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SECTION 1: GOVERNANCE

1.1 GOVERNANCE PRINCIPLES

APPROVED: NOVEMBER 2004

The Board governs the Society on behalf of the people and communities of British Columbia.

The Board is a governing body, which speaks with one voice or not at all.

The Board hires the Executive Director, who in turn hires all other employees. The Executive Director is accountable to the Board as a whole. Individual Board members, including the President and Committees, lack the authority to direct the activities of the Executive Director. The Board can, however, authorize the President to direct the Executive Director.

The Board leads through Policy using a framework, which defines four categories of Board Policy: Ends, Governance Process, Board-Executive Relationships and Executive Limitations.

The Board states the expected Ends (goal or result) directing the Executive Director to determine the “means” to achieve these Ends.

When developing Policy, the Board starts with the broadest level, gradually moving towards more specific statements. The development of policy stops at the level where the Board can accept any reasonable interpretation of the policy and any action generated by the policy.

When the Board approves policy, the Executive Director is empowered to make all further decisions.

The Board monitors the Executive Director solely on the basis of organizational performance, written policies and expectations.

Board committees are to assist the Board in doing its job, not to advise or assist staff in doing their job.

The Board’s ongoing agenda is based on its job description that is focused on governance issues, rather than management issues.

The Board’s major work is the Ends determination and linking together with the people and communities of British Columbia.

1.2 RECRUITMENT OF THE BOARD OF DIRECTORS

APPROVED: NOVEMBER 2004

Nominations of community members and consumers to the Board of Directors of DCS are generally sought by a board nominating committee prior to the Annual General Meeting. Nominations may be made by any board member. Elections occur in accordance with the **Societies Act**.

The *Deaf Children’s Society of BC* Board will be made up of voluntary community members. Membership of the governing body shall reflect:

- The founding principles and values of the agency;
- The community we serve (geographic communities, the consumer communities, diversity);

- Representation from various professional groups with whom we interact (e.g., lawyers, financial managers, mental health professionals, education, etc.);
- Consumer representation such as parents/guardians of deaf and hard of hearing children not currently receiving services from DCS;
- Deaf or hard of hearing individuals (minimum of 3 deaf or hard of hearing individuals);
- **The number of Directors shall be no less than five or greater than twelve.**

Board membership is voluntary. There will be no remuneration to board members.

1.3 ROLE OF THE BOARD: BOARD JOB DESCRIPTION

REVISED: AUGUST 2015

APPROVED:

The role of the Board is to act as trustee for the people and communities receiving services from DCS. **The Board is responsible for creating a vision for the Society, articulating its values and principles, setting goals, developing effective governance policy, meeting and monitoring standards.**

Accordingly, the contribution of the Board will be to:

- Determine what DCS should accomplish or provide;
- Determine if DCS delivers service efficiently and effectively;
- Advocate for deaf and hard of hearing children and their families;
- Articulate the vision, values, principles, which form the foundation for policies;
- Write governing policies, which at the broadest levels, define:
 - Ends: mission, vision, goals, impacts, benefits and outcomes;
 - Governance Process: specifications of how the Board conceives, carries out and monitors its own role;
 - Board-Executive Director relationship: how authority is delegated and monitored;
 - Executive limitations: constraints on executive authority, which establish the prudence and ethics boundaries within, within which all executive activity and decisions must take place.
- Monitor achievement or compliance with policy only against criteria it has previously set, using:
 - Internal reports: reports authorized by the Executive Director;
 - External reports: reports from outside individuals or agencies.
- Evaluate the Executive Director's performance based on organizational performance and written policy.
- Use the results of monitoring to improve performance by;
 - Reviewing existing policies;
 - Revising existing policies;
 - Formulating new policies.

When the Board approves policy, the Executive Director is empowered to make all further decisions.

1.4 GOVERNANCE STYLE

REVISED: AUGUST 2016

APPROVED:

The DCS Board of Directors is a Policy Board, focusing on the overall policies of the agency, leaving the operational matters to the Executive Director. The Board will govern with a style which emphasizes outward vision, encouragement of diversity in viewpoints, strategic leadership, clear distinction of Board and Staff Roles, collective decision-making, a focus on the future and pro-activity.

Consequently, the Board will:

- Enforce upon itself and its members whatever discipline is needed to govern with excellence;

- Be accountable for accomplishment of its obligations;
- Direct, control and inspire the organization through the careful establishment of the broadest written policies, which reflect the values and perspectives of the communities we serve;
- Focus chiefly on intended long-term impacts (Ends), not on the administrative or programmatic means of attaining those effects;
- Be an initiator of policy and not merely react to staff initiatives;
- Use the expertise of individual members to enhance the ability of the Board as a body, rather than to substitute their individual values for the Board's values.

The Board will monitor and regularly discuss the Board's own process and performance. The Board will ensure the continuity of its governance capability by retention and development of Board members.

Self-monitoring will include, at least annually, comparison of Board activity and discipline to its governance process and the Board/Staff relationship policies.

Continuous development will include orientation of new members to the Board's adopted governance model and periodic Board discussion of governance process improvement.

The Board will consider the key determinants of health and wellbeing in developing goals and priorities.

A **Policy Board** is defined as:

A board that keeps itself strictly to the role of determining overall policies for the organization, then staying out of anything that might be considered operational and leaving that to the Executive Director.

This model is characterized by things like:

- very limited interaction between the board and other staff,
- no board member volunteering for program activities of the organization,
- committees exist to research and set policy,
- board meetings are less frequent and more formalized.

1.5 FUNDRAISING POLICY

APPROVED: NOVEMBER 2004

Deaf Children's Society of BC reaffirms its historical position that core funding for social services remains the responsibility of various levels of government. We also believe the development of stronger links to the community, through fundraising, provide additional resources to enhance services and builds broader public support for social programming. We are committed to fundraising based on ethical standards and within a socially responsible framework.

Deaf Children's Society of BC will actively solicit and accept financial support from donors, who agree with this philosophy and whose organizational practices meet these standards. Our organization will accept financial support from gaming or lottery sources.

Deaf Children's Society of BC will not accept financial support from corporations who produce addictive products, or who rely on child labour in contravention of the United Nations Convention on Children's Rights.

Deaf Children's Society of BC and its Board of Directors have adopted the "Ethical Fundraising and Financial Accountability Code" of the Canadian Centre for Philanthropy and are committed to fundraising practices that respect donors' rights to truthful information and privacy.

We commit to manage responsibly the funds which donors entrust to us, and to report our financial affairs accurately and completely.

Deaf Children's Society of BC is committed to respond to donor or prospective donor questions or concerns about fundraising activities promptly and fairly.

1.6 ROLE OF THE PRESIDENT

APPROVED: NOVEMBER 2004

Firstly, the President assures the integrity of the Board's process and secondarily, occasionally represents the Board to outside parties. **The President is the only Director authorized to speak for the Board (beyond simply reporting Board decisions) other than specifically authorized instances.**

The President ensures the Board behaves in a manner consistent with its own rules and those legitimately imposed upon it from outside the organization and will:

- Focus meetings to legitimate Board business.
- Ensure deliberation to be fair, open and thorough, but also efficient, timely, orderly and kept to the point.

The authority of the President flows from Board policies on Governance process, Board-Executive Director relationship and the new Societies Act of BC (2016), except where the Board specifically delegates portions of this authority to others. The President is authorized to use any reasonable interpretation of the provisions in these policies.

The President is empowered to chair Board meetings with all the commonly accepted power of that position (e.g., ruling, recognizing). However, with the approval of the Board, the President may assign responsibility for chairing the Board meetings to other individual Board members.

The President has no authority to make long-term, permanent decisions about policies created by the Board within Ends and Executive Limitations policy areas. However, the President has the authority to supervise and direct the Executive Director pursuant to **1.1 Governance Principles**.

In an emergency involving alleged/potential misconduct of the Executive Director, when it is impossible to canvass or convene other Board members, the President may take appropriate action. The President will advise the whole Board as soon as possible.

The President is to ensure the Vice-President(s) is/are informed of current and pending Board issues and processes.

In the temporary absence of the President, the Vice-President shall assume all rights, obligations and the authority of the President.

1.7 BOARD COMMITTEES AND MANDATES

APPROVED: NOVEMBER 2004

The *Deaf Children's Society of BC* Board has an Executive Committee which carries out the functions of the committees as required:

- Personnel Committee
- Finance Committee
- Continuous Quality Improvement Committee
- Diversity Committee

All Board Committees are chaired by a board member, who reports to the Board regarding Committee business, decisions and activities.

The Executive Director or his/her designate staffs committees of the board ex-officio (no vote). The Executive Director or his/her designate acts in a resource and coordinating capacity in relation to the particular committee (e.g., ensuring that meeting notices are sent, minutes are taken and distributed, relevant material is compiled and distributed, meeting rooms are booked, refreshments are arranged and other resources are made available as needed).

Minutes must be taken at all committee meetings. A copy of all Board and Board Committee Minutes is filed at the *DCS* Head Office and is available to all board and Board Directors, with the rare exception of minutes of a private personnel or “in camera” nature.

Board members are generally requested to serve on one committee or sub-committee in addition to their role on the *DCS* Board.

Staff elections to board committees or sub-committees occur as needed and are reviewed annually.

Staff and guests shall attend Board meetings by invitation only.

Executive Committee:

- President
- Vice President
- Treasurer
- Secretary
- Executive Director (ex officio)

Finance Committee:

- Treasurer
- Executive Director (ex officio)

Continuous Quality Improvement Committee:

- To be determined as needed

Diversity Committee:

- To be determined as needed

Roles of:

Executive Committee:

- Preview Board governance policy
- Hire, appraise, and if necessary, terminate the Executive Director
- Act on behalf of the Board as there is a need to do so between Board meetings
- Provide leadership to the Board
- Review compensation plan for excluded staff, including the Executive Director
- Review personnel policy and make recommendations to the Board
- Approve job descriptions

Finance Committee:

- Monitor the agency’s finances and financial statements
- Review financial management policies and make recommendations to the Board
- Authorize exceptional financial expenditures when financially sound to do so

Continuous Quality Improvement Committee:

- Review program policy and make recommendations to the Board
- Annually review management reports on consumer and stakeholder feedback and report to the Board
- Monitor that the organization utilizes input from consumers and stakeholders

Diversity Committee:

- Monitor the agency's progress toward our diversity objectives, and make recommendations to the Board for changes and improvements in this area if needed

1.8 REMUNERATION AND REIMBURSEMENT FOR EXPENSES

APPROVED: NOVEMBER 2004

Board membership is voluntary. There will be no remuneration to non-staff Board members for serving on *DCS* committees.

Deaf Children's Society of BC staff who are elected to be on a committee will attend these committee meetings on *DCS* time (meaning as part of their regular work week – not overtime). Other Board Directors, all of whom are welcome to attend, do so on their own time.

1.9 BOARD MEMBER CODE OF CONDUCT

APPROVED: NOVEMBER 2004

The Board and its members will operate in an ethical and businesslike manner. This commitment includes proper use of authority and appropriate decorum when acting on behalf of the Board.

Consequently, Board members will:

- Represent loyalty to the interests of the communities we serve. This accountability supersedes any conflicting loyalty to advocacy or interest groups.
- Conduct themselves in a manner which represents the Board in a positive light, taking no private action that will compromise the Board and its decisions.
- Not attempt to exercise individual authority over the organization except as explicitly set forth in the Board policies. Specifically, Board members will recognize that:
 - Any interactions they, as individuals, have with the Executive Director and staff lack authority.
 - Individual interaction with the public, press or other entities has the same limitations.
 - Judgments of the Executive Director are made only by assessing the performance against explicit Board policies through the official process.

See also 1:13 Board of Directors – Conflicts of Interest

1.10 ANNUAL AGENDA

APPROVED: NOVEMBER 2004

To accomplish its job consistent with Board policies, the Board will follow an annual agenda. The agenda will focus Board attention on governance priorities using a systematic approach.

The Board's Annual Agenda will include the following:

- Annual General Meeting
- Election of Officers
- Board Orientation and Education
- Policy Evaluation, Review and Revision
- Executive Director Evaluation
- Board Self Evaluation

1.11 COMMUNICATIONS

All communications within British Columbia will support the mission, vision, values and goals of the Board.

Consequently, the Board will:

- Develop a communications plan which identifies:
 - Who the Board communicates with
 - What is communicated
 - When communication activities occur
 - How communications are delivered
- Establish communication links with:
 - The people and communities we serve
 - Other local governing bodies
 - Other societies
 - Ministries, funders and levels of government
- Use communication strategies which are open, honest, responsive, informed and clear.

1.12 BOARD SELF ASSESSMENT

APPROVED: NOVEMBER 2004

The Board is responsible for its own operations.

In accordance with this policy, the Board:

- Monitors and evaluates its own performance on an ongoing basis and, at least once per year, conducts a formal self-evaluation.

1.13 BOARD OF DIRECTORS – CONFLICTS OF INTEREST

ADDED: JUNE 2016

APPROVED:

COMMUNITY:

Deaf Children's Society of BC recognizes the right of Board members to be involved in activities as citizens of the community. However, Board members must keep their role as private citizens separate and distinct from their responsibilities on the Board of Directors of Deaf Children's Society.

Conflict of interest includes, for example, situations:

- Where a Board Director's private affairs or financial interests are in conflict with his/her responsibilities and obligations to DCS and which may result in a public perception that a conflict exists, or;
- Which could impair the Board Director's ability to act in the public or in DCS' interest, or;
- Where a director's actions would compromise or undermine the trust which the public places in the organization, or;
- Where a Board Director's personal interests, relationships, or employment are in conflict with their role on the Board

The board, through a majority vote, may ask any board member to absent him or herself during a particular discussion or vote. (It is assumed that in the majority of circumstances, board members will recognize the potential conflict and will volunteer to abstain without a vote being necessary.) Board Directors should not place themselves in a situation where they are under obligation to any person from whom they may benefit, or seek to gain special consideration or favours. The honesty and impartiality of Directors must be above suspicion.

FINANCIAL:

Directors involved in, or influencing the purchasing function, are expected to be free of interests and/or relationships which are actually, or potentially, contrary and/or detrimental to the best interest of the Society.

No director will engage or participate in any Agency-related commercial transaction in which they have an undisclosed financial interest.

Any director engaged in, or influencing the purchasing function of, or who has assumed, or is about to assume, an outside business relationship which might constitute conflict of interest, must immediately inform the Executive Director of the circumstances involved. This information will be reviewed for a decision as to whether a conflict of interest exists and, if so, what course of action will be taken.

In this context, a conflict of interest exists where a director has:

- An outside interest which materially encroaches on time or attention that should be devoted to the affairs of the Agency;
- A direct or indirect relationship, which makes personal gain possible;
- A situation that inhibits impartiality of business judgment;
- A direct or indirect relationship that may place the Agency in an ethically questionable or embarrassing situation;
- Taken personal advantage of an opportunity that properly belongs to the Agency;
- Utilized Agency property without approval

No director may solicit for himself, a relative or friend, any gift or favour from any organization or individual with whom the Agency does business.

In cases of doubt, the director must refer the matter to the Executive Director.

1.14 DELEGATION TO THE EXECUTIVE DIRECTOR

APPROVED: NOVEMBER 2004

All authority delegated from the Board to staff is delegated through the Executive Director, so that all authority and accountability of staff, as far as the Board is concerned, is considered to be the authority and accountability of the Executive Director.

The Board will establish governance policies and will delegate the implementation and subsidiary policy development to the Executive Director and, if requested by the Executive Director, Board committees may be used to assist in the development of subsidiary policy.

Consequently, the Board will direct the Executive Director to achieve defined results, through the establishment of Ends policies.

The Board will limit the latitude of the Executive Director in practices, methods, conduct and other “means” to the Ends only through the establishment of Executive Limitations policies.

The Executive Director is authorized to establish all further policies, recommend new Board policies to the Board, make all decisions and take all actions as long as they represent a reasonable interpretation of the Board’s policies.

The Board may change its Ends and Executive Limitations policies, thereby changing the latitude of choice given to the Executive Director. As any delegation is in place, the Board and its members will respect and support the Executive Director’s choices. This does not prevent the Board from attaining information in the delegated areas.

Information or assistance may be requested by individual Board members, officers or committees, but if such a request, in the Executive Director's judgment, requires a material amount of staff time or funds or is disruptive, the request may be redirected to the Board for further discussion.

Only decisions of the Board as a whole are binding on the Executive Director. Decisions of instructions of individual Board members, officers or committees are not binding except when the Board has specifically authorized such exercise of authority.

1.15 EXECUTIVE DIRECTOR JOB DESCRIPTION

APPROVED: NOVEMBER 2004

As the Board's link to the operating organization, the Executive Director's performance will be considered to be synonymous with the organization's performance as a whole.

Consequently, the Executive Director's job contributions can be stated as performance in only two areas:

- Accomplishment of the Board's policies on Ends
- Compliance with the Board's policies on Executive Limitations

1.16 MONITORING EXECUTIVE DIRECTOR'S PERFORMANCE

APPROVED: NOVEMBER 2004

Monitoring the performance of the Executive Director is synonymous with the monitoring of the organization's performance against Board policies on Ends and on Executive Limitations.

Consequently, the purpose of monitoring is to determine the degree to which the Board's policies are being fulfilled.

Evaluation of the Executive Director's performance, formal or informal, will be done annually and derived only from these monitoring data.

Compliance with a given Board policy may be monitored in two ways:

- Internal Report:
Disclosure of compliance information to the Board from the Executive Director. Reports must assess the executive performance against policies of the Board.
- External Report:
Discovery of compliance information by an independent, external auditor, specialist, or consultant who is selected by, and reports directly to, the Board. Reports must assess the executive performance against policies of the Board.

The Board may monitor any policy at any time. For regular monitoring however, a schedule will be developed by the Board for regular monitoring of policy.

The Board shall be mindful of the professional, ethical and legal considerations in monitoring, especially in accessing records such as family and personnel files, which are of a confidential nature.

1.17 GENERAL EXECUTIVE CONSTRAINT

APPROVED: NOVEMBER 2004

The Executive Director will not allow *Deaf Children's Society of BC* to operate illegally, unethically, imprudently, or in contravention of the Board policies or contractual agreements with funders.

Consequently, the Executive Director will not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent, discriminatory, unlawful or in violation of commonly accepted sound business and professional ethics or is inconsistent with policies of the Board or contractual agreements with funders.

1.18 TREATMENT OF STAFF

APPROVED: NOVEMBER 2004

The Executive Director may not cause or allow the treatment of paid and volunteer staff which is unfair or undignified.

Consequently, the Executive Director will not:

- Operate without personnel procedures which:
 - Clarify personnel rules for staff
 - Provide for effective handling of grievances
 - Protect against wrongful conditions
- Prevent staff from grieving to the Executive Committee of the Board when:
 - Internal grievance procedures have been exhausted consistent with provisions of the Collective Agreement
 - The employee alleges either that:
 - Board policy has been violated to his/her detriment, or
 - Board policy does not adequately protect his/her human rights
- Fail to communicate to staff their rights and obligations under this policy
- Fail to take reasonable steps to protect staff from unsafe or unhealthy conditions.

1.19 EMERGENCY EXECUTIVE SUCCESSION

APPROVED: NOVEMBER 2004

The Executive Director will ensure executive services to the Board.

1.20 COMMUNICATION AND SUPPORT TO THE BOARD

APPROVED: NOVEMBER 2004

With respect to providing information and support to the Board, the Executive Director will keep the Board informed and supported.

Consequently, the Executive Director will:

- Submit the required monitoring data in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored.
- Let the Board be aware of relevant trends, anticipated adverse media coverage, material external and internal changes, and particularly changes in the assumptions upon which any Board policy has previously been established.
- Operate with a communication plan.

