shift Bonus • Short Term Disability Plan for Management and Non-Union Employees • Stand-by/Call-in Emergency Situation Pay • Standard Working Hours • Position Termination Program • Voluntary Separation Program • Tuition Reimbursement
2. Absence from Work	CUPE Local 2998 Collective Agreement	<ul style="list-style-type: none"> • Attendance Management • Bereavement Leave • Care of Ill Dependents • Childcare and Eldercare Leave • Citizenship Court • Designated Holidays and Floating Holidays • Earned Deferred Leave • Family Caregiver Leave • Family Medical Leave • Jury Duty/Witness Service • Leave without Pay • Military Service • Parental Leave • Pregnancy Leave and Accommodation for Pregnant Employees • Voluntary Leave of Absence • Vacation • Vacation Carry-Over
3 Hiring and Promotion	CUPE Local 2998 Collective Agreement	<ul style="list-style-type: none"> • Guiding principles of the City's Hiring Guide. • Acting Assignments
4 Health and Safety	<ul style="list-style-type: none"> • Corporate Occupational Health and Safety Policy • Critical Injury Investigation and Reporting • Investigation and Reporting of Work-Related Injuries and Incidents • Managing Health and Safety Aspects of Contracts for Services • Work Refusal • Workplace Violence 	
5 Access, Equity and Human Rights	<ul style="list-style-type: none"> • Accommodation • Human Rights and Anti-Harassment/Discrimination • Employment Equity • Hate Activity 	

In addition to the above, Eastview has the following HR policies that are specific to Eastview.

Policy/Procedure	Disconnecting From Work
Date Approved by Board	June 10, 2022
Signature (position)	
Date Revised	
Date Reviewed	

1. Policy Statement

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre (Eastview) is committed to promoting, establishing and supporting practices that allow employees to disconnect from work.

2. Purpose

Eastview is implementing this policy because it recognizes that each workplace party has a role and responsibility in supporting practices that allow disconnecting from work

3. Application

This policy applies to all permanent and temporary full time and part time staff members of Eastview

4. Definitions

“Disconnect From Work” means not engaging in work-related communications, including, but not limited to, emails, telephone calls, video calls or the sending or reviewing of other messages, so as to be free from the performance of work.

5. Principles

The following principles will guide all Eastview staff members in establishing and supporting practices that allow disconnecting from work:

- communicate, promote and support practices for managing work-related communications
- support and encourage employees to disconnect from work outside of their regular working hours; this includes disconnecting from work communication methods, e.g. email, mobile phones and pagers
- customize work-related communication to Eastview’s operational needs
- manage and set expectations for work communications, e.g. response times, time of day communications
- be mindful of sending work communications after hours
- be respectful of others’ disconnecting from work

6. Procedures

Delivery of Essential/Critical Services

Due to operational needs, emergency responses and/or varying work schedules, it may not be feasible for employees to disconnect from work at certain times

This includes but is not limited to the following circumstances:

- Critical staffing shortages due to illness
- Emerging operational needs
- Response to emergencies and/or on going emergency response services
- Those employees whose job description requires them to be accessible during off hours for emergency reasons.
- Business and operational needs requiring contact outside of normal working hours including specific and time limited events or needs and those who are on-call.

7. Roles and Responsibilities

It is the responsibility of the Executive Director to ensure that this policy is adhered to by all staff

8. Training and Education

This policy will be made available to all staff and will be provided to new employees within 30 days of their start date.

9. Updating of Policies

This policy will be reviewed every 5 years and updated as required or as is mandated by the City of Toronto

10. Authorities

Employment Standards Act. 2000

The City of Toronto Disconnecting From Work Policy

(<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/disconnecting-from-work/>)

Policy/Procedure	Employee Conflict of Interest Policy
Date Approved by Board	October 18, 2000
Signature (position)	
Date Revised	December 14, 2015 January 17, 2001
Review Date	

Policy Statement

'Eastview' refers to East Toronto Family Community Centre and Eastview Neighbourhood Community Centre.

Eastview employees are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties. They are required to support and advance Eastview's interests and avoid placing themselves in situations where their private interests may be in conflict with, or be perceived to be in conflict with the interests of the organization.

Application

This policy applies to all Eastview employees. For the purposes of this document, the term 'employees' includes staff as well as paid students and interns.

In certain circumstances, the duties and obligations imposed by this Policy will continue after the employee leaves Eastview.

The obligations and duties applicable to an employee resulting from these provisions do not replace, remove or supersede the duties and obligations required by applicable professional designations or regulatory bodies.

Definitions

Conflict of Interest: A conflict of interest refers to a situation in which an employee has private interests that could compete with or that may be perceived to compete with their duties and responsibilities as an employee.

A conflict of interest can also be a situation where employees can use their positions for private gain or expectation of private gain, either for themselves or for others. The private gain can be monetary or non-monetary.

Private Interest: Private (or personal) interest means a relationship, obligation, duty, responsibility or benefit unique to the employee or a person related to the employee.

1. Requirement to Report Conflict of Interest

Eastview employees must report any conflict of interest or perceived conflict of interest to their immediate supervisor/manager or the Executive Director. Employees may seek advice about the application of this policy from their supervisors or the Executive Director.

2. Rules and Examples

The rules and examples that follow do not exhaust the possibilities for conflict of interest, but they identify obvious situations covered by these provisions.

a. Preferential Treatment

Eastview employees are not allowed to use their positions to give anyone preferential treatment that would advance the interests of that or any party where such advance is contrary to the interests of Eastview.

b. Gifts

An Eastview employee will not accept, arrange to accept, give or request to be given a reward, gift, advantage or benefit of any kind from any person or entity that influences or could be perceived to influence the performance of the employee's duties.

An Eastview employee, who receives a gift in the performance of their duties, will immediately notify his or her manager/supervisor or Executive Director.

An Eastview employee may accept a gift of nominal value given as an expression of courtesy or hospitality if doing so does not influence, or would not be perceived to influence, the performance of the employee's duties. The Executive Director may pre-determine that no gifts may be accepted under any circumstance.

c. Use of Eastview Property

Eastview employees may not use, or permit the use of Eastview property, including facilities, equipment, supplies or other resources, for activities not associated with the proper performance of their duties. Any exceptions must be approved by the employee's manager or the Executive Director.

d. Disclosure of Financial Interests

An Eastview employee involved in a decision-making process related to a contract, sale, or business transaction who knowingly has a financial interest in the contract, sale or business transaction, or has family members, friends or business associates with such interests, must disclose their interest to their immediate supervisor/manager or the Executive Director and remove themselves from any decision-making process.

e. Participating in Decision-Making

An Eastview employee may not participate in a decision-making process with respect to a matter that they are able to influence in the course of his or her duties if they could benefit from the decision, unless they are authorized by the Executive Director.

f. Engaging in Outside Work or Business Activities

An Eastview employee may not engage in any outside work or business activity that conflicts with his or her duties as an employee of Eastview.

An Eastview employee may not engage in any outside work or business activity that could benefit from confidential information obtained at Eastview during the course of his or her employment.

g. Employment of Relatives

See Employment of Relatives Policy.

h. Use or Disclosure of Confidential Information

See Privacy Policy

3. Failure to Comply with the Policy

Individuals who fail to comply with the conflict of interest provisions may be subject to disciplinary action up to and including dismissal and, where warranted, legal proceedings.

4. Implementation

Managers must make this policy available to new employees.

5. Authorities

- Employment of Relatives at Eastview Policy

- Privacy Policy

This policy, and related practices and protocols:

- Replaces 'Employee Conflict of Interest' revised 01/17/01.
- Shall be posted on the Eastview public website and made available to any member of the public upon request.
- Will be reviewed regularly.

Policy/Procedure	Employment of Relatives at Eastview Policy
Date Approved by Board	November 16, 2015
Signature (position)	
Date Revised	
Review Date	

POLICY STATEMENT

The term ‘Eastview’ refers to both the Eastview Neighbourhood Community Centre and the East Toronto Family Community Centre.

The Conflict of Interest provisions of the Toronto Public Service By-law require City Agencies to maintain a policy that governs the employment of relatives and outlines the rules restricting supervisory relationships between relatives and the recruitment and appointment of relatives.

Eastview recognizes that conflict and bias can arise from situations where relatives work together and discourages the appointment of a relative of a current employee where such conflict and bias could result. This policy provides direction so these situations can be avoided.

APPLICATION

This policy applies to all Eastview employees, students, and interns.

DEFINITION

Relative: For the purposes of this policy, a relative is defined as:
 spouse, including common-law or same-sex spouse parent, including step-parent and legal guardian child, including step-child sibling and children of siblings father/mother-in-law, brother/sister-in-law, son/daughter-in-law any family members who lives with the employee on a permanent basis

CONDITIONS

Supervisory Relationship

No relatives are permitted to work together if this places them in a supervisory relationship.

A supervisory relationship is an employment relationship where one relative has direct or indirect authority over a relative's employment through decisions, recommendations or judgments related or influence to:

- the approval/denial of increments/performance pay
- the assignment and approval of overtime
- the negotiation of salary level

the conduct of performance appraisals discipline
the assignment or direction of work assignments
the approval of leaves of absence

A supervisory relationship exists even though there are levels of supervision in between two employees who are relatives.

Employees must declare a conflict to the Executive Director when a family relationship develops that puts them in a supervisory relationship.

Recruitment and appointment

A situation may arise through external recruitment or internal promotion/transfer/acting assignments/superior duties where the successful candidate could be a relative of an employee within the same work unit or within a work area where any form of direct or indirect supervision would exist over a relative.

Candidates/employees must tell the hiring panel if placement in the position they have applied for would put them in a supervisory relationship with a relative.

If such a situation arises, the hiring manager must inform the Executive Director in order to determine if the appointment of an employee could be perceived as a potential conflict of interest.

If the Executive Director decides the hiring/transfer would result in, or has the potential to result in, a conflict of interest, a candidate will not be hired or be permitted to transfer into work areas in which a relative is currently employed

Selection process

An employee must not participate in any part of the selection process where a relative is an applicant. The selection process includes screening applications, interviews and reference checking.

IMPLEMENTATION PROCEDURE

Supervisory Relationship

When employees who are related are aware that they are working in positions that put them in a supervisory relationship with each other they must declare this situation to their Executive Director in writing.

When a situation arises where an employee is in a supervisory relationship to a relative, the Executive Director must discuss reassignment options with the employees involved. The Executive Director should consult with their Executive Committee to resolve this problem. Possible solutions include:

offering one employee a permanent alternate position, if available
placing one employee on a temporary assignment if available
transferring one employee to a comparable position in another department i.e. lateral transfer, if available

The preferences of the employees should be taken into account when considering options. If the employee rejects all options presented, the Executive Director should make the final decision. Although these situations are sometimes difficult to resolve the Executive Director should address this issue as soon as possible after it arises and seek to remedy the situation promptly.

Recruitment and Appointment

In situations where the conflict, or potential conflict, involves hiring/transfer of a relative and where, in the opinion of the Executive Director the concern has sufficient validity, the relative will not be hired/transferred.

Other Considerations

Close personal relationships can also cause problems in the selection process and in reporting relationships. Employees who find themselves in this situation should be sensitive to perceptions and guide themselves according to rules set out in the Conflict of Interest provisions.

HUMAN RIGHTS LEGISLATION

This Policy will be applied in compliance with the Ontario Human Rights Code, RSO 1990, c H.19.

AUTHORITIES

Conflict of Interest provisions of the Toronto Public Service By-law – June 2014
UPDATING OF POLICIES

Eastview regularly reviews its Policies to ensure that they accord with best practices.

Policy/Procedure	Substance Abuse Policy
Date Approved by Board	September 24, 2018
Signature (position)	
Date Revised	
Review Date	June 27, 2023

POLICY STATEMENT

Eastview is committed to ensuring the health, safety and well being of its employees and the safety of the public. To this end, Eastview makes every reasonable effort to minimize risks associated with its operations. The goals of this policy are to assist employees in overcoming alcohol and drug problems and to maintain the high standards of service provided by Eastview. The policy provides a framework for education, assistance, rehabilitation and reintegration of employees who have problems with substance abuse.

APPLICATION

The policy applies to all Eastview employees.

DEFINITIONS

Substance Abuse:

- The use of alcohol and other drugs or substances, including illegal substances or prescribed and over-the-counter medications that may impair performance, safety at work or the ability to drive safely.

Unfit for Duty:

- reporting to work affected by the use of, or after-effects of, alcohol/prescription/illegal drugs which may impair performance or affect safety at work, or
- becoming unfit for work over the course of the workday as a result of substance use

Safety-sensitive Duties:

- Duties are considered safety-sensitive when employees control or take part in any work, where the type of work or equipment used can cause a significant hazard to themselves, to co-workers, and/or to the public.

PREVENTION

Eastview is committed to the prevention of substance abuse by:

- communicating with employees about what is expected of them concerning substance abuse in the workplace
- promoting employee health awareness and education
- helping employees develop appropriate ways to cope with and address personal problems so as to reduce substance abuse

WORK RULES CONCERNING POSSESSION, USE OR EFFECTS OF SUBSTANCES

In order to eliminate the risk of impaired performance due to substance use, the following are prohibited for employees in all job categories:

- use of alcohol or other drugs or substances, including illegal substances or prescribed and over-the-counter medications that may impair performance, safety at work or the ability to drive a vehicle
- being unfit for duty due to the use of or after-effects of the substances above
- the distribution, offering or sale, or other possession of drugs or alcohol that would breach the Criminal Code, the Narcotics Control Act or other Federal or Provincial Legislation.

ASSESSMENT, TREATMENT AND REHABILITATION

Eastview recognizes that alcohol and drug dependencies are treatable conditions and that early intervention greatly improves the probability of long-term recovery. Employees who suspect that they have a substance abuse problem are encouraged to seek assistance and to obtain appropriate treatment promptly before personal health, job performance or family life is compromised. Continuing and supportive aftercare has also been shown to contribute positively toward the maintenance of sobriety and the return to productive work of a person recovering from addiction.

Eastview is committed to providing confidential assessment, counselling, referral and follow-up services through the Employee Assistance Program (EAP). The EAP will provide the following services under this policy:

- counselling to employees and their eligible family members
- referrals for assessment, treatment and aftercare
- support to employees who are re-integrating into the workplace following treatment

Information is kept in strictest confidence with the EAP and will not be disclosed except:

1. as authorized by the informed consent of the employee
2. as required by law

3. where there is a serious and imminent risk that the health or safety of the employee or others would be jeopardized

SAFETY-SENSITIVE DUTIES

Safety-sensitive Assessment

Where an employee may be required to perform safety-sensitive duties, and there is evidence that substance abuse may be impairing job performance to the point that the employee is judged to be unfit for duty, he/she will be required to have a safety-sensitive assessment. The assessment will be carried out by an external and confidential service provider approved by Eastview's Executive Director for the purpose of determining whether or not that employee is safe to perform safety-sensitive duties. The safety-sensitive assessment will determine treatment recommendations or clearance to return to safety-sensitive duties.

Accommodation for Employees with Safety-sensitive Duties

When a supervisor or manager has concerns regarding an employee's fitness to perform safety-sensitive duties, the employee will be removed from those duties. The division will temporarily accommodate the employee either by modifying his/her own job, if possible, or by providing an alternate job with non-safety-sensitive duties until the employee is cleared to return to safety-sensitive duties.

Accommodations are consistent with Eastview's rights and inclusion policies. The accommodation will be agreed to by the employee, the division, and the human resources representative and will be maintained for a preliminary period of up to one year, with a divisional review at six months, until the employee is cleared to return to his/her regular duties by a city-approved service. The employee must agree to attend an assessment, participate in treatment and aftercare where recommended, and to work toward returning to his/her regular duties, in order to maintain placement in alternate duties.

