



POLICIES AND PROCEDURES FOR OPERATIONAL TEAM

Community Care of West Niagara

UPDATED – December 2024

CONTENTS

<u>ABOUT COMMUNITY CARE OF WEST NIAGARA</u>	1
<u>GOVERNANCE AND OPERATING PRINCIPLES</u>	2
200 Governance	
201 Fundamental Operating Principles	
202 'Policies and Procedures' Review	
203 Code of Conduct Policy	
204 Personal Respect and Equality	
205 Definition of Discrimination/Racism	
206 Denial of Service Protocols	
<u>EMPLOYEE RECRUITMENT AND SELECTION</u>	6
300 Employment Equity	
301 Hiring of Relatives	
302 Vulnerable Sector Clearance	
303 Employment Postings, Promotions or Transfers	
304 Employee Selection Process	
305 Employment Agreement	
306 Employee Orientation	
307 Probationary Employment Period	
<u>EMPLOYEE PROFESSIONAL DEVELOPMENT, EVALUATION AND EMPLOYMENT</u>	9
400 Human Resources Records	
401 Educational/Professional Development Programs	
402 Employee Performance Evaluation and Professional Development	
403 Complaint Resolution Procedure	
404 Employee Resignation, Termination or Lay-off	
405 Professional Conduct and Discipline	
406 Dismissal for Just Cause	
407 Formal Progressive Performance Resolution Process	
408 Confidentiality and Non-Disclosure of Privileged Information	
409 Conflict of Interest	
410 Dress Code	
411 Abuse, Violence and Harassment in the Workplace	
412 Definitions	
413 Domestic Violence	
414 Police Intervention for Client/Visitor Incidents	

TERMS AND CONDITIONS OF WORK

23

- 500 Categories of Employment
- 501 Hours of Work
- 502 Lieu Time
- 503 Leave of Absence – Sick Leave
- 504 Pregnancy and Parental Leave
- 505 Family Medical Leave
- 506 Bereavement Leave
- 507 Political Candidacy Leave
- 508 Regular Pay Period
- 509 Statutory, Civic and Other Holidays
- 510 Employee Compensation
- 510A Living Wage Policy
- 511 Vacation

SAFE FOOD HANDLING PROCEDURES

32

- 600 Receiving
- 601 Sorting
- 602 Stocking/Warehousing
- 603 Precautions

COMMUNICATION TECHNOLOGY AND SOCIAL MEDIA POLICY

33

- 700 Telephones/Voice Mail
- 701 Personal Cell Phones
- 702 Email/Internet/Photocopier
- 703 Fax Machine
- 704 Social Media – Appropriate Use Guidelines
- 705 Social Media – Employee Personal Use Policy
- 706 Third Party Event Policy
- 706A Fundraising Policy
- 707 Privacy Policy

ACCESSIBLE CLIENT SERVICE POLICY

44

- 800 Scope
- 801 The Provisions of Goods and Services to Persons with Disabilities
- 802 Assistive Devices
- 803 Guide/Service Animals
- 804 Support Persons
- 805 Notice of Disruptions in Service
- 806 Training
- 807 Notice of Availability and Format of Documents

GIFT ACCEPTANCE POLICY

900	Purpose
900A	General Policy
900B	Acceptance Policy
900C	Payment of Fees Related to Gifts

ABOUT COMMUNITY CARE OF WEST NIAGARA

Community Care of West Niagara is a registered charitable not-for-profit organization that has been serving the communities of Lincoln and surrounding area since 1967. Community Care of West Niagara is a volunteer driven organization that relies heavily on our community for donations of goods, including food and clothing, as well as financial donations.

The people served by Community Care of West Niagara come from all walks of life and have experienced financial difficulties due to job loss, illness or other hardships. They are able to obtain food, clothing and emergency assistance which is provided in a caring and confidential manner.

100 COMMUNITY CARE OF WEST NIAGARA: VISION, MISSION AND VALUES

Vision Statement: “Growing our Community Beyond Hunger”.

Mission Statement: We exist to provide essential services and support to families and individuals in Lincoln who are facing economic hardship. Our goal is to bridge the journey of our vulnerable as they strive to restore balance and self-sufficiency.

Values and Guiding Principles: - Deliver *Impact* through *Compassion* Service.

- Embrace and Drive Change with *Integrity*.

- Be *Relevant* and *Respectful*.

- Foster Community *Resilience* and Nurture *Hope*.

101 COMMUNITY CARE OF WEST NIAGARA: OBJECTIVES

- i. To assist the underprivileged in our community, including the sick; the physically, emotionally, mentally, or financially disadvantaged; the handicapped; the needy and the unemployed.
- ii. To assist in the provision of supportive services and programs to needy clients for their health, welfare and care, including, but not limited to; emergency food, medication, clothing, shelter, fuel and furniture.
- iii. To serve as a liaison with other service agencies and to provide information to the community at large regarding the services available and the needs of physically, mentally and emotionally disadvantaged individuals in the community.
- iv. To purchase, lease, and construct, or otherwise acquire, own, operate or use buildings and other facilities necessary to conduct the said objectives and activities.
- v. To accept donations, gifts, legacies and Bequests.

The Executive Director is the official spokesperson for Community Care of West Niagara and shall be responsible for coordinating media statements made or released on behalf of Community Care of West Niagara and/or the Board of Directors.

GOVERNANCE AND OPERATING PRINCIPLES

200 GOVERNANCE

Community Care of West Niagara is governed by a volunteer Board of Directors, elected by members at an Annual General Meeting, normally held in the winter of each year. The Board of Directors, the legal authority of Community Care of West Niagara, makes decisions concerning policy and procedures. The Board of Directors is governed by Community Care of West Niagara's 'Letters Patent', the 'Constitution and By-Laws of Community Care of West Niagara', and by a set of governance 'Policies and Procedures'. The Executive Director of Community Care of West Niagara is responsible for day-to-day management and operations of Community Care of West Niagara. The Executive Director reports to Community Care of West Niagara's Board of Directors, attends Board Meetings and provides monitoring reports, information and advice to the Board of Directors, but does not have a vote on the Board of Directors. The Executive Director has authority to hire and terminate employees and volunteers, and for making decisions relating to the daily operational affairs of Community Care of West Niagara. All employees and volunteers of Community Care of West Niagara report to the Executive Director of Community Care of West Niagara.

201 FUNDAMENTAL OPERATING PRINCIPLES

Employees and volunteers must be familiar with Community Care of West Niagara's 'Policies and Procedures' which are established by the Board of Directors to ensure uniform and non-discriminatory application of operational 'Policies and Procedures', including conditions of employment.

Community Care of West Niagara's operating culture is unique. Our clients' needs and demands for services, programs and resources fluctuate daily. Employees and volunteers are expected to recognize and to respond to our clients in a highly confidential, dignified and professional manner. Community Care of West Niagara's 'Policies and Procedures' provide the framework within which employees and volunteers of Community Care of West Niagara must conduct business.

Community Care of West Niagara is strongly committed to our employees whose ongoing work fulfills the approved mandate for service to our clients.

- i. Community Care of West Niagara's 'Policies and Procedures' reflect these fundamental principles:
- ii. All employees and volunteers have a right to perform their assigned duties in a favourable, safe, and healthy working environment.
- iii. Personal opportunities for learning, training and development assist employees in actualizing their potential.
- iv. Community Care of West Niagara must be responsive to the continually changing needs of our clients, our organization and services, our community, legal requirements and regulatory changes.
- v. Comprehensive 'Policies and Procedures' facilitates effective, ethical service to the individuals and families whom we serve.
- vi. There is an established clear, ethical, just process for the review of personnel decisions.
- vii. Sound 'Policies and Procedures' promote employees' and volunteers' satisfaction.
- viii. Community Care of West Niagara's 'Policies and Procedures' are available to staff and volunteers.

202 'POLICIES AND PROCEDURES' REVIEW

Community Care of West Niagara's 'Policies and Procedures' are continuously monitored by the Executive Director and reviewed as required by the Board of Directors.

Changes to Community Care of West Niagara's 'Policies and Procedures' are normally proposed to Community Care of West Niagara's Board of Directors through Community Care of West Niagara's Executive Director, following consultation with employees, volunteers and Community Care of West Niagara Board of Directors' Human Resources Committee.

Proposed amendments to Community Care of West Niagara's 'Policies and Procedures' shall only become effective after receiving formal approval by Community Care of West Niagara's Board of Directors.

203 CODE OF CONDUCT

Community Care of West Niagara believes in interacting with all members of our community with dignity, respect, compassion and understanding

Treat clients, volunteers, visitors and staff of Community Care of West Niagara with dignity, courtesy & respect; you can expect the same in return

Aggressive behaviour is not acceptable

Verbal or physical abuse, threats and acts of intimidation or violence of any kind are not tolerated

Use of profanity is not tolerated

Any concerns regarding another's behaviour are to be promptly communicated to Community Care of West Niagara staff

Anyone coming onto CCWN property while impaired, intoxicated or under the influence of narcotics may be asked to leave and/or suspended

Possession and/or consumption of alcohol, cannabis or illegal drugs while on premises will result in a suspension

Anyone that does not comply with this Code of Conduct may be asked to leave and/or refused entry to Community Care of West Niagara

**SURVEILLANCE CAMERAS
HAVE BEEN PLACED IN PUBLIC AREAS**

Approved March 28th, 2024

204 PERSONAL RESPECT AND EQUALITY

Community Care of West Niagara believes that every person is unique and must be treated with respect and equality. Every person has the right to social and economic justice.

205 DEFINITION OF DISCRIMINATION AND RACISM

Discrimination is behaviour based on prejudiced feelings and attitudes which lead to differential and unfavourable treatment of persons based on physical and biological differences as well as other factors such as religion and class. Discrimination may be intentional or systemic and works to exclude or restrict access or participation in an organization, institution, employment, education, accommodation and services. An important element in discrimination is the exercise of power, whether it is social, economic or political.

Community Care of West Niagara is committed to the elimination of discrimination and racism wherever it exists. We will not tolerate discrimination and/or racism in any form, and will take an active role to ensure equal civil, social and economic rights for all people.

206 DENIAL OF SERVICE PROTOCOLS

Community Care of West Niagara must ensure the health and safety of its employees, volunteers, clients and visitors. Where fulfilling the mission conflicts with the health and safety and/or the well-being of employees, volunteers, clients and/or visitors – safety and wellbeing always prevails. Service and/or access to CCWN property may be suspended or denied to anyone who is being abusive, aggressive or violent.

Abusive Person

Speak in a calm but firm manner to the individual.

Warn the individual calmly and directly that;

- a) they need to change the tone and/or content of their language
- b) you will not accept abusive behavior
- c) you will end the interaction if the abusive behavior continues

If the individual is in person and does not de-escalate, disengage and direct the individual to leave.

- a) If the individual refuses to leave, call 9-1-1.
- b) Alert the Executive Director and document the incident as appropriate.

If the individual is on the phone and does not de-escalate, tell them you are ending the conversation and hang-up.

- a) Alert the Executive Director and document the incident as appropriate.

Aggressive Person

Tell the individual firmly and directly that you are ending the interaction.

Direct the individual to leave and disengage.

- a) If the individual refuses to leave, call 9-1-1.
- b) Alert the Executive Director and document the incident as appropriate.

Violent Person

Immediately call for help, disengage and seek shelter in a safe space.

- a) Warn others in the vicinity.
- b) Call 9-1-1.

c) Alert the Executive Director and document the incident as appropriate.

Denial of Service

Abusive and/or Aggressive Person

Upon review of the incident, the Executive Director may temporarily suspend or deny service and/or access to CCWN property to anyone who is being abusive, or aggressive. The Executive Director will inform the affected parties in the most practical manner.

Violent Person

CCWN will no longer assist or serve this person. This person is prohibited from entering upon the property(ies). The Executive Director will inform the affected parties in the most practical manner.

The Executive Director may also consider issuing a Notice under the Trespass to Property Act and seek the assistance of police.

Approved, March 28th, 2024

EMPLOYEE RECRUITMENT AND SELECTION POLICIES

300 EMPLOYMENT EQUITY

Community Care of West Niagara is committed to providing equal opportunity to all employees regardless of age, gender, race, religion, citizenship, marital status, family status, national origin developmental or physical disabilities, sexual orientation, job status or any other prohibited ground of discrimination.

Decisions about employment will be made on the essential skills, capability, knowledge, experience and education required to perform the job. Decisions about advancement will be based on performance in current position, as well as essential skills, capability, knowledge and experience required to perform the job.

301 HIRING OF RELATIVES

For the purpose of this Policy, immediate family member(s) of employees and Board shall be defined as spouse, common-law spouse, child, parent, grandparent, grandchild, brother, sister, daughter-in-law, son-in-law, brother-in-law, sister-in-law, guardian, ward, stepfather, stepmother, stepdaughter, stepson, or persons bearing the same relationships to the spouse. Cohabitants and significant others, while not included in the definition of "immediate family" are subject to the restrictions of this Policy as if they were immediate family.

No individual shall be employed by Community Care of West Niagara under the supervision of an 'immediate family member' who has, or who may have, a direct effect on the individual's progress, performance, or welfare.