- Marshal as many staff and external points of view, including users, issues and options as needed for fully informed Board choices.
- Present information in a clear and transparent format.
- Provide a mechanism for official Board, officer or committee communications.
- Deal with the Board as a whole, except when fulfilling individual requests for information or responding to officers or committees duly charged by the Board.
- Report in a timely manner an actual or anticipated non-compliance with any policy of the Board.

1.21 EXECUTIVE DIRECTOR'S RESPONSIBILITIES

APPROVED: NOVEMBER 2004

The Executive Director will protect the fiscal integrity and public image with respect to employment, compensation and benefits to employees, consultants, contract workers and volunteers.

Consequently, the Executive Director will not:

- Change his/her own compensation and benefits
- Promise or imply employment which cannot be terminated on reasonable notice
- Establish compensation and benefits which:
 - Deviate materially from the geographic or professional market for the skills employed in similar types of service sectors, except where necessary to provide pay equity within Policies of the Health Employers' Associate of BC (HEABC)
 - Are at variance with established bargaining unit contracts
- Establish or change pension benefits

1.22 ASSET PROTECTION

APPROVED: NOVEMBER 2004

The Executive Director will protect and maintain the assets of *Deaf Children's Society of BC*.

Consequently, the Executive Director will:

- Ensure adequate insurance policies are in place to protect Board members, staff, and the organization itself
- Not allow unauthorized personnel access to material amounts of funds
- Provide a program of regular and preventative maintenance
- Not operate where controls over funds, accounting records and preparation of financial information are not considered satisfactory to the AGM appointed auditor's standards
- Not invest or hold operating capital in instruments other than Schedule "A" Banks, Credit Unions and Government of Canada Treasury Bills or Bonds.

1.23 BUDGETING

APPROVED: NOVEMBER 2004

The Executive Director will consider the Board's priorities, protect the financial integrity of the organization, and demonstrate an acceptable level of foresight.

Consequently, the Executive Director will:

- Prepare budgets which contain sufficient detail to enable accurate projection of revenues and expenses, separation of capital and operational items, cash flow and disclosure of planning assumptions
- Prepare a budget, which is based on Board goals and long term planning
- Budget expenditures to not exceed revenues at the end of the fiscal year, unless otherwise authorized by the Board
- Budget sufficient funds for Board meetings, Board development, fiscal audits and legal fees

1.24

FINANCIAL STABILITY

APPROVED: NOVEMBER 2004

The Executive Director will not jeopardize the financial health and stability of *Deaf Children's Society of BC*, or the effective and efficient use of financial resources.

Consequently, the Executive Director will not:

- Expend more funds than have been received in the fiscal year, unless to minimize the deficit if one is to occur and as so, authorized by the Board.
- Indebt the organization in an amount greater than can be repaid within 90 days and/or cannot be met by an existing bank line of credit or other financial arrangements
- Use any Long Term Reserves, with the exception of those designated specifically for such needs
- Allow cash to drop below the amount needed to settle payroll and debts in a timely manner
- Allow tax payments or other government-ordered payments or filings to be overdue or inaccurately filed
- Permit current liabilities to exceed current assets

SECTION 2: FINANCE

2.1 APPOINTMENT OF AUDITORS

APPROVED: FEBRUARY 2005

POLICY:

The Auditors of the Society will be appointed for the following year at each Annual General Meeting.

PROCEDURES:

- Appointment of the Society's Auditor will be for one year
- The Executive Director will coordinate the audit

2.2 APPOINTMENT OF BANK

APPROVED: FEBRUARY 2005

POLICY:

All banking related to the Deaf Children's Society of BC, including general, gaming and investment accounts, will be conducted or kept with a Chartered Bank, Trust Company, Credit Union or other financial institution approved by the Board of Directors. Signing authorities will be the President, Vice President, Treasurer, Secretary and the Executive Director.

PROCEDURES:

- The appointment of the Bank will be for an extended period and may be tendered
- Upon completion of a review, the Executive Director will recommend to the Board of Directors if the banking for the Society should be tendered
- A formal process for tendering the banking will be prepared by the Executive Director and reviewed with the Treasurer

2.3 RECORD RETENTION

APPROVED: OCTOBER 2016 REVISED: OCTOBER 2016

POLICY:

The record retention policy includes paper documents, electronic files and data bank information.

All original records will be stored for ease of access on site at the DCS office.

Records must be kept for the specified government regulation period, which is six years plus the current year.

PROCEDURES:

- Upon completion of the business transaction, the original document will be appropriately filed
- The records will be retained and filed by fiscal year
- Access to records is limited to Directors and/or designates, accounting staff and outside auditors
- Original source documents may not be removed from the account office(s) without permission of the Executive Director

2.4 AUDIT OF FINANCIAL STATEMENTS

APPROVED: FEBRUARY 2005

POLICY:

An auditor qualified under the Society Act will audit the Annual Financial Statements of Deaf Children's Society of BC on an annual basis.

The results of the audit will be reported and recorded in accordance with the **Society Act of B.C.**

Prior to the Annual General Meeting, the audited annual statements will be approved by the Board of Directors.

Audited statements will be presented at the Annual General Meeting for approval by Society members.

PROCEDURES:

- Auditor(s) will have been appointed at the prior year's Annual General Meeting
- Audited statements will comply with the **Society Act of B.C.**
- Audited statements must be completed within six (6) months after year-end and must be presented at the Annual General Meeting
- The Executive Director will supply the Treasurer and the Board of Directors the Management Report and the Audited Financial Statements received from the auditor

2.5 APPROVAL OF ANNUAL BUDGET

APPROVED: FEBRUARY 2005

POLICY:

The Annual Budget will be submitted to the Board of Directors for review.

The Executive Director or designate will provide an outline to the Board of Directors of the annual budget for DCS.

Budgets will be established on an annual basis.

PROCEDURES:

- The Society will prepare an annual budget for each department/program. The annual budget will contain adequate detail to enable accurate projection of revenues, expenses and cash flow
- The budget will separate Capital and Operating expenditures
- The budget will ensure allocation among competing budgetary needs in accordance with the Society's priorities and awarded contracts
- Contracts will be reviewed to assure the program objectives of the organization can be met
- The budget process should involve Department Heads. In order to assure proper budget resource allocation, the Executive Director will review with Department Heads their annual budget
- The Executive Director will present the proposed annual budget to the Treasurer prior to the Board Meeting

2.6 COMPLIANCE WITH GOVERNMENT REPORTING REVENUE CANADA CHARITY RETURN, STATISTICS CANADA

APPROVED: FEBRUARY 2005

POLICY: Government reporting will be completed and submitted within the stipulated time frame.

REVENUE CANADA CHARITY RETURN

The Revenue Canada Charity Return will be completed as outlined by the **Canadian Income Tax Act**. The information return and the public information return must be submitted within six (6) months after the end of each fiscal year.

STATISTICS CANADA

Documents will be completed as required.

2.7 INSURANCE

APPROVED: FEBRUARY 2005

POLICY:

Deaf Children's Society of BC will purchase Public Liability, Directors' and Officers' Liability, Administrative Errors and Omissions, Excess Liability and Property Insurance at the level required to ensure that all of *DCS's* activities, which are not covered under the Provincial Risk Management Program, are covered under purchased insurance.

Deaf Children's Society of BC will ensure that a policy of insurance for each program operated by the Society is obtained and maintained in full force and effect.

PROCEDURES:

- The Executive Director or designate will maintain up-to-date insurance policies for agency programs and is responsible for the administration of the policies
- Insurance claims will be dealt with in an expeditious manner
- *DCS* will not be responsible for the loss of, or damage to, employees' vehicles, except in accordance with the ***Personal Property Loss or Damage*** Policy (see Personnel Manual, item 4.68)

COVERAGE:

The policy for *DCS* will include:

- Fire and extended coverage, including coverage for the theft of *DCS's* property
- Comprehensive general liability coverage and personal injury coverage, including coverage for the employees, fee-for-service caregivers, and volunteers in the programs
- Liability, which may arise from a contract or agreement
- Malpractice insurance
- WCB insurance
- Motor vehicle coverage for all owned and/or operated Society vehicles
- Directors' and Officers' Liability insurance

The Executive Director or designate will ensure that the required and appropriate insurance policies are received for each Program from the government appointed insurance agency, as well as the Society's insurance broker before the existing policies expire.

Policies will be reviewed annually.

The Executive Director will notify the President of the Board of Directors of possible major insurance claims.

When all of the information of the claim has been compiled, the Executive Director will review it (including the required forms) before it is forwarded to the insurance company.

2.8 TRAVEL - LOCAL

APPROVED: FEBRUARY 2005

POLICY:

Local travel for business purposes, based on kilometers/mileage, will be reimbursed to employees/staff as per existing union (***Collective Agreement***) and contract agreements.

Deaf Children's Society of BC will reimburse employees, volunteers and practicum students for parking expenses if the expense is incurred in the process of providing service to families or working on a project at the request of the Society.

If employees/staff are driving a Society vehicle, the driver is responsible for payment of all motor vehicle infractions. See **4.69 Parking Expenses and Traffic Violations Policy**

Expenses associated with towing, vehicle damage, motor vehicle infractions, parking tickets or fines, etc., are not the responsibility of DCS.

PROCEDURES:

- Employees/staff are to fill out **Mileage Expense Claim Forms**. (These forms are available through the Administrative Office)
- Mileage expense claim forms must be approved by the program Supervisor/Manager.

2.9 FUNDRAISING AND DONATIONS

APPROVED: FEBRUARY 2005

POLICY:

The Executive Director will approve all donations from internal and external sources to *Deaf Children's Society of BC*

All approved donations obtained through fundraising activities will be expended in accordance with the Society's objectives and with the wishes of the donor.

Acceptance of a donation that has any operating cost implications must be approved by the Executive Director. Operating costs associated with the donation must be reported to the Treasurer.

All fundraising activities for DCS will be approved by the Executive Director and reported to the Board of Directors.

PROCEDURES:

- The Executive Director or designate will acknowledge all donations made to the Society
- Receipts of all donations will be prepared by the Executive Director or the Office Manager

2.10 SIGNING AUTHORIZATION: CHEQUES / INVOICES

APPROVED: FEBRUARY 2005

POLICY:

All bank accounts must be authorized by the Executive Director.

All payments by cheque require two (2) signatures. An authorized primary signature is required on all cheques. Signing authorities will be the President, Vice President, Treasurer, Secretary and the Executive Director.

PROCEDURES:

- The Executive Director will recommend to the Treasurer:
 - All bank accounts to be opened or closed
 - Primary signing authorities
 - The Supervisor/Manager with authority to approve program expenditures and invoices
- All cheques must be accompanied by the relevant supporting documentation

- All invoices must be authorized by the Supervisor/Manager (where one exists; if not, by the Executive Director), prior to submission for payment
- If more than one invoice is included in the total of the cheque, an adding machine tape must be attached, detailing calculations to match the amount of the cheque

2.11 CREDIT CARDS / ACCOUNT CARDS

APPROVED: FEBRUARY 2005

POLICY:

The Executive Director must approve all *Deaf Children's Society of BC* credit card and account card (e.g., *Office Depot*) applications.

PROCEDURES:

- Each credit card will be the responsibility of the designated employee
- Only designated employees are permitted to use specific credit cards and account cards
- An updated list of all credit cards will be kept by the Administrative Assistant
- Staff picking up supplies purchased through a credit card must submit the invoice/packing slip to the Executive Director, so that it can be matched to the credit card statement
- Employees must advise the Executive Director on the invoice/packing slip or credit card/account card receipt, which expense the item(s) is/are to be charged to, and should include:
 - Department/program name(s)
 - Department/program Supervisor/Manager signature
- The Executive Director will review and approve credit card statements with the corresponding invoice/credit card/account card slips. The approved statements and invoice/Visa slips will then be processed
- The Executive Director will review all invoice/credit card/account card slips to ensure information is complete before processing cheque(s) to vendor(s)

Stolen Cards

In the event that a credit card is stolen, the designated employee must notify the Executive Director within one business day and cancel the card immediately.

2.12 APPOINTMENT OF CONSULTANTS

APPROVED: FEBRUARY 2005

POLICY:

DCS may engage consultant(s) to provide assistance in specialized areas. Engagement of any consultant(s) will be approved by the Executive Director.

PROCEDURES:

- The terms and conditions for the engagement and use of a consultant(s) will be set out in advance of engagement of the consultant(s) and is subject to the policies and procedures set out in the **Personnel** section of the DCS manual.
- All contracts must stipulate the rate of pay, length of contract, terms and conditions of payment
- Where possible, the *DCS Consulting Contract* should be used
- No assignment of contracts will be permitted
- All business information, including pricing is considered confidential and is subject to the requirements of the *Freedom of Information and Protection of Privacy Act* and the *Financial Information Act*

2.13 DISTRIBUTION OF ACCOUNTS PAYABLE CHEQUES

POLICY:

All cheques are pre-numbered and controlled in a secure location by the Executive Director.

Cheques are processed only when appropriate authorized supporting documentation is provided. Two (2) authorized signing officers must sign all cheques. An authorized primary signature is required on all cheques.

PROCEDURES:

- All cheques must be accompanied by authorized supporting documentation
- Account coding will be performed at the time the cheque is issued
- The accounts payable cheque stub will be attached to the support documentation and filed by vendor's name and year

2.14 AUTHORIZATION OF CONTRACTS

APPROVED: FEBRUARY 2005

POLICY:

All contracts are to be properly authorized. Contracts over \$10,000 must be approved by the Board of Directors.

PROCEDURES:

- All contracts for supplies and services of \$10,000 should be tendered to a minimum of three appropriate vendors. Where three (3) quotes are not possible, as with some service contracts, only one quote may be obtained.
- When the "lowest bid" is not recommended, written justification is required for non-acceptance of that bid.
- DCS's administrative office will maintain a record of all contractual obligations.

2.15 SIGNING AUTHORIZATION - PURCHASING

APPROVED: FEBRUARY 2005

POLICY:

Acquisition of all goods and services must be properly authorized.

PROCEDURES:

- The Executive Director may delegate spending authorization to Program Supervisors in accordance with the approved budget.

2.16 PETTY CASH / INVOICE EXPENSE CLAIMS

APPROVED: FEBRUARY 2005

POLICY:

Petty cash funds will be available for Preschool staff and designated employees, as necessary, to enable them to meet their daily work-related spending needs. A petty cash advance is a *Deaf Children's Society of BC* advance for DCS purposes and may not be used for personal purposes.

PROCEDURES:

- Currently, only the Office maintains petty cash funds.

- All requests for reimbursement must be accompanied by receipts and submitted with the Petty Cash Voucher
- Petty cash remaining in the fund, plus the total value of the receipts that support payments made from the fund, at all times must equal the original amount provided for the petty cash
- When payments of expenditures have depleted cash to a point where more cash is required, the sales slips/bills are totaled. Each expenditure is then attached and recorded on the Petty Cash Voucher. An adding machine tape will be attached to the Petty Cash Voucher, showing the total.
- The Petty Cash Voucher is then submitted to the Executive Director for replenishment
- Petty cash disbursement is the responsibility of the Office Manager

2.17 INVESTMENTS

APPROVED: FEBRUARY 2005

POLICY:

The Executive Director will ensure that all investments are protected and maintained. The Executive Director will recommend to the Treasurer and to the Board, the method and type of investment(s), which will attempt to maximize the return without risking the principle.

PROCEDURES:

- Investments will be approved by the Board of Directors
- **Investments will be reviewed quarterly**
- Investments will be based on competitive rates from the major Canadian Banking Institutions for financial products such as Treasury Bills, Banker's Acceptance and GICs. Financial institutions will be reviewed annually based on the DBRS (Dominion Bond Rating Service)
- This information will be reported to the Treasurer and the Board of Directors
- Only funds in excess of those required for maintenance of the normal daily operations of the Society may be invested

2.18 MORTGAGES AND LOANS

APPROVED: FEBRUARY 2005

POLICY:

The Board of Directors may, upon recommendation of the Treasurer and Executive Director, cause the Society to borrow for mortgages or loans.

PROCEDURES:

The Executive Director and/or the Treasurer will present the loan request to the Board of Directors for their approval.

2.19 DISPOSAL OF GOODS

APPROVED: FEBRUARY 2005

POLICY:

Upon determining that a piece of equipment is obsolete and a decision by the department/program that the equipment will not be of further use, approval of the Executive Director is required in order to proceed with the disposal.

PROCEDURES:

- The first method of disposal to be considered is a "trade in" when purchasing new equipment of a similar kind or nature. This method only applies when new equipment has been approved for purchase. The requesting

department/program is responsible for identifying the obsolete equipment at the time of the request of the equipment.

- The second method of disposal, depending on the estimated value of the equipment or items is to tender to potential purchasers. The Executive Director will prepare a tender with specifications and details of the condition of the equipment and forward to companies or scrap dealers that may be interested in purchasing the equipment (e.g., agency vehicles). A copy of the tender will be made available to all parties that may be interested in submitting a bid.
- The third method of disposal is to donate the obsolete equipment to consumers of our services or another non-profit agency doing similar work.
- Materials and/or equipment approved for sale will be released to the purchasers only upon presentation of a receipt to the Executive Director or designate.
- A description of items with corresponding sale price must be submitted to the Executive Director.
- All materials and/or equipment must be recorded as disposed in the Finance records.

2.20 PAYROLL

REVISED: JULY 2012

APPROVED:

POLICY:

Payroll is processed by the Payroll Department at *Children's and Women's Health Centre*.

PROCEDURES:

- Current practice is for the Office Manager, via Citrix/WorkBrain, to maintain payroll records weekly. Therefore, all staff must ensure that they report daily to the Office Manager all early departures, sick time, appointments or other absences.
- New employees, and current employee's status changes, are authorized by the Executive Director.
- The authorized personnel form (Personnel Action Form) is completed and signed by the Executive Director and is forwarded to the Human Resources Department at *Children's and Women's Health Centre* for processing.
- Each department head/Supervisor will maintain and authorize time sheets for their employees, recording absences (e.g., vacation, sick time, etc.), regular worked time.
- In the event of a change of telephone number, address or banking status, the employee will notify the Executive Director and fill in the appropriate forms to be forwarded to the Human Resources department at *Children's and Women's Health Centre*.

2.21 CONFLICT OF INTEREST

APPROVED: FEBRUARY 2005

POLICY:

Employees involved in, or influencing, the purchasing function are expected to be free of interests and/or relationships which are actually or potentially contrary and/or detrimental to the best interest of the Society.

No employee will engage or participate in any Society-related commercial transaction in which they have an undisclosed financial interest.

Any employee engaged in, or influencing, the purchasing function, who has assumed or is about to assume an outside business relationship which might constitute conflict of interest, must immediately inform the Executive Director of the circumstances involved. This information will be reviewed at the appropriate administrative level for a decision as to whether a conflict of interest exists and, if so, what course of action will be taken.

In this context, a conflict of interest exists where an employee has:

- An outside interest which materially encroaches on time or attention that should be devoted to the affairs of the Society
- A direct or indirect relationship, which makes personal gain possible

- A situation that inhibits impartiality of business judgment
- A direct or indirect relationship that may place the Society in an ethically questionable or embarrassing situation
- Taken personal advantage of an opportunity that properly belongs to the Society
- Utilized Society property without approval

No employee may solicit for himself, a relative or a friend, and gift or favour from any organization or individual with whom the Society does business.

In case of doubt, the employee must refer the matter to their Manager/Supervisor or the Executive Director.

2.22 MEMBERSHIP REIMBURSEMENT

See Section 4: [PROFESSIONAL or COMPANY MEMBERSHIP REIMBURSEMENT, 4.2](#)

2.23 EXCLUDED EMPLOYEE WAGE APPROVAL

APPROVED: FEBRUARY 2005

POLICY:

The Executive Committee of the Board will approve the Executive Director's salary.

The Executive Director will approve excluded employee salaries.

PROCEDURES:

- The Executive Committee of the Board will review the Executive Director's salary annually
- The Executive Director will advise the Executive Committee of the Board of the excluded employee's salary grid, and the general annual wage increase

2.24 PAYROLL ADVANCES - EMPLOYEES

REVISED: SEPTEMBER 2015

APPROVED:

POLICY:

DCS is not able to provide employees with payroll advances.