ROLES AND RESPONSIBILITIES

Supervisors/Managers:

- understand the objectives and procedures of the Substance Abuse Policy and related policies including Eastview's Health and Safety Policy and the Alcohol Use Policy.
- monitor job performance and discuss deteriorating work performance with the employee
- take corrective action in accordance with established practices for dealing with performance or safety concerns
- remove employees from performing safety-sensitive duties if there are indications of a safety risk
- inform the employee about EAP services and make referrals to the EAP when indicated
- provide accommodation to employees who need temporary alternate placement while seeking substance abuse treatment and participating in aftercare

Employees:

- arrive at work fit for duty and meet satisfactory work performance and attendance standards
- perform the duties of their job in a safe manner without risk to their co-workers, the public or the environment
- report their use of prescription or over-the counter medication that may affect their ability to safely perform the duties of their job to the supervisor, before starting their shift
- exercise the right to refuse work in situations where he/she believes that a co-worker is putting himself/herself or others at risk because of substance abuse to the point that health or safety is compromised as per the requirements of the Health and Safety Act
- use EAP or other resources to resolve behavioural or health problems which adversely affect their work performance

SALARY AND BENEFITS

Eastview supports employees in seeking treatment and aftercare for substance abuse by providing time away from work.

Employees may use existing benefits including sick pay, vacation, floating holidays and lieu time to maintain income while attending a treatment program. When using sick time, an employee is required to provide a doctor's note for the period of absence.

If the employee has no sick pay, vacation or lieu time, a Record of Employment will be issued by Eastview. The Record of Employment will enable the employee to apply for Employment Insurance.

WHERE TO GO FOR INFORMATION AND GUIDANCE ON THE SUBSTANCE ABUSE POLICY

Management is responsible for administering the policy. Questions or advice regarding the interpretation of the policy should be directed to Executive Director

TRAINING AND EDUCATION

Staff review Eastview policies annually. This policy will be included in the review process.

UPDATING OF POLICY

This policy will be reviewed and updated in the course of the regular Eastview process. However, since this policy is drawn from the City's Substance Abuse Policy, if the City makes changes to its policy, Eastview will consider the applicability of the City's changes to this Eastview Policy.

AUTHORITIES

Not applicable.

Policy/Procedure	Telecommuting Policy
Date Approved by Board	October 13, 2015
Signature (position)	
Date Revised	
Review Date	

PURPOSE

It is the goal of the Eastview Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) to provide an environment where telecommuting for increased productivity purposes is available for staff for whom it is appropriate.

The goal of this Policy is to:

- i. Increase productivity by creating unhampered blocks of time to complete certain tasks or projects.
- ii. Assist managers and coordinators in knowing how to approve requests for telecommuting.
- iii. Create the framework under which telecommuting can function.
- iv. Develop a workplace culture that is knowledgeable about and values telecommuting procedures to assist in productivity.

POLICY STATEMENT OF COMMITMENT

Productivity at Eastview is a priority. However the nature of the work Eastview and its staff are engaged in sometimes prevents staff from being productive while at the Eastview site especially when deadlines for projects requiring large blocks of focussed time to complete are looming. To this end Eastview is committed to maintaining productivity by offering telecommuting as an occasional option for staff requiring it.

APPLICATION

The Policy applies to all staff of Eastview, however not all staff may necessarily qualify to participate in telecommuting.

DEFINITIONS AND TERMS

Telecommuting means a work arrangement authorized by the Executive Director in which the staff member performs the duties of his or her position away from the official work place in a designated workspace; usually in the staff member's home. It does not include a workplace maintained or operated by Eastview.

Hours of Work as laid out in employment agreements, provisions of the collective agreement and Eastview working conditions, as applicable, apply to staff members participating in a Telecommuting arrangement.

REQUIREMENTS

All staff must agree to the following terms related to telecommuting:

- Telecommuting is a privilege, not a right. It must be demonstrated that there is a necessary advantage to telecommuting before permission is granted.
- Telecommuting will only be granted to staff who have successfully completed their probationary periods.

Permission to telecommute must be granted in advance by the Executive Director except in unusual circumstances when a Coordinator or Manager may grant permission.

- All requests to telecommute will be made in writing to the Executive Director. A Coordinator or Manager's recommendation must accompany requests from a front line staff member.
- Staff who telecommute will make themselves available by email and or phone while they are telecommuting.
- Days used for telecommuting must not be tied to vacation days except in unusual circumstances.
- They should not exceed 1 day per week or 3 days per month except in unusual circumstances or as approved by the Executive Director.
- Telecommuting will not interfere with regularly scheduled programming or create undue hardship for other staff. Arrangements must be made with Coordinators/Managers for adequate programming coverage while telecommuting.
- Telecommuters will maintain a regular work schedule and be able to produce an accurate account of work produced if requested.
- Telecommuters will comply with all of the operational standards that apply to Eastview policies and procedures including ethical and legal compliance.
- Telecommuters will not allow business work-related visitors to their home or off-site location without the express written permission from the Executive Director.
- Telecommuters will be responsible for any organizational equipment used off-site. Eastview will be responsible for normal wear and tear of all Eastview equipment used off-site, however, the

employee may be responsible for the cost of repair or replacement of any equipment if handled in a careless or reckless manner. Eastview is not responsible for any personal equipment used in performance of telecommuting unless specific arrangements have been made with the Executive Director.

- Telecommuters must operate in a safe and secure environment. Any confidential materials or information must always be kept secure and appropriately destroyed when no longer in use.
- Any and all injuries that occur at home, or off-site, are covered by Eastview's worker's compensation insurance coverage. The reporting requirements for a telecommuter related to a workplace injury are the same as if they worked at Eastview.
- Arrangements for appropriate day care or elder care services must be provided so as not to interfere with job performance. Exceptions to this must be obtained by the Executive Director.
- Telecommuters will remember that they are a representative of Eastview while telecommuting regardless of their location and are expected to act with the same professionalism and judgement that they would use while at Eastview.
- If at any time telecommuting is deemed not to be productive by Coordinators, Managers or the Executive Director, the privilege of future telecommuting may be denied.

TRAINING AND EDUCATION

Eastview will provide information and training to the Telecommuting Policy to all staff.

Appendices: Eastview Telecommute Agreement

QUESTIONS ABOUT THIS POLICY

For more information about the Policy please contact:

Kerry Bowser

Executive Director

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Eastview (Toronto)
Boys & Girls Club

Eastview Tele-Commute Agreement Form

Date: _____

Name: _____

Department: _____

Remote Work Location: _____

Contact Information while Telecommuting: _____

Recommended by: _____

I acknowledge that I have read the terms outlined in Eastview's Telecommuting Policy:

Signature

Executive Director's Signature: _____

Policy/Procedure	Vacation Policy
Date Approved by Board	June 10, 2013
Signature (position)	
Date Revised	May 4, 2015; March 20,2023
Date reviewed	January 11, 2023

1. POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) recognizes that vacations are pre-planned time away from work meant to provide an opportunity for refreshment and rejuvenation. Eastview is committed to supporting time off for employees in accordance with legal and collective agreement provisions and this policy.

2. PURPOSE OF THE POLICY

The purpose of this policy is to provide a consistent approach to Eastview employees and management regarding vacation entitlement, usage and administration.

3. APPLICATION

This policy and procedure applies to all Eastview employees, excluding casual staff who receive a top up at each pay period of 4% vacation pay in lieu of entitlement for paid vacation days.

Vacation entitlement for non-union staff is as follows:

- Three weeks for employees who have completed 1 year of service.
- Four weeks for employees who have completed 9 years of service.
- Five weeks for employees who have completed 17 years of service.
- Six weeks for employees who have completed 22 years of service.
- Seven weeks for employees who have completed 30 years of service in their 30th year of service only.

Vacation entitlements for bargaining unit employees are negotiated and outlined in the respective Collective Agreements.

Vacation entitlements for new employees during the first year of employment shall be prorated. Vacation entitlements for part-time employees are pro-rated based on work schedules.

4. DEFINITIONS

“**Casual staff**” means employees who work less than 18 hours per week, occasional casual relief staff, summer staff and any other employee categories as designated by the Board.

5. POLICY

Current year entitlements are based on service in the previous year. Vacation entitlement is not reduced for the duration of an employee's pregnancy and/or parental leave. When an employee is on no-pay status because of sickness or injury for more than twenty-six (26) consecutive full pay periods, the employee's vacation entitlement shall be reduced by 1/26th for each consecutive pay period.

Employees who have completed a minimum of one year of service and qualify for a vacation entitlement, will subsequently receive their annual vacation entitlement on January 1st of each calendar year.

Vacation entitlements are accrued on a monthly basis, based on one-twelfth of the employee's annual vacation entitlement.

Employees are eligible to receive vacation time off at any time after January 1 of each year. However, Eastview is entitled to recover the value of vacation taken prior to entitlement, where the employee leaves the service of Eastview, other than by death.

Employees who have completed at least six months but less than a full year of their first year of service may apply to the Executive Director/Manager or designate for up to one week of vacation. If granted, the employee will be credited with the balance of their prorated first year vacation entitlement on January 1 of the following year. If the employee leaves the service of Eastview before completing one year of service, the value of any excess vacation granted will be recovered from salary/vacation pay owing upon termination.

In general, employees are expected to use their vacation entitlement in the year in which it is earned, with the option of requesting carry over of up to one week's vacation into the next year or, in extenuating circumstances, to request carry over of additional vacation entitlement.

6. PROCEDURE

Approval

Vacation is approved by the Executive Director/Manager or designate. Employees must submit requests for vacation in advance, in writing or by e-mail.

Scheduling

Each department is responsible for the preparation of its own vacation schedules and may specify periods when vacations may not be scheduled because of operational requirements. Employees are expected to schedule their vacations as far in advance as possible. Every effort will be made to grant annual vacations on the dates requested by employees. Managers are responsible for managing vacation schedules to ensure staff use their vacation before year-end.

Vacation Carry Over

The approval of the Executive Director or designate is necessary to carry over vacation. Unless there are extenuating circumstances a maximum of one week of vacation entitlement may be carried over.

The vacation days that are carried over must be used in the year into which they are carried over. In unusual circumstances, when vacation that is carried over cannot be used, for example, where an employee has been asked to forego vacation for operational reasons, requests for extension to the following year will be considered on a case-by-case basis by the Executive Director.

It is the employee's responsibility to schedule vacation days that are carried over before the next year-end. Except in approved extraordinary / extenuating circumstances if the staff member does not take the carried over leave in the subsequent year it shall be paid out in the last pay prior to the fiscal year end.

Employees must submit their requests to carry over vacation in writing or e-mail to their Manager for approval by the Executive Director. Each individual request must be balanced with the operational impact of that employee taking additional vacation the following year.

To facilitate vacation planning, requests to carry over more than one week's vacation must be submitted by November 1st. Based on operational requirements or special circumstances, requests to carry over up to four weeks' vacation must be submitted for approval to the Executive Director by September 1st. The record of vacation entitlements is maintained by the Executive Director.

Payment of Vacation

Vacation pay is at the regular base salary at the time vacation is taken or paid out.

Payment Upon Termination

The employee's anniversary date is used to calculate vacation pay at the time of termination. The employee's start date is used to calculate the anniversary date which is subject to any leave of absence-related adjustment.

When an employee who has completed one year of service or more leaves employment and is owed vacation, the employee shall be paid in a lump-sum an amount equivalent to accrued vacation based on the salary/wage that would normally have been paid to the employee during the vacation period.

When an employee leaves the service of Eastview and has used their annual vacation entitlement prior to accrual, upon termination the value of the vacation overpayment will be recovered from the final pay owing to the employee.

7. ROLES AND RESPONSIBILITIES

The Executive Director is responsible for:

Ensuring that planning and managing the employee vacation schedule is in accordance with this policy, the *Ontario Employment Standards Act* and Collective Agreements.

Reviewing and reporting the vacation accruals, financial obligations caused by vacation accruals and steps taken to reduce vacation accruals to the Executive Committee in September and December of each year.

8. Managers are responsible for:

Planning and managing employee vacation time so that their direct reports have at least one two-week vacation break or two one-week vacation breaks every calendar year, and to ensure that employees are taking their full vacation entitlements within the year, so as to limit the accrual of vacation.

Ensuring that employees request vacation time in advance.

Ensuring that employees have sufficient vacation credits prior to approving a leave, or approving up to 5 days' vacation in advance to provide sufficient credits.

Monitoring the vacation balances of their direct report employees.

Addressing vacation balances in excess of established limits within a reasonable period of time.

Employees are responsible for:

Planning vacation time off of at least one two-week period or two one-week periods every year, in consultation with their manager as part of regular vacation planning.

If necessary for personal reasons, requesting vacation time, consisting of half or whole days in advance.

Cooperating with their manager in addressing excess vacation balances, including establishing plans to reduce balances to within limits in a reasonable period of time.

Employees must take the minimum amount of vacation time required under the *Ontario Employment Standards Act* (minimum of two weeks within 10 months after earning it, i.e. within 22 months of commencing employment). If a staff member does not schedule enough vacation, the Executive Director/Manager or designate is responsible for making sure additional vacation time is taken.

9. UPDATING OF POLICIES

Eastview regularly reviews its Policies to ensure that they accord with best practices.

10. AUTHORITIES

Employment Standards Act

Labour Relations Act

CUPE Collective Agreement

Other Governance Policies

Policy/Procedure	Software Copyright Policy
Date Approved by Board	February 2, 2003
Signature (position)	
Date Revised	December 10, 2018
Review Date	

Policy

Eastview considers the protection of intellectual property a serious matter and is committed to ensuring full compliance with the law in relation to software copyright. All software used on Eastview-owned equipment or for Eastview purposes must have been obtained legally and must only be used in accordance with its licensing conditions. Eastview-owned software must not be copied or loaded onto other equipment in breach of the software license.

Purpose

A large part of Eastview's work is conducted on computers, phones and other similar technologies that rely on copyrighted software to operate and perform functions. This policy is intended to ensure that anyone who may be carrying out activities at Eastview or elsewhere (for example, working from home or in another location) for Eastview knows that compliance with this software copyright policy is required.

Application

This policy applies to all staff members, volunteers, students, contractors and anyone else conducting activities at or for Eastview.

Definitions

'Copyright' means the legal right that grants the creator of an original work exclusive rights to determine whether, and under what conditions, this original work may be used by others.

'Software' means a collection of data or computer instructions that tell the computer how to work.

Roles and Responsibilities

Eastview management and co-ordinators are responsible for monitoring staff compliance with

this policy, directing staff to abide by this policy, and reporting to the ED should staff or others continue to be non-compliant.

The ED is responsible for ensuring that procedures for recording software purchases, and for establishing a system of monitoring software compliance. The ED is also responsible for dealing with staff and members who have been instructed to change non-compliant behaviour but fail to do so.

Procedures

The Executive Director must maintain a register of software acquired with Eastview funds. It is recommended that the following minimum information be kept:

1. Name of Software
2. How acquired (i.e. Purchased through Eastview or acquired/funded through other source)
3. Date acquired.
4. Person acquiring software
5. License Number (if applicable)
6. Cost of acquisition
7. Type of License (i.e. Single Use, Named Users, Concurrent Users etc.)
8. Number of copies (or users etc.)

Notices regarding the software copyright policy should be posted in all work areas, and in places where computers are available for member use (e.g. computing labs).

Software downloads and installations are performed only by a system administrator.

A suspected breach of software licensing should be brought to the attention of the person suspected of breaching the licensing. This includes unauthorized copying of software or use of illegal copies. If the person takes no action to rectify the situation, the ED must be made aware of the breach. Persons found to be engaging in breaching of a software license may be liable to disciplinary or legal action.

Training

This policy should be included in the orientation package for new staff and board members. It should also be addressed in the staff's annual policy review.

Updating of Policies

Eastview regularly updates its policies to ensure that they are consistent with best practices.

Authorities

This policy is a requirement of the City of Toronto

Policy/Procedure	Social Media Policy
Date Approved by Board	November 16, 2015
Signature (position)	
Date Revised	April 18, 2016; April 17, 2023
Date Reviewed	April 12, 2023

1. Policy Statement

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) has adopted this Social Media Policy (“Policy”) in response to the increasing use of social media by individuals and organizations, including Eastview employees, volunteers and member of the Board of Directors (the “Board”). Eastview recognizes the importance of participating in online interaction and wants to ensure all Eastview employees, volunteers and members of the Board receive guidance on how to participate in social media in a positive and responsible manner.