302 VULNERABLE SECTOR CLEARANCE

Community Care of West Niagara requires a completed Vulnerable Sector Clearance from applicants as one of the established screening steps. Successful candidates are placed in a position of trust whereby they interact with vulnerable members of our community (including children), and have access to sensitive information related to their family situations, living conditions, income/debt status, etc.

The cost for this clearance is paid by the candidate. Community Care of West Niagara must see the original clearance and a copy is to be retained in the confidential personnel file for all employees. Vulnerable Sector Clearance checks must be dated no later than ninety (90) days prior to the interview.

During the hiring process and later, while an employee of Community Care of West Niagara, employees are expected to voluntarily come forward with information of any contact with a police department that may have a bearing on their employment status.

The content of the police Vulnerable Sector Clearance report does not necessarily preclude employment. Presently, information regarding contacts with police that conclude without charges or convictions may appear in a Vulnerable Sector Clearance report and would warrant Board review.

Where the Vulnerable Sector Clearance report discloses a conviction, the nature and circumstances, along with references obtained from past employers, or rehabilitative and other efforts subsequently made by the candidate, will be taken into consideration by the Executive Director and Community Care of West Niagara's Board of Directors when making decisions.

If a person is hired, a full explanation/reason is placed in their file. The use of information obtained through the Canadian Police Information Computer System does not contravene the Ontario Human Rights Code.

303 EMPLOYMENT POSTINGS, PROMOTIONS OR TRANSFERS

Jobs will be posted internally and may be advertised externally. Employees are encouraged to submit applications for open positions for which they think they may be qualified.

Job descriptions that describe the activities and responsibilities of each position are available. They will be reviewed periodically and updated as necessary.

The Executive Director may fill a short-term position of up to six (6) months by appointment, subject to Community Care of West Niagara Board approval. The Executive Director ensures that the selection process is fair and consistent with the Ontario Human Rights code as well as Community Care of West Niagara's values, principles and practices.

304 EMPLOYEE SELECTION PROCESS

The Executive Director leads the hiring process for the staffing needs of the agency's day to day operations. An Interview Team will normally screen all internal/external applications and identify qualified candidates for interviews.

The Interview Team will:

- i. Develop format, questions, hiring criteria and processes.
- ii. Schedule and conduct interviews for a mutually agreed date, time and location the Team and individual candidates.
- iii. Conduct reference checks for preferred candidate(s), validate degrees, diplomas and credentials.
- iv. Prepare an Employment Agreement setting out the terms and conditions of employment.

An Employment Agreement will be presented to the selected candidate and, if accepted, a start date will be arranged with the new employee.

305 EMPLOYMENT AGREEMENT

Employment will be confirmed by letter stating the conditions of employment including:

- Start date.
- Job title.
- Probation period.
- Agreed starting wage.
- Anticipated scheduled times and hours.
- Any other conditions which may apply.

Employees will acknowledge the term of employment by signing and dating the Employment Agreement, along with a letter indicating acceptance of Community Care of West Niagara's 'Policies and Procedures'.

Changes will be made in writing and the employee will be provided two (2) working days within which to reply by signing the new Employment Agreement. It then becomes the new Employment Agreement.

Contract workers will have a start and end date.

306 EMPLOYEE ORIENTATION

New employees will receive an onsite orientation tour, training related to the position they hold as well as a copy of Community Care of West Niagara's 'Policies and Procedures' which outlines the protocols associated with work at Community Care of West Niagara. 'Policies and Procedures' will be reviewed with the employee and form part of the Employee Agreement.

307 PROBATIONARY EMPLOYMENT PERIOD

At the beginning of employment for/or long-term contract positions within Community Care of West Niagara, there shall be a probationary period to evaluate the employee's ability to fulfill the responsibilities of the position as outlined in the job description and employment contract, and to determine whether the employment arrangement is mutually satisfactory. During this period, either Community Care of West Niagara, or the employee, may terminate the employment without notice and without cause. However, employees who have worked more than three months but less than six months shall be entitled to one weeks' notice or termination pay plus accrued benefits in lieu of notice if there is no just cause for termination.

The probationary period for all full-time employees shall be a period of 6 months.

At least two weeks prior to completion of any probationary period, a written employee evaluation and recommendation shall be conducted by the Executive Director. Upon completion of the probationary period and a satisfactory evaluation of job performance, the employee or long-term contractor's probationary period is concluded.

An employee may be dismissed or may be subject to disciplinary action if they fail to act in accordance with Community Care of West Niagara's 'Policies and Procedures'.

EMPLOYEE PROFESSIONAL DEVELOPMENT, EVALUATION AND EMPLOYMENT POLICIES

400 HUMAN RESOURCE RECORDS

An individual Human Resource Record for each employee shall be maintained by the Executive Director or by such other person as he/she may designate. This record shall consist of all documents that form part of the employment agreement along with vacation and other time off, performance evaluations and copies of subsequent correspondence and records relating to changes in conditions and nature of employment.

All Human Resource files shall be held in a locked filing cabinet and are deemed confidential.

Information from an employee's Human Resource file may not be disclosed to a third party, other than legal counsel for Community Care of West Niagara, without the written consent of the employee or lawful order.

The Human Resource file will be maintained as part of the records of Community Care of West Niagara and is the only official employee Human Resource file. Each employee has the right to see and receive copies of the documents in his/her Human Resource file upon written request to the Executive Director.

Documents pertaining to the investigation of employee complaints will be kept on file and protected in a secure location for a period of seven (7) years. Documents will be reserved to be reviewed by individuals related to the incident or by an Occupational Health and Safety Officer.

401 EDUCATIONAL/PROFESSIONAL DEVELOPMENT PROGRAMS

Community Care of West Niagara encourages the professional development and personal growth of its employees through sponsoring their attendance and participation in approved relevant training and development programs.

With permission of the Executive Director, leave of absence with pay may be granted for the employee to attend an educational program, conference, seminar or workshop as part of an individual's professional growth and development.

Providing that the activity, in the opinion of the Executive Director, is necessary or beneficial to the present or future work of Community Care of West Niagara, the Executive Director may approve reimbursement for the registration fee and/or other expenses such as travel and accommodation associated with attending such programs.

Training and development opportunities selected should include courses provided by universities, community colleges, private and public sector organizations and/or Professional Associations (includes seminars, workshops and conferences) and provide all or some of the following:

- i. Enhance job-related skills.
- ii. Provide broader professional knowledge in line with sector and/or professional trends.
- iii. Network to maintain and develop contacts.
- iv. Align with identified performance goals and/or development objectives.

- v. Be documented for the benefit of the Executive Director and inclusion in the employee's Human Resources file.

In specific circumstances where the cost of an educational program may be substantial, full time salaried and hourly employees who have completed six (6) months of continuous service may apply to Community Care of West Niagara's Executive Director for financial assistance. (part-time employees may apply for pro-rated assistance).

The Executive Director will identify which training and development opportunities are consistent with Community Care of West Niagara's program needs, guidelines and procedures.

The employee, upon completion of the opportunity:

- i. If it is not a certificate course (workshop, conference, seminar, etc.), the employee should provide a summary of course contents and derived benefits to the Executive Director for inclusion in their Human Resources file.
- ii. If related to a degree/diploma or certificate, employee provides a copy of transcript and/or receipt to the Executive Director.

Funding for Education and Training opportunities are not normally available to employees on probation.

(Also refer to Section 510- employee Compensation - Conferences, Workshops, Meetings, etc.).

402 EMPLOYEE PERFORMANCE EVALUATION AND PROFESSIONAL DEVELOPMENT

PURPOSE

An evaluation of an employee's job performance is critical for the well-being of both the employee and Community Care of West Niagara. The purposes of a performance evaluation are to:

- i. Improve employee performance in the job by ensuring that employees know what is expected of them.
- ii. Recognize achievements and provide feedback to employees on how well they are meeting the expectations of Community Care of West Niagara.
- iii. Assist employees' personal growth and development.
- iv. Build and strengthen employees' relationships.
- v. Encourage both formal and informal opportunities for communication about any aspect of the employee's employment with Community Care of West Niagara.

PROFESSIONAL DEVELOPMENT REVIEW PROCESS

Each employee shall have his/her performance formally appraised in writing at least once a year on or before the employee's anniversary date by the Executive Director.

In addition to the formal performance appraisal, it is expected that each employee will be given regular feedback on his/her performance by the Executive Director.

A performance appraisal of the Executive Director shall be completed by the Human Resources Committee, in writing, on an annual basis.

For all new employees, a formal performance review will be completed two weeks before the completion of their probationary period.

For full-time and part-time employees, goals and objectives and employee's development requirements will be developed cooperatively by the employee and the Executive Director.

EACH EMPLOYEE'S PERFORMANCE SHALL BE APPRAISED ON THE BASIS OF:

- i. The ability of the employee to carry out the job responsibilities as set out in the job description.
- ii. The employee's assessment of the tools/supports needed and provided to do his or her job.
- iii. The achievement of objectives previously established by the employee and Executive Director.

Following the annual performance review, the employee shall be invited to write his/her comments about the contents of the performance review. These comments will be part of the completed appraisal. Employees shall sign the completed performance review which becomes part of the employee's Human Resources file.

Should an employee fail to meet the standards of performance, as outlined in their Job Description, the Executive Director will meet with the employee to address the concerns by establishing a written plan, with measurable goals, that will enable the employee to achieve the expected results/standards and rectify the concerns. For matters pertaining to Executive Director's performance, refer to the Evaluation Framework.

403 COMPLAINT RESOLUTION PROCEDURE

A complaint is a dispute (other than a dismissal or termination) between:

- i. An employee and another employee.
- ii. An employee and a volunteer, a client, or a Board Member.
- iii. An employee, a volunteer, or a client and the employer as to the interpretation, application or administration of 'Policies and Procedures'.

Every attempt will be made to resolve any complaint in a manner that is timely, fair and which respects the dignity and confidentiality of all parties involved. All Community Care of West Niagara's employees and volunteers shall be aware of, and respect appropriate channels for raising a complaint.

It will be the responsibility of the Executive Director to assess the situation and level of risk/threat and, on a case by case basis, deal with the situation in a way that restores a sense of safety to the workplace. Immediate action could be, but is not limited to, the movement of an employee, volunteer, or client on a short term basis to another area, the removal of an individual from a shift, and/or a call to the police if it is warranted. If a violent act has occurred Community Care of West Niagara encourages an immediate call to the police.

PROCEDURE

1. Any individual who thinks they have been treated in a manner that is contrary to 'Policies and Procedures' shall discuss the issue with the Executive Director.
2. The Executive Director shall make a sincere attempt within two (2) weeks' to resolve the issue.
3. A complaint regarding the Executive Director may be brought directly to the President of the Board of Directors.
4. A complaint regarding the President or any CCWN Board Member by the Executive Director may be brought directly to the Vice-President and/or any CCWN Board Member.

All parties involved will document significant details and keep those details confidential to protect the privacy of all individuals.

INVESTIGATION

All reported complaints will be thoroughly investigated in a fair and equitable manner by the Executive Director and/or the President (or President's assignee) of Community Care of West Niagara's Board of Directors.

CONSEQUENCES

Individuals who file a complaint will not be reprimanded. Retaliatory measures or reprisals against any employee, volunteer or client who in good faith, raises a complaint or a concern within the meaning of this Policy, will not be tolerated.

404 EMPLOYEE RESIGNATION, TERMINATION OR LAY-OFF

An employee resigning from Community Care of West Niagara shall advise the Executive Director in writing. Employees are encouraged to provide one (1) months' notice.

NOTICE OF TERMINATION OR TERMINATION PAYMENT

In the event it is necessary to terminate an employee (full or part-time) for other than just cause, such employee shall be provided with reasonable notice or a termination payment plus accrued benefits in lieu of notice, and such notice of termination shall be no less than required by the Employment Standards Act.

LAY-OFF

Community Care of West Niagara will, pursuant to the Employment Standards Act, give notice to any, or all, employees of a temporary lay-off or closure of Community Care of West Niagara's office during regular business hours. All lay-off or closure notices will be in writing and delivered personally, where possible, or by registered mail, to each employee affected.

405 PROFESSIONAL CONDUCT AND DISCIPLINE

Community Care of West Niagara's employees, volunteers, and Board members are ambassadors to our community and are expected to conduct themselves in a manner that will enhance the status of Community Care of West Niagara. All workers must be physically, physiologically and psychologically capable and competent of performing their tasks safely and free of impairment that could impact performance, relationships, attendance, reliability and quality.

DISCIPLINE

Community Care of West Niagara believes that management has an organizational responsibility to identify unacceptable performance or behavior and to establish a clear, mutually agreed upon plan for correcting it.

Conduct warranting discipline may include:

- i. Reporting to work not "fit for duty".
- ii. Leaving the assigned place of work without permission during working hours.
- iii. Lack of attention to work duties, including failure to adhere to Policies and Procedures.
- iv. Unauthorized use of Community Care of West Niagara's equipment, vehicle, supplies or funds.
- v. Dishonesty.

The following criteria merit review when disciplinary measures are being considered:

- i. Seriousness of the offence.
- ii. Frequency of occurrence.
- iii. Actual, or potential risk, or harm to Community Care of West Niagara and/or related stakeholders.
- iv. Past performance of the individual.
- v. Recent performance.
- vi. Previous disciplinary actions.