2.25 OVERTIME, BANK AND FLEX TIME

See Section 4: [OVERTIME \(in-lieu\), BANK AND FLEX TIME, 4.26](#)

2.26 PAYROLL CHEQUES

APPROVED: FEBRUARY 2005

POLICY:

All employees paid through the payroll system at *Children's and Women's Health Centre* will receive their cheque by a direct deposit to their bank account biweekly.

All employees paid through the payroll system will receive a cheque notification outlining source deductions, rate of pay and hours of pay.

Manual cheques are processed only when appropriate supporting documentation is provided. Two (2) authorized signing officers must sign all manual payroll cheques. An authorized primary signature is required on all cheques.

PROCEDURES:

- All employees will be paid on a biweekly basis. There are twenty-six (26) biweekly pay periods in a year
- New and current employees' banking changes are to be sent to PHSA by the employee
- Any errors on the pay stub must be reported immediately to the Office Manager and Executive Director
- Corrections must be approved by the Office Manager and Executive Director
- Errors will be corrected on the next payroll report submitted to the *Children's and Women's Health Centre's* payroll department
- Employees who are terminating employment at DCS will have their final cheque disbursed to them from *Children's and Women's Health Centre* as mutually agreed upon
- *Children's and Women's Health Centre* will withhold authorized deductions from the employees' pay-cheque and remit these funds to appropriate agencies

2.27 REIMBURSEMENT OF BOARD MEMBERS' EXPENDITURES

APPROVED: FEBRUARY 2005

POLICY:

Board members of the Society will be reimbursed for approved expenses such as travel or "out of pocket" expenses, based on receipts or approved expense vouchers; signed by the President of the Board.

PROCEDURES:

Board members' expenses will be reviewed and approved by the President of the Board and submitted to the Executive Director for payment.

2.28 EDUCATION EXPENSES

APPROVED: FEBRUARY 2005

POLICY:

Deaf Children's Society of BC will reimburse employees for professional development which has been approved by the Executive Director.

PROCEDURES:

- Prior to enrollment in the course or seminar, the employee is required to obtain approval from the Executive Director. Upon successful completion or attendance of the course or seminar, the employee will submit a request for reimbursement
- If an advance is required, approval must be obtained from the Executive Director
- The percentage of reimbursement will be negotiated prior to commencement of the course or seminar

GUIDELINES:

Professional development, which is considered appropriate to an employee's position, will generally be reimbursed or paid for by the Society providing funds are available.

Reimbursement will be determined by the following:

- Student fees for courses will be reimbursable upon successful completion. Employees must support their request for reimbursement with proof of successful completion.
- Other educational events must be approved by the Supervisor/Manager or Executive Director in order to receive reimbursement.

2.29 MILEAGE

APPROVED: FEBRUARY 2005

POLICY:

This policy item attempts to clarify commonly asked questions regarding mileage payments. The points addressed below are issues on which the **Collective Agreement** is silent.

- *Deaf Children's Society of BC* pays mileage for employees, volunteers, peer mentors and practicum students who drive on *DCS* business (mileage rates are addressed within the Collective Agreement). *Claimable mileage does not include portal to portal.*
- If an employee goes directly from home to a *DCS* appointment, or directly from a *DCS* appointment to home, the employee would claim mileage from the office to the appointment, or from home to the appointment, whichever is less.
- Portal to portal may be claimed if called in on a schedule day off. This must be approved by Executive Director. Portal to portal may not be claimed if the employee has merely switched their day off to another day, or if the employee is choosing to come in on a day off upon their own inclination.
- Mileage may not be claimed to or from *DCS* social events.
- Mileage may not be claimed to or from medical or other personal appointments, whether or not the medical or personal appointment pertains to a *DCS* related WCB, ICBC or other claim.
- Mileage is claimed on the Mileage Expense Claim Form (available through the Administrative office)
- For reasons of accountability and auditing, the mileage claim must include:
 - The date on which the mileage was incurred
 - **The name of the family or individual, office or meeting attended**
 - The address or general location of the appointment (i.e. West 4th Av, or Surrey, or White Rock etc.). This can be omitted if the locations can be easily identified (i.e.: family home)
- Mileage must be claimed monthly and must be approved and signed by the Manager/Supervisor.
- A Manager/Supervisor has the discretion based on program and budgetary needs, to set limits on an employee's allowable mileage, provided the employee is not expected to drive more than the restricted mileage permits.
- **Long distance mileage (e.g., to an out of town meeting or training event) must be negotiated and approved in advance by the Executive Director.** *A long distance mileage claim may not exceed the cost of the least expensive, reasonable alternate mode of transportation, plus taxi or car rental costs if applicable.* If two or more employees are driving to the same meeting or event, they should car pool whenever feasible.

2.30 DAY-TIMERS / APPOINTMENT BOOKS

APPROVED: FEBRUARY 2005

POLICY: Employees may spend up to \$25 per year, per employee, on day-timers, appointment books, etc.. All day timers purchased by the Society will be returned to the Administrative Assistant at the end of the year in which they were used. They will then be disposed of through the office-shredding program for confidential documents.

PROCEDURES:

As a publicly funded agency, we have a responsibility not to exceed generally accepted spending limits within government or the private sector. We have an additional responsibility to ensure the privacy of our families.

2.31 CODE OF ETHICS – FINANCIAL PRACTICES

ADDED JUNE 2016

APPROVED: OCTOBER 2016

The Deaf Children's Society maintains a code of ethics with regard to the financial practices of the agency. As such:

- The financial practices of the Deaf Children’s Society will be done in compliance with all municipal, provincial and federal laws.
- All financial matters shall be conducted within the standards of commonly accepted financial management and accounting practices.
- The bylaws of the agency pertaining to financial practice will be applied.
- The financial management and accounting policies of the agency will be followed.
- Any changes to financial management or accounting policies will be reviewed for compliance with ethical practices.

2.32 MARKETING ETHICS

ADDED JUNE 2016

APPROVED: OCTOBER 2016

As of July 2015, DCS entered into a fee for service contract with the BC Family Hearing Resource Centre (BCFHRS), who is managing government funds for the purpose of early intervention services for deaf and hard of hearing children, birth to age 5. The bulk of funding for services relies on the terms of the contract between BCFHRS and DCS, which is influenced by government oversight. Contractual obligations notwithstanding, DCS retains the right to market services and programs being offered, whether funded by the government or by donations. DCS will at all times utilized ethical approaches to marketing the agency and the services/programs offered. To wit:

- Marketing activities are part of DCS’s accountability to the public
- All marketing efforts and activities will be conducted with dignity and respect for the privacy of those receiving services. Identities or likenesses of families or children receiving services – past or present- will not be revealed unless DCS has received express written permission from the individual families/parents/guardians.
- DCS will at no time misrepresent its purpose as an agency, nor will it mislead the public about the goals and purposes of the programs, services or outcomes expected.
- The marketing of DCS’s will be respectful of other agencies and individuals providing similar services and programs.
- Marketing activities will uphold the integrity of Deaf Children’s Society so as to merit the continued support and trust of the public, the funders, and donors.

SECTION 3: HEALTH & SAFETY

3.1 ORIENTATION TO HEALTH AND SAFETY PROCEDURES

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

It is the responsibility of the Health and Safety Committee personnel to ensure that new employees become familiar with the **Health and Safety Policy Manual** and follow its contents. Health and Safety Committee personnel are to complete a **Health and Safety New Employee Orientation Checklist** (sample attached) with each new employee. An orientation of Health and Safety procedures will include informing new employees the location of the following:

- Emergency exits
- First aid kit(s)
- Earthquake survival kit(s)
- Alarms
- Incident Report Forms
- Health and Safety Manual
- Fire safety Plan
- Identification of individual(s) with first aid certification(s)
- Complete **Emergency Consent Form**

New employees should be aware of the requirement to maintain a child-safe environment (e.g.: removing small toys from waiting area). New employees are encouraged to inform the Health and Safety Committee of health and/or safety concerns regarding their program site. Sample forms:



deaf children's society of b.c.

#200-7355 Canada Way
Burnaby, BC
V3N 4Z6

Phone: 604-525-6056 (voice)
604-525-9390 (tty)
Fax: 604-525-7307

HEALTH AND SAFETY COMMITTEE

NEW EMPLOYEE ORIENTATION CHECKLIST:

EMPLOYEE: _____ POSITION: _____

DATE OF HIRE: _____ DATE

COMPLETED: _____

Health and Safety Procedures		Initial
1.	Location of Emergency Exits, First Aid Kit, Earthquake Survival Kit and Alarms.	
2.	Identification of individual(s) with first aid certificate	
3.	Location of Incident Report Forms	
4.	Location of Health and Safety manual	
5.	Review:	
	Health and safety Practices	
	Identification of unsafe environmental factors	
	Emergency Procedures	
	Evacuation Procedures	
	Identification of Critical Incidents	
	Medication management, if appropriate	
	Reducing physical risks	
6.	Incident reports	
7.	Health and Safety Committee	
8.	Reporting procedure for abuse/neglect	

The above information has been explained, I understand and feel comfortable to complete assigned duties in the above areas.

Signed _____ Date _____

Supervisor _____ Date _____

**DEAF CHILDREN'S SOCIETY OF B.C.**

#200-7355 Canada Way
Burnaby, BC
V3N 4Z6

Ph: 604-525-6056
Fax: 604-525-7307
TTY: 604-525-9390

Emergency Consent Card:

Name: _____

Address: _____

Allergies/Medications: _____

Care Card Number (PHN):**Emergency Contacts:**

Name: _____ Phone: _____

Name: _____ Phone: _____

**DEAF CHILDREN'S SOCIETY OF B.C.**

#200-7355 Canada Way
Burnaby, BC
V3N 4Z6

Ph: 604-525-6056
Fax: 604-525-7307
TTY: 604-525-9390

Emergency Consent Card:

Name: _____

Address: _____

Allergies/Medications: _____

Care Card Number (PHN):**Emergency Contacts:**

Name: _____ Phone: _____

Name: _____ Phone: _____

3.2

HEALTH AND SAFETY EMPLOYEE STANDARDS AND GUIDELINES

REVISED: AUGUST 2015

APPROVED: OCTOBER 2016

POLICY:

The health and safety of all families, individuals and staff are a priority and adequate time will be provided for staff to address this issue so an optimal working environment is maintained.

PROCEDURES:

- All new employees will receive an orientation to health and safety practices. These will include information on the Health and Safety Committee, safety plans and safety equipment, and other information recommended by the committee. A **Health and Safety New Employee Orientation Checklist** will also be completed and signed by the Health and Safety Committee.
- The agency will maintain a Health and Safety Committee, which will meet on a regular basis. A Designate chair will head the committee and will be responsible for its operation.
- The Health and Safety Committee will be responsible for developing, implementing and monitoring safety plans related to security, bomb threats, infection control, earthquakes, fire drills, safety inspections and any other appropriate issues. The Committee will also develop and monitor other employee health and wellness standards.
- Members of the Health and Safety Committee who have an assigned role will be given appropriate orientation and training (funding will be provided to fulfill their duties).
- Health and Safety Committee members, who require First Aid Training to fulfill their duties at work, or on Health and Safety Committee, will be provided with certified training at the employer's expense. Employees are responsible for ensuring their training and qualifications are adequate and up to date. ECE Staff are required to recertify every three years.
- Any emergency situation as outlined in the policy on **3.38 Managing Critical Incidents** will be recorded on a **DCS Critical Incident Report** (sample attached) form and submitted to the Health and Safety Committee. The reports will be reviewed by the Health and Safety Committee on a regular basis and immediately forwarded to the Executive Director.
- A Health and Safety Manual will be maintained by the Health and Safety Committee and will be available to all programs.
- Health and Safety Committee minutes will be circulated to all committee members and be posted in a central area.

Staff members will ensure their personal emergency information is current. A central file will be kept in the office. This information is to be kept confidential.



deaf children's society of b.c.

Critical Incident Report

Please check all that apply:

Health and Safety Incident		Program Incident	
<input type="checkbox"/> Accident	<input type="checkbox"/> Medical Emergency	<input type="checkbox"/> Allegations of Abuse	<input type="checkbox"/> Subpoena served on staff
<input type="checkbox"/> Aggression/Assault towards staff	<input type="checkbox"/> Natural Disaster	<input type="checkbox"/> Aggression/Assault towards other than staff	<input type="checkbox"/> Suicidality of Client or Staff On-Site
<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Near Miss	<input type="checkbox"/> AWOL	<input type="checkbox"/> Threats towards professionals or individuals
<input type="checkbox"/> Communicable Disease	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Legal or Liability Threats	<input type="checkbox"/> Unplanned Disruption of Service
<input type="checkbox"/> Contact with Bodily Fluid	<input type="checkbox"/> Suicide Attempt on Site	<input type="checkbox"/> Medication Error	<input type="checkbox"/> Warrant for Arrest on Premise
<input type="checkbox"/> Criminal Behaviour On-Site	<input type="checkbox"/> Theft	<input type="checkbox"/> Near Miss	
<input type="checkbox"/> Death	<input type="checkbox"/> Threats or harassment toward staff	<input type="checkbox"/> Other	
<input type="checkbox"/> Fire	<input type="checkbox"/> Weapons	<input type="checkbox"/> Physical	

Distributed to:

☐ Executive Director

☐ Health and Safety Committee

Details of the Incident:

Date of Incident: (DD/MM/YY) _____ Time: _____

What happened? _____

Where? _____

Who was involved? _____

What did you do? _____

Critical Incident Report

Were there injuries? If yes, describe and was first aid given? _____

For stolen property, give serial number and case file number: _____

Who else was notified? (As appropriate, legal guardian, ambulance, fire, police, licensing...)

Name: _____ Role: _____ Phone Number: _____

Name: _____ Role: _____ Phone Number: _____

Name: _____ Role: _____ Phone Number: _____

Name: _____ Role: _____ Phone Number: _____

Signature of Reporting Person: _____ Name: _____

Signature of Supervisor: _____ Name: _____

Follow Up:

(This section is to be completed by the Health and Safety Committee.)

Recommended Corrective Measures:

Actions Taken:

Reviewed by: _____

Date: _____

3.3

THE HEALTH AND SAFETY COMMITTEE

APPROVED: NOVEMBER 2015

POLICY:

The Health and Safety Committee will assist in creating a safe place of work by recommending actions which will improve the effectiveness of the Health and Safety Program, and by promoting compliance with these regulations.

COMMITTEE MEMBERSHIP:

Not fewer than two regular members, who are employed with *Deaf Children's Society* and experienced in the types of work carried on within.

DETAILED DUTIES:

Without limiting the generality of the foregoing, the Committee will:

- Determine that regular inspections of the place of employment have been carried out and accident investigations have been made as required
- Recommend measures required to attain compliance with these regulations and the correction of hazardous conditions
- Determine that the structures, equipment, methods of operation and work practices are in accordance with these regulations
- Consider recommendations from the work force in respect to industrial health and safety matters
- Recommend implementation where warranted
- Hold regular meetings, at least semiannually, for the review of:
 - Reports of current accidents, industrial diseases, their causes and means of prevention
 - Remedial action taken or required by the reports of investigations and inspections
 - Any other matters pertinent to industrial health and safety
 - Record the proceedings of the Committee in a form acceptable to the Board
 - Post these minutes in the *DCS* staff room
- Conduct regular fire/emergency drills and annual staff training as well as maintain a record for these using the ***Safety Drill and Summary Review***.

RESPONSIBILITIES:

Chair:

The chair will:

- Arrange time and place of meetings
- Prepare the agenda
- During the meeting:
 - Follow the order of business
 - Ensure a conclusion is reached for each item
 - Keep the meeting on track by stopping irrelevant talk, so the agenda can be completed
 - Close the meeting on a constructive note

Secretary:

The secretary will:

- Issue notices of meetings
- Ensure all information and documents are available for use at meetings
- Take notes, prepare and distribute minutes
- Act as custodian of committee minutes and files of gather information requested by the committee

3.4

SAFE ACTS, SAFE CONDITIONS, SAFE PROCEDURES

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC requires all staff read the safety manual and be informed of its policies.

Both the employee and the employer are responsible for any and all of these. Check these lists. The lists are provided by WorkSafe BC as a guide to responsibility for workplace safety, as required by law.

MANAGEMENT RESPONSIBILITIES:

It is the management's responsibility to:

- Provide a safe workplace
- Ensure proper and adequate training of workers
- Conduct a comprehensive industrial safety program, which will include a safety policy and an accident investigation program
- Support supervisors in their safety activities
- Report critical incidents to *WorkSafe BC*
- Initiate an immediate investigation into the causes of accidents
- Provide adequate First Aid facilities
- Provide personal protective equipment where required

HEALTH AND SAFETY COMMITTEE RESPONSIBILITIES:

It is the Health and Safety Committee's responsibility to:

- Instruct new workers in safety procedures and provide safety rules
- Train all workers for tasks assigned to them and check their progress
- Ensure that only authorized, adequately trained workers operate machinery and equipment
- Ensure that equipment and facilities are properly maintained
- Enforce safety regulations
- Correct unsafe acts
- Identify troubled employees and follow up with interview and referrals when necessary
- Formulate safety rules and inspect for hazards
- Complete the ***On Site Health and Safety Committee Inspection Checklist***

WORKER RESPONSIBILITIES:

It is the worker's responsibility to:

- Know, and comply with, safety regulations affecting your job. All staff are required to sign the ***Personnel Orientation Checklist for New Employees*** acknowledging that they have read all DCS manuals, including the ***Health and Safety Manual***
- Follow safe work procedures and encourage your co-workers to do the same
- Report any unsafe conditions where necessary
- Report an injury immediately to a supervisor
- Make suggestions for improved safety conditions

If you have any questions, check with your supervisor regarding follow-up and directions. We also have access to an Industrial Safety Officer from *WorkSafe BC*.

3.5

HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

REVISED AUGUST 2015

APPROVED: OCTOBER 2016

PURPOSE OF THE COMMITTEE:

The Health and Safety Committee is made up of *Deaf Children's Society of BC* employees consulting in a cooperative spirit to identify and resolve health and safety problems in support of a planned occupational health and safety program in the place of employment.

DUTIES AND FUNCTIONS OF THE COMMITTEE:

The committee's responsibilities are to:

- Identify situations that may be unhealthy or unsafe for workers and advise on effective systems for responding to those situations
- Consider and expeditiously deal with complaints related to the health and safety of workers
- Consult with workers and the employer on issues related to occupational health and safety and occupational environment
- Make recommendations to the employer and to the workers for:
 - Improvements of the occupational health and safety of workers
 - Compliance with safety regulations and the monitoring of their effectiveness
 - Educational programs promoting the health and safety of workers
- Advise the employer on programs and policies required under the regulations for the workplace and monitor their effectiveness
- Advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of workers
- Ensure that incident investigations and regular inspections are carried out as required by regulation
- Participate in inspections, investigations and inquiries as provided by regulation
- When necessary, require information from the employer about:
 - Known or reasonably foreseeable health or safety hazards to which workers at the workplace are likely to be exposed
 - Health and safety experience and work practices and standards in similar or other industries of which the employer has knowledge
 - Carry out any other duties and functions prescribed by regulation

RECORDS:

The committee will keep accurate records of all matters that come before it by:

- Maintaining copies of its minutes for a period of at least 2 years from the date of the Health and Safety Committee meeting to which they relate. (**Note:** first aid records should be kept for at least 10 years; education and training related records should be kept for at least 3 years after the training session.)

MEETINGS:

Committee meetings will:

- Be held every 6 months
- If required, be held at the call of the chair
- Add procedures deemed necessary for the meetings

AGENDAS AND MEETING REPORTS:

- An agenda will be prepared by the chair and distributed to members prior to the meeting
- Minutes of the meeting will be prepared as soon as possible after the meeting, and will be made available to the Health and Safety Committee members and workers
- A copy of the minutes of each meeting will be posted promptly, in a place readily accessible to employees for whom this committee is responsible

COMPOSITION OF THE COMMITTEE:

The committee shall consist of 2 members, one member from each work site (Office, Preschool), ideally.