This Policy provides employees, volunteers and members of the Board with direction when sharing Eastview or personal social media content that can be linked to Eastview.

2. Application

The Policy applies to all Eastview employees, volunteers and members of the Board.

3. Definition of Social Media

As used in this Policy, “social media” includes any media used for web-based or mobile-platform social interaction. Social media platforms allow individuals to create and to share user-generated and other content with others.

Examples of social media include but are not limited to:

- Social networking sites (e.g. Facebook, LinkedIn, Yammer, TikTok)
- Micro-blogging sites (e.g. Twitter)
- Online video and photo sharing (e.g. YouTube, Flickr, Instagram)
- Online discussion forums (e.g., Reddit, WhatsApp, Substack)
- Website encyclopedias (e.g. Wikipedia)
- Online user review forums (e.g., Yelp, Google)
- Personal or corporate blogs and
- Internal communications or intranet posting forums

4. Social Media Policy

When using social media, it is important to exercise common sense and good judgment, and always consider the need to protect the confidentiality and reputation of Eastview and Eastview's members.

This Policy has six parts: 1. Transparency; 2. Responsibility; 3. Confidentiality; 4. Protection of Eastview's Property; 5. Protection of Brand Reputation; and 6. Access to Social Media During Business Hours.

i. Transparency

Whenever possible, maintain a clear distinction between personal social media activities and professional online presence. For example, many professionals use LinkedIn as their professional social media site and limit their personal social media presence to Facebook, Instagram, etc.

When engaged in professional social media activities, be transparent and state the appropriate representation: an employee, volunteer and member of the Board, where appropriate.

No one may present themselves as a representative of Eastview without authorization from the Executive Director or the Board where appropriate.

Eastview maintains its own presence and accounts on social media sites to stay connected to the community. These accounts are managed and maintained by designated individuals who are trained and authorized to manage and approve content on behalf of Eastview. All websites that are controlled by Eastview will disclose that fact to users to ensure transparency. Requests to establish any other presence or account on social media sites on behalf of Eastview must first be approved by the Executive Director or the Board where appropriate.

ii. Responsibility

All Eastview employees, volunteers and members of the Board are legally responsible for their own actions, including postings made to social media sites. All online conduct should be courteous, ethical and professional. Eastview may require that certain posts from a social media site are withdrawn if it deems the content to be inappropriate, offensive or otherwise contrary to this Policy. It is the responsibility of all employees, volunteers and members of the Board to follow the terms and conditions of use established by social media sites that are used.

Social media posts, comments and content must never represent individuals or Eastview in a false or misleading way. Facts known to be true may be posted but never postings that may be construed as misleading or purport to be testimonial. Comments about Eastview or any Eastview member must not be made without permission of the Executive Director or the Board where appropriate. Any requests to

provide a testimonial statement or recommendation about another organization on social media on behalf of Eastview must first be approved by the Executive Director or the Board where appropriate. All individuals making posts will be liable for those postings, comments or links to sites or materials that are considered defamatory, disparaging or threatening, that violate any applicable law, or that disclose confidential or proprietary information or that may harm or damage the reputation of Eastview.

Caution must always be taken with Eastview email and professional identification. Privacy settings of any social media site used must be read and understood and account settings must be adjusted appropriately.

Online Posts and comments must be meaningful, respectful and not engage in spam or any other abusive use of the Internet or any social media site. When in doubt, posts and comments must be checked with a supervisor. Protecting one's personal privacy personal information is also important. All posts and comments must conform to Eastview's Access to Personal Information and Protection of Privacy Policy. Online published content is widely accessible and will be traceable online virtually forever, so all published content must be considered carefully. All online listed affiliations to Eastview, whether personal or professional will be deemed to be professional communication.

All questions about the propriety of any posting, should be brought to the Executive Director or the Board where appropriate.

iii. Confidentiality when Using Social Media

Eastview's Access to Personal Information and Protection of Privacy Policy will apply to all aspects of social media posting and engagement. All Eastview employees, volunteers and members of the Board have a duty to hold in strict confidence all information acquired in the course of employment, volunteer duties and work on the Board.

Third party requests for information or comments relating to the business of Eastview should be referred to the Executive Director or the Board where appropriate.

iv. Protection of Eastview Property

Social media postings must not include any Eastview intellectual property, including the "Eastview" and "BGC logos, without the prior consent of Eastview Management, the Executive Director or the Board where appropriate.

v. Protection of Brand Reputation

Eastview encourages all employees, volunteers and members of the Board to build a professional online reputation of trust and transparency among Eastview members and the public. The power of social media can assist in establishing a reputation as a credible and trusted professional. With this in mind, the reputation of Eastview, Eastview employees and community members must be taken into

consideration at all times while on social media. It is the responsibility of all employees, volunteers and members of the Board members to maintain a positive image of Eastview at all times. Social media posts relating to Eastview should present Eastview in a positive light. Posts or links to any materials that are defamatory, harassing or pornographic are strictly prohibited

Eastview e-mail address, and their usage are linked to Eastview's brand and image. As certain actions may potentially legally bind Eastview or otherwise hurt its image, caution and good judgment must be exercised when using an Eastview e-mail address.

The public in general, and Eastview's volunteers, and members, reflect a diverse set of customs, values and points of view. Exercise caution when a topics being discussed may be considered contentious or may negatively affect Eastview. Anonymous comments may be traced back to Eastview's IP address.

If a negative post or comment is discovered about Eastview online that is concerning and should be addressed, it should promptly be brought to the attention of the Executive Director or the Board where appropriate.

When disagreeing with the online opinions of others (whether or not related to Eastview or Eastview's client work) please keep postings and communications appropriate and polite. In situations that become antagonistic online, do not get defensive or engage in retributive or unproductive postings and communications.

Never comment on anything related to past, present or future legal matters involving Eastview.

Do not post photographs taken in the workplace or containing Eastview's signage without prior authorization.

vi. Access to Social Media During Community Members Facing Interactions

Personal use of Eastview technology is to be exercised sparingly. This includes internet access to non-Eastview related sites, including Facebook and other social media. Accessing social media when interacting with community members, should be avoided.

5. Violation of the Social Media Policy

For employees, a violation of this Policy may result in discipline up to and including termination for cause.

For a volunteer, a violation of this Policy may result in termination of the volunteer relationship.

For Board members, a violation of this Policy may result in removal from the Board.

Eastview shall not be liable, under any circumstances, for any errors, omissions, loss or damages claimed or incurred due to any use of social media sites through Eastview's resources for personal purposes.

6. Implementation

All new and existing employees and volunteers of Eastview will receive a copy of this Policy. New employees and volunteers will receive a copy of this Policy at the time of orientation. Members of the Board will receive a copy of this Policy as soon as practicable after being elected to the Board. This Policy will also be posted on the Eastview website.

7. Authorities

Access to Personal Information and Protection of Privacy Policy

8. Updating Policies

Eastview regularly reviews its Policies to ensure that they accord with best practices.

Policy/Procedure	Complaints & Appeals Policy and Procedure
Original Date Approved by Board	May 1993
Signature (position)	
Dates Revised	May 14, 2012; January 16, 2017; March 20, 2023
Date Reviewed	January 18, 2023

1. Policy Statement

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre (Eastview) supports the right of participants, volunteers and community members to access a fair and transparent process to make complaints about programs and services and to dispute decisions that are perceived to be adverse to them.

Eastview is committed to investigating and resolving complaints and appeals in an unbiased and clear manner that balances the rights of complainants, the needs of the community, and the expectations of staff.

Eastview believes that complaints and appeals provide a valuable source of information. Consequently we document and reflect on decisions made in response to complaints and appeals, and adjust our policies and practices accordingly.

2. Purpose

To set out a complaints and appeals process that is easily understood, constructive, and balances the interests of stakeholders.

3. Application

This policy applies whenever participants, neighbours, and/or community members want to lodge a complaint about Eastview members, employees, volunteers, and/or the services provided, or appeal a decision made by Eastview.

Eastview staff will accept a complaint from the broader public, members, , and volunteers.

This policy does not apply to employee complaints. Those are addressed either through informal resolution, investigations within the framework of the Collective Agreement and/or Eastview's Human Rights and Anti-Harassment Policy/Procedure.

4. Definitions

Appeal

To make an appeal means to ask a higher level to review a decision in order to have the decision changed, or reversed, or reconsidered.

Anyone may appeal a decision made by Eastview staff that they perceive as being adverse to them. Appeals are made to the appropriate Manager and if the decision remains unresolved the Office Manger will escalate the appeal to the Executive Director and/or the Executive Committee. Decisions that can be appealed include but are not limited to:

The quality and types of services or programs provided by Eastview

The way Eastview operates services and programs

Service restrictions

Non-admission to the community centre or to a particular program

Readmission conditions

How Eastview's staff work with and treats participants

The impact of programs and services on the neighbourhood

Decisions about resource or meeting room allocations

Decisions regarding the allocation of other resources

In most cases, Eastview's Executive Committee accepts appeals only from the individual or community group affected by the decision being appealed, however, participants may enlist the support in the appeal process of workers and/or advocates.

Appellant

A person who launches an appeal.

Complaint

Complaints are usually an expression of dissatisfaction with something specific about Eastview or about larger systematic issues within the community. They can often be resolved by providing information and helping the complainant understand Eastview's mandate.

Complaints may be lodged after informal resolution or regular problem solving has failed.

The subject matter of complaints may include but are not limited to the topics listed above in the definition of ‘appeals’:

5. Information Sharing and Privacy

Eastview’s *Access to Information and Protection of Privacy Policy* applies during any complaints or appeals process. People who are directly involved in the complaint will have access to specific details on a “need to know basis”. For the purposes of confidentiality, the complaint record (electronic and hard copy) is only accessible to Office Manager, the Executive Director or delegated Manager and the staff member who is dealing with the complaint.

At the same time, it is understood that when making a complaint, the complainant is consenting to the release of information related to the complaint as determined appropriate by Eastview to deal with and resolve the complaint.

If the complaint is about the behaviour of a staff member, the Executive Director or delegated Manager will determine the investigation process, including what information is shared. The Executive Director or delegated Manager must balance the complainant’s right to confidentiality and/or fear of reprisal with the staff member’s right to understand the details of the identified concern.

6. Procedures

General Staff Responsibilities

In the course of handling a complaint or an appeal, staff are expected to comply with Eastview policies and procedures and other applicable legislation and regulations including but not limited to the *Occupational Health and Safety Act*, *Municipal Freedom of Information Privacy and Protection Act* (MFIPPA), *the Ontario Human Rights Code*. Staff are also expected to behave respectfully and professionally throughout. For example, during the resolution stage, staff are expected to include complainants and appellants in developing solutions, and provide referrals if necessary.

Receiving a Complaint or Appeal

When a staff member receives a complaint, they are expected to advise the Office manager and try to resolve the issue/concern informally whenever possible. Once informal resolution or problem solving for any situation has failed, a written complaint may be filed using the Formal Complaint/Appeal Report form.

Staff are expected to explain the complaint process to the complainant and to provide assistance (as requested) to help the complainant complete Eastview’s Formal Complaint /Appeal Report form. Assistance may include verifying what the complainant wrote, documenting a complaint based on the complainant’s dictation, or arranging translation for the complainant.

Appeals to decisions must be made in writing. When appellants indicate that they want to appeal a decision, staff are expected explain the appeals process, assist appellants to complete the Formal

Complaint/Appeal Form (if requested), complete the form based on the appellant's dictation using their exact words, or arrange translation services.

Formal Process for Complaints and Appeals

A formal Complaint/Appeal Form may be completed/submitted to the Office Manager for processing in the following circumstances or at any time:

When a staff member/Manager receives a complaint they have tried to deal with and have been unable to resolve

For all complaints from non-members (neighbours, community groups, etc.)

For all appeals

Formal complaints and appeals received by staff will be directed to the Office Manager who will file, record and track the complaint or appeal and who will refer the complaint to the appropriate manager, the Executive Director or the Executive Committee, as indicated below.

Information Required for Formal Process

All formal complaints and/or Appeal requests must be in writing and include:

Submission Date and Time

Complainant's name

Complainant contact information (address, phone number, etc.)

Name(s) of anyone else involved

Subject matter of the complaint

Action taken to resolve the complaint

Outcome of attempts to resolve the problem

Name of Staff/Manager addressing the complaint

Complainant's Signature & Date

Additional information for Appeal purposes

Final Outcome & date once resolved

Complaints About a Manager

Complaints about a Manager must be put in writing to the Executive Director. The Executive Director will determine follow-up depending on the nature of the complaint and inform the complainant in writing of their decision.

Complaints About the Executive Director

Complaints about the Executive Director must be put in writing to the Chair of the Board. The Board's Executive Committee will determine follow-up depending on the nature of the complaint and inform the complainant in writing of their decision.

Appeals to the Board

If an operational complaint or appeal is escalated to the Board's Executive Committee, the Committee's decision on the matter is final. Complainants still dissatisfied with the decision/action of the Centre should be referred to the City of Toronto Ombudsman's Office.

Complaints About the Board of Management/Directors

Complainants are encouraged to put their complaints in writing to the Eastview Board of Management and will receive a written response.

Complainants may also contact the Integrity Commissioner of the City of Toronto. Complaints about Board of Management are dealt with through the code of Conduct Complaint Protocol for Members of Local Boards.

Frivolous and Vexatious Complaints

A frivolous complaint is one found upon investigation to have no reasonable grounds or to make no sense or to be not serious. A vexatious complaint is one made only to annoy others.

Because all complaints are treated seriously, frivolous and vexatious complaints use resources that could be put to better use. Eastview will not conduct additional follow-up or investigate frivolous or vexatious complaints.

Handling Repetitive and Persistent Complainants

When dealing with individuals who frequently initiate Eastview complaints, it is important that their complaint is not dismissed and that the process is followed.

If Eastview receives a complaint that has already been dealt with, the complainant will be informed verbally and/or in writing that Eastview will not conduct further follow up on the issue unless the complainant provides new information.

Persistent complainants are those who tend to have an obsessive and excessive preoccupation with the complaint. Strategies when dealing with these types of complaints may include involving the Executive Director to assist throughout the resolution process

Complaint Tracking

All formal complaints will be recorded by the Office Manager. Complaint records (electronic and/or hard copy) are considered to be confidential and only accessible to staff who deal with the complaint. Records will be maintained by the Office Manager in a locked file cabinet. On an annual basis, in April of each year, the executive Director will issue a report to the Executive Committee describing how Eastview complaints have been managed and resolved. Eastview Complaints and Appeals Policy and Procedures will also be reviewed and modified if necessary by the Executive Committee in April of each year. For reporting purposes, personal information will be removed from the annual report and only the substance of the complaints and resolutions will be analyzed.

Letters

Eastview will follow up with the complainants or appellants in writing and may issue a letter for the following reasons:

To acknowledge serious complaints

To inform complainants/appellants of follow up management is taking for certain issues

To inform complainants/appellants of follow up they should be taking

To inform complainants/appellants of management's position on an issue

To document when a complaint has been found to be frivolous or vexatious

Whenever a complaint or appeal is escalated to the executive Committee, a letter will be sent informing the complainant/appellant of the decision in the matter.

Time Limits

Eastview will make all reasonable efforts to complete the complaints process in a timely manner while ensuring that an appropriate and thorough investigation is undertaken.

The time limit for the filing of complaints under this policy is six (6) months from the time of the incident. Consideration will be given on a case by case basis as to whether the time limit should be waived in extenuating circumstances.

The time limit for filing of an appeal is six (6) months from the date of the decision that is being appealed.

Specified time limits for complaints about allegations of sexual harassment/abuse, or physical violence are outlined in Eastview's Human Rights and Anti Harassment Policy/Procedure, the *Human Rights Code* and other applicable legislation.

7. Access to Policy

This policy will be made available to the public.

8. Training

Eastview will provide training and education to employees and volunteers with respect to the contents of this Policy.

9. Updating Policies

Eastview regularly reviews its Policies to ensure that they accord with best practices. This policy is to reviewed every five years.