SUSPENSION

If a Community Care of West Niagara's employee or volunteer commits another infraction of the same unacceptable behavior/action, that individual may be suspended.

In case of gross negligence or misconduct such as intoxication, fighting or refusal to perform a job without a valid reason, the Executive Director will inform the employee that he/she is being suspended, without pay pending an investigation.

AN ACT OF ABUSE, VIOLENCE OR HARASSMENT IN THE WORKPLACE

Community Care of West Niagara will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, or any form of neglect or harassment. Such an act will be subject to disciplinary action up to, and including, immediate dismissal.

In keeping with its legal and social responsibilities, Community Care of West Niagara will treat any complaint as a serious matter. All complaints will be thoroughly investigated, with the utmost respect for the confidentiality of all concerned.

406 DISMISSAL FOR JUST CAUSE

There are circumstances where an employee or volunteer may be dismissed without notice for just cause without limiting the generality of the foregoing; the following may be considered examples of just cause:

- i. Willful misconduct, disobedience or willful neglect of duty that is not trivial.
- ii. The willful neglect, physical or verbal abuse of an employee, volunteer or client.
- iii. Misuse of confidential information.
- iv. Theft
- v. Refusal of an offer of reasonable alternative employment.
- vi. Falsification of Community Care of West Niagara records or documents.
- vii. Failure to report and/or prevent employees, volunteers, clients, contractors or Board members from engaging in illegal activities at Community Care of West Niagara.
- viii. The possession and/or consumption of alcohol, cannabis or illegal drugs while on duty.
- ix. Reporting for work while impaired, under the influence of, or suffering from the effects of alcohol, cannabis, illicit drugs or other intoxicants.
- x. Incompetence or unsatisfactory performance provided that the nature of the incompetence, the required improvements and imminent dismissal have been clearly communicated by Community Care of West Niagara.

407 FORMAL PROGRESSIVE PERFORMANCE RESOLUTION PROCESS

When informal attempts to resolve a situation of concern regarding the work related performance of an employee or volunteer have failed, a three part process with the goal of improved performance will normally be followed. The individuals may expect:

1. Verbal Warning (details formally recorded by the Executive Director)
2. Written Warning
3. Final Warning

VERBAL WARNING

The goal is to inform the individual of the expected improvement required and for both to agree on the plan to make this happen. The Executive Director will:

- i. Meet with the person to hold a formal discussion about an identified performance or behavior problem. The discussion results in a “Formal Written Plan” to address the problem, including detail specifying roles, responsibilities, required meetings to monitor performance and timeframe.
- ii. Document the details of the Verbal Warning and places the “Formal Written Plan” in the Executive Director’s files. Nothing goes into the individual’s file at this time
- iii. Implement the “Formal Written Plan” and monitors the individual’s performance over an appropriate period of time, making full notes on everything. If improvement is made within the time period, the plan is completed.

Should minimal or unsatisfactory improvement be seen, the Executive Director may proceed to Step 2 in the process, the “Written Warning”.

WRITTEN WARNING

The Executive Director:

- i. Arranges a formal meeting with the person in question. The Community Care of West Niagara’s Board Chair (or designee) may also attend this meeting.
- ii. Gives the individual a copy of the “Formal Written Plan” from the “Verbal Warning” meeting and the notes that cover the monitoring process. In short, everything that describes what has preceded this meeting, and identifies where improvement is required.
- iii. Makes a “Written Agreement” about the next monitoring period, what the expectations are for improvement, training, roles, responsibilities, and the timeline required.
- iv. Places this “Written Agreement” in the employee or volunteer File, signed by both the Executive Director and the person involved.
- v. Monitors the individual’s performance and behaviors and holds arranged meetings with them to stay on track. Typically, this period is shorter than the first. On successful completion of this phase the process is discontinued.

Should minimal or unsatisfactory improvement be seen, the Executive Director may proceed to Step 3 in the process, “Final Warning”.

FINAL WARNING

The Executive Director:

- i. Meets with the employee or volunteer to conduct a formal discussion about the situation. The Community Care of West Niagara’s Board Chair (or assignee) may also attend this meeting.
- ii. Gives the individual in question a letter titled “Final Warning”. This letter documents all the decisions and actions taken to date. It provides a final time frame and indicates that if the previously discussed performance and/or behaviors are not modified to the expectations outlined

in previous discussions and formal letter, then it may become necessary to terminate the employee's employment.

- iii. Establishes a mutually agreed upon final monitoring period and process with the person.
- iv. Retains related documentation in their Human Resources file.

Throughout this process, the employee or volunteer has opportunities to improve or modify the identified performance or behavior problem; if feeling incapable of making changes to his/her performance or behavior, the individual may resign.

408 CONFIDENTIALITY AND NON-DISCLOSURE OF PRIVILEGED INFORMATION

From time to time, as a result of their activities, employees and volunteers may have knowledge of confidential information of individuals, groups, agencies, and/or governments in this community. This information is privileged and not to be discussed with persons other than relevant Community Care of West Niagara's employees and Board members.

An employee or volunteer shall sign any non-disclosure or confidentiality agreement as requested by Community Care of West Niagara. If any confidential business of Community Care of West Niagara is disclosed by an employee or volunteer to an outside organization or person, that employee or volunteer may be subject to dismissal.

Any knowledge that Community Care of West Niagara has regarding an employee will be kept confidential except when:

- i. A danger to the community, Community Care of West Niagara or an individual exists.
- ii. There is a legal responsibility to disclose information.
- iii. Written permission from the individual is received.

409 CONFLICT OF INTEREST

A conflict of interest may arise when an employee's personal and/or private interests come into conflict with the interests they serve through their employment with Community Care of West Niagara. A potential, perceived or actual conflict of interest occurs in situations where an employee is in a position to make or influence a Community Care of West Niagara decision in such a way that results in a personal gain for the employee or for an immediate family member (i.e., spouse or significant other, children, parents, siblings, etc.).

Conflicts of interest may also arise when an opportunity or situation:

- i. Prevents the employee from fully performing work for which he or she is employed at Community Care of West Niagara, including overtime assignments.
- ii. Involves organizations that are doing, or seek to do business with, Community Care of West Niagara, including actual or potential vendors, customers or clients.
- iii. Violates provisions of law or Community Care of West Niagara's 'Policies and Procedures'.

An employee who is in a potential, perceived or actual conflict of interest shall declare that to Community Care of West Niagara, and must refrain from any involvement in decision-making regarding the conflict.

410 DRESS CODE

Employees and volunteers are expected to present a 'work-place' appearance that is appropriate to their tasks and reflects a positive, professional image on behalf of Community Care of West Niagara. Radical departures from conventional 'work-place' dress and/or personal grooming and hygiene standards are unacceptable.

411 ABUSE, VIOLENCE AND HARASSMENT IN THE WORKPLACE

OUR COMMITMENT

Employees, volunteers, clients, and board members have the right to operate in a work environment free from abuse, violence and harassment, where personal worth is acknowledged and dignity respected.

The *Ontario Human Rights Act (RSO 1990, cH19)* requires all employers to ensure a workplace free from abuse, violence and harassment. This commitment embraces the spirit of the *Ontario Human Rights Act*.

Community Care of West Niagara is dedicated to fostering a safe work environment that promotes the health and well-being of all. Community Care of West Niagara is committed to maintaining a sense of safety both from within, and from without, for all employees and volunteers.

Community Care of West Niagara will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, nor any form of neglect or harassment. It is the responsibility of all employees and volunteers, either as a victim, or as a witness, to harassment or a threat of violence toward employee or volunteers or clients, to inform the Executive Director immediately.

In keeping with our legal and social responsibilities, Community Care of West Niagara will treat any complaint as a serious matter. All complaints will be thoroughly investigated, with the utmost respect for the confidentiality of all concerned. Abuse, violence and harassment will be subject to Policy 405 Professional Conduct and Discipline.

412 DEFINITIONS

PHYSICAL ABUSE - defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraints.

SEXUAL ABUSE - defined as but not limited to, any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digital or object to the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation for profit including pornography.

EMOTIONAL ABUSE - defined as, but not limited to, a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat or blaming.

VERBAL ABUSE - defined as, but not limited to, humiliating remarks, name calling, swearing at, taunting, teasing or continual put downs.

PSYCHOLOGICAL ABUSE - defined as, but not limited to, communication of an abusive nature, sarcasm, exploitive behavior, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.

NEGLECT - defined as, but not limited to, any behavior that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

HARASSMENT - defined as, but not limited to, any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome. Individuals who are subjected to, have observed, or are aware of abuse, violence or harassment in the workplace should report the incident immediately to the Executive Director.

However, if an individual is experiencing abuse, violence or harassment from the Executive Director they must report the incident to the President of Community Care of West Niagara's Board of Directors.

Moreover, if an individual is experiencing abuse, violence or harassment from a member of Community Care of West Niagara's Board of Directors, they must report the incident to the Executive Director, who will follow Policy 405-Professional Conduct and Discipline procedures.

However, if the Executive Director is experiencing abuse, violence or harassment from the President or any CCWN Board Member, they must report the incident to the Vice President and/or any CCWN Board Member. They in turn will refer to Policy 403 Complaints Resolutions Procedure, 405-Professional Conduct and Discipline Procedures and/or Policy 508 Code of Conduct for appropriate follow up.

413 DOMESTIC VIOLENCE

Through the Executive Director, every reasonable precaution will be taken to protect an individual who is being subjected to domestic violence that Community Care of West Niagara becomes aware of. The Executive Director will provide assistance in connecting the employee, volunteer, client, Board member, related community member or service provider to Resources (i.e. Social workers, crisis centers, etc.), to aid in finding a safe environment for this individual. Community Care of West Niagara will implement measures to try and protect the privacy of the person experiencing domestic violence. However, Community Care of West Niagara may be required to release personal information to provide support or protection for the individual in question.

Individuals who perceive that they may potentially be at risk of experiencing a violent situation are encouraged to speak with the Executive Director to prevent this occurrence. employees are obligated to contact the Executive Director if personal legal matters (i.e. restraining order), could potentially result in an act of violence taking place in the workplace.

All employees, volunteers, clients and Board Members bound by this Policy will:

1. Receive and read a copy, or as necessary have it explained to them.
2. Acknowledge receipt and confirm in writing that they understand the Policy and their related responsibilities.
3. Review the Policy on a yearly basis.

414 POLICE INTERVENTION FOR CLIENT/VISITOR INCIDENTS

BACKGROUND:

Community Care of West Niagara has experienced a rise in inappropriate and aggressive behaviours from Clients and Visitors while on premises.

INAPPROPRIATE BEHAVIOURS may include but are not limited to the use of abusive or threatening language or actions that cause staff, volunteers or clients to be concerned for their safety and that of others.

PROTOCOL

The following protocol has been recommended by the Niagara Regional Police (NRP) to assist staff and volunteers in determining when Police should intervene.

This can include calling 9-1-1 for “Live” or Urgent matters or reporting a Non-urgent matter.

“LIVE” OR URGENT MATTERS: These incidents or behaviours present an immediate or imminent danger to you or those around you.

This could include:

Threatening behaviours including loud and aggressive language that is inconsistent with the posted ZERO TOLERANCE DIRECTIVES – see attached CODE OF CONDUCT)

- Oral, written or non-verbal threats or intimidation, whether they are explicit or subtle
- Violent behaviours including any physical assault, physical assault causing bodily harm or sexual assault
- Disruption or obstruction of activities or other authorized activities
- Refusal to exit the office or the property when asked
- Use of a weapon to threaten or cause bodily harm to another person
- Use of an inanimate object to intimidate or cause injury to another person
- Being violent towards inanimate objects
- Substance abuse on property
- Defacement of property
- A previously banned person has returned to the property

PROCESS FOR LIVE/URGENT MATTERS

1. **CALL 9-1-1**
2. One (1) person to manage the incident while another person calls the Police, recognizing there will be a list of questions to be answered. You may stay on the line with the Police if you feel threatened.
3. Speak in a calm but firm manner to the Aggressor.
4. Do not attempt (make further attempts) to de-escalate the situation.
5. Isolate the Aggressor if possible and clear the area of other employees, volunteers, students and clients. In extreme circumstances, it may be necessary to evacuate the building.
6. One (1) person notify the rest of the team that there is an active issue in that specific area.
7. Do not provide an audience for the perpetrator.

8. Always ask the Police to provide an Incident Report Number.
9. Inform the Police verbally that the client is not allowed back on the property.
10. Ensure the incident is recorded in case notes on the online database “Link to Feed”.
11. Review camera footage, record timing and retain for records.
12. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.
13. Issue a “Do Not Trespass” letter as required – copies for CCWN, NRP, and Aggressor.

NON-URGENT MATTERS:

A non-urgent incident is one where you need assistance that is not of an emergency nature. These situations do not pose an immediate threat to you, other employees, students, volunteers and clients, or property but are valid security matters that require immediate support.