THE CHAIR:

The chair's duties entail:

- Ensuring the maintenance of unbiased viewpoints
- Reviewing previous meeting reports and material(s) prior to the meetings
- Arranging the agendas
- Arranging the meeting place and notifying members of the meeting
- Preparing meeting agendas and minutes
- Preparing recommendation(s), correspondence and forwarding this to the employer for a response
- Posting minutes for employees

TERMS OF OFFICE:

- Committee members will sit on the committee until unable to do so, at which time another DCS employee can volunteer to fill the position
- All members will arrange to have an alternate member attend meetings in their place, when they are unavailable to attend

RECOMMENDATIONS TO THE EMPLOYER GUIDELINES:

- Material needs to be directly related to health and safety
- Feasible and reasonably capable of being done
- Complete (employer will not need more information to make a decision)

RESOLVING DISAGREEMENTS WITHIN THE COMMITTEE:

- If the Health and Safety Committee is unable to reach agreement on a matter relating to the health or safety of workers at the workplace, the chairperson of the committee may report this to *WorkSafe BC*, which may investigate and attempt to resolve the matter.

AMENDMENTS:

These terms of reference may be amended by vote of the committee members.

3.6 DCS PRESCHOOL

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC Preschool staff (#207 – 4446 Watling St, Burnaby) are required to follow the emergency procedures outlined in the ***Health and Safety Manual***. **The Preschool will also follow and/or exceed the guidelines for safety of the licensing agency and of the Burnaby School district.**

3.7 FLOOR PLANS

REVISED: AUGUST 2015

APPROVED: OCTOBER 2016

POLICY:

A copy of the floor plan indicating the location of extinguishers and the fire alarms is attached below, and is posted by the entrance to each office. The floor plan also shows the evacuation routes, exit doors, and stairwells. It is the responsibility of each staff member to know his/her evacuation procedure and where the assembly point is.

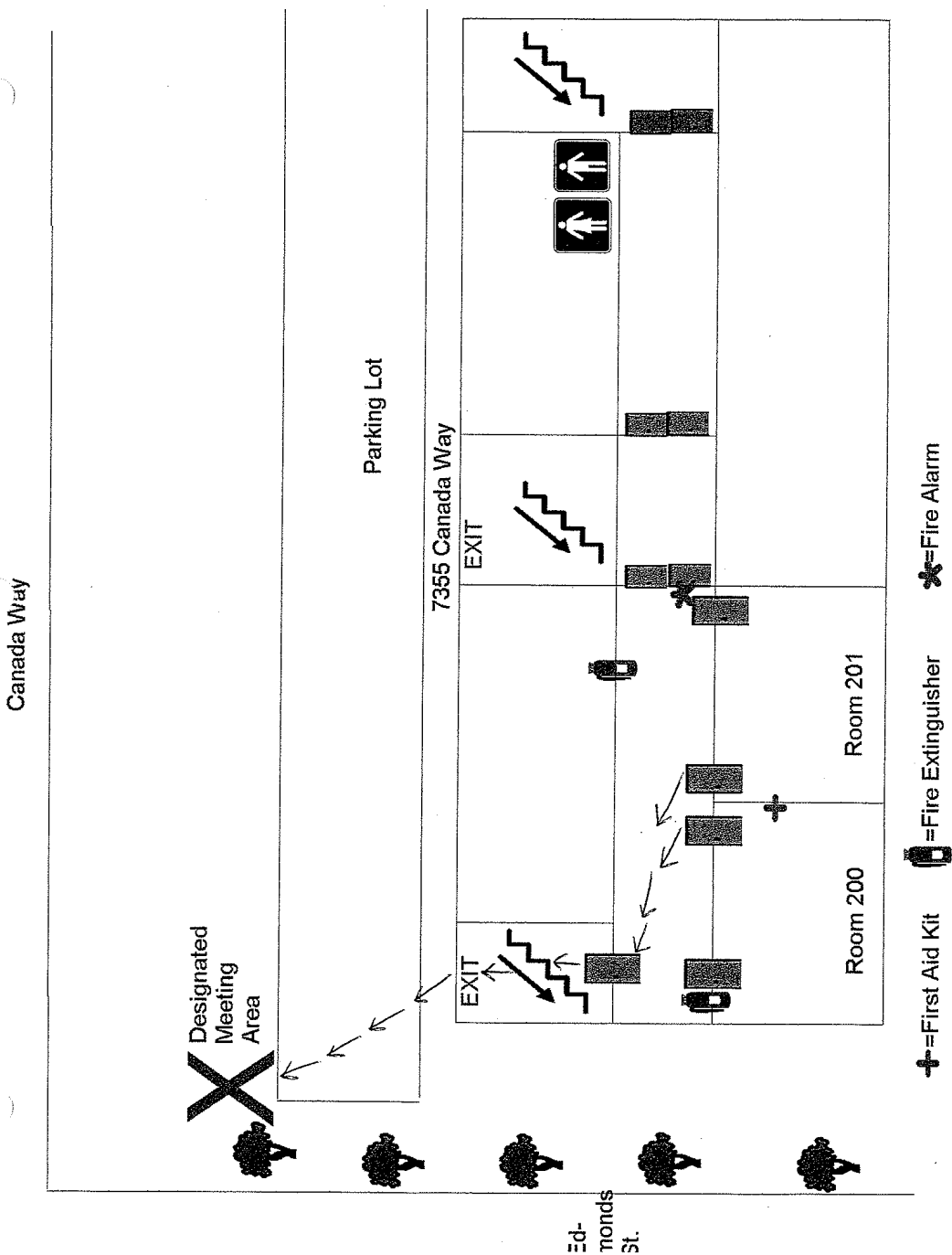
If instructed to evacuate, assemble in the designated area, which should be:

- Free of underground gas lines
- Clear of overhanging hazards (telephone wires, etc..)
- Safe from any risk of flying debris

Assemble clear of fire hydrants and watch street traffic, particularly responding emergency vehicles, and wait for further directions from the Executive Director or designate.

NO PERSON IS EXEMPT FROM EVACUATING THE BUILDING

ROUTE SAMPLE NEXT PAGE:



3.8 FIRE/FIRE DRILLS

REVISED: AUGUST 2015

APPROVED: OCTOBER 2016

PROCEDURES:

If you discover a fire or see smoke, operate the nearest fire alarm pull station and warn persons nearby. If you hear the fire alarm, all staff and individuals should react as if it is an emergency and use the following procedures:

- Use the fire extinguisher **ONLY** if the fire is small and not between you and an exit

- Walk quickly via your designated exit and to the assigned assembly point
- Move away from exterior doorways to allow progress of those following
- Assemble in the designated area
- Keep the area free for Fire Department operations
- **Do not** cross the streets in heavy traffic

Staff are responsible for evacuating individuals or groups they are with at the time of the alarm. Designated staff will check to ensure that:

- All individuals and staff have vacated the program areas
- Personnel do not re-enter the building without the permission of the Fire Department

The Executive Director or designate will assume control over all emergencies and will report to the Fire Department and wait for directions.

EXITS:

Familiarize yourself with the two nearest exits and the fire emergency doors. Throughout the building there are red **EXIT** signs over the exit doors. Also familiarize yourself with the evacuation routes/floor plans posted for your area. These are located at various strategic locations in all buildings.

MANUAL FIRE ALARM STATIONS:

Fire Alarm Stations are coloured red and are located at or near the regular exits, fire exits, or in other visible areas.

Refer to the floor plans for locations of alarm stations.

EXTINGUISHERS:

Extinguishers hang on the walls and are located throughout the building for the use of all personnel.

Refer to the floor plans for locations of extinguishers.

FIRE DRILLS:

Staff members will be advised one week in advance of fire drills. A **Safety Drill and Review** report will be made of the drill, time of complete evacuation and any recommendations for improvement. This report will be kept by the Health and Safety Committee.

Fire drills are to be carried out on an annual basis.

FIRE EMERGENCY NUMBER

9 1 1

3.9 EARTHQUAKE DRILLS / SURVIVAL KITS

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

OCCUPANTS OF THE BUILDING WILL NOT BE FOREWARNED: THE SHOCK OR TREMOR WILL PROVIDE THE ONLY WARNING
PROCEDURES:

The following action should be taken in the event of an earthquake:

- Take immediate cover under tables, desks or other objects that will offer protection against flying glass or debris
- Assume the **DUCK AND COVER** position:
 - Crouch down. This will protect your internal organs
 - Place your hands on the back of your neck
 - Keep at least 15 feet away from windows to avoid flying glass
 - Step under a doorway
 - Do not stand under light fixtures
 - Remain in the **DUCK AND COVER** position until the shaking stops
 - Count to 60 and slowly stand up, checking for any potential danger overhead (fallen light fixtures, cables, etc.)
- If you are outside, stay clear of buildings and wires that could fall on you
- **DO NOT USE ELEVATORS.** If you're in an elevator when an earthquake happens, hit all the floor buttons and get out when you can
- After a major shock, do not light matches or turn on light switches until you are sure there are no gas leaks or flammable liquids
- If fire occurs, pull the nearest fire alarm station
- Take your pack of emergency supplies with you
- **Do not run outdoors**
- Watch for falling debris or electrical wires when leaving the building
- Proceed to a safe area away from the danger of being struck by falling glass, brick, electrical wires, or other hazardous objects
- Assemble in a group so that attendance can be taken
- Notify First Aid attendants immediately upon discovery of a casualty
- Reserve telephones for emergencies only
- Report any missing persons to the Executive Director or designate, who will inform Search and Rescue
- Keep calm

TRACKING EVACUEES AFTER AN EARTHQUAKE:

The confidentiality policy will be superseded by the urgency of the situation. If someone wants to know if a client was at the premises, we will inform them of the client's status by:

- Making a note and submitting this to the designated supervisor
- Specifying who made the enquiry and when

TWENTY-FOUR HOURS AFTER THE EMERGENCY:

Client information will only be released to the identified emergency contact person, or an appropriate authority.

- Try to remain calm and help others
- Remember, additional shocks or tremors may occur

For Evacuation procedures, see **3.25 Evacuations**

POST- EARTHQUAKE:

- Wear sturdy shoes, gloves and protective clothing if there is debris, particularly broken glass
- Place a HELP sign in window(s) if you need extra assistance, or use a loud whistle if you have one in your emergency kit
- Don't flush toilets if you suspect nearby sewer lines are broken
- Turn on a battery powered radio if you have one, and listen for emergency broadcast instructions
- Don't use the telephone, except in an extreme (life threatening) emergency
- Don't use your vehicle, except in an extreme emergency
- Stay at least 10 meters away from downed power lines
- Avoid waterfront areas because of the threat of tsunamis (a tidal wave)

EARTHQUAKE DRILLS:

Staff members will be advised one week in advance of Earthquake Drills. A ***Safety Drill and Review*** (sample attached) report will be made of the drill, time of complete evacuation, and any recommendations for further improvement. This report will be kept by the Health and Safety Committee.

Earthquake drills are to be carried out on an annual basis.

EARTHQUAKE KIT INVENTORY:

- Flashlight and batteries
- Crowbar
- Hardhat
- Work gloves
- Radio with batteries
- 10 emergency blankets
- Water
- 12 boxes of Kleenex
- Roll of toilet paper
- Disposal bags (Ziploc and diaper bags)
- 20 granola bars
- Pad of paper
- 2 Sharpie pens
- First Aid Kit

Sample Safety Drill and Review form, next page.

HEALTH AND SAFETY COMMITTEE

SAFETY DRILL AND SUMMARY CRITIQUE

Type of Drill (Please check appropriate box):

- ☐ Earthquake
- ☐ Medical Emergency
- ☐ Bomb Threat
- ☐ Power Failure
- ☐ Fire
- ☐ Violent Situation

Date of Drill: _____

Time of Drill: _____

Evacuation Time: _____

Address of Drill: _____

Summary of Drill: _____

Recommendations for Improvement: _____

3.10 POWER FAILURE

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

PROCEDURES:

In the event of an unexpected power failure, the Executive Director or designate will:

- Determine if the power failure is a result of a major outage or is a result of a tripped breaker or other cause (i.e., fire)
- If power failure is a result of fire – follow fire procedures
- If the power failure is a result of short duration (30 minutes or less), return to normal activity when power is restored
- If the power failure lasts longer than 30 minutes, escort individuals to main door.
- Power failures exceeding 30 minutes require the completion of a **DCS Critical Incident Report**

In preparation for a power failure, the following should occur:

- Clearly marked signage to indicate building exits should be installed
- Check all lights on exit signs during regular building inspections to insure they are operational
- Place emergency tape on stairwells and door handles
- Equip each office with a flashlight

3.11 BOMB THREAT / DRILLS / PREVENTION

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

INFORMATION:

Bomb threats are usually received by telephone or sometimes by note or letter. Most threats are made by callers whose intention is to create an atmosphere of anxiety and panic. The following procedures have been adapted from similar procedures utilized by the *Vancouver School Board*, *Vancouver City Hall*, and many large corporate buildings in Vancouver. This information is equally applicable outside of Vancouver.

POLICY:

All bomb threats must be taken seriously.

PROCEDURE:

BOMB THREAT CALL:

The person receiving the call should immediately notify a person in authority:

- Alert a nearby staff member that a threat is being received
- Wave your arm at the staff member and write the message on a piece of paper so as not to alert the caller
- Have that person immediately notify the Executive Director or designate

If no one is around at the time of the call, wait until the caller has hung up, call **911 (police)** and then notify the Executive Director or designate.

Remember to be calm and courteous and to listen carefully. Attempt to keep the person on line and acquire as much of the following information as possible:

- The exact location of the bomb
- The type of bomb
- Where the bomb is or is going to be planted
- The time the bomb is set to detonate, etc.
- A description of the caller:
 - Male or female voice
 - Adult or juvenile
 - Affiliation with a political group

- Any information that can be derived, etc.

Place close attention to background voices, noises or anything else which may give a clue as to who may be calling and from where.

- Does the call sound local or long distance?
- What kind of voice does the caller have?
 - Loud, deep, intoxicated, etc.?
 - Is his/her speech fast, distorted or slurred, etc.?
 - What kind of language is the caller using?
 - Does the caller have an accent?
 - What sort of manner does the caller have?

Keep a copy of the **Bomb Threat Suspect Form** (example of form on page 52) in your desk at all times and use it while screening a bomb threat call. Information received should be carefully recorded and forwarded to the proper authorities.

WRITTEN BOMB THREAT:

Preserve the letter or card for further investigation by the proper authorities.

AFTER RECEIVING A BOMBTHREAT:

- Immediately contact 911 (police)
- Follow the instructions of the authorities
- Advise Executive Director of the incident
- File an incident report

The Executive Director may decide on one or all of the following courses of action:

- Full evacuation
- Partial evacuation, or
- No action

EVACUATION:

If an evacuation is ordered, follow evacuation procedures in **3.25 Evacuations**

IF A DEVICE IS FOUND:

If a real or suspected device is found:

- DO NOT TOUCH, ATTEMPT TO REMOVE, OR DISTURB
- Evacuate the building and trip the fire alarm on your way out.
- Call 911. Allow the proper authorities to manage the situation.
- File critical incident report.

BOMB DRILLS:

Staff members will be advised one week in advance of Bomb Drills. A **Safety Drill and Review** report will be made of the drill, time of complete evacuation and any recommendations for improvement. This report will be kept by the Health and Safety Committee.

Bomb drills are to be carried out on an annual basis.

BOMB PREVENTION:

Safety procedures, if properly adhered to, can either prevent or make it difficult for a perpetrator to plant a bomb or otherwise make a search much easier to conduct. Be aware of:

- Strangers acting suspiciously

- Unknown or unauthorized people
- Exterior doors which are not required for business purposes. These doors should be kept locked to prevent any unauthorized entry
- Interior lockers, closets and storage areas. These areas should be kept locked
- Rooms not in use. These should always be locked
- Of boxes and packages accumulating on tops of filing cabinets or in the corners of office floors
- Interior trash cans, waste baskets, etc. these should be dumped frequently
- Steps should be taken to safeguard the building against sabotage by a local dissident or by a disgruntled employee
- Acts of sabotage could also be committed during times of labour strife

To guard against damage, staff must protect their most vulnerable points by:

- Properly securing all volatile materials
- Keeping the facilities in good repair to prevent accidents
- Checking fire protection devices regularly
- Maintaining a good liaison between workers
- Maintaining adequate lighting, both inside and outside the building

BOMB THREAT SUSPECT FORM

HOW RECEIVED:

- | | |
|---------------------------------|------------------------------------|
| <input type="checkbox"/> Phone | <input type="checkbox"/> In Person |
| <input type="checkbox"/> Letter | <input type="checkbox"/> Other |

TIME RECEIVED: _____

TIME TO GO OFF: _____

DATE: _____

CALLER:

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

VOICE:

- | | | |
|--------------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Loud | <input type="checkbox"/> Slurred | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stuttered | <input type="checkbox"/> Other |
| <input type="checkbox"/> Articulate | <input type="checkbox"/> Profanity | |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Pressured | |

BACKGROUND:

- | | | |
|----------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Other voices | <input type="checkbox"/> Whistles |
| <input type="checkbox"/> Quiet | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Horns |
| <input type="checkbox"/> Party | <input type="checkbox"/> Trains | <input type="checkbox"/> Construction |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Sirens | |
| <input type="checkbox"/> Other | | |

LOCATION OF DEVICE: _____

NAME OF CALLER: *(if disclosed)* _____

ADDRESS OF CALLER: *(if disclosed)* _____

WHY DEVICE WAS PLANTED: _____

MANIFESTO READ OR ALLUDED TO: _____

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

If yes, use back to indicate general intent

SIGNED: _____

DATE: _____

3.12 VIOLENT INDIVIDUALS

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

PROCEDURES:

There is the possibility that some individuals may exhibit violence. Staff are cautioned to be aware of areas where potentially violent encounters may occur. These areas include:

- Inside waiting/reception areas
- Hallways
- Individual offices
- Main entrances outside of the building
- During home visits

Staff are encouraged to address personal safety in the event of a violent outburst or threat of violence. When in doubt, assume that the encounter could become violent and exercise the following safety procedures:

- Do not permit the waiting area to become crowded; the more people, the greater chance for violence
- Avoid having your back turned to the person
- Maintain an escape route
- Keep the office door unlocked so others can get in to help you if you are in trouble
- Remove all potential weapons in the waiting room areas, including:
 - Letter openers
 - Desk message spikes
 - Any item that could be used as a club or a weapon

HOME VISITS:

Develop your own safety plan and exercise the following precautions when carrying out home visits:

- Inform office staff of where you are going and when you expect to return
- Scan the neighbourhood (i.e., park your car facing the exit street in a cul-de-sac) and when approaching the client's home, be alert and aware of your surroundings
- Keep your car keys easily accessible and, if possible, carry a personal alarm
- Leave if you fear for your safety
- Maintain an escape route
- If a situation develops at a home visit that may escalate into something more violent or dangerous (e.g.: arguments), staff must remove themselves from the home. Staff must report this early departure to the Executive Director and write a report documenting the situation and outlining the events that support their reason for leaving.

3.13 ASSAULTIVE BEHAVIOUR

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

Every effort will be made to de-escalate a volatile or threatening individual or visitor. If an individual or visitor (other than a small or pre-adolescent child) assaults another individual staff or visitor, **911 (police)** should be called immediately. If physical harm is imminent, staff may have to intervene physically or use physical restraint to maintain safety.

PROCEDURES:

All staff will be familiarized with approved de-escalation techniques such as non-violent crisis intervention as part of their job orientation.

Whenever possible, the option of calling in additional staff should also be considered before the situation escalates to the point of calling the police. The Supervisor or Executive Director can, at any time, be called for consultation.