10. Authorities

Policy/Procedure	Police Records Check for Employment and Volunteering Policy
Date Approved by Board	April 20, 1995
Signature	
Date Revised	January 18, 1996, October 17,1997; June 16,1999; October 20,2008; February 27, 2017
Review Date	

POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) recognizes its obligation under the Ontario Human Rights Code not to discriminate in matters of employment on the basis of having a criminal record and supports the goal of rehabilitation, while recognizing that criminal convictions for certain kinds of behaviour may make a candidate unsuitable for specific types of employment, placements or volunteer services.

Eastview protects children and youth and other potentially vulnerable participants who receive services from Eastview, and also protects the organization’s finances, donations and sensitive financial information, and personal information of some participants.

It is standard practice within human services organizations, including Boys and Girls Clubs of Canada, to require Police Record Checks (PRCs) prior to employment. Eastview utilizes PRCs as a final mechanism to establish the suitability of employees, volunteers, student placements and board members by helping ensure the safety and trust of our participants and the community.

PURPOSE OF POLICY (the “Policy”)

This policy outlines requirements for undertaking PRCs and describes the role they play in decisions about placement at Eastview as an employee, student placement, volunteer or board member.

APPLICATION

Since Eastview’s children’s and youth programming takes place across the entire facility, this Policy applies to all employees, student placements and regular volunteers, and board members of Eastview.

In most cases, the PRC will include only a Criminal Record Check. Employees who work in Eastview's Family Resource Program must undergo a Vulnerable Sector Check.

Eastview reserves the right to from time to time amend requirements for a PRC at its sole discretion.

DEFINITIONS

Criminal Record Check – means a summary of Criminal convictions and findings of guilt under the Youth Criminal Justice Act.

Criminal Record and Judicial Matters Check – means a Criminal Record Check plus summary of outstanding charges, arrest warrants, certain judicial orders, absolute discharges, conditional discharges, other records as authorized by the Criminal Records Act.

Employee – means all non-union management and exempt staff and all members of bargaining units at Eastview including part-time staff; does not include maintenance staff employed directly by the City of Toronto to maintain Eastview's premises.

Police Record Check (PRC) – means one of three types of record checks undertaken by a police record check provider: Criminal Record Check, Criminal Record and Judicial Matters Check, and Vulnerable Record Check.

Regular volunteer – means a volunteer who has concluded ten hours of volunteer service at Eastview; does not include participants within a program who offer their services within the program, e.g., help with setup or cleanup; does not include one-time volunteers, e.g., corporate groups that volunteer for a single event or activity.

Student placement – means a person who, as part of fulfilling requirements of a course of study and who has entered into a contract with Eastview, has been placed in a supervised position at Eastview.

Vulnerable person – means a person who, because of age, disability or other circumstances, whether temporary or permanent, is (a) in a position of dependence on others; or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them.

Vulnerable Sector Check – means a summary of an individual's Criminal Record and Judicial Matters Check plus findings of Not Criminally Responsible due to mental disorder, record suspensions (pardons) related to sexually-based offences, and non-conviction information related to the predation of a child or other vulnerable person (i.e. charges that were withdrawn, dismissed or stayed, or that resulted in acquittals).

PROCEDURES: APPLYING FOR A PRC AND UPDATING FILES

Application for a PRC will only be requested once a candidate is at the final stages of being hired or accepted as a regular volunteer, student placement or board member at Eastview. Job candidates are informed through the job posting that a PRC will be required. Potential volunteers, student placements and board members are informed of the requirement during the recruitment process.

Eastview will assume the cost of PRC applications which must be submitted prior to placement.

To undertake a Criminal Record Check, the candidate would provide their application to Eastview. Eastview uses a third party to process Criminal Record Checks, and the results are provided directly to Eastview.

To undertake a Vulnerable Sector Check, the candidate would apply to the local police service and submit the results to Eastview on receipt.

If a PRC has been completed during the previous year, the candidate may submit that PRC to Eastview in lieu of making an application.

Employment or participation as a volunteer, student placement or board member may commence before the results are received by Eastview, at the discretion of the Executive Director.

Once a year, employees, regular volunteers, student placements and board members will be asked to sign a disclosure to indicate whether there have been changes since their PRC on record.

Any applicant or existing employee, student placement or regular volunteer who has a criminal record, or in the case of a Vulnerable Sector Check other relevant information, will be expected to meet with the Executive Director or Manager if applicable to determine appropriateness for placement. Any potential or existing board member or Executive Director with a criminal record will be expected to meet with the Executive of the Board of Directors.

PROCEDURES: REVIEW AND STORAGE

Once received, the PRC application, disclosure or PRC results must be immediately submitted to the Executive Director.

If the PRC or disclosure provides a record free of offences, it will be filed immediately in the personnel file or other applicable file.

If a PRC or disclosure indicates an offence or record of offences, the Executive Director will review the results for employees or student placements, the manager for volunteers will review the results for

regular volunteers, or the Executive of the Board of Directors will review the results for the Executive Director or Board member.

The review will include an individual assessment of the PRC information and the requirements of the position to determine whether or not the candidate offer of employment / placement, or employment or placement of a student, regular volunteer or board member, should be rescinded.

Only Bona Fide requirements will be considered during the review, i.e. a conviction or record of offences related specifically to the responsibilities of the position.

If concerns are identified regarding regular volunteers, the manager for volunteers will review the details of the PRC or disclosure with the Executive Director. If the Executive Director believes there is a serious issue regarding candidates or employees, student placements or regular volunteers, the details of the PRC or disclosure will be reviewed with the Executive of the Board of Directors. The Executive Director or Executive may consult with legal counsel in making a decision.

In serious cases, upon reviewing the PRC or disclosure details, the candidate's employment / placement may be terminated immediately if the contents of the PRC undermine the candidate's capacity to undertake their role at Eastview. The same applies to employees, student placements and regular volunteers, and board members.

RESPONSIBILITIES

The Executive Director and Executive of the Board of Directors will:

- Oversee the requirements of this Policy and Eastview's programs to ensure the safety and trust of our participants and the community.
- Review and respond as appropriate to any risk identified in the PRC.

The Executive Director will:

- File the PRC in the personnel or other applicable file that is maintained by the Executive Director in a locked file cabinet.

Managers of Eastview will:

- Understand and uphold the principles of this Policy.

ACCESS TO POLICY

This policy will be made available to the public.

UPDATING POLICIES

Eastview regularly reviews its Policies to ensure that they accord with best practices.

Authorities:

Municipal Freedom of Information and Protection of Privacy Act

Ontario Human Rights Code

Police Record Checks Reform Act, 2015

Youth Criminal Justice Act

Replaces: Policy on Criminal Record Checks for Employment & Volunteer Service Purposes

Policy/Procedure	Partisan Political Activity at Eastview Policy
Date Approved by Board	September 16, 2013
Signature (position)	
Date Revised	April 18, 2022
Review Date	February 28, 2022

1. POLICY STATEMENT

East Toronto Family Community Centre/Eastview Neighbourhood Community Centre (“Eastview”) is prohibited from engaging in **partisan political activity** except in specific circumstances and is permitted to participate in government and electoral processes in non-**partisan** ways.

2. PURPOSE OF THE POLICY

The purpose of this policy is to provide a consistent approach and direction to **Eastview employees**, volunteers and members of the Board of Directors (Directors) regarding how **Eastview resources** can and cannot be used during municipal, school board, provincial and federal **election** campaigns or campaigns on a **question on a ballot**.

3. APPLICATION

This policy applies to all **Eastview employees, volunteers and Directors** and to **Eastview’s facilities**.

4. DEFINITIONS

"Campaigning" – means any activity by or on behalf of a candidate, political party, registered third party, or question on a ballot meant to elicit support during the election period. Campaigning does not include the appearance of elected officials, other candidates or their supporters, or registrants at an event in their personal capacity without the display of any signage or graphic which identifies the individual as a candidate or registrant and without the solicitation of votes.

"Campaign Materials" – means any materials used to solicit votes for a candidate(s), registered third party, or question in an election including but not limited to literature, banners, posters, pictures, buttons, clothing, or other paraphernalia. Campaign materials include materials in all media, for example, print, displays, electronic radio or television, online including websites or social media.

"Candidate" – means any person who has filed and not withdrawn a nomination for an elected office at the municipal, school board, provincial or federal level in an election or by-election.

"Director" – means an individual who has been elected and appointed to Eastview’s Board of Directors and includes ENCC’s Board of Management and ETFCC’s Board of Directors.

"Eastview resources" – includes but is not limited to Eastview employees, Eastview events, Eastview facilities, Eastview funds, Eastview information and Eastview infrastructure. These are further defined as follows:

- "Eastview employees" – for the purpose of this policy, Eastview employees include all non-union management and exempt employees and all members of City bargaining units.
- "Eastview events" – means events funded or organized by Eastview, including events that may be jointly organized with community organizations and/or with external sponsors.
- "Eastview facilities" – means any facility which is leased or directly managed and operated by Eastview.
- "Eastview funds" – includes funding support through the City of Toronto and funds received by Eastview through other sources including grants and donations. "Eastview information" – means any information in the custody and control of Eastview, including databases that may be the repository of names, contact information, business records, financial information or other identifiers compiled and used by Eastview employees to conduct Eastview business.
- "Eastview infrastructure" – means any physical or technology systems that support the operation of Eastview programs and services, including but not limited to Eastview's computer network, telecommunications and e-mail system, wireless equipment, computer hardware, software and peripherals, internet and intranet.

"Contribution" – as defined in the *Municipal Elections Act, 1996*, as amended means "money, goods and services given to and accepted by or on behalf of a party, registered third party, or person for his or her election campaign".

"Election" – means an election or by-election at the municipal, school board, provincial and federal level of government, or the submission of a question or by-law to the electors.

"Election Period" – means the official campaign period of an election.

- For a municipal or school board election, the election period commences on the first business day in May of an election year and ends on voting day.
- For a provincial or federal election, the election period commences the day the writ for the election is issued and ends on voting day (certain rules also apply to time periods prior to the writ drop in a fixed-date election).
- For a question on the ballot, the period commences the day City Council passes a by-law to put a question to the electorate, and ends on voting day.
- For a by-election, the period commences when the by-election is called and ends on voting day.

"Elected Official" – means an individual elected to the House of Commons, the Legislative Assembly of Ontario, Toronto City Council or a School Board.

"Glad-handing" – means attending an Eastview event as a private individual and interacting with other event attendees without displaying signage or disseminating material which identifies the individual as a

candidate and without encouraging votes for a candidate, a political party or a position on a question on a ballot.

"Media Event" – means an event such as a press conference or photo opportunity to which the media is invited and the purpose of which is to promote a candidate, a political party, registered third party, or a position on a question on a ballot. Features of a Media Event can include but are not limited to, the issuing of a media advisory stating date, time and location of briefing/press conference, use of backdrops, podiums or public address systems, the distribution of media releases and/or media kits and/or the display of signage and/or other materials to promote a candidate or a position on a question on a ballot.

"Media Scrum" – means an unplanned encounter between a candidate, a registrant, their staff and/or a member or members of the media.

"News/Social Media" – means online technologies and practices used to share opinions, insights, experiences, and perspectives through words, pictures, music, videos and audio. Social media can take many different forms, including but not limited to internet forums, web logs (blogs), social blogs, messaging, wikis, podcasts, pictures, video, music sharing, rating and bookmarking.

"Partisan/Partisan Political Activity" – means activity in support of or opposition to: a political party; a candidate for political office (e.g., school board, municipal, provincial or federal representatives); a registered third party; a question on a ballot; or a political group.

"Party/Political Party" – Political parties for provincial and federal elections are those registered with the Ontario *Election Finances Act* or in the registry of parties referred to in section 394 of the *Canada Elections Act*. Political party for municipal, school board or question on a ballot means an organization whose fundamental purposes is to participate in public affairs by endorsing one or more of its members as candidates and supporting their election, or to promote the acceptance of a certain position on a question on a ballot.

"Question on a Ballot" – means any question or by-law submitted to the electors by Council, a School Board, an elected local board, or the Minister of Municipal Affairs and Housing under the *Municipal Elections Act, 1996*.

"Registered Third Party Advertiser" -- means a third party (person or entity) that is not a candidate, party or constituency association, that engages in political advertising (which is defined in federal, provincial and municipal legislation/by-laws according to certain kinds of communication and levels of spending) and is required to register for this purpose"

"Registrant" – means an individual, corporation or trade union described in paragraphs 1 to 3 of subsection 70(3) who has registered with the clerk regarding a question on a ballot under the *Municipal Elections Act, 1996*.

"Supporter" – means a supporter of a yes or no response to a question on a ballot but not incurring expenses like a registrant.

“Volunteer” – means an individual who has applied and been accepted to carry out specific voluntary unpaid activities at or on behalf of Eastview.

“Voting Day” – means the day on which the final vote is to be taken in an election.

5. PRINCIPLES

Eastview must balance the need for freedom of expression and assembly of **candidates** with its legal responsibility to not provide an unfair **partisan** advantage during an **election**.

Eastview resources may not be used for **partisan** purposes.

All Eastview **employees, Directors and volunteers** are entitled to vote and attend all-candidate meetings and engage in **partisan political activity** subject to the provisions outlined in section 6.

As an organization vitally concerned with the participation of the Eastview Community in the democratic process, Eastview may, during **election periods**, inform the Eastview Community about the **election** in a non-**partisan** manner, including by naming all **candidates** who are running for election.

Similarly, the Boards of Directors may, outside of election periods, in a non-**partisan** manner support or oppose particular government initiatives as they impact on our community.

6. PROCEDURE

The following addresses the ways in which **Eastview’s resources** can and cannot be used during municipal, school board, provincial or federal **election** campaigns or campaigns regarding a **question on a ballot** and how Eastview will respond to requests for support by **candidates** or **parties**.

A. Endorsement:

Eastview will not endorse any **candidate** for elected office, **party**, registered third party, or position with respect to a **question on a ballot**.

B. Use of facilities:

- i. **Eastview’s facilities** can be used for all-**candidates** meetings so long as such meetings do not disrupt any existing Eastview programs and approval has been given by the Executive Committee of the Board of Directors. If a meeting is held where one or more **candidates** will be invited to attend, all **candidates** or **registrants** must be invited.
- ii. With the exception of all-**candidates** meetings, Eastview prohibits the posting of partisan election signs or material at **Eastview facilities** or distribution of campaign materials.
- iii. With the exception of all-**candidates** meetings, **Eastview facilities** shall not be used for **campaigning**, including **candidate’s** press conferences or photo opportunities.
- iv. **Candidates, registrants** and **supporters** may attend **Eastview events** or activities, as would any other member of the public. They may engage in **glad-handing**, as would any other member of the public depending on the nature of the event or activity, but may not engage in **campaigning** while in attendance.
- v. **Eastview’s facilities** can be used for public meetings on topics of interest to the Eastview community. If a meeting is held where one or more **candidates** will be invited to attend, all **candidates** or **registrants** must be invited.
- vi. **Eastview’s facilities** may be used as a polling station.

C. Use of other resources:

Eastview will not make a **contribution**, including money, goods or services to any **candidate** or **party** or towards support for or opposition to a **question on a ballot**.

D. Information and communications:

- i. Eastview communication materials, including the website or social media, must not refer to an individual **candidate** (in their capacity as **candidate**), unless those communication materials refer to all **candidates**.
- ii. No Eastview communication materials will advocate for or against a particular **candidate, party, registered third party advertiser, or question on a ballot**.
- iii. Eastview will not undertake activities that would require it to become a Registered Third Party Advertiser.

E. Eastview Employees, Directors, Volunteers as Candidates for Public Office.

- i. **Eastview employees** may seek nomination and run for public office in compliance with the Toronto Public Service By-law, *Political Activity Provisions*.
- ii. **Directors** or **volunteers** at Eastview may seek nomination and run for public office.
- iii. As **candidates, Eastview employees, Directors** or **volunteers** are free to highlight any aspect of their lives which they feel would be of interest to voters including their involvement with Eastview. No mention of Eastview however can suggest that the **candidate** has the endorsement or approval of Eastview in the election. If any such assertions are made in **campaign material** which is brought to Eastview's attention, Eastview will correct same through the use of appropriate media.
- iv. If an **Eastview employee** or a **volunteer** becomes a **candidate**, they must disclose this to the Executive Director at the earliest possible opportunity.
- v. If a **Director** becomes a **candidate** or is elected to office, they must disclose this at the next Board meeting they attend, and declare any conflict of interest that may arise during their remaining tenure on the Board.