Non-urgent incidents could include:

- Stolen goods including wallet, cell phone, purse, money, bike, or any other personal property.
- Stolen property belonging to Community Care of West Niagara.
- Fraudulent online behaviour such as fraudulent Community Care of West Niagara cheques.
- Non-urgent car accident such as a car being hit in the parking lot.
- Car damage caused by another person on Community Care of West Niagara property, i.e. “keying” of a car, broken windows, deflated tires, etc.
- Any and all damages to Community Care of West Niagara property caused by another person.

PROCESS FOR NON-URGENT MATTERS:

1. Call the general Niagara Regional Police (NRP) (“Police”) number at 905-688-4111. DO NOT call 9-1-1 for non-urgent matters.
2. Ask for an Incident Number if/when there is a decision to send the Police.
3. Review camera footage, record timing and retain for records.
4. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.

OFFICE VISITS WHERE SAFETY IS A CONCERN

Where an in-person office visit is the only viable option - staff, in consultation with the Executive Director, will:

- Consult and ensure the designated staff is informed about potential safety issue and the expected time of arrival of the individual.
- Determine an appropriate physical area and level of staffing required for the visit, ensuring surveillance is accessible and operational.
- Ensure that a phone is operational and accessible prior to visit.
- Review camera footage, record timing and retain for records.
- As appropriate, contact the Niagara Regional Police.

WHEN TO CALL THE POLICE FOR A MENTAL HEALTH/WELFARE CHECK:

In the case where an individual is on the property and you feel their safety is at risk or they are at risk of harming themselves, call the Police.

This may include:

- Individual is sleeping or staying on Community Care of West Niagara property
- Individual appears to be under the influence of a substance (ie mood altering)
- Individual presents with signs of a mental health crisis
- Individual is unresponsive
- Individual is behaving in a way that is dangerous to themselves and/or others

PROCESS

1. **CALL 9-1-1**
2. State that it is a Mental Health or Welfare call so Police Dispatch knows right away that you are not in immediate danger but rather someone else is (i.e. the Client).
3. Use the following guidelines when calling, if appropriate:
 - This is a welfare check for the mental health of a Client, or Visitor on the property
 - The Client is known/unknown to our Agency or to our knowledge - any other Agency
 - Exhibits detachment from reality (delusions), paranoia or hallucinations
 - Demonstrates inability to care for self
 - Is inappropriately dressed, i.e.: for inclement weather
 - Incontinence, may use CCWN property to relieve themselves
 - Sleeps outdoors, in their car, etc. especially in winter weather
 - Expresses suicidal thoughts
4. Ask the Police Dispatch for an Incident Report Number.
5. Review camera footage, record timing and retain for records.
6. Inform staff in the most practical manner about the Incident, and schedule a debrief as necessary.
7. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.

NOTE:

The Niagara Regional Police (NRP) ("Police") has a Mobile Unit and a Rapid Response Worker on shift after 1:00 p.m.

Communication supports are incorporated (ie public signage, panic buttons, walkie-talkies, cameras)

APPROVED March 28th, 2024

TERMS AND CONDITIONS OF WORK

500 CATEGORIES OF EMPLOYMENT

FULL-TIME EMPLOYEES work the full-time hours of work as set out in Policy 501-Hours of Work, and they are entitled to all employee benefits.

PART-TIME EMPLOYEES are those employees whose appointment agreement calls for a specific lesser number of hours per day or days per week than "Full Time Employees" on a continuing basis.

SHORT TERM CASUAL EMPLOYEES are hired for specific periods to meet seasonal or other short-term needs. Such employees are not entitled to participate in the various employee benefit plans. They will be covered for holiday and emergency leave as per the requirement of the *Employment Standards Act*.

CONTRACT EMPLOYEES are engaged under a letter of agreement for a specified period of time. Conditions that apply will be outlined in the Employment Agreement per Policy 305-Employment Agreement.

INDEPENDENT CONTRACT WORKERS are engaged under a letter of agreement or formal contract to provide a service for an undetermined period of time. Independent contractors do not participate in employee benefit plans.

501 HOURS OF WORK

Community Care of West Niagara's regular daily office hours are between 8:30 a.m. and 4:30 p.m. Monday through Friday. However, at times, an employee may be required to work evenings and weekends. An employee's regular full-time working week is 37.5 hours which includes one-half (1/2) hour unpaid daily lunch break. Individual daily start and finish times are scheduled by the Executive Director and exceptions to individual employee's daily time schedule shall only be made by the Executive Director. Where travel is required to perform duties, travel will be considered as part of the normal working hours.

502 LIEU TIME

Employees working additional hours per week over the 37.5 hours and less than 44 hours shall take those hours as lieu time.

Lieu time must be taken within six (6) months of the hours worked. All employees are expected to manage their time in order to minimize the accumulation of lieu time.

- i. Employees will keep track of any time over one hour that is accumulated.
- ii. Time off or lieu time must be approved by the Executive Director.

503 LEAVE OF ABSENCE: SICK LEAVE

Community Care of West Niagara adheres to all leave requirements under the *Ontario Ministry of Labour's* current *Employment Standards Act*. Any requests for leave that are not covered by ESA will be considered on a case by case basis by the Executive Director or the President of the Board of Directors, as appropriate.

FULL-TIME EMPLOYEES shall be granted up to five (5) paid (non-cumulative), sick leave days per year in the event of absence due to illness.

PART-TIME EMPLOYEES shall be granted two (2) paid (non-cumulative), sick leave days in the event of absence due to illness.

The employee must report his/her absence from work due to illness within the first day of such illness to the Executive Director. All sick leaves taken by employees shall be recorded in the Human Resources file.

SHORT TERM DISABILITY LEAVE will be considered on a case by case basis at the discretion of Community Care of West Niagara's Board of Directors.

504 PREGNANCY AND PARENTAL LEAVE

PREGNANCY AND PARENTAL LEAVE

- i. An employee who is entitled to take a Pregnancy or Parental Leave cannot be terminated or laid-off, disciplined or suspended because she/he is so entitled, or has, in fact, applied for or taken such leave.
- ii. Community Care of West Niagara will continue to make the employer contributions to the Extended Health, Dental, and Life Insurance. A full-time employee may make contributions for Long Term Disability through Community Care of West Niagara, or establish their own self-administered plan.
- iii. The full-time employee will coordinate the payment of their portion of group benefits prior to starting a Pregnancy Leave or Parental Leave.
- iv. Paid vacation time will continue to accrue during pregnancy/parental leave. Any hourly workers who receive vacation pay as a percentage of their income will only accrue vacation time while on a pregnancy/parental leave, (in other words, not pay).
- v. The employee must provide at least two (2) weeks' written notice before beginning a Pregnancy Leave or Parental Leave.
- vi. The employee must provide at least four (4) weeks' written notice to change the return date of a Pregnancy Leave or Parental Leave.
- vii. The employee must provide at least four (4) weeks' written notice if he or she plans to resign from Community Care of West Niagara before the end of a Pregnancy Leave or Parental Leave.

505 FAMILY MEDICAL LEAVE

Community Care of West Niagara will follow the *Employment Standards Act*. The employee is responsible for providing a copy of all significant documentation for filing in their Human Resources file.

506 BEREAVEMENT LEAVE

All employees shall be allowed up to a total of three (3) working days with pay in any calendar year for bereavement reasons. Bereavement Leave is not cumulative.

PART-TIME EMPLOYEES will be compensated proportionally to time normally worked compared to the full-time hours of work.

Bereavement leave may be granted on the death of:

- Spouse (including common law).
- Significant other (including same sex partner).
- Parent or Parent-in-Law.
- Son or Daughter (biological, adopted, step).
- Sister or Brother (biological, adopted, step).
- Grandparent or Grandchild.
- Guardian or Step-Parent.
- Brother-in-Law or Sister-in-Law.
- Son-in-Law or Daughter-in-Law.

The length of each Bereavement Leave (including additional unpaid leave) requires approval by Community Care of West Niagara's Executive Director.

507 POLITICAL CANDIDACY LEAVE

An employee seeking Federal, Provincial, Regional, Municipal or School Trustee (but not limited to) election, must immediately notify the Executive Director in writing of intentions to seek elected office. Community Care of West Niagara recognizes, under *the 'Employee Standards Act'*, an obligation to grant a leave of absence without pay to an employee seeking a nomination and running as candidate in a Federal, Provincial, Regional, Municipal or School Trustee election.

In Ontario, employees' jobs are not legally protected. It is the Policy of Community Care of West Niagara that employees seeking elected office will be granted a leave of absence without pay during the election campaign period at the discretion of the Executive Director. If the Executive Director is requesting such leave, it will be at the discretion of the Board of Directors.

Prior to the commencement of a leave of absence, an employee's focus at work must remain job-related. Employees are not allowed to solicit other employees or volunteers for political purposes during working time.

Should an employee be elected to a Regional, Municipal or School Trustee office, the employee is expected to maintain all regular work schedules and obligations. The employee may request, in writing, to the Executive Director, a reduced work assignment, subject to beneficial implementation by

Community Care of West Niagara and approval by the Executive Director, or the President of the Board of Directors as appropriate. Should an employee be elected to the Provincial Legislature or Federal Parliament, the employee will resign from Community Care of West Niagara.

508 REGULAR PAY PERIOD

Employees will be paid every two (2) weeks with twenty-six (26) pay periods per year.

VACATION PERIODS

Employees shall be paid prior to leaving on vacation for pay periods ending during their absence.

CALCULATION OF PAY FOR PART OF MONTH

Where it is necessary to compute the pay for a part month, the daily rate is obtained by dividing the full number of working days in the month into the monthly salary. The daily rate is then multiplied by the number of days worked in the month, to arrive at the gross earnings for the period.

DEDUCTIONS FROM PAY

- **CANADA PENSION PLAN:** Deductions are according to government regulation the amount of which is made according to income.
- **INCOME TAX:** After allowing for personal exemption claimed by the individual on Form TD1, tax deductions are in accordance with current income tax tables.
- **EMPLOYMENT INSURANCE:** Deductions are made according to government regulations.
- **LONG TERM DISABILITY:** Deductions are made for full-time employees' share of health benefits relating to Long Term Disability.
- **VOLUNTARY DEDUCTIONS:** shall be made with the employee's written consent. A statement of gross earnings and deductions shall be provided to each employee with each pay cheque.

509 STATUTORY, CIVIC AND TEMPORARY CLOSURES

The following eleven (11) holidays are observed by Community Care of West Niagara:

1. New Year's Day
2. Family Day
3. Good Friday
4. Easter Monday
5. Victoria Day
6. Canada Day
7. Civic Holiday
8. Labour Day
9. Thanksgiving Day
10. Christmas Day
11. Boxing Day

The following eleven (11) holidays are observed by Community Care of West Niagara: When a holiday falls in a vacation period, an extra day may be added to the vacation. When a holiday falls on a Saturday or Sunday, Community Care of West Niagara will observe the holiday on either Friday or Monday, as designated by the Executive Director.

TEMPORARY CLOSURE

From time to time, the Executive Director, in consultation with the Board of Directors of Community Care of West Niagara, may identify a need to temporarily suspend services to clients and the general public. Such a decision may be due to inclement weather, construction, power outages etc. Employees, who are entitled, will be paid or credited for Statutory Holidays that fall during the lay-off period. During this period, employees have the following options:

1. If overtime has been accumulated the employee may take the time in lieu in order to be paid during the closure period.
2. If no or insufficient overtime has been accumulated, the employee may choose to take unpaid leave, take the time off as paid vacation, or the employee may seek approval from the Executive Director to work during the closure.

510 EMPLOYEE COMPENSATION

The Executive Director shall from time to time review the compensation framework and other available information on similar positions throughout the voluntary sector and public sector, and shall recommend to the Board of Directors modifications in the compensation framework as may be indicated. The Executive Director shall administer employees' compensation within the compensation framework.

The determination of compensation will be subject to the availability of sufficient funding. Compensation of the Executive Director is set and monitored by the Board of Directors.

Community Care of West Niagara may, from time to time at their discretion, provide employees with a non-monetary gift in accordance to the limitations of the Canada Revenue Agency legislation but does not recognize employees with financial bonuses.

BENEFITS

In recognition of, and valuing the needs of its employees, Community Care of West Niagara, through the United Way, may provide a comprehensive benefits package for its full-time employees and families.

The underwriters of the benefits package may change from time to time. Presently the package is available for eligible full-time employees who work thirty plus (30+) hours per week and includes medical, dental, life insurance, long term disability and accidental death and dismemberment.

HONORARIA

Employees invited to community functions as a representative of Community Care of West Niagara may receive a financial honorarium for performing duties related to their employment with Community Care of West Niagara. Such honoraria are the property of Community Care of West Niagara and shall

be submitted to the Executive Director for deposit in Community Care of West Niagara's General Revenue account.

OUTSIDE CONSULTING

Employees asked to provide consultation, above and beyond their Community Care of West Niagara duties, and outside of West Niagara, and on their own time, are allowed to retain any honoraria received.

EXPENSES AND TRAVEL ALLOWANCES

Employees are to be reimbursed for the reasonable expenses incurred in fulfilling their responsibilities with Community Care of West Niagara. Specific practices and allowances shall be established and regularly reviewed at least annually by the Executive Director to ensure that they are fair and reasonable.