ESCALATION TO POTENTIAL VIOLENCE:

If another staff member is close by, enlist help in a non-threatening way. Often the presence of another staff member will prevent violence.

- If sitting, stand up slowly
- Tell the angry/potentially violent individual that you see they are angry and that this may not be the right time to address their concerns
- Negotiate a mutually convenient time to talk about their issues

If there isn't another staff member close at hand:

- Remain standing and back away from the other person
- Open the office door, if possible
- Tell the individual that you are not able to provide the answer they want and you are going to call someone who may be able to help
- Leave if you fear for your safety

THREATS OF PHYSICAL VIOLENCE:

No untrained person, including staff, should attempt to disarm a violent person.

- Stand up slowly, back away and remain standing
- Allow the violent individual a clear path of escape
- If it is safe to do so, Dial **911 (police)** and report that an individual has threatened violence at your site and you need immediate assistance
- Allow authorities to manage the situation. Follow all directives of the authorities
- Pay close attention to the physical description of the person in order to assist police
- When safe to do so, attend to any injured person(s)
- Complete a **DCS Critical Incident Report**

If you suspect that the individual has a concealed weapon, or if a co-worker/arbitrator is being assaulted, **immediately contact 911 (police)** and leave the immediate area to advise your supervisor. If a weapon is involved, the supervisor should notify the Executive Director.

If staff or their families continue to feel troubled by the assault, they will be encouraged to seek further assistance from the **Employee and Family Assistance Program** for further counseling regarding the incident. This is offered at no charge through DCS resources, or we will assist the family or individual in obtaining counseling elsewhere.

Pamphlets containing information about the **Employee and Family Assistance Program** are located on the staff room bulletin board. **EFAP** (Employee and Family Assistance Program) **604-872-4929** **1-800-505-4929**

3.14 INTOXICATED OR IMPAIRED PERSONS

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

PHILOSOPHY:

Alcoholism and drug dependency are viewed as conditions requiring treatment.

POLICY FOR PERSONS SERVED:

Individuals who arrive at a DCS office, or at any DCS program, under the influence of alcohol, illegal drugs or other substances, will be asked to leave the building and return or reschedule their appointment when no longer impaired. If the individual refuses to leave, the **RCMP 911 (police)** may be called to assist.

Staff, who go out on a home visit or an appointment to meet a family in the community, will leave or reschedule the appointment if the client is under the influence of alcohol, illegal drugs or other substances.

If staff are not certain whether an individual has taken more than a safe limit, or if staff are uncertain about a potentially unsafe drug combination, call **Poison Control** or **911 (police)**. When in doubt, err on the side of caution.

NOTE:

Staff should be aware that other medical conditions or circumstances may appear similar to substance impairment (e.g., diabetes, hypoglycemia, Huntington's disease, stroke etc.).

An ambulance must be called under any of the following circumstances:

- Loss of consciousness
- Difficulty breathing
- Incoherence
- Disorientation
- Hallucinating
- Not recognizing staff
- Unsure of surroundings

PROCEDURE:

If staff are concerned for the safety of the impaired individual, self or others, they should use their professional judgment to decide whether to send the individual home in a taxi, or whether to call an ambulance or the police for assistance. Under no circumstances will staff jeopardize their own or others' safety.

Under all of the above circumstances, the individual will be told the reason they are being asked to leave or that their appointment has been cancelled. The incident will be debriefed at the next appointment time or counseling session and if relevant and the individual is open to the idea, an appropriate referral will be made to deal with any alcohol or drug issues (assuming the individual is not already in alcohol or drug counseling).

If the individual surrenders his/her keys, inform the individual that their keys will be returned when the individual returns sober.

Individuals operating a motor vehicle will be asked to hand over their keys. If they refuse and proceed to operate the motor vehicle, notify the police of:

- The license plate number
- Car description
- Individual's name
- Direction the individual was proceeding

Individuals who arrive at *DCS*, or show up for appointments, in a state of prescription/non-prescription medicinal drug impairment will be managed similarly to the above and may be taken to their doctor or a hospital emergency ward for evaluation. Complete a ***DCS Critical Incident Report***.

3.15 DISRUPTIVE BEHAVIOUR

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

Personnel will use the least intrusive interventions needed to ensure the safety of other individuals and staff.

PROCEDURES:

When dealing with potentially disruptive persons or dangerous situations, staff should use the following levels of intervention as a guide:

- Speak calmly and request in an assertive manner that the behaviour stop
- Guide the disruptive person away from others

- Request that the individual leave if non-compliant
- Call for backup from other staff in the vicinity
- Call **911 (police)** if necessary, and in such a way so as not to escalate the situation
- Do not endanger yourself or others through the use of physical interventions, unless:
 - There is a risk of immediate danger to a person
 - You have been trained appropriately
 - There is a high likelihood of success
- When an illegal act has occurred, the police must be contacted, even if the party(ies) has/have left
- File a **DCS Critical Incident Report** as soon as possible after the intervention

3.16 ROBBERY/THEFT

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

PROCEDURES:

In the event of a robbery:

- Do exactly as the robber indicates
- Do not argue, fight, use weapons or attempt to chase or follow the robber
- Once the robbery is over, immediately lock the door and advise the Executive Director
- Call **911 (police)**
- Stay out of the area where the robbery occurred until the police arrive
- Provide written statements to the Police Department
- File a **DCS Critical Incident Report**

3.17 WEAPONS

APPROVED: OCTOBER 2016

POLICY:

Any object that has been designed for use as a weapon is prohibited within all *Deaf Children's Society of BC* programs. Objects which are employed in such a way that threaten the safety of self or others will be confiscated by staff.

PROCEDURES:

- Utilizing professional judgment, confiscated weapons will be turned over to the police, parents or guardians
- Confrontations involving weapons or accounts of individuals in possession of a weapon will be reported to the police
- Any individual known to be in possession of a weapon (other than the police) will not be permitted admittance into a *DCS* facility
- File a **DCS Critical Incident Report**

3.18 STAFF WORKING ALONE ON SITE

APPROVED: OCTOBER 2016

POLICY:

For all meetings with families, *DCS* staff are expected to exercise reasonable caution. **Under no circumstances are *DCS* staff expected or permitted to take any unreasonable safety risks.**

PROCEDURES:

Staff, who may be required to work alone or in an isolated area, have the following options to ensure their safety:

- Checking in and out with reception

- Notifying other staff and, if possible, have two staff scheduled at the same time
- Carrying a panic button (where available) if you are alone

If staff have concerns about working alone or working in isolation, they should express these concerns to their supervisor so that a remedy can be sought.

3.19 OFF SITE / HOME VISITS

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC staff are expected to exercise reasonable caution to avoid placing themselves at risk in the process of carrying out their job. Under no circumstances are *DCS* staff expected, or permitted, to take unreasonable safety risks.

PROCEDURES:

For out of office meetings with families, staff must assess the specific risks of a given situation and follow a safe plan for intervention.

- Staff are to avoid home visits to households where it is suspected that volatile or unsafe individuals may be present. In such cases, meetings should take place at the office, when other staff are in the building, or hold the meeting in a public place.
- If there is reason to be uneasy or concerned about a home visit, staff should:
 - Notify his/her supervisor regarding the expected length of stay and/or
 - Request the supervisor accompany them on the visit, or
 - Provide an additional staff member to accompany them.
 - Make a plan with each other to check in after the anticipated length of the visit
- Each *DCS* program where staff have out of office meetings with families, will develop a written sign out procedure for all staff, which will include:
 - Where staff is going
 - Family's name, address and telephone number
 - Name and telephone number of the office you are visiting (if applicable)
 - Community location
 - Estimated time of arrival at appointment
 - Expected time of return

All program staff will have a cell phone or pager available, which can be borrowed by staff to enhance safety in unpredictable or unknown situations.

Staff who work off-site must keep their on-file office schedule current.

3.20 FIRST AID KITS

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC will ensure that each worksite is equipped with a complete first aid kit that will be kept in a location that is known and accessible to staff.

A First Aid Kit is located under the table under the window in the reception area of the Main Office.

The contents of the First Aid Kit will include:

- Band aids
- Latex gloves – 6 pairs
- 2" gauze pads – 14
- 4" gauze pads – 2
- 3" gauze pads – 12
- Triangular bandages – 4
- Advil – 24
- Extra Strength Tylenol – 24
- Thermometer
- Antiseptic wash
- Disposal bags (diaper bags)
- Vaseline
- Calamine lotion
- Sunscreen
- Scissors – 2
- Tweezers
- Alcohol swabs
- First aid tape – 2
- Eye patches – 6
- Safety pines – 24
- Needles – 20
- Hydrogen peroxide
- 2" tensor bandages – 3
- 3" tensor bandages – 3

Health and Safety Committee will ensure that the first aid kits are properly stocked and maintained.

3.21 MEDICAL EMERGENCIES

APPROVED:

POLICY:

In order to ensure the safety of all staff and families, an individual trained in basic First Aid will be available. Staff requiring First Aid assistance can contact **St. Mathews Daycare**, located in room 103 (**telephone 604-527-1031**)

Preschool staff will be trained in *Safety Oriented First Aid – Emergency Child Care*. Staff will make an effort to be aware of any client medical problems.

An **Emergency Medical Consent Card** must be completed by staff members and will be kept in a locked file in the administrative office.

PROCEDURES:

In the event that someone in the building is hurt or becomes ill, the staff person or volunteer discovering the injured/ill person will:

- Assess the criticalness of the situation
- Alert the individual with the First Aid certificate

Where the illness/injury appears to be minor:

- Use supplies from the medical kit to apply First Aid
- Arrange to transport the individual to further medical care if needed
- Contact the parent/guardian where the injured/ill person is a minor and advise them of what has occurred

If supplies are used from the First Aid Kit, the person using these supplies must advise the Health and Safety Committee, who have the responsibility to ensure the completeness of the supplies in the kit. If the person is a client, record the incident in their file.

Where the illness/injury appears to be major:

- **DO NOT** transport; Emergency Medical Services **MUST** be called **911 (ambulance)**
- The first person on the scene should NOT move the injured person unless there is imminent threat of further injury
- Call **911 (ambulance)** and advise them of the particulars of the medical emergency
- Wait with the injured person until medical emergency personnel attend, assessing the situation and directing further action
- If the injured/ill person is a minor, the staff person will accompany the minor to the medical treatment site
- Contact the guardian/parent or emergency contact listed

The attending staff member is to complete a **DCS Critical Incident Report**. If the injured person is a client, a copy of the **DCS Critical Incident Report** should be forwarded to their supervisor.

If the incident was of a traumatic nature for child, family, staff or visitors, follow procedures as outlined in **3.39 Critical Incident Debriefing**.

3.22 DEATH

APPROVED: OCTOBER 2016

POLICY:

The suspected death of a staff member, client or member of the public will be treated as a medical emergency until that person has been pronounced dead by a medical doctor. Staff, or the person finding the body, will immediately call **911 (ambulance)** for assistance and, if required, begin Artificial Respiration or CPR if knowledgeable.

Once the emergency response has been initiated, the staff member will:

- Notify the program supervisor or designate
- File a **DCS Critical Incident Report**

3.23 INFORMING EMERGENCY CONTACT

APPROVED: OCTOBER 2016

POLICY:

The emergency contact will be informed if a staff member is involved in a medical emergency

PROCEDURES:

All staff will fill out an **Emergency Consent Card** providing the names and phone numbers of an emergency contact along with information of any medical conditions that need to be known in the event of an emergency.

This confidential information will be kept in the administrative office and be accessible by all staff during an emergency situation.

3.24 SUICIDE AND SUICIDE INDICATORS

APPROVED: OCTOBER 2016

POLICY:

Staff at *Deaf Children's Society of BC* may work with a client or staff member whose behaviour signals the presence of suicide potential. It is important that all DCS staff are familiar with indicators, risk factors, types of questions to ask and community resources to deal with suicide.

Any suicide in progress on site is to be treated as a medical emergency. Any individual at high risk for suicide shall be provided with services to ensure their safety.

Potential suicide is always a reason to break confidentiality in order to seek assistance for the client or staff.

PROCEDURES:

Where an individual has been determined to be a high risk for suicide, the staff will make every effort to ensure the safety of the individual by referring to the emergency department of the local hospital.

Where an individual has been determined to be a low risk for suicide, the program staff will make every effort to ensure the safety of the individual by referring to *Mental Health Services* for a further evaluation.

HANDLING SUICIDE SITUATIONS:

Where a suicide has been attempted and physical harm has resulted, the staff member will immediately follow the procedures that are required under critical incident by:

- Providing the required medical assistance available within the agency
- Contacting the required external agencies for any additional assistance
- Ensuring that all parties involved are aware that the person constitutes a suicide risk
- Ensuring the well-being of other individuals and staff
- Notifying the appropriate parties (i.e., the program supervisor or designate)
- Filing a **DCS Critical Incident Report**

Where a suicide attempt has been made, resulting in death, the staff member will immediately follow the directions provided in the policy on Death.

Where the suicide attempt has not resulted in physical harm, the staff member will immediately:

- Ensure that all parties involved are informed that the person constitutes a suicide risk
- Ensure the well-being of other individuals and staff
- Notify the appropriate parties
- File a **DCS Critical Incident Report**

Anyone who is threatening suicide shall be taken seriously and an appropriate short term plan will be made, dependent on the degree of risk, to ensure the person's safety. This plan can include:

- Calling **911 (police/ambulance)** if necessary
- Informing the emergency contact
- Referral to appropriate resources

Suicide threats do not constitute a critical incident, but do require an assessment as noted above.

SUICIDE INDICATORS:

SUICIDAL BEHAVIOUR FROM THE CRISIS INTERVENTION AND SUICIDE PREVENTION CENTRE OF BRITISH COLUMBIA:

- Eight out of ten people who kill themselves have given definite clues as to their intentions.
- Suicidal people are often undecided about living or dying. They often give clues and then "gamble" on whether or not they will be saved.

Emotional Clues

- Depressed and sad
- Mood change (depressed to elated or vice versa)
- Tearful
- Sullen
- Quiet, withdrawn
- Inability to concentrate, agitated
- Feelings of hopelessness, worthlessness, self-hate

Behavioural Clues

- Sudden change in behaviour
- Giving away favourite possessions
- Drug and/or alcohol abuse
- Thanking people for their kindness, settling affairs, tying up loose ends, writing good-bye letters
- Previous suicide attempt by themselves or family members or friends

Physical Clues

- Loss of interest in appearance
- Loss of interest in friends, activities, and/or intimate (or sexual) relationships
- Loss of energy
- Poor sleep habits (either sleeping all the time, or hardly every sleeping)
- Weight gain or loss

Verbal Clues

- No longer communicating effectively with others
- Speaks of not being here in the future: e.g. "They'd be better off without me" or "You won't have to worry about me much longer"
- A noticeable absence of any future in conversation
- Asks questions about dying
- Talks openly about suicide
- Talks of issues related to sexual or gender identity; in particular concern about being gay/lesbian
- Talks of identity or cultural conflicts that lead to beliefs such as, "I don't know who I am", or "I'm different and don't fit in anywhere"

3.25 EVACUATIONS

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC has not been deemed an essential service. **In the event of a disaster, DCS will cease operation.**

PROCEDURES:

Familiarize yourself with the two nearest exits and the fire emergency doors. Throughout the building there are red **EXIT** signs over the exit doors. Also familiarize yourself with the evacuation routes/floor plans posted for your area. These are located at various strategic locations in all buildings.

In the event of a natural disaster (earthquake, flood etc.), Bomb Threat, Fire or Utility Failure, the Executive Director will advise all supervisors of the situation and alert the custodian and other tenants of the building.

Staff are responsible for evacuating individuals or groups they are with at the time of the alarm. Designated staff will check to ensure that:

- All individuals and staff have vacated the program areas
- Personnel do not re-enter the building without the permission of the Fire Department

EVACUATING:

- The Executive Director will advise all supervisors of the situation, alert the custodian and other tenants of the building
- Check all exits and stairs prior to evacuation
- Walk quickly via your designated exit and to the assigned assembly point. **DO NOT USE ELEVATORS**
- Move away from exterior doorways to allow progress of those following
- Assemble in the designated area
- Keep the area free for fire department operations
- **Do not** cross the streets in heavy traffic
- Proceed to a safe area away from the danger of being struck by falling glass, brick, electrical wires, or other hazardous objects
- Assemble in a group so that attendance can be taken
- Notify First Aid attendants immediately upon discovery of a casualty
- Report any missing persons to the Executive Director or designate, who will inform Search and Rescue
- Keep calm and proceed to the nearest temporary shelter

Temporary Shelter:

Eastburn Community Centre

7435 Edmonds St

604-525-5361

3.26 CHILD ABUSE PREVENTION AND REPORTING

APPROVED: OCTOBER 2016

POLICY:

Under the ***Child, Family and Community Service Act***, all individuals, including staff members, have a legal duty to report child abuse or neglect. Failure to make a report is an offence.

Social Workers at the *Ministry for Children and Families* are responsible for investigating reports that a child may be in need of protection, and to make decisions about taking a child into protective custody. The duty to report suspected abuse overrides the confidentiality in your relationship with the parent/caregiver and child.

Staff should take care not to disclose information about the suspected neglect or abuse to anyone but the preschool supervisor, family support worker and social worker that the report is made to. If a parent/caregiver approaches the staff with an allegation of abuse, tell the parent/caregiver that he or she must contact a social worker to make a report because the legal obligation to report lies with the person who has the knowledge of suspected abuse.

DEFINITION OF ABUSE:

- Abuse is defined as a violation of the rights, dignity and worth of a child and can be of a physical, sexual and/or emotional nature.
- Child abuse involves the misuse of power.
- Physical abuse is using physical force or action that results, or could result, in injury to a child.
- Neglect is the failure of caregivers to provide a child with his/her basic needs (food, clothing, adequate shelter, supervision and medical care) to the extent that the child's health or safety is threatened.
- Emotional abuse is hurting a child's feelings to the point of damaging their self-respect, including verbal attacks on the child, insults, humiliation or rejection.
- Sexual abuse occurs when a child is used by someone else for sexual stimulation or gratification, and takes place when people take advantage of the authority and power that they have over a child.
- Sexual activity between children or youth may also be sexual abuse if older or more powerful children or youth take advantage of those who are younger or less powerful, for whatever reason.

SIGNS OF CHILD ABUSE

Physical Abuse

- Unexplained bruises and marks not on the usual places like knees, shins, elbows and foreheads (for toddlers)
- Burns from cigarettes, or rope burns on arms, legs, neck or body
- Broken bones
- Injuries in various stages of healing

Emotional Abuse

In accordance to the ***Child, Family and Community Service Act***, the child is emotional harmed if the child demonstrates severe:

- Anxiety
- Depression
- Withdrawal
- Self-destructive or aggressive behavior

Sexual Abuse

- Unusual statements that make sense only in a sexual content
- Attempting sexual behaviour with other children, especially younger children and when done in an angry, aggressive and controlling manner
- Inserting objects into the rectum or vagina

- Becoming frantic when a diaper is changed
- Unusual or extreme fears of particular members of the family, or particular areas of the house
- Extreme fear of being left alone with adult men and women
- Shrinking away from physical contact
- Withdrawing or going rigid when examined, especially in the genital area
- Changes in behaviour, nightmares, terrors or screaming at night
- Regression to an earlier stage of development
- Itching, swelling or bleeding in the genital area

CHILD ABUSE – WHEN PROTECTION IS NEEDED

Under Section 13 of the *Child, Family and Community Service Act*, a child needs protection in the following circumstances:

- If the child has been, or is likely to be, physically harmed by the child's parent/caregiver
- If the child has been, or is likely to be, sexually abused or exploited by the child's parent/caregiver
- If the child has been, or is likely to be, physically harmed, sexually abused or sexually exploited by another person, and if the child's parent/caregiver is unwilling or unable to protect the child
- If the child has been, or is likely to be, physically harmed because of neglect by the child's parent/caregiver
- If the child is emotionally harmed by the parent/caregiver's conduct
- If the child is deprived of necessary health care
- If the child's development is likely to be seriously impaired by a treatable condition and the child's parent/caregiver refuses to provide or consent to treatment
- If the child's parent/caregiver is unable or unwilling to care for the child and has not made adequate provision for the child's care
- If the child is, or has been, absent from home in circumstances that endanger the child's safety or wellbeing
- If the child's parent/caregiver is dead and adequate provision has not been made for the child's care
- If the child has been abandoned and adequate provision has not been made for the child's care
- If the child is in the care of a director or another person by agreement, and the child's parent is unwilling or unable to resume care when the agreement is no longer in force

REPORTING ABUSE

- A staff member who has reasonable grounds to believe that a child has been abused by a family member, employee, volunteer or others must report those suspicions to a social worker at the *Ministry of Children and Family Development* (under Section 14 of the *Child, Family and Community Service Act*).
- Reports can be made anonymously, but if you do give your name, MCFD will not disclose it.
- Staff members must not conduct interviews with the child as questions may be confusing and can jeopardize the investigation and subsequent legal proceedings.
- Staff members must inform the Executive Director after making the report to the *Ministry of Children and Family Development*.