F. Eastview Employees, Directors, Volunteers as campaign workers or supporters:

- i. **Eastview employees** may carry out **partisan political activity** in compliance with the Toronto Public Service By-law, *Political Activity Provisions*, and with the general rules outlined below in F.iii.
- ii. **Directors** and **volunteers** may carry out **partisan political activity** in compliance with the general rules outlined below in F.iii.
- iii. General rules:
 - a. **Eastview employees, Directors** and **volunteers** must not conduct **partisan political activity** at **Eastview facilities**.
 - b. **Partisan political activity** must not be conducted while performing duties relating to Eastview, at or away from **Eastview facilities**.
 - c. Partisan political apparel, campaign buttons, etc. may not be worn by an **Eastview employee, Director, or volunteer** while they are attending at or using **Eastview's facilities** or are engaged in work for Eastview.
 - d. **Directors** or **volunteers** may choose as a private citizen to publicly endorse a **candidate or a question on a ballot**. In order to avoid any confusion that an endorsement by an individual of a **candidate** or **question** is an endorsement by Eastview of that **candidate or question, Directors** and **volunteers** must not identify themselves with Eastview or use Eastview's name in their endorsement.

7. ROLES AND RESPONSIBILITIES

Executive Director: The Executive Director is responsible for the administration of this policy. When an election is called, the Executive Director will review this policy with Eastview employees. All issues with respect to this policy should be directed toward the Executive Director.

Eastview Employees: Eastview employees are responsible for understanding and applying this policy and for seeking clarification and advice if required.

Eastview Volunteers: Eastview volunteers are responsible for understanding and applying this policy and for seeking clarification and advice if required.

Eastview Board of Directors: Members of the Board of Directors (Directors) are responsible for understanding and applying this policy and for seeking clarification and advice if required.

Executive Committee of the Board of Directors: The Executive Committee is responsible for considering and making decisions regarding applications to hold all-candidates meetings at Eastview.

8. TRAINING AND EDUCATION

This policy will be reviewed with employees and volunteers when an election is called.

9. UPDATING OF POLICIES

Eastview regularly reviews its Policies to ensure that they accord with best practices.

10. AUTHORITIES

City of Toronto – Toronto Public Service By-law, Political Activity Provisions

City of Toronto – City Council – Policy on Use of City Resources During an Election

Endnotes:

This policy will be made available to the public.

Operational Policies and Procedures

Policy/Procedure	Alcohol Use Policy
Date Approved by Board	January 16, 1997
Signature (position)	
Date Revised	
Review Date	

In the event of alcoholic beverages are to be served at a function, the Renter agrees to:

- Obtain their own Special Occasion Permit;
- Submit their application forms for the Permit:
 - Days prior to the function for Receptions/Social events
 - Submit their application forms for the Permit
 - 10 days prior to the function for Fundraising events
 - 30 days prior to the function for Fundraising events
 - 60 days prior to the function for Community Festivals;
- Within 48 hours prior to the function, provide a copy of the permit to Eastview Neighbourhood Community Centre;
- Do no advertising for events that are Receptions/ Socials;
- Serve or sell only the liquor, wine, or beer purchased on the Special Occasion Permit;
- Provide an adequate supervision for the vent to ensure that uninvited persons do not attend;
- Allow no more people on the premises than the maximum number specified on the Permit and to sell no more tickets to the event than that number;
- Refuse to sell or serve any alcoholic beverage to any person in an intoxicated state, and ensure that the person is not a danger to him/herself or others;
- Refuse to sell or served any alcoholic beverage to any person under the age of 19 years;
- Unless specified on the Permit, ensure that no person under the age of 19 years is admitted to the event;
- All bottles must remain in the bar area. For safety reasons, drinks must be serviced in plastic or paper cups.
- Close and secure the bar at the expiry time specified on the Permit and ensure that no alcoholic beverage is sold or served after that time;
- At the expiry time, immediately remove all evidence of the bar service and consumption of liquor;
- Stop all music or entertainment one half hour prior to the expiry time specified on the Centre's rental agreement, and have all persons out of the building by that expiry time;
- Remove all unused/used liquor, wine, or beer from the premises within 48 hours of the event.
- Ensure that provision is made for safe transportation of intoxicated participants, should any participant be or become intoxicated.

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre

Alcohol User Check List

It is the Policy of the Centre to help community groups, families, and individuals take responsibility for reducing the risks associated with the use of alcohol in the Centre. These risks include those to people (injury, death, grief, legal action, personal expense) and risks to the City and Centre (legal action, public expense).

All of the following requirements must be met before an alcoholic drink can be served in any part of Eastview Neighbourhood Community Centre.

1. You must have a Special Occasion Permit from the Liquor Licence Board of Ontario
2. You must provide a copy of your Special Occasion Permit to Eastview Neighbourhood Community Centre at least 48 hours before the event.
3. You must provide a copy of your Special Occasion Permit in a prominent place where alcohol is served at the event.
4. You must follow all Ontario Liquor Laws, e.g. No Alcohol served to minors, no alcohol served to someone in an intoxicated state, and ensure that the person is not a danger to him/herself or others, no alcohol to be consumed in any area except the permitted area.
5. You must post event bar rules. If your guests read languages other than English or Chinese, make sure that the "Event Bar Rules" sign is also posted in those languages as well.
6. You must be at the event from start to finish.
7. The bar must close at the time indicated on the special occasion permit. No alcohol can be served after this time. All entertainment must be over and the premises must be vacated by the time specified on the rental agreement.

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre advises all Special Occasion Permit holders to consider obtaining the following:

- i. A. L.L.O.B. approved smart serve training certificate for all persons serving at the bar.
- ii. Single event liability insurance which includes:
 - a. \$1,000,000 per occurrence limit; b. The City of Toronto and Eastview Neighbourhood Community Centre/East Toronto Family Community Centre as additional named insured with respect to the permitted event; c. Coverage for host liquor liability.

Eastview Neighbourhood Community Centre/East Toronto Family Community Centre

Event bar Rules

** The event bar rules must be posted at all special occasion permit events

The legal drinking age in Ontario is 19.

The only acceptable proof of age is

- A driver's licence with photo, or
- An Ontario Photo Card, or
- A passport

At the cash bar, you may only purchase up to four drinks at any one time, ticket sales must end at least one half hour before bar closure time specified on the special occasion permit. There will be no last call.

It is against the law for bartenders, servers or participants to provide alcohol to anyone who is, or appears to be, intoxicated, or to anyone who is, or appears to be under 19 years of age.

Permit holders must ensure that provisions have been made for safe transportation of intoxicated participants, should any participant be or become intoxicated. Plans for safe transportation could include: a designated driver program, including advertising of such program at the event, and free non-alcohol drinks for the designated drivers; arrangements for event sponsor to drive intoxicated patrons home; taxi cabs; calls to police if intoxicated participants insist on driving.

I (We) the undersigned, personally and as authorized agents of:

have read the rules and regulations and agree to abide by them. Further, I (we) have agree(d) to save harmless and indemnify Eastview Neighbourhood Community Centre/East Toronto Family Community Centre, its officers, directors, employees and agents and the City of Toronto from any and all claims arising from the applicants' use of alcohol on the premises.

Name(s) of Server(s):

Signature(s) of Applicant(s):

1. _____ Print Name: _____

2. _____ Print Name: _____

Witness: _____ Print Name: _____

Date: _____

Approved by: _____ Date: _____

IF THERE IS ANY CONTRAVENTIONS OF THIS AGREEMENT, THE CENTRE RENTAL AGREEMENT BECOMES IMMEDIATELY NULL AND VOID. IN THE VENT THE RENTER(S) OR ANY INDIVIDUAL ALLOWED ACCESS TO THE VENT FAILS TO COMPLY WITH THIS AGREEMENT, THE PARTIES WILL BE ASKED TO LEAVE THE PREMISES, THE POLICE WILL BE NOTIFIED, THE RENTAL DEPOSIT WILL BE FORFEITED AND FUTRE ACCESS TO THE CENTRE MAY BE DENIED.

Policy/Procedure	Child Behaviour Management Practices
Date Approved by Board	November 18, 2011
Signature (position)	
Date Revised	
Review Date	

For the purpose of this procedure East Toronto Family Community Centre/Eastview Neighbourhood Community Centre will be referred to as “Eastview”.

Note: Discipline is not a Punishment; But a Learning Experience for the Child.

Discipline should be:

- Related to the nature of the troublesome behaviour.
- Appropriate to the development level of the child.
- Designed to assist the child to learn appropriate behaviour.
- Implemented as soon as possible after troublesome behaviour.
- Discussed with a parent/caregiver if a difficult situation persists.

The Centre shall not Permit:

- Corporal punishment of a child by an employee, student, volunteer, caregiver or by another child or group of children, e.g. physical punishment such as; hitting, spanking, kicking, pushing, shoving, grabbing, squeezing.
- Deliberate harsh or degrading measures to be used on a child that would humiliate a child, or undermine a child’s self-respect.
- Deprivation of a child’s basic needs such as food, shelter or clothing. (Food should not be used to discipline children).
- Abusive language such as: swearing, yelling, name calling or screaming.
- Children must not be isolated and confined for any reason. If a child must be removed, an adult must stay with him/her.

If a Parent or a caregiver is using inappropriate discipline methods, there is a need for staff to intervene and that staff is there to assist with finding new responses to behaviour issues. (Written materials, verbal guidance and support)

- Approach the parent/caregiver and ask to speak to them privately.
- State what you have observed and what the unacceptable behaviour was. Do not criticize.
- Offer suggestions on how the situation could be handled.
- Offer assistance and support.
- Do as much follow up as possible, and if the parent/caregivers' behaviour does not undergo a change, take the appropriate action. (*See Hierarchy of Consequences*)

Hierarchy of Consequences

Every child's and adults behaviour will be considered individually, with fairness and flexibility, so that the best opportunities are presented to correct the behaviour in question.

- Any behaviour that has potential to cause harm to other children/adult or the child/adult himself must be handled immediately.
- The child/adult will be counselled, in a developmentally-appropriate manner, about more acceptable ways of behaving, and given an opportunity to examine his/her own behaviour.
- In the case of a child, the parents/caregivers/guardians will be involved to help develop and implement a strategy to deal with the child's difficult behaviour.
- During the program, the staff/parents/caregivers/guardians will determine if a child will lose his privileges. In the case of serious occurrences the child may be suspended from program participation.
- *In case of an adult*; the matter will be discussed with them in private and the ground rules and policies will be presented to them and gone over with them. Assistance will be offered to help them change their behaviour. They will be given warning that if their behaviour is not corrected they may be asked to leave the program.

Contravention of Behaviour Management Practices

Staff, students and volunteers are expected to comply with the stated policies, procedures and requirements of the Day Nurseries Act with respect to behaviour management. Failure to comply will result in a verbal warning, followed by a written warning, and finally, dismissal. Any contraventions should be reported to the Supervisor, and in the case of the Supervisor, to the Executive Director. Any adult taking part in the programs of the Family Resource Program are expected to abide by the same policies and procedures.

A criterion that is considered when determining which disciplinary measures are to be taken;

- Seriousness of the offence
- Actual or potential risk or harm to the child
- Past performance of the person
- Recent performance
- Frequency of occurrence
- Previous disciplinary action taken

Policy/Procedure	Crisis Communication Plan
Date Approved	March 8, 2017
Signature (position)	
Date Revised	
Review Date	

1. This plan may cover communication around possible crises such as:

- Building damage (fire, earthquake, chemical pollution)
- Vehicle accident
- Accidental death or injury of members or staff during field trips or onsite.
- Criminal charges laid against staff or volunteers
- Violence, sexual assault, bullying or drug use among members or staff
- Violence or criminal activity among alumni or in locations near the Club
- Major injury or death of staff or alumni
- Financial impropriety or theft
- Grants from controversial donors
- Disease outbreak (e.g. meningitis) or food contamination
- Misuse or accidental release of confidential information
- Disgruntled parent/volunteer

2. Crisis Communication Team (for descriptions of roles of team members, see Appendix 1):

Team Members:

- Executive Director
- Chair, Board of Directors
- Program and Resource Development Manager
- Office Manager
- Finance Manager
- Special Events and Volunteer Manager
- Other member as deemed appropriate

Crisis Communication Team Managers:

- Executive Director

Spokespeople:

- Executive Director and/or Executive Director's Designate
- Chair, Board of Directors and/or Chair's Designate

Keeper of the Plan:

- Executive Director

Keeper of the List

- Executive Director

Recorder

- Office Manager and/or Office Manager's Designate

Technical Communications

- Executive Director
- IT support

3. Communication Protocols

- a. Person with ultimate decision making power on strategy and messaging is the Executive Director.
- b. If the ED is not available, the people next in line are the Chair of the Board of Directors, Program and Resource Development Manager.
- c. Calls from the media, families, or stakeholders should be forwarded to the main spokesperson (ED or designate).
- d. Depending on the nature of the crisis, the major stakeholders such as Board members, staff, donors, volunteers, youth members, families, alumni, parents will be informed as soon as possible/necessary by email, letter or telephone. Depending on the nature of the crisis these stakeholders will be informed by the Executive Director, Program and Resource Development Manager, Office Manager, Special Events and Volunteer Manager or Program Managers Coordinators.

Communication response to crisis timeline:

1. ED, Board Chair are informed of the crisis to assess next steps.
2. Board Chair informs Board of Directors
3. Pre-assigned crisis communication team assesses situation and forms a plan to handle the crisis.
4. Executive Director informs all senior staff and staff, if required.
5. Executive Director, Program and Resource Development Manager, Office Manager, Special Events and Volunteer Manager prepare key messaging and statements for media inquiries, and for informing key stakeholders as set out in strategy developed by crisis response team.
6. Spokesperson assigned. Usually Executive Director, unless designated alternates are required.

Guidelines for Frontline Staff Dealing with Telephone Inquiries:

- Track and record all incoming inquiries: record the caller's name, outlet (for media) or role (for other stakeholders, such as donors or member families) and inquiry
 - Note if any action is taken or remains outstanding, in order to ensure respectful follow-up with all callers
 - Ensure all media calls are referred to the spokesperson or crisis team manager
 - When journalists call, don't get inadvertently drawn into offering journalists quotes or information; politely but firmly refer calls to the main spokesperson
 - Offer to email pre-approved statements or logistical details about news conferences or public meetings to journalists and callers, where appropriate
 - Stick to the publicly released facts: never speculate or give personal opinions
 - Show empathy to callers, but don't agree or disagree; again, refer calls to the main spokesperson.
4. Spokespeople and crisis communication team training

Crisis communication team are trained in order to:

- a. Increase comfort and confidence amount spokespeople so that when adrenalin and stress may inhibit clear thinking, preparation will carry the day
- b. Practice and refine core brand and issue-specific messages
- c. Identify additional potential spokespeople as alternatives

See Appendix 2: Tips on Media Interviews

5. Key Audiences

Priority Audience	Additional Information Needs	Best Communication Pathways
Eastview Board and staff	Potential issues that may arise; potential media and public interest; risks to the organization; reminders of communication protocols; internal next steps; ways they can help	Phone and Email
City Of Toronto, SDFA	Potential issues that may arise; potential national media and public interest; potential impact on other AOOC or the City; specific ways they may help	Phone and Email
BGCC National Office	Potential issues that may arise; potential national media and public interest; potential impact on other Clubs or the National Office; specific ways they may help	Phone and Email
Members and/or their families	Impact on members; reassurance that they or their children are safe Face-to-face meetings where possible	Phone, Email and letters
Volunteers	Reassurance that they and members are safe; reminders of communication protocols; internal next steps; ways they can help	Meetings or phone for core volunteers; email or letters for most
Donors/Corporate supporters (e.g. United Way, Government Funders etc.)	Risks to the organization; assurances that the issue is being well-managed	Large donors: face-to-face meeting; phone Most donors: letter or email
Media - especially individual reporters, editors and producers with whom you have relationships, and/or who tend to set the frame and tone of breaking news stories in your region	Specific story elements including images, possible location shots, quotes, key facts about the organization, and background on 'key players'; contacts for interviews (they may ask to interview community members)	Phone (where relationships exist); email; broadcast news services

Major organizational partners	Potential risks or impact for their own organization; assurances that the issue is being well-managed; internal next steps	Face-to-face meetings; phone
Major suppliers, vendors and contractors	Informational communication	Email or letters for most
Major allies : two to three organizations or respected, high-profile individuals who could provide testimonials in support of the great work done by your Club	Potential media and public interest; specific ways they may be able to help	Face-to-face meetings; phone
Alumni	Informational heads up about the situation	Email or letters
Local and Provincial Politicians		Phone, email or letters

6. Crisis Communication Kit

- a. Crisis Communication Protocols (See #3)
- b. Emergency Contact List
 - i. Contact Information for Crisis Communication Team (See Appendix 3)
 - ii. Contact information for all staff and Board members, site locations, community and funding partners, legal contacts, political representatives, and media contacts. (See Appendix 3)
- c. Sample prepared statement/news release (See Appendix 4)
- d. Sample Testimonial (See Appendix 5)
- e. Off-site Computer Back-up

Appendix 1: Definition of roles for Crisis Communication Team:

1. Team members:

Typically a Crisis Communications Team will include the Executive Director, the Board Chair, Senior Management and/or other senior staff or Board members with sufficient in-depth knowledge of the Centre's operations and policy. The team may also include a legal, and/or financial expert, depending on the nature of the crisis.