Employees will be notified on a regular basis of the current rate for travel expenses. Parking charges, regarding meetings, will be reimbursed as incurred. Where an employee has overnight stays, Community Care of West Niagara will reimburse the employee for reasonable accommodation costs and meals. The approximate amount paid shall be determined by the Executive Director prior to the trip. The actual costs of conference fees and luncheons, where the amount is pre-determined, will be reimbursed.

Employees shall submit receipts for all expenses which must be claimed within ninety (90) days.

MILEAGE

In the event an employee is authorized by the Executive Director to use his/her own car on Community Care of West Niagara business, she/he will be reimbursed by means of a mileage allowance rate to be reviewed annually by the Executive Director. Mileage must be submitted to the Executive Director within thirty (30) days for approval.

CONFERENCES, WORKSHOPS, MEETINGS, ETC.

Where it is beneficial to Community Care of West Niagara to have an employee attend a conference, his/her participation in the conference may be approved by the Executive Director, and his/her travelling expenses will be paid for by Community Care of West Niagara.

510A LIVING WAGE POLICY

Purpose

At Community Care of West Niagara (CCWN), it is important for us to be aware of, and maintain, a high level of social responsibility. We strive to make decisions and take actions that have a positive impact on our community, our staff, and the people we serve.

As a responsible employer, we believe that our employees need to earn a wage that sustains a lifestyle that meets the needs of daily living and provide some discretionary income. We recognize that paying a living wage constitutes a critical investment in the long-term prosperity of our organization by fostering a dedicated, skilled and healthy workforce.

Definition

The living wage is the hourly rate of pay that enables wage earners living in a household to:

- Feed, clothe and provide shelter for their family
- Promote healthy child development
- Participate in activities that are an ordinary element of life in the community
- Avoid the chronic stress of living in poverty

This hourly rate is calculated every two years by the Ontario Living Wage Network, based on the living expenses of a family of four with two children aged 3 and 8, with both parents working full-time.

Local living expenses are calculated for Food, Clothing and Footwear, Shelter, Transportation, Child Care, Non-OHIP Health Care, Parents' education, Contingency Fund and Other (such as personal care, furniture, household supplies). The cost of government deductions (provincial and federal taxes, Employment Insurance and Canada Pension contributions) and the value of government transfers like the Canada Child Tax Benefit are also factored into the calculation.

Application

This Policy applies to all employees employed by CCWN (full time and part time), as well as all employees employed by a *contractor or sub-contractor who perform services directly or indirectly for CCWN on a regular ongoing basis.

Direct Staff

Staff earning only a salary or wage will earn at least the current Living Wage for our area (Niagara). When the living wage is recalculated, any increases in the living wage will be passed onto staff within 6 months of the new calculation.

***Contracted Staff**

Where services are contracted, we choose vendors/ service providers that pay a living wage to their staff. This clause covers external contracts that provide services for Community Care of West Niagara on a regular, ongoing basis; that is, for at least 120 hours of labour per year.

Living Wage clauses will be included in all formal agreements and renegotiated agreements with contractors that meet the above criteria prior to engaging.

Benefits in Consideration

In instances where non-mandatory benefits are provided to staff, the basic hourly wage due to staff may be adjusted to reflect the positive impact these benefits have on the employee's ability to meet basic needs and have some discretionary income.

These benefits include health, dental, vision and prescription coverage for staff covered by this Policy. Benefits may be provided on a cost shared basis; however, the premiums shared by CCWN and its staff, does not reduce their hourly wage to an unacceptable level with respect to the current Living Wage.

Accountability

Community Care of West Niagara (CCWN) maintains its participation in this Policy through the Ontario Living Wage Employer Program. We are accountable for upholding and keeping current with this Policy. CCWN will ensure that a relevant process is in place for employees to raise any issues relating to the Living Wage Policy in a safe and confidential manner.

Approved: by CCWN Board of Directors, September 25, 2024

511 VACATION

Vacations shall be scheduled with due regard to the needs of Community Care of West Niagara. Employees are to submit requests in writing to the Executive Director. Every attempt will be made, whenever possible, to accommodate an individual employee's requests.

FULL-TIME EMPLOYEES: Vacation time begins to accrue from the commencement of employment, but cannot be taken until the completion of six (6) consecutive months of work unless authorized by the Executive Director.

A statement of vacation time and overtime accrued will be made to each employee on a quarterly basis each year, or upon request by the employee.

Vacation not taken within three (3) months of the fiscal year end in which the employee has the entitlement shall be forfeited, unless authorized by the Executive Director. Vacation entitlement does not accrue while on extended sick leave. Vacation days not used cannot be paid out in lieu.

The Executive Director shall schedule the vacation of all employees.

On termination of employment, employees shall be paid vacation pay owing to them under this Policy.

FULL-TIME EMPLOYEES receive fifteen (15) working days' vacation with pay per year, unless otherwise stated in their Employment Agreement.

After five years of continuous service, full-time employees shall be provided with twenty (20) working days' vacation with pay.

After ten years of continuous service, full-time employees shall be provided with twenty-five (25) working days' vacation with pay.

PART-TIME EMPLOYEES accumulate vacation pay, based on their normal hours worked, at a 4% vacation pay rate, subject to regular source deductions. The accumulated vacation pay balance is normally received by part-time employees at their scheduled vacation time.

Part-time employees can request and take up to ten (10) unpaid days of vacation per fiscal year.

SAFE FOOD HANDLING PROCEDURES

600 RECEIVING

- i. Non-perishables are weighed and stored in food warehouse.
- ii. Perishables are immediately stored in walk-in cooler or freezer.

601 SORTING

- i. Non-perishables with obvious defects such as rust, dented lids, open seals, etc. are discarded.
- ii. Perishables with obvious defects such as mold/wilt, open seals, etc. are discarded.
- iii. Non-perishables are sorted by kind first, and then subsequently by 'Best Before' date.
- iv. Non-perishables past their 'Best Before' dates by less than one year are placed on the Free Shelf.
- v. Non-perishables past their 'Best Before' dates by more than one year are discarded.
- vi. Perishables passed their 'Best Before' dates are discarded.

602 STOCKING/WAREHOUSING

- i. Non-perishables are warehoused in-kind within the food warehouse.
- ii. On a timely basis, (i.e. daily, weekly, etc.) - necessary non-perishables are stocked onto the Food Shelving Units.
- iii. 'Best Before' dates are rechecked at this time.
- iv. On a timely basis, non-perishables are taken from the Food Shelving Units to replenish Food Room stores.
- v. Best Before Dates are rechecked at this time.
- vi. On a timely basis, (i.e. daily, weekly, etc.) - necessary perishables are taken from the Walk-ins to replenish the Food Room stores.
- vii. Food quality and 'Best Before' dates are rechecked at this time.

603 PRECAUTIONS

- i. Food Room employees are to use proper hand washing procedures on a regular basis.
- ii. Food Room employees are to use disposable gloves and hair nets when directly handling food.
- iii. Thermometers are present within all cooling/freezing appliances.
- iv. Temperatures are recorded at the beginning of each business day on 'Temperature Sheets' which are kept in the Temperature Binder.
- v. Cold perishables are kept cold.
- vi. Frozen perishables are kept frozen.
- vii. Proper 'Food Temperature' signage is visible within the Food Room.
- viii. Proper 'Food Temperature' signage is visible on the Walk-ins.
- ix. Proper 'Food Sorting' signage is visible on the Food Shelving Units.
- x. 'Best Before' date deciphering methods are available to employees in written form.

COMMUNICATION TECHNOLOGY AND SOCIAL MEDIA POLICY

Community Care of West Niagara's facsimile and copying machines, telephones and computers (including internet and email capability) are provided for business purposes only.

700 TELEPHONES/VOICE MAIL

Answer telephones by identifying yourself in a pleasant but professional manner. All callers should be forwarded to the appropriate employee or volunteer in a timely fashion. This is a small office and voices carry. Use appropriate language. Normally, refrain from using the telephone system for any but the briefest of urgent personal calls.

701 PERSONAL CELL PHONES

Personal cell phones provide many useful functions assisting work related responsibilities at Community Care of West Niagara. Excessive use of a personal cell phone during working hours to make extended personal calls, to browse the Web or social media, or to send and review personal messages, is a misappropriation of Community Care of West Niagara's time and resources and is not permitted, and will be cause for disciplinary action.

702 E-MAIL , INTERNET AND PHOTOCOPIER

Community Care of West Niagara's e-mail, internet and photocopying are for business use only. Inappropriate use will be cause for disciplinary action. Community Care of West Niagara strictly prohibits the use of computer resources for use in the illegal download or upload of copyright materials without authorization from the copyright holder.

E-mails may contain viruses embedded in attachments that can destroy computers and infect the network. Repairs become costly and if work has not been backed-up, will be time consuming. Unless you are sure about the content or the sender of an e-mail, do not open it, and delete it. Always keep your work backed up.

Employees must guard against '**Phishing**' messages that may appear with '**official**' logos or **trademarks**, attempting to acquire or 'verify' information such as confidential usernames, passwords or client information. *Never provide information to such online requests.*

Only programs approved by the Executive Director may be installed on Community Care of West Niagara computers.

703 FACSIMILE MACHINE

The facsimile machine is for business use only. A computer generated Cover Page complete with logo and Agency information should always be used. A facsimile is as professional as a letter or document mailed on Community Care of West Niagara letterhead.

704 SOCIAL MEDIA: APPROPRIATE USE: GUIDELINES

Social Media (such as, but not limited to Facebook, Twitter, Linked-In, My-Space, etc.) is an effective way to communicate with other people and promote the work and success of Community Care of West Niagara.

- i. Do not disclose confidential or proprietary information on Community Care of West Niagara's Social Media pages. Disclosure of confidential or proprietary information, without authorization of the Executive Director may result in immediate termination.
- ii. Community Care of West Niagara's employees will be held responsible for what they write or post on the Community Care of West Niagara's page. Inflammatory comments, disparaging remarks, negative or inappropriate language or posts, may result in disciplinary action up to and including termination.
- iii. Community Care of West Niagara's employees must not engage in social media discussions regarding competitors' products, legal or government issues related to Community Care of West Niagara and our industry, without prior approval from the Executive Director.
- iv. Respect copyrights. Only post text, images or video created by someone else with proper attribution and/or authorization. If you have questions about copyright law and/or usage of certain media, contact the Executive Director.
- v. Social Media is not a substitute for inter-agency communications. Important information should be transmitted within normal Community Care of West Niagara's communication channels, not through Social Media outlets.
- vi. Social Media is not a substitute for client service. Refer clients to the appropriate program staff instead of handling inquiries entirely through Social Media.
- vii. In the event that a Community Care of West Niagara's employee discovers any on-line group(s) formed to discuss Community Care of West Niagara's staff, its products, or services, the employee must bring it to the immediate attention of the Executive Director.
- viii. If you have questions about how to respond to a specific post or group, discuss the issue with the Executive Director.
- ix. Use good judgment when posting photos from Community Care of West Niagara's events. Notify employees who are in photos that you wish to paste and obtain their permission.
- x. Always adopt a positive attitude when responding to comments on Community Care of West Niagara's Social Media or when making general comments about the agency.

705 SOCIAL MEDIA: EMPLOYEE PERSONAL USE POLICY

The Intent of this Policy is to ensure employees are aware of their responsibility to maintain a positive image as a representative of Community Care of West Niagara.

- i. Employees of Community Care of West Niagara are seen by our community as representatives of Community Care of West Niagara outside of regular business hours and, therefore, should conduct themselves in a manner that respects the guidelines set out in this Policy.
- ii. Employees who have personal social media accounts (e.g. Face Book, Linked-In, Blogs, Twitter, Four-Square, etc.), have a unique opportunity to positively promote the business of Community Care of West Niagara. Social media offers an effective and interactive tool for employees to let people know about Community Care of West Niagara, and for employees to get to know more about our community.
- iii. Employee use of social media during regular working hours shall not have a negative impact on user productivity or efficiency. Excessive use of social media for personal reasons is a misappropriation of Community Care of West Niagara time and resources, and is subject to disciplinary action.
- iv. Use of personal social media must not be in conflict with Community Care of West Niagara's existing 'Policies and Procedures'.
- v. Employees are prohibited from disseminating any private Community Care of West Niagara's information, or comments that may reflect negatively on Community Care of West Niagara. Posts attributed to an employee involving the following are not tolerated and will be cause for disciplinary action:
 - a. Proprietary and confidential agency information.
 - b. Discriminatory statements or sexual innuendos regarding co-workers, management, customers, or vendors.
 - c. Defamatory statements regarding the agency, its employees, customers, competitors, or vendors.
- vi. Where an employee mentions Community Care of West Niagara, they will be required to include a disclaimer stating that any opinions expressed are the employee's own, and do not represent the agency's positions, strategies, or opinions.
- vii. Employees are expected to conduct themselves professionally both on and off duty. When an employee publically associates with Community Care of West Niagara, all materials associated with their page may reflect on the agency. Inappropriate comments, photographs, links, etc. must be avoided.
- viii. Community Care of West Niagara's policies governing the use of copyright materials, corporate logos and other forms of branding and identity, apply to electronic communications. Employees are prohibited from using Community Care of West Niagara's protected materials (e.g. copyright material, branding and/or logo(s)), without prior express written permission.
- ix. Community Care of West Niagara's employees are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a

representative of the organization without prior authorization from the Executive Director to act as a designated Community Care of West Niagara's representative.