Procedures for Reporting Abuse:

- Inform the local *Ministry of Children and Family Development* and include the following information:
 - The date, your name, the phone number and address of DCS
 - The child's name, birth date and address
 - Name of the child's parents/caregivers and their phone number
 - Name and phone number of the child's physician
 - The times that the child usually arrives at, and departs from, school
 - A statement of your observations and concerns
 - If the child has disclosed abuse, your notes about what the child has told you
- Do not inform the parent/caregiver of the alleged abuse, as that is the responsibility of the social worker
- Keep all information about who reported the alleged abuse, and who has been accused, confidential
- Intervene if you see someone abusing a child, being sure not to endanger your life, or the life of the child
- Document all statements, conversations and observations as soon as you are able, and keep the documents strictly confidential and in a locked file.

3.27 PHYSICAL PUNISHMENT

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC is officially a No Smacking Zone as defined by Coalition on **Physical Punishment of Children and Youth**. Hitting, pushing or shaking children or others will not be tolerated on *DCS* premises, on *DCS* outings, or at *DCS* functions, whether the children are clients, visitors, or children of employees.

Deaf Children's Society of BC staff will support clients to learn effective alternatives to hitting, pushing or shaking.

PROCEDURES:

Staff observing another staff member hitting, pushing or shaking a child has a duty to report the incident to the Executive Director for investigation and possible disciplinary action, which may result in termination. See **5.21 Child Abuse and Prevention and Reporting**

3.28 INFECTION CONTROL

APPROVED: OCTOBER 2016

POLICY:

In order to maintain a healthy working environment, staff will practice the appropriate behaviours to reduce the risk of infection.

CLEANLINESS:

Staff should develop the practice of frequent, thorough hand washing while at work, using hot water and antibacterial soap. Soap should be supplied via soap dispenser and hands dried with paper towels or a sanitary towel dispenser. Staff should be aware of the condition of their own and other individuals' skin and hands, taking note of breaks in the skin, hangnails, etc., as possible sources of infection.

INDIVIDUAL SELF-DISCLOSURES:

If any individual reveals they have a communicable disease, they are to be referred to their physician or the **British Columbia Centre of Disease Control** (see Non-Emergency Telephone Numbers). This information will also be noted in the individual's file and reported to the program supervisor. An individual may not be refused treatment because of a communicable disease; however, proceeding with treatment may be contingent on a full medical assessment of their current health.

STAFF ILLNESS:

Staff concerned about exposure to an individual's communicable disease will consult with their personal physician. Staff, who are ill due to an infectious disease, will take appropriate sick leave.

CONTACT WITH BODILY FLUIDS:

Staff are to avoid any contact with bodily fluids while working with families or other staff. Staff who do come into contact with bodily fluids should wash immediately and report the situation to the program supervisor. The staff member will contact the office of the Public Health Officer or the British Columbia Centre of Disease Control to report the incident and seek advice. File a **DCS Critical Incident Report**.

GLOVES:

Disposable gloves should be used when:

- Changing diapers
- Administering first aid to anyone with a bleeding wound

- Conducting examinations of the mouth or therapy involving the mouth (e.g., therapy relating to eating, feeding or oral motor skills)

CARDIOPULMONARY RESUSCITATION:

Pocket mask ventilators should be used in all emergencies requiring resuscitation to avoid transmission of infection diseases through mouth-to-mouth contact. Pocket mask ventilators will be placed in First Aid and Earthquake supplies.

HEPATITIS B:

Permanent employees, who are concerned about the Hepatitis B virus, should consult with their personal physician.

TUBERCULOSIS:

Individuals with active tuberculosis are not appropriate for participation in programs.

3.29 PROCEDURES FOR INFECTION CONTROL

APPROVED: OCTOBER 2016

PRINCIPLES OF INFECTION CONTROL:

Infection control precautions are established to isolate infectious agents and to interrupt their transmission, not to isolate the infected person.

Principles and policies of infection control have been derived by considering the:

- Life cycle and properties of the infectious agent (e.g., Hepatitis B virus, TB bacillus)
- Routes of infection (e.g., food, body fluids)
- Population at risk of being infected (e.g., individuals, staff)
- Source of infection (e.g., individuals, staff, contaminated objects)

Infection control precautions prevent the spread of infection. It must be remembered that all staff and all families are at risk of both infecting and being infected.

Confidentiality, dignity and privacy of families must be preserved. Disclosure of diagnosis, medical condition, sexual orientation or personal habits should conform to the confidentiality policy as well as public health regulations.

GENERAL INFECTION CONTROL GUIDELINES:

Staff in the working environment are not expected to contact blood or body fluids during the normal course of their employment. The only exceptions to this are the rare occurrence of emergency first aid situations.

Since medical history and examination cannot reliably identify all individuals infected with blood-borne pathogens, blood and body fluid precautions should be used consistently in all emergency first aid situations.

Individuals with infectious diseases should be encouraged to seek help from a family doctor. If the situation appears to be a medical emergency, the Emergency Ward of a local hospital would be the appropriate referral.

All staff will be informed that one of the best ways to prevent the spread of infectious diseases is to wash hands frequently. Staff must practice and, when appropriate, teach individuals good hand washing techniques.

- Wash hands before eating
- Wash hands after using the toilet
- Lotion solution soap with single dose dispenser unit is recommended
- Bar soap is not recommended
- Rinse hands for at least 30 seconds under flowing water
- Disposable paper towels are recommended for drying

Individual specific precautions may be instituted at the discretion of the Program Supervisor in the presence of signs, symptoms or previous history suggesting the need for specific infection control precautions. Ongoing professional development is a vital aspect of infection control; therefore, periodic training will be provided to all staff to raise awareness and provide information about infectious diseases.

Since the principles and actual practice of infection control are occasionally altered, and since research is providing new information, the Health and Safety Committee will, on a regular basis:

- Review infection control policies and procedures
- Circulate current information on transmission disease
- Identify training resources

3.30 COMMUNICABLE DISEASES

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

In order to maintain a healthy working environment, staff will practice the appropriate behaviours to reduce the risk of infection.

SUSPECTED COMMUNICABLE DISEASE

In any case of a suspected communicable disease within any of the programs or sites/facilities:

- If an individual reveals they have a communicable disease, they are to be referred to their physician for evaluation. This information will also be reported to the program supervisor and noted on the individual's file. An individual will not be refused program participation because of a communicable disease; however, program participation may be withheld contingent on a full medical assessment of their current health. If an individual attends a meeting or group session and displays flu or cold symptoms, they may be excused from the session/group for the health and well-being of the others.
- Staff concerned about exposure to an individual's communicable disease will consult with their personal physician. Staff who are ill due to an infectious illness will take appropriate sick leave until the illness is past the infectious stage.
- Staff are to avoid any contact with bodily fluids while working with families. Staff who do come into contact with bodily fluids should was immediately and report the situation to the program supervisor. A **DCS Critical Incident Report** will be completed by the staff involved.

Hepatitis B

Employees who are concerned about Hepatitis B should consult with their physician.

Auxiliary employees who are concerned should consult with their physician. If the worker decides to receive the Hepatitis B series, they may submit the receipts to their supervisor who will forward them to the Executive Director for approval of payment. If approved, reimbursement will be provided in the usual manner.

Tuberculosis

Testing for Tuberculosis is mandatory under the **Community Care Facilities Licensing Act** for employees in preschool settings. The test is mandatory for staff working at the preschool prior to hiring. Re-testing is required if the staff person has been exposed to Tuberculosis.

AIDS Virus / HIV

Infection with the AIDS virus is treated as any other medical problem. The staff person's physician is responsible for evaluating the employee's health and for making recommendations to management regarding the employee's capacity to perform the duties of their position adequately and without endangering the health of her/himself or others.

There is no legal requirement for a person infected with the AIDS virus to report this diagnosis to their employer.

Should the employee choose to impart this information to the employer, it will be kept confidential.

An employee known to be infected with the AIDS virus may not be restricted from work based solely on this diagnosis.

An employee known to be infected with the AIDS virus may not be restricted, in any manner, from using any facilities or equipment (e.g., kitchen and eating facilities/equipment, telephones, toilets, office equipment, etc.).

An employee known to be infected with the AIDS virus may be restricted from work where the employer, with the benefit of medical opinion, deems that:

- The employee does not have the capacity to efficiently and reliably perform the duties of his/her position;
- The employee, in undertaking the work, would endanger the health of her/himself or others;
- Alternative work the employee may be able to perform adequately and safely is not available.

These circumstances are handled as in any other illness or disability case.

An employee's refusal to work with a co-worker, who is infected with the AIDS virus, will be reasonably accommodated to the extent that the Agency is able to offer a reassignment of duties, and that the refusal is based upon a reasonably held belief that the employee's own state of health may render her/him more susceptible (e.g., if the employee were undergoing chemotherapy treatment which may have weakened their immune system) to acquiring one of the ancillary diseases to which individuals infected with the AIDS virus are more susceptible.

NOTE:

It is not the presence of the AIDS virus, but the ancillary illnesses, which create a potential risk to certain other employees. Disclosure of the latter does not require disclosure of the former.

In the event that an employee's refusal is not deemed to be reasonable under the circumstances described herein, the employer must ensure that the employee is provided with current medical information and guidelines regarding AIDS and transmission of the AIDS virus infection. If the employee continues to refuse to return to his/her normal work duties, the employee will be deemed to have resigned from their position.

Following are some of the infections which are transmitted by direct or indirect contact with infected blood and body fluids:

- Hepatitis A, B and C
- Human Immunodeficiency Virus (HIV)
- Tuberculosis
- Sexually transmitted diseases

NOTE:

Individuals who have active bleeding, large amounts of bodily fluid drainage, persistent incontinence of feces, or bloody diarrhea require **STRICT ISOLATION PRECAUTIONS and should not be in attendance at the Preschool or receiving services from staff in their homes until their health status changes.**

INFECTION CONTROL PROCEDURES FOR TUBERCULOSIS

Tuberculosis (TB) is an infection transmitted primarily in airborne particles. The risk of transmission of Tuberculosis is generally low.

Transmission occurs through a combination of several factors:

- Viable bacilli in individual's sputum
- Sputum aerosolization
- Adequate concentration of bacilli in air
- Susceptible host
- Length of time of host exposure to contaminated air

TUBERCULOSIS HIGH RISK INDIVIDUALS:

High risk individuals consist of those who are:

- Living in poor social/economic conditions
- From high incidence groups, e.g., Native and Inuit
- From high incidence area, e.g., section of community or country with known recent outbreak.

A high level of suspicion should be aroused by individuals from these groups, who are coughing and producing sputum. Asymptomatic individuals, who have a history of Tuberculosis, or who state recent contact, should be considered non-contagious unless the disease is proven active.

Any individual with suspected active Tuberculosis should be immediately investigated by their family doctor to establish diagnosis. Staff may liaise with *British Columbia Centre of Disease Control* to confirm individual contact with this service and/or to confirm infectious status.

Under the **Health Act (Communicable Disease Section)** a physician who makes a diagnosis of Tuberculosis is required to inform the Division of TB Control. If a patient with active Tuberculosis is judged to be noncompliant with the treatment, the individual may be involuntarily incarcerated.

An individual with active Tuberculosis is not appropriate for participation in programs.

3.31 FOOD HANDLING AND PREPARATION

APPROVED: OCTOBER 2016

For visitor's use in the *Deaf Children's Society of BC* office, all cups, bowls and utensils must be of the disposable type.

According to the **Health Act**, the following activities involving food do not constitute food preparation or food handling, and so do not require licensing from the *Health Department*:

- Slicing of fruits, raw vegetables, bread, cheese, muffins or cakes
- Dispensing of dry food (dry cereal, dry fruits)
- Spreading cream cheese, jam or peanut butter on crackers, toast or celery sticks
- Heating a bottle of milk
- Ready-made or instant soups
- Baking low hazard snacks jointly with children as educational activities

The following are examples of food handling and preparation, which will require a permit under the **Health Act**, when conducted in a Licensed Community Care Facility:

- Preparation of macaroni and cheese
- Casseroles
- Hot dogs
- Pizza
- Soups from scratch
- Sandwiches
- Milk shakes
- Hamburgers
- Fried chicken
- Boiled or fried eggs

Deaf Children's Society of BC Preschool staff will follow guidelines and procedures under Licensing regarding buying, storing and preparing food, and washing and storing dishes and utensils.

3.32 HANDLING AND STORAGE OF PROGRAM EQUIPMENT/MATERIALS

APPROVED: OCTOBER 2016

POLICY:

In programs where toys are used by children, the toys must be regularly washed and sanitized. All toys should be regularly inspected for safety. Any broken toys are to be removed for repair if possible, or replaced. Toys must be an appropriate size so that children are not at risk of choking on them.

Program materials such as knives and electrical equipment should be stored out of reach of children.

PROCEDURES:

- The Health Unit recommends 100 milliliters of bleach to 10 liters of water
- Any toys that are known to have come into contact with bodily fluids, must be sanitized immediately, and before they can be used by another individual
- Soft hats or wigs used in play therapy should be cleaned by placing them in a plastic bag and freezing them for 24 hours between children to prevent the transmission of head lice.
- The Supervisor or his/her designate will be responsible for implementing a cleaning schedule

3.33 NO SMOKING POLICY

APPROVED: OCTOBER 2016

POLICY:

All *Deaf Children's Society of BC* workplaces are non-smoking areas. Smoking areas are designated as per building regulations.

3.34 ALLERGENS AND SENSITIVITY

APPROVED: OCTOBER 2016

POLICY:

Due to health concerns arising from allergens in the workplace, *DCS* will take appropriate steps to provide an allergen free workplace when deemed necessary and when possible.

PROCEDURES:

It is acknowledged that allergens in the work place can have a negative impact upon the health of employees. With this in mind, *Deaf Children's Society of BC* will work with the affected staff to create an allergen-free work site as is possible, given the restraints of the work that we do, in the settings in which we work.

Staff will advise their direct supervisor if they have any allergies or sensitivities that impact their health or their ability to work. The supervisor will work with the individual, co-workers and consumers affected to reduce or eliminate, when possible, the allergen(s) in the work site.

Staff at the affected work site will be expected to abide by decisions made to reduce the impact of work site allergens. Failure to do so may result in disciplinary action.

In situations where work site allergens cannot be sufficiently reduced, *DCS* will work with the affected staff to explore alternative solutions

3.35 WASHROOM FACILITIES

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

In order to ensure accessibility of washroom facilities, the following will apply:

- Washrooms will be available for all people
- Washrooms will have individual toilet enclosures, or a locking door on individual restrooms
- Every site will have one washroom which is wheelchair accessible.
- **Note:** New sites and future renovations must accommodate this policy.
- **The Deaf Children's Society rents facilities and does not have control over janitorial services but can make recommendations to the building owners related to ease of access, cleanliness and other issues that may impede access of an individual.**

3.36 WORKPLACE HAZARDOUS MATERIALS (WHMIS)

APPROVED: OCTOBER 2016

POLICY:

The employer is responsible for checking that supplier labels have been provided and applied to controlled products received at the workplace. Improperly labeled products must not be handled or used except to be held in storage.

Workplace labels will be in English unless staff using the substances are unable to read English. If this is the case, an interpreter could provide training, or the label will appear in the language spoken by the staff member.

The employer will ensure that labels are not defaced and are always easy to read. Hazardous symbols appear on all hazardous materials.

Suppliers of cleaning supplies and chemicals have insured that all containers are clearly labeled for content and are also accompanied by a material safety data sheet which outlines the material's identification and usage, its hazardous ingredients, physical data, fire and explosion data, reactivity data, toxicological properties, preventative measures as well as first aid measures for emergencies.

In the event of an emergency, see **2.21 Medical Emergencies**

PROCEDURES FOR DISPOSAL OF HAZARDOUS MATERIALS:

Copier Toner: All copier toners are returned to Xerox using pre-paid return labels provided by the manufacturer.

Computer Monitors: Computer monitors are donated or taken to a recycling depot.

Burnaby Recycling Depot

4800 Still Creek Avenue, west of Douglas

Open 7 days a week, except holidays

8:00am – 4:00pm

3.37 CRITICAL INCIDENT REPORTING

APPROVED:

POLICY:

Deaf Children's Society of BC is concerned about the health, safety and well-being of all individuals, staff and the public. All have a right to be protected from real or perceived threats to their safety. Critical incidents include any event, action or intent that jeopardizes the health or safety of anyone on our premises.

PROCEDURES:

Critical incidents are to be dealt with immediately, reported to the appropriate authorities and documented at the first opportunity on the **DCS Critical Incident Report**

Critical incidents are those which:

- Have significant impact on individuals or programs
- Are not viewed as normal occurrences or behaviours
- Are required to be reported by legislation, funders or licensing
- Create a potential liability for the staff person, program or agency
- Area a significant near miss that if it occurred, would have created any of the above

Critical incidents include, but are not limited to, the following:

Health and Safety:

- Accidents
- Aggression/assault towards staff
- Bomb threats
- Contact with bodily fluids
- Communicable disease outbreak
- Death
- Fire
- Injury
- Medical emergency
- Natural disasters
- Property damage
- Theft
- Suicide attempts on site
- Weapons
- Threats or harassment
- Criminal behaviour on site

Program Incidents:

- Allegations of abuse
- Aggressive individual acting out
- Disruptions of service that are unplanned
- Legal or liability threats
- Medication error
- Physical restraint
- Warrant for arrest
- Suicide of individual or staff at high risk
- Threats towards other professionals or individuals
- Subpoena
- Running away, missing persons etc.

Staff person(s) involved in, or aware of, a critical incident are to complete a *DCS Critical Incident Report* immediately after dealing with the incident or receiving the information. They are to submit a written report to their supervisor on the *DCS Critical Incident Report* form as soon as possible, and not longer than 24 hours after the incident. It is the responsibility of the *Health and Safety Committee* to keep the Executive Director informed of serious occurrences.

The supervisor is to review, sign and distribute the *DCS Critical Incident Report* as follows:

- Health and Safety Committee
- Executive Director
- Licensing, as required

Programs requiring the *Community Care Facilities Licensing Reportable Incident Form* will forward a copy to an immediate supervisor and to licensing. A *DCS Critical Incident Report* form will also be completed.

When an individual is directly involved as a victim or perpetrator of a critical incident, a copy of the **DCS Critical Incident Report** can be placed in the file.

If staff or their families continue to feel troubled by the incident, they will be encouraged to seek further assistance. The **Employee and Family Assistance Program** that employees and their immediate families may access on a voluntary self-referral basis is available. This is offered at no charge through DCS resources, or we will assist the family or individual in obtaining counseling elsewhere. See **4.66 Employee and Family Assistance Program**.