2. Crisis Team Manager:

This is the single go-to person responsible for overseeing the overall crisis response. This person may also serve as the liaison between the leads of other organizations, such as the police or health officials, when more than one party is involved. This way, public statements can be coordinated and, hopefully, consistent across spokespeople.

3. Spokespeople:

This should include a main and at least one, ideally two, alternate spokespeople. Spokespeople should be comfortable with speaking publicly with the community and the media, highly knowledgeable about the organization and crisis, and able to project both empathy and confidence.

4. Keeper of the Plan:

One person should be responsible for ongoing preparation and maintenance of the written plan, including leading quarterly (or at the very least, annual) updates.

5. Keeper of the List:

Similarly, one person should be responsible for preparing and maintaining all crisis planning infrastructure, especially a current list of staff, Board and emergency contacts.

6. Recorder:

During a crisis, one person (not the spokesperson) should be responsible for monitoring and recording all external and internal communication activities, including media monitoring. This is essential for evaluating the management of the crisis afterward.

7. Technical Communications:

Based on the team's strategic responses, one or more people may need to immediately update the website, change the general or individual voicemail messages – and that means having some technical knowledge. As well, someone needs to start the phone trees and may need to begin sending out broadcast emails or other forms of communications to the broader contact lists identified in Key Audiences.

Appendix 2: Tips on Media Interviews

1. Show empathy. Be professional, but show that you and your organization care deeply.
2. Gather the key facts, re-acquaint yourself with the organizational messages and key facts about your organization.
3. Know your main message or public statement; be prepared to return to this message repeatedly throughout the interview.
4. Keep it short: say your message directly, in 30 seconds or less.
5. Don't back into your message, but deliver it clearly at the outset, and repeat it throughout.
6. Practice touch and go: do briefly address questions reporters may ask, but quickly bridge back to your main messages. "The real issue here is...."; "The most urgent need is...."; "Right now we're focusing on..."
7. Reframe loaded or "bait" questions. "It's an excellent question, but the real issue here is..."
8. Never say "No comment". Always give as much information as you can.
9. Assume nothing is off the record.
10. Don't speculate or offer personal opinions. Always stick to the facts, and to the organizational position.
Q: Personally, what do you think should happen?
A: "The position of Eastview is..."
11. If you are unsure of an answer, say so – and assure the reporter you will find the answer and tell them as soon as possible. Then do it.
12. Don't repeat negative questions or assumptions. Repeating a negative frame only reinforces that frame in the minds of your audiences. Avoid: "No, we did NOT provide unsafe vehicles for our youth"
13. Anticipate tough questions, and prepare brief responses for each.
14. Anticipate the comments of critics – but don't presume to speak for them or explain their perspectives when reporters ask. "I won't presume to speak for them; you'll have to ask them directly".
15. Don't fill the silence. It is not your job to keep talking once you've answered a question or delivered your main message (silence is a technique often used by journalists to encourage interviewees to keep talking – and possibly say more than they intended).
16. Practice, even briefly before your interview.

Tips on Media Interviews

Tips for TV & Radio:

Create clean sound bites for editing:

- Pause briefly between key points
- Speak in complete sentences
- Avoid "um's" and "like's"

Tips for TV and Cameras:

- Look at the reporter, not the cameras
- Gesture naturally – but minimize movement
- Wear saturated colours (darker for men); avoid glare (all-white), busy patterns, flashy accessories, shiny fabrics, hats that cover/shade the eyes
- Watch frizzy hair, shiny skin; if makeup or powder are offered, use them
- Avoid jewelry that could hit the mic or audibly jangle

Tips for Print:

- Watch for paraphrasing
- Clarify if necessary
- Provide follow-up information and photos

Typical Media Questions During a Crisis:

- What happened? Where? When? How? Why?
- Who was involved? How long have they been employed? What background checks were completed?
- Who is responsible? Who is to blame?
- What are you doing about it?
- Has this ever happened before?
- What is to stop this from happening again?
- What do you have to say to _____ ?
- How do you feel? How did you feel the moment you found out?
- What is the next step?
- How much is this going to cost? Who pays?
- Whom can I interview (possibly including community members)?

Appendix 3: Contact Information

STAFF & BOARD		
Name	Position	Ext
Kerry Bowser	Executive Director	302
Cathy Henry	Program and Resource Development Manager	318
Katherine Robinson	Office Manager	317
Mahdi Hussein	Finance Manager	320
Fiona Devine	Special Events and Volunteer Manager	303
Rebecca Heersink	Board Chair	

POLITICAL REPRESENTATIVES			
Name	Position	Phone	Email
Paula Fletcher	City Councillor	(416) 392-4060	councillor_fletcher@toronto.ca
Peter Tabuns	MPP	(416) 325-3250	tabunsp-co@ndp.on.ca
Julie Dabrusin	MP	(416) 405-8914	julie.dabrusin@parl.gc.ca

MEDIA		
CITY TV	news.to@citynews.ca	416-764-7400
CBC TV	tonews@cbc.ca	416-205-6301
CTV Toronto	torontodesk@ctv.ca	416-332-7100
CP24 TV	breakingnews@cp24.com	416-384-2400
CHIN TV	chintv@chinradio.com	416-531-9991
Global	newstips@globaltv.com	416-446-5460
OMNI	ominews@rci.rogers.com	416-260-3579
Fairchild TV	newstor@fairchildtv.com	905-889-8090
Toronto Star	city@thestar.ca; life@thestar.ca;	416-869-4300
	edtphotoassign@thestar.ca	416-869-4341
Toronto Sun/24	torsun.citydesk@sunmedia.ca	416-947-2211
	torsun.photoeditor@sunmedia.ca	416-947-2399
Metro	tarin.elbert@metronews.ca	416-486-4900
Ming Pao	newsdesk@mingpaotor.com	416-673-8226
Sing Tao	newsdesk@singtoa.ca	416-861-8168
680 News	news680@rogers.com	416-872-6397
93.5 The Flow	info@flow935.com	
Gleaner	gleanernewseditor@yahoo.ca	416-504-6987
City Centre Mirror	atedesco@insidetoronto.com	416-493-4400
Mid Town Town Crier	editor@mytowncrier.ca	416-785-4300
Now	enzom@nowtoronto.com	416-364-1300
Weekly Voice	info@weeklyvoice.com	905-795-8282
Globe and Mail	newsroom@globeandmail.com	
Inside Toronto	atedesco@insidetoronto.com	

Appendix 4: Sample Prepared Statement/News Release

Important Notice From:

To:

A [event] involving [who] took place at [location], which is part of the operations of Eastview Neighbourhood Community Centre today at [time]. We are [emotional state]. The incident is currently under investigation, and information will be released as quickly as possible.

We expect to have more information by [timeframe], and plan to [next step, e.g. convene a news conference] by [when].

Eastview has been providing safe, supportive places for [number] community members at [location] to experience new opportunities, develop confidence and skills for life and build positive relationships for [x] years.

[Include broader message about Eastview here].

For more information, please contact:

(Name)

(Title)

(Phone)

(Email)

Appendix 5: Sample testimonial

SUPPORT EXTENDED TO STAFF AT EASTVIEW

BY [Name and Organization]

[Name incident and offer condolence/support to family/friends of affected member(s) as appropriate.]

Among those who have been profoundly affected are the staff of the Club. I would like to offer support to these dedicated staff of this treasured resource for children and youth in our community.

Over the years, community members in our neighbourhood have used the Eastview programs extensively. Eastview has touched the lives of many disadvantaged and troubled children in many very positive ways. In our experience, the Eastview has always provided a safe and well-supervised environment for our children on many visits. Our staff have reported to me incidents when they found staff were very well organized and professional in their response to a potential danger. Please do not hesitate to contact me if you would like further information.

Policy/Procedure	Emergencies – Critical Incidents
Date Approved by Board	January 16, 1997
Signature (position)	
Date Revised	May 16, 2022
Review Date	May 4, 2022

Policy Statement

In the event of a critical incident, the safety & well-being of all affected parties are the Centre’s primary concern.

This Procedure applies to all persons and businesses engaged with Eastview, including: employees and contractors; volunteers; students; participants in services; and visitors to Eastview’s premises.

This Procedure applies wherever Eastview provides its programs and services (whether or not on Eastview’s premises) and at all Eastview events.

All incidents of a critical nature therefore will be:

- Dealt with immediately & appropriately
- Reported immediately to Centre management staff (who would then report to any other appropriate agency or Ministry if necessary) and
- Documented appropriately at the first opportunity

Description of critical incidents

Critical incidents are defined as any incident in which life is threatened or lost and/or major property damage occurs. Characteristically they:

- Are serious
- Have significant impact upon participants
- Are not viewed as normal occurrences/behaviour
- Involve other organizations

Critical incidents include but are not limited to:

- Major aggression/assault
- Bomb threat
- Child abuse allegation
- Sexual harassment allegation
- Death
- Earthquake
- Evacuation of Centre
- Fire
- Hostage taking
- Major illness/injury

- Illegal acts/including substance abuse
- Missing participants
- Suicide threats/attempts
- Weapons
- Flood

Response procedures

- Priority will be given to preservation of life & prevention of any further injury
- Centre employees will respond to a critical incident in the manner described in existing policies and/or procedures (i.e. Fire, Sexual Harassment, Child Abuse)
- When a critical incident occurs which is not covered under existing policies/procedures, Centre staff will:
 - Respond immediately with the type of assistance required by the specific circumstance
 - Enlist whatever internal support and/or expertise is required to resolve the situation
 - Enlist whatever external support and/or expertise is required to resolve the situation
 - Ensure the safety of other participants, volunteers, & staff, as the circumstance warrant
 - Protect evidence by securing the area, & not changing or tampering in any way with the scene of the incident until it can be determined that the police will not need to view the scene in the course of their investigation

Communication strategy

- a) Every critical incident will be deemed serious enough to require the notification of all of the immediate supervisor, program director & executive director
- b) Each staff level involved will immediately contact the next successive level of Centre management until the executive director has been informed
- c) All staff will co-operate fully with the police and fire authorities
- d) The executive director (or designate) will contact the participants family/guardians
- e) The attending staff member will record the nature & details of the critical incident at the earliest opportunity using the "incident report" and/or will follow procedures detailed in any other Centre policy, as well as any necessary additional documentation
- f) The executive director will inform any appropriate Ministries/Agencies & the Board chairperson of the nature & details of the critical incident
- g) The executive director or the Board chairperson (or their designates) will make any statements to the media or other persons which they deem necessary

Critical Incident occurs:

	Attending Staff	Program Director	Executive Director	Board Chairperson
Response Procedures	<ul style="list-style-type: none"> * take immediate emergency first aid action to preserve life & prevent further injury * gets help * protects evidence * ensures participants safety 	<ul style="list-style-type: none"> *takes any additional immediate action as necessary 	<ul style="list-style-type: none"> *takes any additional immediate action 	
Communication Strategy	<ul style="list-style-type: none"> * advises on-site supervisor * completes incident report 	<ul style="list-style-type: none"> *notifies Executive Director *continues documentation 	<ul style="list-style-type: none"> *contacts participants family/guardians *notifies Board chairperson *notifies any relevant agency/Ministry *ensures completion of documentation 	<ul style="list-style-type: none"> *determines need for public statement & assigns responsibility

**APPENDIX 1:
EASTVIEW NEIGHBOURHOOD COMMUNITY CENTRE
Staff Incident Report**

Date: _____ Time: _____

Staff person in charge of program/area: _____

Staff dealing with and or reporting the situation: _____

Police involvement: Yes _____ No _____

If yes, Name: _____ Badge Number: _____

Where situation occurred: _____

Damage/Incident report: _____

Explanation of situation (describe in detail): _____

Action taken by staff (describe in detail): _____

Staff Supervising at Time of Incident: _____

Witnesses:	Name	Phone Number
1.	_____	_____
2.	_____	_____
3.	_____	_____

Signature of Person Reporting: _____ Date: _____

Signature of Supervisor: _____ Date: _____

Signature of Executive Director: _____ Date: _____

Follow-Up Information/Action: _____

Date: _____

Policy/Procedure	Field Trip Policy
Date Approved by Board	February 7, 2017
Signature (position)	
Date Revised	June 9, 2022
Date Reviewed	June 9, 2022

1. Policy Statement

Field Trips are an essential aspect of Eastview Neighbourhood Community Centre/East Toronto Family Community Centre (Eastview) Operations and as such all field trips and excursions shall receive the same degree of preparation and follow-up as other activities and shall have a purpose with relevance.

2. Purpose

The purpose of this Policy is to ensure the importance of both safety and enjoyment of staff, volunteers and participants while on an Eastview excursion.

3. Application

This Policy applies to all Eastview staff, volunteers and participants.

4. Procedures

- One common form will be used for all excursions
- The written informed consent of the participant or parents/guardians of a minor shall be obtained prior to any excursion
- The following items must be taken on all excursions: first aid kit, cell phone containing social media and transportation apps, emergency contact information for all participants, adequate money to cover emergencies (taxi/Uber/Lyft fare to a hospital)
- An on call staff member must be available on site at Eastview for emergency and back up support with trip list provided by program staff which includes (name, address and emergency contact numbers)
- The site must be known or visited in advance by at least one staff or volunteer who will be attending the trip and a pre-determined route must be established. If that route is altered at any time during the excursion, the on call staff member at Eastview must be notified immediately
- Participants and/or parents of a child participant must notify Eastview in advance if they will not be present or late. Failure to do so may result in the participant not being permitted to participate in the excursion
- One attempt will be made to contact participants that are late to ensure they are coming
- Attendance will be taken upon arrival and return and during transitions throughout the trip (washroom breaks, lunch, etc.). Leaders of each group will do periodic headcounts throughout the excursion
- In the event of inclement weather, or Eastview cancelling the program, registered participants

will be notified by phone and/or social media and the information will be posted at the entrance doors and on social media

- The Coordinator or staff member supervising the excursion needs to know the program budget for field trips and plan accordingly. If they need more money for a particular trip, they need to discuss the possibility of increasing the allotted amount with their supervisor prior to the excursion. All field trips are to be conducted in the most cost effective way, but funding should not restrict the calibre of the participant's experience. All costs related to the excursion must be calculated in the overall budget of the trip
- When the excursion involves children, the excursion must maintain staff – child ratio for each group of children. If parents/caregivers are to be invited as volunteers, a letter will be sent to families of all participants, at least two weeks before the trip, stating that a certain number of parents are requested to assist with the trip, and the most suitable will be selected with one or two alternates. Nonregistered children will not be able to accompany the volunteers and staff.
- All staff and volunteers will ride the transportation system with the participants. The number of passengers will not exceed the capacity rated for the transportation system
- When participants are swimming, supervision shall include, at all times, at least one person currently certified as a lifeguard or water safety instructor by the Canadian Red Cross or an equivalent water safety program. If swimming at a pool, lake or water park where lifeguards are provided, an additional lifeguard is not necessary.
- All staff accompanying participants on the excursion must have up to date CPR and First Aid Training.