- x. Community Care of West Niagara strictly prohibits the use of agency owned computer resources for use in the illegal download or upload of copyright materials without authorization from the copyright holder.
- xi. Community Care of West Niagara's Social Media Policy is not intended to interfere with the private lives of our employees or to impinge on employees' right to freedom of speech. The intent of this Policy is to ensure that Community Care of West Niagara's image and branding are protected, maintained and remain highly regarded.

706 THIRD PARTY EVENT POLICY

PREAMBLE

Community Care of West Niagara encourages organizations and individuals to hold fundraising events where the net proceeds will be donated to the Community Care of West Niagara to benefit the aims and objectives of the agency. 'Third Party' events promote greater awareness of Community Care of West Niagara in the community, as well as broadens the base of donors and partnerships. In order to optimize the resources of Community Care of West Niagara, a Policy is necessary to ensure that the resources required to run the on-going operations of Community Care of West Niagara are utilized appropriately.

POLICY

- 1) Any individual or organization planning to hold an event to benefit the Community Care of West Niagara will submit a proposal describing the event. The Executive Director will review and approve the proposal and inform the Board of the event.
- 2) The Executive Director must approve of the use of Community Care of West Niagara's 'Brand' (including name and/or logo), in the promotion of any event.
- 3) The Community Care of West Niagara's 'Brand' may only be used in promotions if at least fifty per cent (50%) of the net proceeds will be turned over (unless certain circumstances are deemed appropriate by the Executive Director), to Community Care of West Niagara.
- 4) Where Community Care of West Niagara is to issue individual donation receipts, the event organizer must supply to Community Care of West Niagara an accounting of the revenues and expenses of the event (signed by an officer of the organization), the amount of the donation per ticket and a list with the name, address and phone number of ticket purchasers, noting the number of tickets bought by each purchaser.
- 5) As per Canada Revenue Agency regulations, if more than eighty per cent (80%) of the event ticket price is the cost (real or in-kind), then a donation receipt cannot be issued (under the Canada Revenue Agency's split receipting rules).
- 6) If the event organizer wishes additional assistance from Community Care of West Niagara, the request shall be made in writing and submitted to the Executive Director for review.

PROCEDURES

The following procedures are outlined to ensure a mutually beneficial alignment, the appropriateness of the donation, volunteer involvement, sponsorship, partnership, event, promotion and/or publicity, and prevent any possible conflicts with ongoing Community Care of West Niagara's activities and the organization's mission.

- 1) The 'Third Party' application is to be completed and submitted to Community Care of West Niagara in the early stages of the event planning phase. Subsequently, an agreement between the sponsoring organization and Community Care of West Niagara will be formalized prior to the event upon approval.
- 2) If insurance is required for the proposed event, it is the responsibility of the 'Third Party' to secure appropriate and adequate coverage.
- 3) Community Care of West Niagara reserves the right to review the vendor/sponsor/solicitation list to consider any conflicts and mitigate duplication of approach with current business relationships.
- 4) A request for Community Care of West Niagara volunteers may be submitted during the event-planning phase for review and consideration. As a general rule, the agency will not provide human or office resources to solicit donations, handle mailings, attend committee meetings, recruit attendees or collect monies.
- 5) All expenses incurred from the 'Third Party' event is the responsibility of the 'Third Party', and can be reimbursed by the event proceeds. Community Care of West Niagara is not responsible for any financial loss incurred from the event.
- 6) If a 'Third Party' desires an ongoing cause-related marketing relationship, Community Care of West Niagara may request a one-year history of cause-related marketing with other non-profit organizations before a decision to affiliate.
- 7) Community Care of West Niagara will lend out props, banners, flyers and/or promotional material as they are available. It is the partnering organization's responsibility to ensure that the event consists of signage and props (e.g. donation jars, food bins, etc.) that meet the standards of Community Care of West Niagara.
- 8) Community Care of West Niagara reserves the right to display any photographs or quotes from individuals participating in events or 'Third Party' events, to be displayed in the Community Care of West Niagara's newsletter, bulletin board, website, posters, brochures and/or other promotional material.

Use of Community Care of West Niagara's 'Brand', Advertising and Media Channels

- a) Community Care of West Niagara's 'Brand' (i.e. logo), is to be used in its pure, original form and in accordance to prescribed guidelines. Access will be obtained upon partnership approval.
- b) The Community Care of West Niagara's 'Brand'/name is to be used in any printed form (i.e. brochures, flyers, posters, banners, newsprint, etc.), and approval on all artwork is required prior to production.
- c) When the Community Care of West Niagara's name is to be used on the radio and/or television, all press releases must be reviewed by the Community Care of West Niagara's Executive Director prior to release to the media. Community Care of West Niagara must be consulted about what

media is being contacted to mitigate confusion, or conflict with any current relationship between the media and Community Care of West Niagara.

- d) The Partnering organization will take full responsibility for any costs incurred by purchasing any media advertisement to promote an event, significant donation or awareness promotion.
- e) 'Third Party' events will be considered on an individual basis regarding inclusion to:
 - Community Care of West Niagara's website.
 - Social media accounts.
 - In-house publications and promotions, such as e-newsletters and e-mail blasts.
- f) The Partnering organization will take full responsibility for any loss or damage to borrowed Community Care of West Niagara's marketing and promotional items, agreeing to repair or replace as necessary.

Approved at Community Care of West Niagara's Board Meeting on June 30th 2020.

706A FUNDRAISING POLICY

Purpose:

Community Care of West Niagara (CCWN) relies on fundraising to support its operations and as such may authorized staff/employees and or third parties to operate fundraising events to benefit the organization. All fundraising activities conducted by or on behalf of the organization must be truthful and not make claims that are misleading or cannot be upheld.

CCWN carefully considers how it interacts with people in vulnerable circumstances while conducting fundraising activities – be it in person, over the phone, online etc. Steps are taken to ensure that fundraising practices do not target or exploit the trust, lack of knowledge, lack of capacity, apparent need for care and support, or vulnerable circumstances of any donor.

Policy:

When fundraising activities are conducted by or on behalf of CCWN, the activities of the organization will be clearly described in any communication. The fundraising events will clearly display CCWN's name, the purpose for which the funds will be used, the income tax receipting practice or policy including the minimum amount required for receipting, and disclose upon request, whether the individual or entity seeking donations is a volunteer, employee or contracted third party.

Any materials distributed on behalf of the CCWN for the purposes of fundraising will include the address and other contact information including email address, website and phone number.

CCWN will not pay commission, finder's fees or compensation based on the value of the transaction to individuals soliciting donations or manage the solicitation of donations.

While conducting any fundraising activity on behalf of CCWN anyone seeking or receiving funds including staff, volunteers, or third parties must:

- Act with fairness, integrity, and in accordance with all applicable laws
- Disclose immediately to the Executive Director any actual or apparent conflict of interest or loyalty
- Provide verification of the affiliation of the person representing the organization; and
- Secure/safeguard any confidential information including credit card information provided by donors

- Cease contacting a prospective donor who states that they do not wish to be contacted

Procedure:

Prior to any fundraising events conducted by CCWN staff, volunteers or by a third party the proposed activity will be discussed with the Executive Director. It is essential to ensure the event, and fundraising activity remain consistent with the mission, values and policies of CCWN.

Staff are to ensure that they, volunteers, and third parties have been orientated on the fundraising policy and any required processes such as confidential documentation of personal information.

Approved March 28th, 2024

707 PRIVACY POLICY

This Privacy Policy applies to the following website: www.communitycarewn.ca

The respect of your private life is of the utmost importance for Community Care West Niagara (CCWN), who is responsible for this website.

This Privacy Policy aims to lay out:

- the way your personal information is collected and processed. "Personal information" means any information that could identify you, such as your name, your mailing address, your email address, your location and your IP address;
- your rights regarding your personal information;
- who is responsible for the processing of the collected and processed information;
- to whom the information is transmitted;
- if applicable, the website's policy regarding cookies.

1. COLLECTION OF PERSONAL INFORMATION

We collect the following personal information:

- Last Name
- First name
- Mailing address
- Postal code
- Email address
- Phone and/or fax number
- Credit card number

The personal information we collect is collected through the collection methods described in the following section.

2. FORMS AND METHODS OF COLLECTION

Your personal information is collected through the following methods:

- Registration forms
- Order forms
- Donation forms

We use the collected data for the following purposes:

- Contact

3. COOKIES AND LOG FILES

We collect information through log files and cookies. These allow us to process statistics and information on traffic on the Website, to ease navigation and improve your experience for your comfort.

a) Cookies used by the Website

The cookie files used by the Website are the following:

- Pages visited and queries
- Day and time of connection

The use of such files allows us to achieve the following purposes:

- Improvement of the service and personalized welcome
- Statistical surveys

b) Objection to the use of cookies and log files by the Website

You have the right to object to the recording of these cookies and log files by configuring your web browser.

Once you have deactivated cookies and log files, you may continue your use of the Website. However, any malfunction resulting from this deactivation may not be considered of our making.

4. SHARING OF PERSONAL INFORMATION

We may share your personal information with Third party service providers (“Service Providers”) who provide (without limitation) administrative/operational services; data processing; marketing & communication services; website hosting services; credit card processing; or who otherwise process personal information for purposes that are described in this privacy policy or notified to you when we collect your personal information.

5. STORAGE PERIOD OF PERSONAL INFORMATION

The controller will keep in its computer systems, in reasonable security conditions, the entirety of the personal information collected for the following duration: 7 years.

6. HOSTING OF PERSONAL INFORMATION

Our website is hosted by: Webnames.ca Inc., located at the following address:

Suite 333 - 333 Terminal Ave Vancouver, BC V6A 4C1.

The host may be contacted at the following phone number: 1 866 221-7878.

Personal information we collect and process is exclusively hosted in Canada.

7. CONTROLLER

a) Controller

The "Controller" is: Community Care of West Niagara. The Controller may be contacted as follows:

Community Care of West Niagara can be reached at 905-563-5822 during normal business hours, Monday to Friday.

The Controller is in charge of determining the purposes for which personal information is processed and the means at the service of such processing.

b) Obligations of the Controller

The Controller is committed to protecting the personal information collected, to not transmit it to third parties without informing you, and to respect the purposes for which personal information was collected.

In the event that the integrity, confidentiality or security of your personal information is compromised, the Controller is committed to notify you.

8. RIGHT OF OBJECTION AND OF WITHDRAWAL

You have the right to object to the processing of your personal information by the website ("right to object"). You also have the right to request that your personal information does not appear, for example, on a mailing list ("right to withdraw").

If you wish to exercise the right to object or the right to withdraw, you must follow the procedure described hereinafter:

Please submit a request via email at info@communitycarewn.ca to object to the processing of specific information.

9. RIGHT OF ACCESS, OF RECTIFICATION AND OF REMOVAL

You have the right to consult, update, modify or request the removal of information about you by following the procedure described hereinafter:

10. SECURITY

Personal information we collect is stored in a secured environment. People working for us are obligated to respect the confidentiality of your personal information.

To ensure the security of your personal information, we use the following methods:

- SSL (Security Sockets Layer) Protocol
- SET (Secure Electronic Transaction) Protocol
- Access management - person authorized
- Access management - person concerned
- Automatic backup
- Username/password
- Firewalls

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations that allow us to ensure the confidentiality of your transactions. Nevertheless, no mechanism can ensure a complete security and transmitting personal information on the Internet always entail a part of risk.

11. CHILDREN

Our Website includes sections aimed towards children. The collection of their personal information is done with the consent of the parents, or legal guardian. We ask their consent through the following methods:

- Registration form

12. CHANGES TO OUR PRIVACY POLICY

Our Privacy Policy may be viewed at all times at the following address:

www.communitycarewn.ca

We reserve the right to modify our Privacy Policy in order to guarantee its compliance with the applicable law. You are therefore invited to regularly consult our Privacy Policy to be informed of the latest changes.

13. ACCEPTANCE OF OUR PRIVACY POLICY

By using our Website, you certify that you have read and understood this Privacy Policy and accept its conditions, more specifically conditions relating to the collection and processing of personal information, and the use of cookies.

14. APPLICABLE LAW

We are committed to respect the legislative provisions as specified in:

707A Privacy Policy

Addendum #1

Sharing of Personal Information:

Marketing

We strive to provide you with choices regarding certain personal information uses, particularly around marketing and advertising.

Where Canada's Antispam Legislation (CASL) applies to Community Care of West Niagara's communications with users, donors or volunteers, Community Care of West Niagara is committed to complying with CASL and, in particular, the provisions setting out the requirements for sending commercial electronic messages.

You will receive marketing communications from us if you have requested information from us or made a donation to us and you have not opted out of receiving that information.

You will have the opportunity to opt-in with consent before you receive information from any third party for marketing purposes that we are in partnership with. (an example would be Ride for Refuge)

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

Where you opt out of receiving these marketing messages, we may continue to use your personal information in order to provide you with the services you have requested from us.

Where our use of your personal information requires your consent, you can provide such consent:

- at the time we collect your personal information following the instructions provided; or
- by informing us by e-mail, post or phone using the contact details set out in this Privacy Policy; or
- by registration through our website.