EFAP (*Employee and Family Assistance Program*), 750 West Broadway, Vancouver, **604-872-4929 1-800-505-4929**

Pamphlets containing information about the **Employee and Family Assistance Program** are located on the staff room bulletin board.

3.38 MANAGING CRITICAL INCIDENTS

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC is concerned about the health, safety and well-being of all individuals, staff and the public. All have a right to be protected from real or perceived threats to their safety. Critical incidents include any event, action or intent that jeopardizes the health or safety of anyone on our premises.

PROCEDURES:

When a critical incident occurs, staff will:

- Respond immediately with the type of assistance required by the specific circumstances
- Enlist whatever internal and/or external supports are required to resolve the situation
- Ensure the safety of other individuals and staff as the situation warrants
- Notify the program supervisor as soon as possible
- Complete the appropriate critical incident reports and submit them to the program supervisor

All critical incidents must be followed up by the program supervisor or designate, who will:

- Provide notification of a critical injury to the injured person's family or guardians
- Provide ongoing follow-up communication to the injured person
- Involve other staff as appropriate
- Ensure timely resolution of all aspects of the critical incident
- Distribute the **DCS Critical Incident Report** to the appropriate authorities, internally and externally to DCS

If a critical incident is not covered by this manual, the staff will:

- Respond immediately with appropriate assistance required by the specific circumstances
- Enlist whatever internal and/or external support is required to resolve the situation
- Ensure the safety of individuals, families and staff as the situation warrants
- Complete whatever internal forms are required

In the event of a critical incident or emergency:

- All staff should be made aware of an emergency so that the appropriate steps can be taken for all personnel to leave the premises
- When a critical incident occurs in a staff office, the staff person should take all measures to ensure individual and staff safety
- Defuse the situation if this is appropriate
- Notify an immediate supervisor ASAP when an incident has taken place
- Leave the office and call **911 (police)**
- Include the names of all individuals directly involved on the incident report; for example, the name of the employee completing the form; the date, time and location of the incident; the details of the incident, written as factually and concisely as possible; the persons contacted about the incident; and any follow-up which was required

- Forward a copy of all written incidents to the Health and Safety Committee as well as the Executive Director, via the Supervisor

Each program site will designate a location where copies of all incident reports are kept.

3.39 CRITICAL INCIDENT DEBRIEFING

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC is concerned about the health, safety and well-being of all individuals, staff and the public. Critical incidents include any event, action or intent that jeopardizes the health or safety of anyone on our premises. All critical incidents are to be debriefed with staff and individuals as appropriate.

PROCEDURES:

Critical incidents to be debriefed are any of a traumatic nature, such as:

- Violence
- Critical suicidal gestures
- Any life threatening event
- Critical injury or death
- Allegations against staff
- Staff feeling abused or threatened by individuals, co-workers, or visitors etc.

Following a critical incident, debriefing will take place with a supervisor, the staff member(s) involved and, if the staff member wishes, a co-worker to plan the type of debriefing required, choice of facilitator, who is to be involved, where and when.

Different types of critical incident stress management debriefings include:

- Debriefing thoughts, feelings and the experience of individuals directly involved
- Debriefing the impact of the incident on other staff, volunteers, individuals or families
- Determining the facts, learning and recommendations arising from the incident
- Explore whether follow-up or ongoing support is needed

Depending on the incident, it may be best to use a facilitator who is trained and certified in critical incident stress management for debriefings. The Supervisor and staff involved will have a follow-up meeting after the debriefing to determine if any follow-up, support, or referrals are required.

Critical incidents involving a team or group of staff members will be debriefed in the team or group context. It is the responsibility of the appropriate department head Supervisor to keep the Executive Director informed of critical incidents.

If visitors or persons served were equally impacted by the critical incident, or if other service providers or other individuals who were not present were impacted by a critical incident, they may be included in the debriefing process, or a separate debriefing process may be made available to them.

DCS's Employee and Family Assistance Program may be utilized to provide assistance or consultation at any step in this process.

If staff or their families continue to feel troubled by the incident, they will be encouraged to seek further assistance. *DCS* provides an ***Employee and Family Assistance Program*** that employees and their immediate families may access on a voluntary self-referral basis. This is offered at no charge through *DCS* resources, or we will assist the family or individual in obtaining counseling elsewhere. See ***4.66 Employee and Family Assistance Program***

Pamphlets containing information about the ***Employee and Family Assistance Program*** are located on the staff room bulletin board.

EFAP (*Employee and Family Assistance Program*)

750 West Broadway, Vancouver

604-872-4929

1-800-505-4929

3.40 HEALTH AND SAFETY SELF-INSPECTIONS OF WORK ENVIRONMENT

APPROVED: OCTOBER 2016

POLICY:

Self-inspections shall be initiated semi-annually within the calendar year, and shall be concluded no later than **March 31st**. The Health and Safety Committee or designate will be responsible for carrying out these inspections.

External inspections are not the responsibility of DCS as office and classroom space is rented from the City of Burnaby and the Burnaby School District. Staff will report issues if noted.

Any deficiency noted with respect to areas of inspection shall be reported to the Executive Director in writing within one working day of the inspection. A copy of all reports/forms will be sent to the Health and Safety Committee and the Executive Director.

PROCEDURES:

A Health and Safety representative shall sign off on an ***On Site Health and Safety Committee Inspection Checklist*** with completed corrective action.

Following is a list of the areas of inspection and items of inspection:

- Emergency exits
- Alarm systems
- Fire suppression systems, fire alarms and fire plans
- Bomb prevention
- Storage facilities and rooms
- First aid and earthquake kits
- Toys and anti-bacterial soap
- Health and Safety standards and practices (reviewed and amended by Board of Directors annually)
- Lighting; both commercial and emergency
- Infestations and infectious diseases
- Heating, ventilation and air conditioning systems
- Noise levels and sound proofing/suppression
- General building condition, which includes:
 - Carpets
 - Walls
 - Counters, sinks, water faucets, toilets and drains
 - Airborne contaminants
 - General condition of interior of building
- Electrical office equipment and other appliances, which include:
 - Copying machines
 - Portable heating and cooling devices
 - Audio-video equipment
 - Food preparation and storage devices
 - Electrical equipment or appliances
 - Electrical receptacles and outlets

The Health and Safety Committee submits a written report to the Executive Director. Corrective action shall then be initiated.

3.41 DRILLS

APPROVED: OCTOBER 2016

POLICY:

Drills are required to take place on an **annual** basis to ensure practice of all emergency procedures, which include:

- Fire
- Natural disasters (earthquake, floods, etc.)
- Power failures
- Bomb threats
- Medical emergencies

Ongoing training in emergency procedures will be offered to staff through the Health and Safety Committee.

DCS Preschool will hold drills more frequently in accordance with licensing and the policies of the Burnaby School District.

3.42 EMERGENCY / NON-EMERGENCY TELEPHONE NUMBERS

APPROVED: OCTOBER 2016

POLICE 9-1-1	Non-emergency 604-294-7922
FIRE 9-1-1	Non-emergency 604-294-7190
AMBULANCE 9-1-1	Non-emergency 604-872-5151

HOSPITALS:

Burnaby General Hospital
3935 Kincaid St, Burnaby
604-434-4211

Royal Columbian Hospital
330 E Columbia St, New Westminster
604-520-4253

OTHER EMERGENCY NUMBERS

Air or Marine Emergency

1-800-567-5111

Crime Stoppers Tips Line

1-800-888-8477

Crisis Centre (for persons in emotional crisis)

604-872-3311 or 604-540-2221

Earthquake, Flood, Dangerous Goods Spills, Tsunami (24 hours)

1-800-663-3456

Gas Leaks & Odors (Terasen Gas)

1-800-663-9911

Helpline for Children (reporting of child abuse and neglect)

604-310-1234 or dial "0" and ask for Zenith 1234

Poison Control Centre

604-682-5050 or 604-682-2344

NON-EMERGENCY

BC Centre for Disease Control
604-660-0584

WorkSafe BC
1-888-621-SAFE (7233)

St Mathew's Daycare (room 103)
604-527-1031

Power Outages & Emergencies
1-888-769-3766
Provincial Emergency Program Information
604-586-4390
Sexual Assault Centre (24 hours)
604-255-6344

REFERENCES

- Province of British Columbia, "CHILD, FAMILY AND COMMUNITY SERVICE ACT," CHAPTER 46 [RSBC 1996], http://www.qp.gov.bc.ca/statreg/stat/C/96046_01.htm (9 November 2007).
- Province of British Columbia, "HEALTH ACT COMMUNICABLE DISEASE REGULATION," MAY 11 2007, http://www.qp.gov.bc.ca/statreg/reg/h/health/4_83.htm (9 November 2007).
- Province of British Columbia, "HEALTH ACT," CHAPTER 179 [RSBC 1996] http://www.qp.gov.bc.ca/statreg/stat/H/96179_01.htm (16 November 2007).
- Province of British Columbia, "COMMUNITY CARE AND ASSISTED LIVING ACT," CHAPTER 75 [SBC 2002], http://www.qp.gov.bc.ca/statreg/stat/C/02075_01.htm (9 November 2007).
- Province of British Columbia, 'WORKER'S COMPENSATION ACT,' CHAPTER 492 [RSBC 1996], http://www.qp.gov.bc.ca/statreg/stat/W/96492_00.htm (9 November 2007).

3.43 WORKPLACE BULLYING AND HARASSMENT/RESPECTFUL WORKPLACE

CREATED: MARCH 2017

APPROVED: AUGUST 2017

POLICY:

DCS is committed to providing a healthy and respectful workplace for our staff. We take seriously our responsibility to ensure compliance with WorkSafeBC's occupational health and safety policies for the prevention of workplace bullying and harassment. We also remain committed to upholding the provisions of the Collective Agreement that entitle all employees to be treated with dignity and respect.

This policy statement applies to all workers, including regular and casual bargaining unit staff, exempt employees, management, contractors and volunteers. It applies to interpersonal and electronic communications, such as email and social media.

Workplace Conduct

Conduct defined below as bullying and harassment (personal or sexual) is not acceptable or tolerated in any situations where activities are connected to work with DCS. All workers will be treated in a fair and respectful manner.

Bullying and Harassment

- a) Includes any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- b) Excludes any reasonable action taken by an employer or supervisor relating to the management and direction of

workers or the place of employment.

A 'person' includes any individual, whether or not they are a workplace party. A person could be an employer, supervisor, co-worker, member of the public, client, or anyone a worker comes into contact with at the workplace.

Examples of conduct or comments that might constitute **bullying** and harassment include but are not limited to:

- Spreading malicious rumours, gossip, or innuendo that is not true;
- Excluding or isolating someone socially;
- Intimidating someone;
- Undermining or deliberately impeding an individual's work;
- Physically abusing or threatening abuse;
- Withholding necessary information or purposefully giving the wrong information;
- Making jokes that are 'obviously offensive' by spoken word or e-mail;
- Intruding on someone's privacy by pestering, spying, or stalking;
- Yelling or using profanity;
- Criticizing someone persistently or constantly;
- Belittling an individual's opinions;
- Tampering with an individual's personal belongings or work equipment.

Sexual harassment includes sexually oriented verbal or physical behaviour which an individual would reasonably find to be unwanted or unwelcoming. This behaviour include but are not limited to:

- Touching, patting or other physical contact;
- Leering, staring or the making of sexual gestures;
- Demands for sexual favours;
- Verbal abuse or threats;
- Unwanted sexual invitations;
- Physical assault of a sexual nature;
- Distribution or display of sexual or offensive pictures or materials;
- Unwanted questions or comments of a sexual nature; or
- Practical jokes of a sexual nature.

It is important to remember that bullying or sexual harassment behaviours can be obvious and subtle and are often characterized by more than one incident.

Where such conduct is found to have occurred, DCS may take disciplinary action, up to and including termination. DCS also considers false allegations of bullying and harassment to be serious workplace misconduct subject to disciplinary action, up to and including termination.

Workers must:

- Not engage in the bullying and harassment of other workers;
- Report if bullying and harassment is observed or experienced; and
- Apply and comply with the employer's policies and procedures on bullying and harassment.

PROCEDURES:

Our procedures for reporting, handling and resolving bullying and harassment complaints are based on the standards of conduct we agree are appropriate to foster a respectful work environment for the health, safety and well-being of everyone at DCS.

Anyone involved in the efforts to resolve the conflict has a responsibility to cooperate in the process and to keep all related information confidential, except as is necessary to deal effectively with the conflict, even once it is resolved. Disclosure will be consistent with the requirements of procedural fairness and/or as required by law.

Reporting Complaints

For complaints of harassment involving a bargaining unit employee, DCS must follow the complaint procedure outlined in the Collective Agreement. Management may also investigate suspected or perceived bullying and harassment situations without having first received a formal complaint from a bargaining unit employee.

All workers have a duty to report if bullying and harassment is experienced or is observed or witnessed as a bystander.

All complaints will be promptly handled in a confidential and objective manner.

Informal Resolution

1. If you are comfortable doing so, you are encouraged to attempt to resolve issues with the individual involved as soon as possible. If you are the individual approached, careful listening, respectful discussion and honesty will often lead to a resolution.
2. Where such a discussion is inappropriate or unsuccessful, and you feel you have been subjected to bullying and harassment, immediately contact your supervisor.

Formal Resolution

Where complaints cannot be resolved informally, incidents or complaints of workplace bullying and harassment should be reported verbally or in writing to the Executive Director, or to the Shop Steward if the complainant is covered by a Collective Agreement.

When submitting a written complaint, please use the **Workplace Bullying and Harassment Complaint Reporting Form**. When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

1. Report as soon as possible.
2. Provide as much information as possible:
 - The names of the parties involved
 - Any witnesses to the incident(s)
 - The location, date, and time of the incident(s)
 - Details about the incident(s) (behaviour and/or words used)
 - Any additional details that would help with an investigation
 - Relevant documents such as emails, handwritten notes, photographs, or physical evidence, like vandalized personal belongings.
3. The incident should be reported to the Executive Director. Where the Executive Director is allegedly involved in the bullying and harassment, report directly to the Board of Directors.
4. In situations which make written reporting unreasonable at the time, the employer will accept the complaint orally and request/require documentation at a later time.
5. When other reporting avenues are not appropriate or available, and all attempts have been made to resolve the situation internally, workers can contact the WorkSafeBC prevention information line (1.888.621.7233) to report bullying and harassment by the employer.

Investigation Procedures

1. Not every complaint of disrespectful behaviour warrants a formal investigation. However, in situations such as where allegations are denied or discipline is likely, an investigation may be warranted.

2. If an investigation is warranted, the investigator appointed must determine a fair and unbiased process to follow, which may require the implementation of interim workplace measures.
3. The complainant (alleged target) will be informed of the outcome of the complaint process regardless of whether any action is taken against the respondent (alleged bully).
4. No retaliation against any employee for coming forward in the process will be tolerated. Any action perceived to be retaliatory should be reported to the investigator.
5. Investigations at DCS will be conducted internally, however, if the Executive Director is directly involved and the incident has been reported to the Board of Directors, an external investigator will be appointed.
6. Investigations will:
 - Be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances;
 - Be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations;
 - Take into consideration the principles of natural justice and the role of the Union;
 - Be sensitive to the interests of all parties involved, and maintain confidentiality;
 - Be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses; and
 - Incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process.

Roles and Responsibilities

1. All formal investigations will be coordinated through the Executive Director, or the Board of Directors if the Executive Director is directly involved.
2. Employers are responsible for ensuring workplace procedures are followed and are accountable for the effective resolution of all incidents reported to them.
3. Workers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.
4. The individuals in conflict are directed to participate in the resolution process. If they are bargaining unit members they have the right to consult with union representatives and to have a union representative present at meetings with the investigator, as disciplinary action could result.
5. All DCS staff members are directed to have no discussion of the matter in the workplace while the process is ongoing other than as necessary for professional or program reasons.
6. The person conducting the investigation will provide a written report to the Executive Director with findings and recommendations to address all issues arising between the individuals.

Timelines

Reasonable timelines will be established and adhered to wherever possible:

1. A formal complaint must be submitted in writing within six months of the alleged occurrence.
2. The manager or other designated employer representative receiving the complaint will inform the complainant of the anticipated resolution process within five days of receipt of a complaint.
3. If an investigation is required, the Human Resources Manager, Executive Director or designated employer

representative will attempt to complete the investigation within 30 days of receipt of the complaint.

4. The complainant will be informed of the outcome of the process within five days of the completion of any investigation.

Follow-up

1. The complainant and respondent will be advised of the investigation findings. Specific details may not be provided due to privacy legislation and policy.
2. Following an investigation, the Executive Director or the designated employer representative will review and revise workplace procedures as appropriate.
3. Appropriate corrective actions, which may include disciplinary action, will be taken.
4. In appropriate circumstances, workers may be referred to the Employee and Family Assistance Program or be encouraged to seek medical advice.
5. If the investigation proves that the complaint was deliberately made for frivolous or vexatious reasons, the employee making the false allegation is subject to discipline. This does not apply to complaints made in good faith but which are not proven.
6. These procedures are not intended to prevent the complainant from exercising any other legal right pursuant to any law or agreement.

SECTION 4: PERSONNEL

4.1 THE EXECUTIVE COMMITTEE

REVISED: JULY 2007

APPROVED: OCTOBER 2016

Structure and Mandate:

The Executive Committee [President, Vice President, Treasurer, Secretary and Executive Director (ex officio)] reports to the Board of Directors and is responsible for all personnel matters.

The Executive Committee is responsible for:

- Approving personnel policy;
- Providing consultation, when requested, on personnel problems or possible disciplinary action;
- Approving firing (except for the Executive Director).

The Board has the power to approve or not approve motions passed by the Executive Committee.

4.2 PROFESSIONAL or COMPANY MEMBERSHIP REIMBURSEMENT

REVISED AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

- a.) Professional Memberships and fees for certification and licensing, which are required to practice in a specific profession, are the sole responsibility of the individual and not eligible for reimbursement.
- b.) The Executive Director must approve reimbursement for individual memberships for organizations, companies and committees (e.g., Chamber of Commerce, Costco).
 - The Board of Directors must approve memberships for DCS.
 - The Executive Committee of the Board must approve individual memberships for the Executive Director.
 - The Executive Director must approve memberships for staff.

PROCEDURES:

Staff requesting reimbursement for COMPANY memberships must submit their request annually to the Executive Director with supporting updated information.

4.3 JOB DESCRIPTIONS

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

As needed, a job description will be developed for each position within the Agency based on feedback from HEABC. Supervisors will give a copy of the employee's job description to the new or transferring employee during his/her orientation to the job.

PROCEDURES:

It is the responsibility of the immediate Supervisor with input from the applicable staff to ensure that a job description is developed for each position. Any employee may suggest changes to their job description.

Management job descriptions are to be approved by the Personnel Committee or the Board, where a Personnel Committee has not been formed.

The job description may include:

- The position title and classification;
- The purpose of the position;
- Duties and responsibilities;
- The reporting structure and, if applicable, the positions supervised;
- Minimum qualifications and skills for the position (education, credentials or related work experience);
- Personal qualifications required;
- Any other requirements (e.g., use of own vehicle, criminal record check, etc.);
- The date in which the job description was approved or created.

Job descriptions are to be reviewed annually within the employee appraisal process.

4.4 POSTINGS, ADVERTISEMENT AND RECRUITMENT

REVISED: MARCH 2015

APPROVED:

POLICY:

All vacant and new, regular positions will be posted for ten working days, as per the *Collective Agreement*. In addition, vacant positions may be advertised externally.

Deaf Children's Society of BC will recruit and develop personnel who reflect the values, standards and mission of the Agency and the community we serve.

PROCEDURES:

The Executive Director and the Supervisor of the position are responsible for posting, advertising and recruitment.