If a participant becomes lost:

- Remain calm.
- One staff should thoroughly search the trip site.
- Contact police immediately. Give them a detailed description of the participant: height, eye colour, what the participant is wearing, etc.
- If the lost participant is a child, contact child's parents immediately if not present.
- Contact administrative/supervisory/management staff at site if possible.
- Contact Eastview immediately.
- At least one staff should remain at the trip site until the participant is found, even if it is deemed appropriate for other participants to return to the Centre. This staff member should maintain contact with the Eastview as directed by the supervisor or director.
- Record all actions taken and the times they occurred.
- Report as per Serious Occurrence procedures.

5. Roles and Responsibilities

- It is the role of the Coordinator or Program Manager to authorize every excursion and to approve the budget
- It is the responsibility of all staff members participating in the excursion to be aware of this policy and to ensure the safety of all participants involved and to adhere to the procedures in this policy
- It is the responsibility of the staff member in charge of the excursion to ensure that all volunteers are trained in this policy

- It is the responsibility of the Executive Director to inform the Board of any significant occurrence that results in the harm of any staff member, volunteers or participant while on the excursion

6. Training and Education

All staff members and volunteers accompanying field trip participants will be trained in this Policy

7. Updating of Policies

This policy will be reviewed every 3 years and updated as necessary

8. Authorities

ENCC-ETFCC Serious Occurrence Policy

City Of Toronto Serious Occurrence Line:

During Business Hours: 416.397.7359

After Hours: 416.540.3725

Policy/Procedure	Fire Safety Plan
Date Approved by Board	June 15, 1993
Signature (position)	
Date Revised	
Review Date	

The Following outlines Eastview Neighbourhood Community Centre’s Fire Safety Plan:

- a) **GENERAL RESPONSIBILITY** – It is the responsibility of all staff to assist all individuals in the Centre to evacuate safely and quickly in the event of a fire emergency, and to co-operate with Fire Department Officials as requested.
- b) **FRONT DESK STAFF PERSON – AUTHORITY AND DUTIES** – The procedure is designed for our lightest staffing situation – with one staff person on duty. Throughout this procedure this person will be referred to as ‘front desk staff person’ From Monday to Friday, the front desk staff person will usually be one of the Centre’s administration staff persons; on Saturday, it will be out Program Director or a delegate in his absence; on Sunday it will be the program staff person on duty.

The ‘front desk staff person’ is the Centre’s person in charge in the event of a fire emergency until the arrival of the Executive or Program Director.

Upon hearing the fire alarm, discovering a fire/smoke, or being advised of a fire/smoke by another staff person, volunteer or member, the front desk staff person will

1. Call the Toronto Fire Department – 911 and give them our address.
2. Take fire safety notice from front desk bulletin board and keys.
3. Close (but not lock) office doors.
4. Leave building by nearest exit.
5. Assemble at Eastview Park ball diamond.
6. Try to determine if anyone is missing. Ask any other staff/instructor/group leaders or members to assist you in this task.
7. Meet Fire Department officials at Centre’s front door. Identify yourself as the person in charge. Advise officials of any missing person, approximate age (if a child) and possible whereabouts in building. Offer keys and any other assistance. (NOTE: Caretaker will know locations of annunciator panel, water shut-off valve, etc: should you be asked)
8. Keep all evacuated persons at ball diamond and away from the building. If the weather is inclement and/or you feel you will be not permitted to return to the Centre for some time, send individuals home as is practicable and make arrangements to shelter remaining individuals at 80 Blake Street lobby area. Advise officials where you have gone. Delegate other staff or participants to assist in crowd control, etc as required.

9. Telephone Executive Director and Program Director.
 10. Do not permit anyone to re-enter the Centre until advised that it is safe to do so, by a Fire Department Official. A Fire Department Official will re-set the fire alarm.
- c) ALL OTHER STAFF (Including Caretaker) – Upon discovery of fire/smoke:
1. Sound fire alarm
 2. Request front desk staff person call 911
 3. Leave building by nearest exit, closing doors behind you, and assisting other persons on your way.
 4. Assemble a ball diamond and await instructions from front desk staff person.
- d) ORIENTATION – It is the responsibility of all staff persons who contract with part-time staff, instructors, or community groups to use the Centre, to ensure that these individuals are familiar with and review with their program participants, their nearest fire exits, and what to do and where to go if the fire alarm sounds. These individuals will also need to be able to advise the front desk staff person of any missing individual in the event of an evacuation.

Policy/Procedure	Fundraising Procedures
Date Approved	April 11, 2017
Signature (position)	
Date Revised	
Review Date	

I. EASTVIEW PARTNERSHIPS

Procedural Statement:

Eastview Neighbourhood Community Centre (hereafter referred to as Eastview) establish minimum requirements for any fundraiser carried on jointly with “third party” organizations.

Purpose:

This procedure is intended to ensure that Eastview’s fundraising activities follow best practice so that public trust in the integrity of Eastview is maintained to safeguard Eastview’s reputation.

In order to enter into a partnership, with a third party organization, for the purposes of raising funds Eastview shall ensure the following:

1. Letter of Intent

Eastview shall secure a letter of intent from the third party, which details the following:

- a. The responsibilities of both Eastview and the third party organization
- b. Clear definition as to how Eastview name and logo may or may not be used, specifically never to be used in any activity which maybe damaging to Eastview’s image
- c. A detailed list of individuals and organizations to be approached for any and all support including volunteer time, donated goods and financial contribution
- d. Deadlines for completion of responsibilities and a clause, allowing Eastview to assume control of all aspects of the fundraiser in the event that the deadlines are not met.

2. Budget

A budget of gross proceeds and disbursements shall be completed in association with Eastview staff.

3. Review of Organization

The third party must provide Eastview with a Registered Charity Number. If the third party is not a registered charity the following will be required:

- a. Resume specifically including past fundraising accomplishments and a minimum of two references from past events
- b. Proof of insurance

4. Approval

All new initiatives, other than those approved through the Annual Budget shall be brought to the Executive Director, who shall review the initiative based on the merits of the letter of intent, budget and resume (if applicable) and make a decision whether to approve the initiative. If the decision to proceed has significant implications to the budget, the Executive Director will inform the Board of Directors.

II. EASTVIEW “CHARITIES OF CHOICE”

Procedural Statement:

Eastview shall establish minimum requirements for any fundraiser carried out by “third party” organizations, where Eastview is named the “Charity of Choice”.

Purpose:

Eastview will safeguard Eastview’s reputation and fundraising ability.

In order to allow Eastview to be named as the “Charity of Choice” by a third party organization, for the purposes of raising funds, Eastview shall:

1. Letter of Intent

Eastview shall secure a letter of intent from the third party, which details the following:

- a. The responsibilities of both Eastview and the third party organization
- b. Clear definition as to how Eastview name and logo may or may not be used, specifically never to be used in any activity which maybe damaging to Eastview’s image
- c. A detailed list of individuals and organizations to be approached for any and all support including volunteer time, donated goods and financial contribution

- d. Deadlines for completion of responsibilities and a clause, allowing Eastview to assume control of all aspects of the fundraiser in the event that the deadlines are not met

2. Review of Organization

The third party must provide Eastview with a Registered Charity Number. If the third party is not a registered charity the following will be required:

- a. Resume specifically including past fundraising accomplishments and a minimum of two references from past events
- b. Proof of insurance

3. Approval

All new initiatives, other than those approved through the Annual Budget shall be brought to the Executive Director, who shall review the initiative based on the merits of the letter of intent, budget and resume (if applicable) and make a decision whether to approve the initiative. If the decision to proceed has significant implications to the budget, the Executive Director will inform the Board of Directors

III. DONOR RECOGNITION

Procedural Statement:

Eastview is committed to ensuring that all donors and prospective donors have full confidence in the manner in which their financial support is managed and recognized.

Purpose:

Eastview has non-profit, charitable status and must adhere to all rules and regulations as outlined by Revenue Canada and the Charity's Act to avoid public scrutiny.

To assure that philanthropy merits the respect and trust of Eastview's donors, all donors shall have these rights:

1. To be informed of Eastview's mission, of the way Eastview intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
2. To be informed of the identity of those serving on Eastview Board, and to expect the Board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to Boys Eastview's most recent financial statements.

4. To receive appropriate acknowledgment and recognition.
5. To be assured that information about them and their donations is handled with respect and confidentiality to the extent provided by law or their specific wishes.
6. To expect that all relationships with individuals representing Eastview and of interest to the donor, will be professional in nature.
7. To be informed whether those seeking donations are volunteers, employees of Eastview or hired solicitors.
8. To ensure contact information will not be shared with any other organization or individual.

Policy/Procedure	Lock-Down Procedure
Date Approved	November 5, 2012
Signature (position)	
Date Revised	
Review Date	

Eastview Lock-down Procedure

1. Staff will assess the situation, and, if appropriate, try to calm the individual or situation down. At no time will staff approach a clearly dangerous situation.
2. Should a situation be identified as dangerous, the staff will inform Management staff and have reception call 911 and notify the rest of the staff in the building.
3. Management staff that are aware of potential risk will contact the Executive Director or designate to determine if a Lock Down Procedure is necessary. The Executive Director or designate will obtain further information by contacting surrounding community agencies or media outlets of proximity and level of risk.
4. If a Lock Down procedure is necessary, the Executive Director or designate will advise Managers of the Code Colour and assign a Manager to monitor media outlets for further updates.
5. Staff will be advised by Managers or Coordinators of the code colour and follow the procedures for the respective code colour.

The paging system and the phone system will be used to notify staff in the building that there is a crisis; using the corresponding code words:

Red : “Staff please be advised that there is a Red situation. Lockdown is in effect.” (Repeat two more times.) The Blake Child Care Centre will be called to advise them of the Lockdown 416.392.5055.

- Indicates that the situation or threat is in the building or exists immediately outside the building.
- Executive Director or designate ensures that custodial staff secure the main front doors to the building and the side doors to the parking lot.
- Staff should secure their program participants in their program rooms (close the blinds/drapes, turning off the room lights, and keep all persons away from the windows), and not attempt to leave the building.
- If the room is too visible to the threat (e.g. Gym) staff shall move program participants to a secure room nearby provided it is safe to do so.

Yellow : “Staff please be advised that there is a Yellow situation. Lockdown is in effect.” (Repeat two more times.) The Blake Child Care Centre will be called to advise them of the Lockdown 416.392.5055.

- Indicates that the situation or threat is in the community and poses no immediate danger to program and staff.
- Executive Director or designate ensures that custodial staff secure the main front doors to the building and the side doors to the parking lot.
- Staff will continue to provide programs and services and advise participants not to attempt to leave the building.

Green : “Staff please be advised that the situation is now Green.” (Repeat two more times.) The Blake Child Care Centre will be called to advise them of the situation 416.392.5055.

- Indicates that the situation or threat has been resolved.

Risk Management Framework October 2022 update

Foundation Activities: Update Board orientation package annually.

PB=procedural by-law

#	Governance Risks	Prevention/Mitigation	Status
1.	The Constitution, By-laws, policies and procedures are inconsistent with current conditions and needs	The Constitution and by-laws are reviewed and updated every 5 years. Policies and procedures are reviewed on a 3-5-year cycle unless a review is required earlier by the City, BGCC, legislation, the United Way, or as determined appropriate by the HR and Policy Committee. These reviews are scheduled by the HR and Policy Committee	Revised in 2020; review of constitution and bylaws underway with all AOCCs re ONCA Underway according to cycle or as required
2.	The Board makes decisions that are inconsistent with constitution, by-laws, policies or approved procedures	Board appoints a by-law officer who monitors and advises Board members review orientation package and a Board training session is held annually.	In process Process is being implemented
3.	The Board makes decisions that are more appropriately handled by the ED or The ED makes decisions or takes actions that are more appropriately handled by the Board	Orientation package delineates areas of responsibility for Board and its executive and members are required to read it Board members review orientation package and a Board training session is held annually. Conflict policies are in place.	In place
4.	There is no record of Board decisions or the rationale behind the decisions ³	Board meetings are minuted. The minutes include decisions and a brief rationale where appropriate. (PB) The minutes are stored in electronic and paper formats and posted online. Minutes from <i>in camera</i> segments are held confidentially in electronic and paper format. Minutes are reviewed during the annual audits.	In place
5.	The Chair of the Board is suddenly unable to perform his/her duties	The Board appoints one of the Directors to fill the position for the balance of the term of the officer whose departure created the vacancy.(PB)	As required

³ Procedural bylaw says: Minutes of the proceedings of each meeting of the Board, including the nature of all decisions taken, will be kept by the Secretary or designate and distributed to all Board members, City authorities and funders as may be required.

#	Governance Risks	Prevention/Mitigation	Status
6.	Board members do not regularly attend Board meetings	The HR and Policy Committee monitors attendance according to the Board Attendance Policy. If so required, the Committee consults with Board members failing to attend the minimum number of meetings and makes recommendations to the Board concerning the removal of inactive Members. (PB)	In place
7.	The operational objectives of the strategic plan are not being achieved	On a semi-annual basis, the Board reviews progress on the operational objectives for the year. The Board determines what corrective actions are required if significant objectives are missed.	In place
8.	Board members are at risk of lawsuits for decisions made by the Board	Board insurance is held for Directors in their capacities on both the ENCC and ETFCC boards. City provides legal and HR services for Eastview.	In place

	Operational Risks	Prevention/Mitigation	Status
9.	Community members are dissatisfied with services or programs provided	Eastview has a Complaint Policy and Procedure in place that sets out the process for lodging and dealing with complaints and concerns. All staff are encouraged to be open to feedback from the community. Program participation is monitored and community consultations/program evaluations are conducted regularly.	In place
10.	Staff do not follow approved policies and procedures	Eastview staff must sign indicating they have reviewed all Policies and Procedures annually. Failure to adhere to policies results in discipline as outlined in the Collective Agreement.	Completed January 2021 As needed
11.	Critical documents and forms cannot be found or have been destroyed	All critical documents, including paper documents scanned to e-file, are stored on Eastview servers and backed up daily, both on-site and off-site on an external server. A filing structure has been developed and documented. Current Passwords are stored in the safe in the Executive Director's Office. Critical archived paper files were scanned to e-files. Non critical archives are being digitized on an as needed basis	In place
12.	A person is seriously injured on the premises	Eastview has a Health & Safety Policy; Eastview maintains a Health and Safety Committee, an H&S Board; Monthly inspections are carried out and a report is prepared. Eastview is registered with the WSIB and has insurance coverage through the city for accidents as well as staff liability. Critical Incidents are covered in the Policy and Procedure Manual. All critical incidents /accidents/injuries are recorded. Eastview has on-site defibrillator, epi-pen and Naloxone kits that staff have been trained to use. During operating hours there is always a staff member on the premises who knows how to provide the necessary intervention.	In place

	Operational Risks	Prevention/Mitigation	Status
	Health, Safety and Human Rights Risks	Prevention/Mitigation	Status
13.	A person is at risk of or has experienced workplace violence	Eastview has a policy and procedure for preventing and responding to workplace violence.	In place
14.	Unauthorized individuals enter the premises	Any individual banned from Eastview has a picture posted at entrances for staff to recognize such people. Police are called if the person does not leave	In place
15.	Community members behave inappropriately within the premises	Eastview has a large Rights and Responsibilities placard visible to all who enter which is enforced by staff.	In place
16.	Harassment of staff or community member occurs	Eastview has a Human Rights and Anti-Harassment policy as well as a Workplace Violence Policy	in place
17.	Staff divulge private information about members	Eastview has a Privacy Policy outlining responsibilities of staff. Failure to adhere to the Policy results in discipline up to dismissal	In place