Access to Credit Card Data

When a user enters credit card data into The Bridge App (CCWN's service provider), it is sent directly to the payment processor. The payment processor then gives The Bridge App a unique token that they can use to charge the credit card in the future. Community Care of West Niagara and The Bridge App Inc. do not see or store any confidential credit card information.

ACCESSIBLE CLIENT SERVICE POLICY

Community Care of West Niagara strives at all times to provide services in a way that respects the dignity and independence of people with disabilities. All goods and services provided by Community Care of West Niagara shall follow the principles of dignity, independence, integration and equal opportunity.

800 SCOPE

- This Policy applies to the provision of goods and services at premises owned and operated by Community Care of West Niagara.
- This Policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Community Care of West Niagara, including when the provision of goods and services occurs off the premises of Community Care of West Niagara.
- The section of this Policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Community Care of West Niagara.
- This Policy shall also apply to all persons who participate in the development of the Community Care of West Niagara's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

801 PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Community Care of West Niagara will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive that same value and quality.
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods, when possible, to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual needs when providing goods and services.
- Communicating in a manner that considers the client's disability.

802 ASSISTIVE DEVICES

Client's own assistive device(s):

- Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by Community Care of West Niagara.
- In cases where the assistive device presents a safety concern, or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

803 GUIDE/SERVICE ANIMALS

A client who is accompanied by guide/service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide/service animals.

FOOD SERVICE AREAS:

A client accompanied by a guide/service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

RECOGNIZING A GUIDE/SERVICE ANIMAL:

If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, Community Care of West Niagara may request verification from the client which may include:

- A letter from a physician, or nurse, confirming that the person requires the animal for reasons related to the disability.
- A valid identification card signed by the Attorney General of Canada.
- A certificate of training from a recognized guide dog, or service animal training school.

CARE AND CONTROL OF THE ANIMAL:

The client that is accompanied by a guide/service animal is responsible for maintaining care and control of the animal at all times.

ALLERGIES:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Community Care of West Niagara will make all reasonable efforts to meet the needs of all individuals.

804 SUPPORT PERSONS

If a client with a disability is accompanied by a support person, Community Care of West Niagara will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

There may be times where seating and availability prevent the client and support person from sitting beside each other. In these situations Community Care of West Niagara will make every reasonable attempt to accommodate the client's needs.

In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

805 NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Community Care of West Niagara. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use Community Care of West Niagara's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration.
- A description of alternative services or options.

When disruptions occur Community Care of West Niagara will provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.
- Contacting clients with appointments.
- Verbally notifying clients when they are making a reservation or appointment.
- By any other method that may be reasonable under the circumstances.

806 TRAINING

Training will be provided to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Community Care of West Niagara, for example:

- Drivers.
- Vendors.
- Event operators.

TRAINING PROVISIONS

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Client Service, Ontario Regulation 429/07*.

- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices.
 - Require the assistance of a service animal.
 - Require the use of a support person (including the handling of admission fees).
 - Instructions on what to do if a person with a disability is having difficulty accessing your services.
 - Community Care of West Niagara's policies, procedures and practices pertaining to providing accessible client service to clients with disabilities.

TRAINING SCHEDULE:

Community Care of West Niagara will provide training as soon as possible. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided to reflect changes to legislation, procedures and/or practices.

RECORD OF TRAINING:

Community Care of West Niagara will keep records of training that include the dates training was provided.

807 NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Community Care of West Niagara shall notify clients that the documents related to the 'Accessibility Standard for Client Service' are available upon request and in a format that takes into account the client's disability. Notification will be given by posting the information in a conspicuous place, owned and operated by Community Care of West Niagara, and/or by any other reasonable method.

Clients may submit feedback or questions related to accessibility to:

Carole Fuhrer, Executive Director
Community Care of West Niagara
4309 Central Avenue, Box 171
Beamsville, Ont L0R 1B0

Telephone: 905-563-5822

E-mail: carole@communitycarewn.ca

Clients who provide formal feedback will receive acknowledgements of their feedback, along with any resulting actions based on concerns that were submitted. This Policy, and its related procedures, will be reviewed as required in the event of legislative changes.

GIFT ACCEPTANCE POLICY

900 GIFT ACCEPTANCE POLICIES AND GUIDELINES

Purpose

Community Care of West Niagara (“CCWN”, “Community Care” or the “organization”) is authorized to accept both current and deferred gifts from donors. The term “current gift” describes an outright contribution of cash or property, which can be used immediately by the organization in support of its funding priorities. Securing “current gifts” is Community Care of West Niagara’s highest priority and donors who are capable and inclined to make outright gifts will be encouraged to do so.

“Deferred gifts” include gifts by Will (Bequests), life insurance policies, retirement plan accumulations and gifts of residual interest. All fundraising programs, solicitation plans, and activities shall be subject to the oversight of Community Care of West Niagara’s Board of Directors (or as delegated by the Board, to the Gift Acceptance Committee when indicated).

The purpose of the following policies and guidelines is to identify the various types of gifts that may be promoted and accepted, the general policies applicable to those gifts, and specific administrative guidelines for each type of gift. These policies ensure that all gifts accepted by Community Care of West Niagara will be cost-effective, will not produce undue liability, and will be acceptable to the Canada Revenue Agency (CRA).

A. General Policies

Responsibility to Donors

This Policy of Community Care of West Niagara is to inform, serve, guide or otherwise assist donors who wish to support its activities, but never, under any circumstances, to pressure or unduly persuade. All persons acting on behalf of the organization, in staff positions or as volunteers, will conduct themselves in accordance with generally accepted professional standards of accuracy, truth and integrity.

In all matters involving donors, their interest and well-being must take precedence over the interests and needs of Community Care of West Niagara. In cases of potential or actual conflict of interest, those acting on behalf of the organization must declare the conflict and allow someone else to act on its behalf.

Persons acting on behalf of Community Care of West Niagara shall in all cases encourage the donor to discuss proposed gifts of significance with independent legal and/or financial advisors of the donor’s choice and at the donor’s expense, to ensure that the donor receives a full and accurate explanation of all aspects of the proposed charitable gift. Community Care of West Niagara reserves the right to decline a gift if the donor has not obtained appropriate, independent advice.

Authorization

Only selected volunteers and designated Community Care of West Niagara's staff are authorized to negotiate "current" and "deferred gift" arrangements of significance with prospective donors, consistent with the gift policies and guidelines outlined in this document as approved by Community Care of West Niagara's Board of Directors.

All planned gift arrangements requiring execution by Community Care of West Niagara shall first be reviewed and approved, as to the Form created by its legal counsel. Where substantially the same gift agreement form is used repeatedly, only the prototype needs prior approval.

The following planned gifts must be reviewed and approved by the organization's Gift Acceptance Committee prior to acceptance. Relevant information about the gift shall be ascertained, including a copy of any appraisal secured by the donor. Community Care of West Niagara reserves the right to secure its own appraisal. These gifts include:

- Gifts of real estate.
- Shares in privately owned companies.
- Stock options.
- Tangible personal property.
- Partnership interests.
- Other property interests not readily negotiable.
- Gifts of residual interest (including charitable remainder trusts).

Gifts of cash, publicly traded securities, life insurance policies and retirement plan accumulations do not generally require approval by the Gift Acceptance Committee. Any gift, however, may be referred to this Committee if subject to possibly unacceptable restrictions, if it may create an undesired financial burden for Community Care of West Niagara, or jeopardize the organization's tax-exempt status.

Declining a Gift

At times, Community Care of West Niagara may choose to decline a gift if one or more of the following conditions are known:

- There are conditions on a gift or its use designation which are inconsistent with the Mission, Values and Goals of Community Care of West Niagara.
- The gift could financially jeopardize the donor and/or Community Care of West Niagara.
- The gift or terms of the gift are illegal.
- Community Care of West Niagara does not have the resources to honour the terms of the gift.
- An appropriate fair market value cannot be determined, or will result in unwarranted or unmanageable expense to Community Care of West Niagara.
- There are physical or environmental hazards involved.
- Where false promises have been made.
- The gift could jeopardize the tax-exempt status of Community Care of West Niagara.
- The gift could improperly benefit any entity (individual and/or organization).

Official Donation Receipts

Community Care of West Niagara has been issued a Charitable Registration Number by the Canada Revenue Agency, which permits it to offer official donation receipts to eligible donors, suitable for income tax purposes. This privilege is governed by federal statute and internal organization policy. The word “gift”, by its common-law definition, is generally held to be “a voluntary transfer of property without valuable consideration”.

Policy

Community Care of West Niagara will issue an official receipt for donations that qualify as charitable gifts, per the *Income Tax Act* and the Canada Revenue Agency’s policy guidelines, as amended from time to time. The organization will consider charitable gifts from those that are unencumbered and those over which the donor has no jurisdiction or signing authority.

Guidelines

When a contribution is received by Community Care of West Niagara, it is the responsibility of Community Care of West Niagara’s staff to ensure that it is acceptable, and that it qualifies as a charitable gift.

If there is any uncertainty as to whether a donation qualifies as a charitable gift, advice will be sought in the following order:

- i. From Community Care of West Niagara’s Executive Director.
- ii. From the Gift Acceptance Committee Chair.
- iii. From a qualified tax consultant or auditor.
- iv. From qualified legal counsel.

Confidentiality of Information

Charitable giving is a personal and sensitive issue. To ensure the privacy of donor information, it is necessary to control access to donor and gift information.

Policy

All information pertaining to donors and donations received by Community Care of West Niagara is confidential. The Executive Director (or delegate) will approve access to donor information, with access granted only to those involved in Community Care of West Niagara’s activities and planning.

Guidelines

All necessary steps will be taken to ensure that donor information will be kept confidential. On behalf of Community Care of West Niagara, staff members are charged with the responsibility of maintaining accurate and complete records of all donors and donations committed and/or received.

- A donor may request that her/his gift and/or information pertaining to that gift remain anonymous.
- A donor may also request that his/her gift not be publicly recognized.
- Unless requested specifically by the donor, public recognition will be extended to donors in accordance with Community Care of West Niagara’s gift recognition policies, or as negotiated with the donor as part of the gifting process.
- Donor lists, records and/or mailing information maintained in the name of Community Care of West Niagara will never be sold or exchanged with other organizations or entities.

- The sharing of gift and donor information with partner organizations (e.g. the Niagara Community Foundation), to achieve stated donor gift objectives shall require prior written authorization by the donor.

Designation of Gifts

Community Care of West Niagara has a responsibility to handle all monies placed into its care in accordance with the donor's gift designations (past, present and future). It must also adhere to all applicable laws in this regard, both federal and provincial.

All gifts received by Community Care of West Niagara should only be designated for purposes that are in accordance with the Mission and Values of Community Care of West Niagara.

Policy

All donors can choose to have their gift be fully expendable and/or held in a long-term fund in service to Community Care of West Niagara's approved programs and activities. Donors can be invited to designate their gifts to specific programs, funds or projects. On rare occasions, a gift may be declined as a result of restrictions placed on the gift.

Guidelines

Unrestricted gifts, gifts with no designation specified, are allocated to the general fund account. Gifts restricted to a specific program or fund will be allocated to a program or fund account identified for this purpose. Gifts restricted to a specific project will be allocated to the project account.

Amendments

These policies and guidelines may be amended at any time by a majority vote of the Board of Directors, on the joint recommendation of CCWN staff and the Gift Acceptance Committee.

Specified Review: These procedures shall be reviewed and ratified by the Board of Directors upon the enactment of new legislation or regulations affecting fundraising and gift acceptance by Community Care of West Niagara to ensure continued compliance.

B. Acceptance Policies

GIFTS OF CASH

Definition

- Cash may take the form of cheques, money orders, currency or other legal tender, including contributions made by credit and debit cards and/or through online giving processes.

Policy

Cash donations are always welcomed by Community Care of West Niagara, and an appropriate donation receipt will be issued to donors wherever possible.

Guidelines

Authorized Community Care of West Niagara's staff will deposit the gift in accordance with its established gift administration procedures and prepare the official donation receipt in the name of

Community Care of West Niagara. Community Care of West Niagara's staff will record the gift entry in the database and prepare the appropriate acknowledgement(s).

GIFTS OF SECURITIES

Definition

- Examples of securities are shares of stock in a corporation, bonds, treasury bills, other documents evidencing a liability, or mutual funds. Some securities may be publicly traded and receive preferable tax treatment when donated to a registered charitable organization in Canada.

Policy

Community Care of West Niagara will accept securities as "in-kind" charitable donations. Community Care of West Niagara reserves the right to sell securities and manage the funds according to its investment policy. The amount of the donation receipt is determined by the:

- Fair market value (FMV) of the security at the close of business on the day the security is received by the custodian of Community Care of West Niagara's investment counsel.
- Fair market value (for non-marketable securities) on the date of transfer provided through a written evaluation prepared by an independent appraiser who is qualified to evaluate such shares.
- Gifts of shares in a privately-owned company will be accepted on the approval of the Gift Acceptance Committee, only as long as Community Care of West Niagara assumes no liability in receiving them, and the Board is satisfied with the evaluations provided.

Guidelines

Shares in private companies may be accepted if they can be sold in the near future to the corporation, other shareholders or others interested in acquiring an interest in the corporation. Alternatively, such shares may be accepted if an arrangement is made to redeem the shares upon the death of the shareholder. The Gift Acceptance Committee will review all gift arrangements involving private shares.

All gifts of publicly-traded securities will be reviewed by Community Care of West Niagara's Executive Director (or delegate) to ensure the securities are both readily marketable and acceptable by law.

IN-KIND GIFTS

Definition

- In-kind gifts are generally gifts of real or tangible property, such as real estate and include personal property such as art, books, jewelry, gift cards and other valuable items. This category would also include gifts of agricultural products, consistent with the current *The Local Food Act*.

The Local Food Act introduced a non-refundable income tax credit for farmers who donate agricultural products to eligible community food programs in Ontario, including food banks. The credit is worth twenty-five (25) per cent of the fair market value (FMV) of the agricultural products donated, and can be claimed for donations made on, or after January 1, 2014, in addition to the charitable donation tax credit claimed.

Policy

Community Care of West Niagara welcomes gifts of all kinds and will issue a donation receipt for such contributions, where permitted by law. The donation receipt will be issued for the fair market value on the date the gift is received (or the assets are transferred), consistent with the Canada Revenue Agency guidelines. Community Care of West Niagara may retain the gifted asset(s), or sell it and use the proceeds for its unrestricted 'highest priority' needs, or as designated by the donor.

Guidelines

In order to issue a donation receipt for an in-kind gift, Community Care of West Niagara requires:

- A minimum of one independent appraisal be acquired from a reputable appraiser. Original appraisal documents must be in hand as well as a deed of gift, naming Community Care of West Niagara the irrevocable owner of the gift. Appraisals are undertaken at the expense of the donor.
- For items valued under \$1000, an authorized member of Community Care of West Niagara's staff may ascertain the value of the item. If there is not a qualified staff member, an independent appraisal may be required. In such cases, appraisals will again be undertaken at the expense of the donor.
- Receipts confirming the purchase price of gift cards will be provided prior to the issuance of any charitable receipt, in accordance with the Canada Revenue Agency's requirements.
- Gifts of real estate, whether outright or in some form of residual interest, will be subject to the following, and Community Care of West Niagara's staff shall:
 - Receive, from the donor, qualified appraisals of the proposed gifted property.
 - Confirm the donor has clear title to the property.
 - Ascertain that acceptance of the gift would be in Community Care of West Niagara's best interest after consideration of such factors as zoning restrictions, marketability, current use and cash flow.
 - Obtain its own independent appraisal. Community Care of West Niagara may, at its discretion, obtain a third independent appraisal, and, in such cases, issue a receipt based on the agency's own appraisal.
 - If the real estate possibly contains toxic wastes, the donor shall secure an environmental audit and provide the results to the agency. No property containing toxic wastes shall be accepted prior to removal and/or indemnification of Community Care of West Niagara against all present and future liabilities.

For gifts-in-kind of equipment or similar property, the Gift Acceptance Committee (or its delegate) must approve acceptance of the asset to ensure that Community Care of West Niagara is prepared to maintain the asset, including all related financial obligations.

ESTATE GIFTS BY WILL (BEQUESTS)

Definition

- A Bequest is a specific provision in a Will, directing assets from the estate to Community Care of West Niagara. The amount of the Bequest may be specified or the Bequest may be a residual interest after all debts, taxes and other specific Bequests have been paid.

Policy

Bequests made to Community Care of West Niagara may qualify as a charitable gift, if the terms and conditions of the Bequest are consistent with the needs of Community Care of West Niagara. Official donation receipts will be issued to the estate of the deceased, suitable for income tax purposes.

Guidelines

Sample Bequest language will be made available to prospective donors and their lawyers to ensure that Bequests are properly designated and the proper legal title for Community Care of West Niagara is used. Community Care of West Niagara staff will not become involved in the final preparations, execution or witnessing of a Will in which Community Care of West Niagara is named as a beneficiary.

Communications with Community Care of West Niagara (e.g. letters, copy of the Will and/or estate account summaries, etc.) received from the executors, trustees, or legal counsel will be reviewed by the Gift Acceptance Committee (or delegated staff).

The purpose of the Bequest will be reviewed to ensure that it is not in conflict with the needs or policies of Community Care of West Niagara. The Committee will review any Bequests that are in conflict, and an appropriate action plan will be determined.

Community Care of West Niagara's staff will maintain an ongoing file of all estates and will ensure that all related correspondence is dealt with in accordance with these policies.

GIFTS OF LIFE INSURANCE

Definition

- A donor may choose to donate an existing, fully paid-up life insurance policy or purchase a new policy in the name of Community Care of West Niagara. The donor can name Community Care of West Niagara as the owner and beneficiary, or just a beneficiary under the policy. Different tax treatments apply depending on the donor's choice.

Policy

If a donor contributes an existing policy (a policy already issued and currently 'in force'):

- A fully paid-up policy transferred to Community Care of West Niagara provides the contributor with a donation receipt for the fair market value (FMV) as calculated on the date of ownership transfer (often, but not always, the cash surrender value of the policy), provided that Community Care of West Niagara is named the owner and beneficiary of the policy. Upon the donor's death, Community Care of West Niagara receives the face value of the policy.
- If an individual donates an existing policy on which premiums are still owing and Community Care of West Niagara is named the owner and beneficiary, it may issue donation receipts for the FMV of the policy when ownership is transferred, and for all subsequent premium payments paid by the donor.

If the donor purchases and donates a new policy:

- When a donor purchases a new policy and names Community Care of West Niagara as owner and beneficiary, the donor receives a donation receipt for the annual premium payments paid on the policy. The donor may make premium payments through Community Care of West Niagara, or directly to the insurance company, as negotiated with the donor. Upon the donor's death, Community Care of West Niagara will receive the face value of the policy.

In both of the scenarios described above, the donor could also choose to direct the insurance proceeds to their estate and name Community Care of West Niagara as beneficiary of these proceeds in their Will. However, such gift arrangements could be subject to Will challenges and erosion by probate fees and, therefore, should not be recommended.

Donors can also choose to retain ownership of a policy and name Community Care of West Niagara as beneficiary directly, bypassing probate costs. Under this arrangement, the donation receipt for the full value of the policy proceeds will be prepared for estate use.

Guidelines

The Gift Acceptance Committee (or its delegate) will authorize acceptance of all gifts of life insurance. A Community Care of West Niagara's staff member will confer annually with the appropriate insurance companies to ensure that outstanding premium payments have been made. In cases where the donor does not make the required premium payments, Community Care of West Niagara may elect to:

- Assume responsibility for the payment of premiums.
- Retain the policy with a "paid up", but reduced face value.
- Cash in the policy for its current FMV.

GIFTS FUNDED WITH REGISTERED RETIREMENT SAVINGS PLAN/INCOME FUND/TAX-FREE SAVINGS PLAN PROCEEDS (RRSPs/RRIFs/TFSA's):

Definition

- A donor may choose to donate the proceeds of an existing RRSP, RRIF and/or TFSA plan to Community Care of West Niagara. The donor can name Community Care of West Niagara as beneficiary of the plan for all, or part, of the proceeds invested. Upon the donor's death, the

proceeds are paid directly to the organization and an official donation receipt may be issued to the estate for the full value of the gift.

Policy

RRSP/RRIF/TFSA proceeds are welcomed by Community Care of West Niagara and an appropriate official donation receipt will be issued.

Guidelines

Individuals may designate Community Care of West Niagara as beneficiary of a registered retirement savings plan (RRSP), registered retirement income fund (RRIF), or tax-free savings account (TFSA), receive a donation receipt for the gift and have the tax credits available for use by the estate at death.

The following are the guidelines to handle such gift arrangements:

- When a prospective donor provides written advice that Community Care of West Niagara has been named as a beneficiary of an RRSP/RRIF/TFSA plan, the information should be recorded as a “pledge”. If a specific amount is known, it should be entered, otherwise an (approved) estimated amount should be used for documentation purposes.
- When the gift of RRSP/RRIF/TFSA proceeds is actually received by Community Care of West Niagara, it will likely flow from a third party source (i.e. an investment firm, bank, brokerage house or trust company, where the donor has documented the beneficiary designation on file).
- In such cases, it will be important to acknowledge receipt of the gift from the financial institution, and it is generally appropriate to advise the estate executor (if known) and/or immediate family of the gift being received.
- The proceeds of such gifts should be recorded as an outright gift of cash when received, and a donation receipt for the full amount received should be issued to the estate.

REINSURED GIFT ANNUITIES

Definition

- A reinsured gift annuity is an irrevocable transfer of money or other assets to Community Care of West Niagara, where a portion of the gift capital is used to purchase an annuity from an insurance company. The cost of the annuity is determined by the donor’s age and income requirements. The remainder of the donor’s contribution is considered an outright gift and is used for purposes specified by the donor and acceptable to Community Care of West Niagara.

The annuity pays the donor a guaranteed income for a specified time, or for the rest of the donor’s life, as dictated by the terms of the agreement. Life annuity payments would end with the death of the donor unless structured otherwise. The income from the gift annuity may be partially or completely tax free, depending on the age of the donor.

Policy

All reinsured gift annuities require the approval of the Gift Acceptance Committee (or its delegate). Upon signing of the contractual agreement, the gift portion may be used by Community Care of West Niagara for its highest priority needs. The minimum amount that the organization will accept for a gift

annuity is \$20,000. The cost of the commercial annuity generally should not exceed seventy to seventy-five (70-75) percent of the assets transferred in order to result in a suitable gift. Donation receipts will be issued in accordance with the Canada Revenue Agency's policy.

Guidelines

Community Care of West Niagara will deal only with reputable insurance brokers who have previous experience with reinsured gift annuity arrangements. A commercial insurance company shall be selected, and the terms of the annuity contract negotiated by appropriate

Community Care of West Niagara's staff. Only "A" rated companies shall be selected to reinsure any annuity obligation. At least two market quotes should be obtained, unless directed differently by the donor.

GIFTS OF RESIDUAL INTEREST

Definition

- A residual interest gift refers to an irrevocable legal arrangement under which property is deeded to Community Care of West Niagara, but the donor retains use of the property for life, or a term of years after which time Community Care of West Niagara ultimately takes possession.

Policy

At the time of the gift, a donation receipt will be issued for the present value of the asset at the time of irrevocable transfer in accordance with the Canada Revenue Agency's guidelines.

Guidelines

The Gift Acceptance Committee must approve acceptance of all gifts of residual interest. A legal agreement must be drafted and reviewed by the donor's legal counsel. Community Care of West Niagara will prepare prototype agreements and financial illustrations upon request to assist prospective donors with their gift decision.

For gifts of residual interest, the terms of the gift and responsibilities for expenses shall be specified in a deed of gift executed by the donor and Community Care of West Niagara. Community Care of West Niagara reserves the right to inspect the property from time to time to ensure that its interest is properly safeguarded.

C. PAYMENT OF FEES RELATED TO GIFTS TO COMMUNITY CARE

FINDER'S FEES OR COMMISSIONS

Policy

In general, Community Care of West Niagara will pay no fee to any person as consideration for directing a gift to Community Care of West Niagara. It is understood that such fees may or may not be legal without prior written consent. In the case of irrevocable deferred gifts which involve the management of assets, the payment of such a fee may subject Community Care of West Niagara, its management and Board of Directors to federal and/or provincial securities regulation.

Guidelines

In no event whatsoever will a commission or finder's fee of any type be paid to any party in connection with the completion of a gift to Community Care of West Niagara without prior written approval of the Executive Director (or delegate), and subsequent written notification to the donor involved as to the amount and recipients of such fees.

PROFESSIONAL FEES

Policy

Community Care of West Niagara will pay reasonable fees for professional services rendered in connection with the completion of a charitable gift to Community Care of West Niagara. Such fees will be paid only with the *prior* approval of the Executive Director (or delegate).

Guidelines

The following are suggested guidelines to handle the payment of professional fees:

- Such fees shall be paid only following discussion with, and approval by the donor.
- Fees shall be reasonable, and directly related to the completion of a charitable gift.

They shall be limited to:

- Appraisal fees owed to persons who are competent and qualified to appraise the property involved and who have no conflict of interest.
- Legal fees for the preparation of documents.
- Accounting fees related to the transaction.
- Fees charged by "Fee for Service" from financial planners.
- In the case of financial planners, such persons must declare, in writing, that they are compensated only through fees for services rendered, and that they are not also compensated for the sale of investment products to clients.
- In the case of legal, accounting and/or other professional fees, an attempt shall be made by the Executive Director (or delegate), to ascertain the reasonableness of such fees prior to payment. As indicated, the Gift Acceptance Committee may be consulted to secure such guidance. In cases where proposed fees appear excessive, a summary of fees shall be submitted to Community Care of West Niagara's legal counsel for review and approval prior to authorization of payment.
- In cases where the individuals receiving fees were initially engaged by the donor and Community Care of West Niagara is then asked to pay some or all of the fees involved, the donor shall be notified that the payment of such fees may result in a taxable benefit to the donor in the amount of the fees paid.