	Human Resources Risks	Prevention/Mitigation	Status
18.	The ED is suddenly unable to perform his/her duties	The Board Chair implements the processes described in the ED Succession Policy. The ED updates the Business Continuation Plan as needed.	In place
19.	The ED gives notice of plans to leave the position	The Board Chair implements the processes described in the ED Succession Policy.	As needed
20.	For performance or other reasons, the ED is to be terminated	ED must adhere to Eastview and Toronto policies and practices. A performance review process is in place. If a decision is made to terminate the ED, this would be done in consultation with Toronto HR and legal, and with the Eastview Board.	As needed
21.	A team lead suddenly is unable to carry out his/her responsibilities	The ED will assign another staff member or hire a contract position to assume responsibilities on an interim basis.	As needed
22.	Staff do not perform their duties as required	Staff meetings and supervision meetings outlining responsibilities and expectations are held regularly. Progressive discipline as outlined in the Collective Agreement is activated as needed	In place
23.	Staff members do not adhere to policies and procedures.	Staff orientation is provided to all new staff. All staff must review the Policy and Procedure manual each year and confirm in writing annually ⁴ that they have done so. The ED informs staff of updates and new policies and procedures at staff meetings.	In place

⁴ This is done every January

	Human Resources Risks	Prevention/Mitigation	Status
24.	Turnover of permanent staff increases significantly	If labour market conditions negatively affect ability to attract and retain qualified staff (since AOCCs are bound by a lower wage grid than that of City regular staff), we would need to work with the City and AOCCs to adjust wage grids. Would need to fundraise to cover additional wages. An annual staff survey is conducted to identify potential problems. The ED is available to meet with staff. Fraud and Whistle Blower Protection Policies are in effect	AOCCs continue to raise this challenge with City staff, in the event that flexibility is required In place
25.	The liability for unused vacation days undermines the financial health of the organization	Staff Vacation Carry Over Policy is in effect; Vacation days are monitored consistently by our finance manager through our Third Party HR app and an annual verification process is in place	In place

	Information Technology Risks	Prevention/Mitigation	Status
26.	The computer system crashes	Eastview has moved to Office 365, storing all email and documents on the Cloud. Third Party IT company continues to monitor all documents in the cloud as well as monitors our IT technology on a monthly basis and is available for emergency calls.	In place
27.	The computer system is hacked and a ransom is demanded	The City of Toronto and our Third Party IT company ensures all computer systems are up to date with respect to security, malware and virus protection; Staff are instructed never to open an attachment without verifying from whom it was sent. If the system is hacked, the ED will consult with the IT company, the City or the police, as appropriate.	In place

	Facility/Programming Risks	Prevention/Mitigation	Status
28.	Eastview facilities deteriorate or are damaged by a significant event such as flood or fire	The ED monitors the condition of the facility and submits work orders to the City as needed. The City is responsible for repairs. If rooms are unavailable for programming, the ED rearranges the use of space in the facility to minimize program disruption. Eastview may negotiate with the city for alternative location(s) in which to operate programming if 86 Blake St. becomes uninhabitable. Communication processes are in place to alert facility and program users to program changes, if it is necessary to move, alter or cancel programs.	In place

29.	Eastview facilities are affected by other types of challenges, such as power outagesWork orders are called in to the City's Facilities department for all facility emergencies. Local emergencies are responded to same day. City wide emergencies are prioritized based on the need of the city.	In place
30.	Public Health contamination/pandemic prevents normal operations	Public Health inspects Eastview twice annually. As a City of Toronto premises, Eastview will operate within the city's injunction, or provincial or federal policies and legislation with respect to openings and closures in the event of contamination or a pandemic. Communication processes are in place to alert facility and program users to program changes, if it is necessary to move, alter or cancel programs.	In place

	Funding Risks	Prevention/Mitigation	Status
31.	Established funding policies and procedures are not followed	Resource Development Manager keeps a list of all funding reports to be filed and diarizes them. These are reviewed quarterly by the Program and Resource Development Manager. Copies are forwarded to the Executive Director. The ED and Finance Manager ensure that all donations are receipted.	In place
32.	New funding opportunities are missed	The Program and Resource Development Manager is responsible for ensuring Eastview is aware of all current funding opportunities. Eastview subscribes to several funding resources (Grant Connect/Imagine Canada; Corporate Grant Information System; Charity Village; Grant Watch etc.) and maintains these subscriptions annually. All staff are regularly instructed to look for grants within their field.	In place
33.	Funding for high demand programs is lost	Relationships with funders are maintained at high levels. Reports are submitted on time. Funding from new potential funders is explored every year. Eastview has a Reserve Fund and Reserve Fund Policy to address funding shortfalls. The Resources Development Policy will work to replace lost funds with new funders. If significant funding is lost against which the Reserves cannot mitigate, Eastview will work with other agencies to attempt to meet the lost program demands. Short term layoffs will be enacted until the revenue can be replaced and the programs resumed.	In place
34.	Eastview's reputation is at risk due to program cancellation because of inadequate funding	The local Councillor is a Board member with ties to the city and the community. Eastview has strong positive relationships with local politicians and community leaders. Some funding losses would be due to funding cuts beyond our control. However, should funding shortfalls negatively impact Eastview's reputation in the community, local stakeholders will be immediately brought together to discuss mitigating reputational damage.	In place

	Funding Risks	Prevention/Mitigation	Status
35.	City support to AOCCs, including administrative funding and facilities, is cut substantially or eliminated.	The local Councillor is a Board member with ties to the city and the community. The ED is linked to other AOCCs on an ongoing basis. These would help in being aware if changes were anticipated. If changes were proposed and were irreversible, press for transition plan by the City and sufficient time to manage the changes. Continue to deepen alternative funding sources.	In place

	Financial Risks	Prevention/Mitigation	Status
36.	Adequate funding is not available	The ED submits balanced or surplus budgets to the Board. Additional fundraising activities and grant writing may be undertaken to address potential funding shortfalls.	In place
37.	Loss of Physical Assets due to theft or fraud	Adequate insurance policy. Our Financial Policies and Procedures which restrict access to assets are followed rigorously. Annual audit performed.	In place
38.	Misuse of funds designated for specific purposes	All donations received are double checked by two managers. All are accounted for in our annual audit. Eastview has a Donations Policy in effect. Financial Policies and Procedures are followed and monitored. Annual audit is performed. Timely financial reporting to Management and Board.	In place
39.	Nonpayment of tax liabilities	The ED monitors payment of monthly payments and overall tax liabilities. The ED makes monthly statements at Board meetings indicating compliance with such payments	In place
40.	Loss of charitable status	Timely filing of Eastview's Charities Return. Management review to ensure funds distributed in accordance with Charities Act. Financial Policies and Procedures are monitored and followed. Annual audit is performed.	In place
41.	Lack of oversight over financial operations and accounting controls	Clear and informative financial reports and statements provided to ED and Board provided on a timely basis, with regular explanation of variances. Preparation of an annual budget and explanation of significant variances. Annual audit performed	In place
42.	Lack of control and monitoring of cash and investments	Investment policy to cover guide investment and financial decisions is governed by the City of Toronto Act, 2006. These include ensuring safety of the principal in determining appropriate types and nature of investments.	[Investments are covered under Reserve Fund Policy] Consider whether social responsible investment is an option.

Policy/Procedure	Scented Product Guidelines
Date Approved by Board	November 8, 2010
Signature (position)	
Date Revised	
Review Date	

Background

Use of scented products in an indoor environment can have a serious impact on health. Scented products such as cosmetics, fragrances, hair sprays, deodorants, shampoos, lotions, body gels, laundry detergents and fabric softeners have become increasingly prevalent. These products can contain, in low concentrations, from ten to several hundred different types of chemicals--some of which are respiratory irritants known to have neurological or systemic effects at high concentrations **.

Many scented products contain respiratory irritants that may trigger sensitivities or aggravate asthma and allergies in certain individuals. Symptoms such as headaches, dizziness, nausea, fatigue, weakness, insomnia, malaise, loss of appetite, depression, upper respiratory symptoms, shortness of breath, difficulty with concentration and skin irritation have also been reported to result from exposure to scented products. Many of these symptoms are reported to worsen when people spend much of their time working indoors.

As an employer, Eastview Neighbourhood Community Centre is required to take every precaution reasonable in the circumstances for the protection of worker health and safety. Similarly, employees are obligated to take measures to protect themselves and their co-workers. These duties are recognized and reinforced in the Centre's Occupational Health and Safety Policy. The Centre also has a duty, under the Human Rights Code, to accommodate disability. These guidelines have been developed to assist the workplace parties in meeting legislated and policy obligations when addressing scented product-related concerns.

Recommended Actions

For employees who experience adverse health effects or discomfort due to exposure to scented products, the following actions are recommended:

- ***If it is clearly identified that the source of your symptoms can be isolated with a particular scent or individual...***

Approach the individual wearing the scented product in a positive manner and share your concerns about the scented product being used in your work area. Express how the use of the scented product is causing discomfort and affecting your health.

- ***If the scent problem is more generalized and/or the source is unidentifiable or you are unable to resolve your concerns with your co-worker or you do not feel comfortable approaching the individual...***

Approach your manager with your concern. All parties will endeavour to resolve the issue in a way that is respectful of the feelings and dignity of all concerned. A directive may be issued by the manager that only unscented products are worn in the area where you work.

- **If your reaction to scented products in the workplace is sufficiently severe that you are disabled from performing your normal work, such that you seek outside health care and/or lose time from work:**

- Report outside health care and/or lost time to your manager as a workplace illness/injury.
- Follow normal protocols for reporting workplace injuries and illnesses

- **If accommodation is required because of the severity of your ongoing reaction to scented products in the workplace, the following process, will be followed:**

Your manager may make a referral to City of Toronto's Employee Health and Rehabilitation. You will be required to obtain medical documentation from a medical specialist (e.g. allergist, environmental health specialist), confirming that your conditions/symptoms are related to exposure to scented products and outlining the severity of the health risk, your restrictions and the type(s) of accommodations needed. You, or your treating medical specialist, will return this information directly to your manager and/or Employee health and Rehabilitation.

- **For employees who are approached about their use of (a) scented product(s), the following actions are recommended:**

- Be aware that exposure to scented products can cause symptoms in certain individuals.
- Even if surprised and/or taken aback when approached, listen to co-worker in a non-defensive way.
- Learn as much as possible about the types of scented products that cause your co-worker to experience symptoms.
- Be understanding of the concern and willing to reach a resolution in a co-operative manner.

- **For managers of employees with scented product-related concerns, the following actions are recommended:**

When first approached by employees who report that scented products are adversely affecting their health:

- Thoroughly document the employees' concerns.
- If it is felt that there may be a general indoor air quality concern or deficiencies in the operation of the ventilation system, arrange for an assessment by building management staff and then, if necessary, by an occupational hygiene consultant. An occupational hygiene assessment can be arranged by the City of Toronto.
- If the concern relates directly to scented products usage:
 - Communicate with staff that concerns with respect to use of scented products have been raised in their work area. Communication must respect the individual's right to confidentiality.

- Advise them that individuals can be adversely affected by exposure to scented products.
- Request that employees refrain from the use of scented products.
- Provide information to staff regarding unscented personal care and cleaning products as may be available.
- Provide information on the nature of scented product-related concerns to the joint health and safety committee.

If an employee seeks outside health care or loses time from work and reports that this occurred as a result of exposure to scented products in the workplace:

- Request medical documentation
- Complete an incident report
- Forward this report (along with medical documentation such as medical notes and the Worker’s Report of Injury/Disease, if available) to their manager so that the injury/illness can be reported to the Workplace Safety and Insurance Board (WSIB).
- Advise the employee of the WSIB’s adjudication process (i.e. that the decision on whether to compensate will be made by the WSIB).

If a request for accommodation is made by the employee because reduction in scented product usage does not address the employee’s concern:

- Make a referral of the employee's accommodation request to the Executive Director who will provide written information to Employee Health and Rehabilitation on the employee’s essential job duties and where these duties may result in exposure to scented products. Explain the accommodation process to the employee, advising that the accommodation will be dealt with in a timely manner and providing the anticipated timelines.
- In addition to the general indoor air quality poster entitled “We All Share The Air” posted at Eastview’s entrance doors, arrange for posters more specifically related to scented products.
- Accommodations may include:
 - one-on-one communication, as needed in response to specific concerns, between managers and co-workers of the employee and/or members of the public who enter the work area, in which the manager advises of the concern and requests scented products not be used,
 - scented product information sessions for employees in the work area,
 - requesting advance communication of work operations such as floor waxing, carpet shampooing, or painting, posting notices prior to such operations being performed and making arrangements to accommodate during these work activities (e.g. relocating employee to another area),

**Chemical ingredients in scented products include but are not limited to acetone, benzaldehyde, benzyl acetate, benzyl alcohol, camphor, ethanol, ethyl acetate, limonene, linalool, methylene chloride, a pinene, g-terpinene and a-terpineol.

Policy/Procedure	Van Procedure
Date Approved by Board	June 16, 1993
Signature (position)	
Date Revised	
Review Date	

Resolutions:

1. Van booking sheet (weekly) will be left in the front office, in cupboard drawer. Regular trips will already be included on sheet.
2. Monthly, at a glance sheet, will be kept in the binder also.
3. Staff in need of van are responsible for booking in advance (at) least 1-2 weeks- check monthly sheet first.

Repairs/Damage:

1. A van repairs and damage sheet will be kept in binder located in van. This sheet must be completed as soon as any repair or damage is noticed, then submitted to Program Director for further follow up. (Keep your own copy).
2. Complete mileage and report the course of action taken if damages or repairs are noticed (e.g. Date damage report completed and submitted) on log sheet.

Maintenance/ Cleanliness:

1. Garbage bag must be kept in van for trips and taken out when vehicle is returned to the Centre.
2. Vehicle must be vacuumed and interior cleaned, e.g. youth trip.
3. Seats must be replaced in van following trips, e.g. food bank.
4. When gassing up at City of Toronto garage, ensure that all fluids are topped up. Submit receipt to administration along with gas card.
5. Closest car wash is located at Dawes/Danforth and Danforth/Glenhill (Red Arrow) if vehicle needs to be washed, please submit receipt to administration.
6. After each trip, the driver is responsible for the cleanliness of the van.

Accident Reports:

Report all information on City of Toronto Information sheets submitted along with Van Repair/Damage Sheet to Executive Director who will do necessary follow up in consultation with staff involved.

Eastview Neighbourhood Community Centre Van Schedule Log Date _____

Times	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9-9:30am							
9:30-10							
10-10:30							
10:30-11							
11-11:30							
11:30-12							
12-12:30							
12:30-1							
1-1:30							
1:30-2							
2-2:30							
2:30-3							
3-3:30							
3:30-4							
4-4:30							
4:30-5							
5-5:30							
5:30-6							
6-6:30							
6:30-7							
7-7:30							
7:30-8							
8-8:30							
8:30-9							
9-9:30							
9:30-10							

**Eastview Neighbourhood Community Centre
Van Repair Report**

Date: _____

Time: _____

Staff person operating vehicle: _____

Log book documentation: Yes _____

No: _____

If yes indicate earliest date recorded: _____

Description of repair required or damage:

If possible explanation for cause of damage(s):

Signature of driver(s): _____

Signature of senior staff: _____

Follow-up: _____

Policy/Procedure	Visitors at Eastview
Date Approved	March 8, 2017
Signature (position)	
Date Revised	
Review Date	

Procedural Statement:

For safety, insurance, and other business considerations, all visitors not attending programs must check in at the Reception Desk. All those involved in maintenance and repairs must sign in at the Front Desk.

Signs will be posted at all entrances informing the public that all visitors must check in at the Reception Desk. Should staff members see community members at Eastview who look as though they may not be involved in a program, staff members will greet the visitor, ask if they can help them and direct them to the Front Desk for assistance.