The posting/advertisement will be developed with assistance from HEABC as needed and should/may include:

- The job title;
- Nature of the position (regular/temporary/auxiliary);
- Work site;
- Start date (and finish date if relevant);
- Brief description of duties;
- Professional requirements (skills, education, experience);
- Other requirements (use of own vehicle, criminal record check);
- Pay scale;
- Name and address (and/or fax) of contact person;
- Closing date.

A copy of the posting will be faxed or forwarded to the Union.

In an attempt to become more culturally representative of the community we serve, we will advertise staff vacancies in English, in the appropriate local ethnic newspapers and/or organizations.

Appointments may be made on a temporary basis until a permanent selection can be made.

4.5 DIVERSITY AND NON-DISCRIMINATION

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

At no time will the employer discriminate against any employee, applicant for employment, volunteer, student, individual or visitor on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or conviction unrelated to employment, except where such discrimination constitutes a valid occupational requirement.

Deaf Children's Society of BC recognizes the need to address issues of diversity of staff, board, volunteers and practicum students in order to:

- Better reflect the demographic make-up of the communities we serve;
- Provide service and accessibility to all;
- Promote equality and social justice in keeping with the philosophy of the *DCS*;
- Remain a sustainable and viable Agency.

As such, all external postings will be advertised in English in the local ethnic newspapers and organizations appropriate to the particular community, program and individual population.

In acknowledgement of the Agency's desire and need to address issues of cultural diversity, all other factors being equal (qualifications, experience, skill, suitability, references) *DCS* will give preference in hiring to bi-cultural applicants.

For the purpose of *DCS* policy objectives, bi-cultural describes an individual who is as capable of providing services in another culture, language, value system and life experience, as he or she is of counseling and understanding within the larger Canadian culture.

The Executive Director will annually review the need for diversity training for new or existing staff. Where Supervisors do not exist, those classified as "Sole Charge" will be involved.

4.6 DEVELOPING INTERVIEW QUESTIONS

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

The Executive Director and Supervisor are responsible for developing, revising and approving interview questions.

The purpose of the interview is to assist in selecting skilled, energetic and diverse staff that reflect the philosophy and values of the Agency.

Guidelines:

The following is a guideline for developing interview questions.

Start with easy to answer questions to help the candidate relax:

- What about this position interests you and how does this position fit with your career plans?
- What special interests or skills would you bring to the program/Agency?
- Include some mock situational scenarios ("How would you handle the following situation...?")
- What are your strengths and weaknesses?
- How would you handle:
 - A conflict with a co-worker?
 - A conflict with a Supervisor?
 - A conflict with a management decision or Agency policy?

- Please identify your needs in terms of supervision.
- What experiences and/or training do you have in working with people from diverse ethnic backgrounds?
- *Deaf Children's Society of BC* takes a clear value position regarding the rights of families to choose a communication mode for their child. Will you be able to present and support the various options of communication in an equally positive way?
- *Deaf Children's Society of BC* also takes a clear value position regarding the right to sexual orientation and the right to have diverse religious or cultural practices respected and supported. Would any of these create a conflict for you?
- Have you missed much work through illness? Do you have a medical or emotional condition that may interfere with your ability to do the job?
- Why did you leave your last employment, or why are you thinking of leaving your current employment?
- Are you related to any employees, board members or families?
- Do you have a criminal record that we need to be aware of? (Explain criminal record check requirements to the applicant.)

Interviews for Preschool Positions Should Cover:

- Which early childhood education approaches are you familiar with, and how do you utilize these? (Ask the applicant to expand on their answer beyond simply naming ECE theories without demonstrating any understanding of these theories and how they are utilized.)
- How would you describe your style of working with young children and parents (depending on the program)?
- Include some knowledge-based questions (e.g., what are some of the indicators of abuse/sexual abuse, FAS/FAE, ADHD? etc.)
- Are you available for some flexible hours? (Specify whether this position may require some evening or weekend work, and how much.)
- Do you have a class 4 Driver's License? St. John's First Aid Certificate?

Written Question:

Interviews may include a written question in order to assess the applicant's report writing ability. Previous interview questions will be kept on file at the applicable *DCS* office for future reference.

4.7 EMPLOYEE INTERVIEWS

APPROVED: MAY 2005

POLICY:

Selection and hiring may occur via an interview panel.

All applicants interviewed for a particular posting will be asked to respond to a consistent set of interview questions.

Deaf Children's Society of BC supports the concept of interview panels being inclusive of management, front line staff representation, consumer input and diversity whenever feasible.

A union observer may sit in on any competition at the request of an internal applicant.

Confidentiality is to be respected within the interview panel.

Procedures:

- *Deaf Children's Society of BC* believes in inviting candidates to arrive early (usually 15 to 30 minutes) to have an opportunity to look over the questions.
- The Executive Director and Supervisor are responsible for developing, revising and approving interview questions.
- The Executive Director and Supervisor act as the panel chair.
- The chair will introduce the panel members to the candidate and will provide the candidate with a brief verbal description of the program, the Agency and the interview process.

- In order to objectively compare candidates, responses are to be scored utilizing a consistent scoring method throughout the competition. All panel members will keep notes.
- The panel chair will be responsible for collecting all interview notes and ensuring that these are kept in a file together with the interview questions, the job posting(s) and any newspaper advertisements placed. This allows for the possibility of an internal applicant to grieve a decision or for an applicant to launch a human rights complaint. A complaint may be filed even after a year or more has passed, provided that the **Human Rights Commission** accepts there is just cause regarding why the complaint was not filed sooner. If just cause can be established, a complaint may be filed according to the collective agreement.
- Specific to the requirements for a particular position, panel chair decides what weighting will be given to the interview, the written question, references or other factors. A poor reference or an exceptionally inappropriate interview response can override an otherwise good interview.
- The final selection rests with the Executive Director and Supervisor along with the other panel members acting as consultants to the chair.
- For postings where only one qualified internal applicant has applied, the Office Manager, in consultation with the Executive Director, may offer the position to an internal applicant without going through an interview.
- For postings where no internal applicants have applied, the Supervisor may, in consultation with the Executive Director and upon positive reference and criminal record checks, offer the position to a qualified external applicant without going through an extensive competition. This is an exception, entirely at the employer's discretion, and will be done only if it is believed to be in the best interests of both the Agency and the families.
- The candidate will be allowed an opportunity for questions at the end of their interview, and the Supervisor will explain the follow-up process.
- The Supervisor and Executive Director are responsible for advising candidates of the outcome of the interview. For additional information see **4.13 Confirmation of Employment**

4.8 CRIMINAL RECORD CHECKS

REVISED: JULY 2012

APPROVED: OCTOBER 2016

POLICY:

All successful job applicants, employees, volunteers, practicum students or work experience students of DCS over the age of 19 must have a criminal record check done prior to beginning work with families.

Criminal Record Checks are to be repeated at five-year intervals for all employees.

Purpose:

The purpose of this policy and the **BC Criminal Records Review Act** (CRRA) is to help protect children from physical and sexual abuse and to assess general suitability to other aspects of the job (e.g. handling money).

PROCEDURES:

All advertisements for employment with DCS will state that a criminal record check will be required.

- When interviewing new employees, only the successful job applicant will be required to have a criminal record check and only after a conditional offer of employment has been made.
- Only the Executive Director (or Supervisor or Office Manager) will view criminal record checks received by DCS. If a record exists, it will be brought to the immediate attention of the hiring Supervisor.
- Verification that the criminal record check was received will be placed in the personnel file.
- Copies of the criminal record check for the DCS's Preschool will be kept on site.
- If an applicant is turned down because of a conviction, he/she will be told the reason.
- In cases where relevant outstanding charges exist, the applicant will be deemed unavailable and the application will be put on hold until the courts deal with the case.
- At present, all positions at DCS are defined as "working with minors". As such, DCS will not accommodate an employee, volunteer, practicum student or work experience student who presents a risk to children.
- An employee's criminal record will not be shared with any other Agency or individual except at the written request of the employee.

Implementation of the Provincial Criminal Record Check Process:

Under the *Criminal Record Review Act*, the successful job applicant, volunteer or student must provide DCS with a signed provincial criminal record check Authorization form. These are available at DCS offices.

If the check reveals that a relevant offence may exist, the individual will be asked to provide fingerprints to their local police, so the RCMP in Ottawa can confirm the person's identity. If the individual's identity is confirmed as having a record, the *Criminal Records Review Agency* will inform the employer and the individual that a relevant record exists, and the information has been forwarded to a neutral third party Adjudicator. The Adjudicator examines the criminal record and any other relevant information and determines whether the individual presents a risk to children. If an individual is determined to present a "risk", the employer must ensure the employee is removed from, or never placed in, a position where they work with children. The individual has the right to appeal the decision of the Adjudicator through an appeal process set up under the *Criminal Records Review Act*.

Appealing an employer decision regarding ongoing employment of an individual who presents a risk falls under the *Collective Agreement*. If the Adjudicator's decision is that the individual does not present a risk of physical or sexual abuse to children, the employer cannot take any action against this person under the CRRA.

Practicum Students:

Some educational programs (e.g. Douglas College Child and Youth Care Program) require a criminal record check for all students as a condition of entry into their program. For students from programs that have already screened criminal records to help protect children, DCS will not require another criminal record check.

Students from programs which did not require a criminal record check will be required to get one, as far in advance as possible, in order not to delay the practicum.

New Convictions or Outstanding Charges:

Duties of Employees under the CRRA:

If an employee who works with children is charged with, or convicted of, a relevant offence subsequent to a criminal record check, the employee has a duty under the *Criminal Records Review Act* to promptly report the charge or conviction to his/her employer, and to provide the employer with a signed criminal record check Authorization form.

Duties of Employer under the CRRA:

When an employer becomes aware of an employee who works with children, and has an outstanding charge for, or has been convicted of, a relevant offence, the employer must require the employee to provide a signed Criminal Record Check Authorization form for a further criminal check.

If the employee is also a registered member of a professional regulating body, the employer must take reasonable steps to notify the registered member's governing body of the need for a new criminal record check.

Criminal Records Coming to the Attention of DCS:

During the selection process, enquiries should be made regarding the criminal record of persons who are being considered for employment or volunteer placements. Should the results of such enquiries, or those of the dual criminal record check process, indicate there is a criminal record that is potentially relevant to the position, this information will be reviewed by the Executive Director prior to a position being offered.

Any applicant with a record of sexual abuse, sexual assault, or violence against children, will not be considered for employment with the DCS.

All other criminal records will be assessed using the following criteria:

- Number and type of charge;
- Time between past criminal activity and the present;

- Age and circumstance of the offender at time of offence;
- The likelihood of the individual repeating the offence;
- Efforts made at rehabilitation;
- Accomplishments of the person since receiving conviction;
- The nature of the offence contained in the criminal record, and the job description or duties expected of the employee.

The Supervisor doing the hiring, or the Executive Director, will discuss the criminal record with the candidate to assist in assessing any risk.

If an applicant has a criminal record and the Executive Director approves a decision to hire that person, the reasons for doing so will be documented and kept, as a matter of record.

Fees:

Provincial criminal record checks are paid for by DCS.

Practicum students needing to begin practicum prior to DCS verification of the provincial criminal record check are expected to cover the cost of the local police criminal record check as part of the cost of their education. Please note exceptions under the subheading *Practicum Students*.

4.9 REFERENCE CHECKS

APPROVED: MAY 2005

POLICY:

Prior to making a final selection or offer, the Executive Director or the assigned Supervisor will conduct a minimum of three reference checks for all new employees and volunteers.

PROCEDURES:

References must be recorded in writing, dated, and signed by the Supervisor conducting the reference check.

Reference checks must include:

- The position/title and phone number of the person giving the reference;
- The respondent's relationship to the candidate (e.g. direct Supervisor, senior Manager, colleague, personal reference, etc..) and the number of years the respondent has known the candidate;
- Confirmation of the type of work the candidate has previously done;
- The respondent's opinion of how the candidate would do in the position for which he/she is being considered (including specific skills and strengths, writing ability, personal suitability, the skills the candidate needs to develop, etc.);
- How the candidate gets along with Supervisors and management;
- The status of the candidate's physical and emotional health;
- Any areas of concern (alcohol or drugs, anger management, personal values, etc.);
- Would you rehire this individual?

Under exceptional circumstances, letters of reference are accepted in lieu of telephone reference checks. Every reasonable effort should be made to verify from the employer/reference that the reference is authentic. The Supervisor verifying the reference will write "reference verified" followed by their signature and date on the letter. In circumstances where verification of authenticity is not possible (e.g. foreign references) the Supervisor will confirm and document, on the personnel file, the attempts at verification and their outcome.

If the candidate is known to DCS, the Supervisor, or employee knowing the candidate, may act as one of the references.

Whenever possible, references should be obtained from Supervisors, rather than co-workers. References from co-workers, rather than Supervisors, must be verified and recorded. One reference should be from the immediate past Supervisor/Manager.

In order to protect reference confidentiality, hence ensuring candid responses, all letters of reference and notes from telephone reference checks will be kept in a secure and confidential file, separate from the employee's personnel file.

4.10 GIVING REFERENCES

REVISED: JULY 2012

APPROVED: OCTOBER 2016

POLICY:

The Executive Director or DCS Supervisors only may provide references for past or present employees and volunteers of Deaf Children's Society of BC.

References on students who completed practicum with DCS may be written and signed by the staff member providing field supervision, conditional on the letter being co-signed by the Supervisor of the program in which the practicum took place.

4.11 CREDENTIAL AND LICENSURE VERIFICATION

REVISED: JULY 2007

APPROVED: OCTOBER 2016

POLICY:

Relevant to a specific position, Supervisors will verify all relevant credentials for new employees or contractors.

PROCEDURES:

All offers of employment will be conditional on verification of credentials.

The Supervisor, Executive Director or their delegate will, wherever possible via phone or in writing, verify all relevant degrees, diplomas, certificates, etc.. This will be documented on the personnel file in writing. The new employee may begin work while awaiting the verification.

Driver's licenses, proof of driver's insurance, first aid and bronze medallion certification will be verified by asking employees to bring in the original, which the Office Manager, Executive Director or their delegate will photocopy, initial and date as verified.

Allowances can be made for applicants whose credentials are from foreign countries, which are not cooperating with sending proof of credentials. In this circumstance, the Executive Director will confirm and document on the personnel file the attempts at verification and the outcome.

If other unusual circumstances impede credential or licensure verification, the hiring may go ahead conditionally and any questions will be brought to the Executive Director.

4.12 SELECTION AND HIRING

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC will ensure objective, fair and consistent hiring practices are applied, while ensuring the best candidate(s) obtain the job. All hiring will be conducted in a manner consistent with the *Collective Agreement* and *Human Rights Legislation*.

Considerations:

Candidate selection is based on the assessment of education, training, experience, required certification or licenses, personal suitability, absence of a job-related criminal record, positive reference checks, eligibility to work in Canada and other factors considered relevant for the position.

The percentage of importance or weight given to the above-mentioned variables (e.g., driver's license, writing skills, academic qualifications, etc..) differs depending on the specific job, and may be more important for one position than another.

Diversity and Cultural Competence:

In acknowledgment of the Agency's need and desire to address issues of diversity and cultural competence, all other factors being equal, DCS will give preference in hiring applicants who have language skills, or represent a cultural minority we serve or are striving to serve.

Gender Balancing:

See *Collective Agreement* regarding the understanding in relation to gender balancing programs in order to best meet the needs of families.

Internal Applicants:

All qualified internal applicants will be granted an interview.

Qualified in-service applicants will receive an additional 10% of their total interview score in recognition of their seniority with DCS. This 10% will be given to permanent employees who have successfully passed their probationary period, and to auxiliaries who have accrued 900 hours of employment with DCS. Ex-employees who are applying for a position, and who have resigned within a twelve-month period prior to the job-posting date, will also be eligible to receive an additional 10% of their total interview score. Those eligible for this bonus must have received a satisfactory rating on their most recent employee appraisal.

Hiring the Executive Director:

The Board of Directors will hire the Executive Director.

4.13 CONFIRMATION OF EMPLOYMENT

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

All job offers will be confirmed in writing.

PROCEDURES:

Once a decision has been made, the Executive Director will inform the successful applicant. Once an applicant has accepted a position, unsuccessful applicants will be advised that the position has been filled.

At the time of hiring, the Executive Director will write the new employee a letter indicating the start date, starting classification, step, salary or hourly rate, vacation entitlement (or compensation in lieu of vacation entitlement) and job site.

A copy of this is filed on the personnel file. The new employee will also receive a confirmation letter from *Children and Women's Health Centre*, along with any benefit and union application forms.

Letter of Confirmation sample below.

LETTER OF CONFIRMATION

Approved: May 10, 2005 Revised: July 2007

Date

Dear (Successful applicant),

Thank you for your interview on (date of interview). This letter is a confirmation of our telephone conversation on (date) in which I offered you the position of (position offered), subject to a satisfactory criminal record check (and any other outstanding verification). Refer to *Criminal Record Checks, item #7.1, Credentials and Licensure Verification, item #10.1 and Employee Health, item #11.1 Policies (this Manual)*. Your start date will be (start date), and if applicable, include an end date.

I'd like to briefly restate the terms of the offer. You will be starting as a (classification and step). Your starting salary (or hourly wage for casual employees) will be (state amount) bi-weekly (or hourly for casual employees). (For casual employees, spell out additional hourly monies in lieu of benefits). Your vacation entitlement is (state time). Your job site will be (address).

(For regular employees) *Human Resources at Children's & Women's Health Centre* will be forwarding a letter of confirmation along with application forms for the benefit program and the union. Should you have any questions regarding these forms, please discuss this with the Executive Director.

Welcome to Deaf Children's Society, and I look forward to you joining us!

Sincerely,

Executive Director

4.14 HIRING OR CONTRACTING BOARD MEMBERS

APPROVED: MAY 2005

POLICY:

In recognition that the Agency has many board members whose abilities may be sought both outside and inside of *DCS*, and in recognition that board members' knowledge of the Agency is advantageous for *DCS*, there may be times when it is in the Agency's best interests to hire/contract with a board member.

Contracting with a Board Member:

If the Agency perceives that it is in the Agency's best interest to offer a contract to a board member, this will be fully disclosed to the board, including financial compensation (in terms that comply with the ***Society Act***.)

The decision to potentially contract with a board member shall be put to a vote in the form of a motion to the Board. The board member(s) under consideration shall absent him/herself (themselves) from the discussion and vote. If time does not permit waiting for the next board meeting, a telephone poll of the Board Executive may be undertaken with a full disclosure to all board members by fax, mail or E-mail.

If a contract were granted to a board member, he/she would thereafter absent themselves from any further discussions or votes, which could be perceived as a conflict of interest (*e.g., discussion or votes regarding compensation*).

Hiring a Board Member:

Board members are welcome to apply for external postings and would be interviewed according to *DCS*'s interview, selection and hiring policy in this manual.

If the Agency chooses to hire a board member, the board member must resign from the board.

4.15 GRANTING AGENCY CONTRACTS

REVISED: JULY 2007

APPROVED: NOVEMBER 2015

POLICY:

There may be occasions when *Deaf Children's Society of BC* decides to contract for certain services. In recognition that the Agency has employees whose abilities may be sought after from both outside and within the Agency, employees may compete for, or be granted, a contract, provided that:

- This does not interfere with the employee's job with the Agency;
- This is in the Agency's best interest;
- The work clearly falls outside of the employee's job with the Agency, or the employee is unquestionably unable to provide the contracted services within the allocated hours for their job with *DCS*;
- This does not create a conflict of interest. See **4.47 Employee – Conflict of Interest**

PROCEDURES:

The Executive Director will discuss the possibility of granting a contract to the employee with the employee's Supervisor prior to entering into the contract. The purpose of this discussion is to ascertain the impact of the contract work on the employee's work with the Agency, and vice versa.

The granting of the contract will be reported to the Board as a point of information. As is true for all financial matters of the Agency, the provisions of the contract will be open information within *DCS*.

4.16

CONTRACTING WITH RELATIVES OR INTIMATE OTHERS

REVISED: JULY 2007

APPROVED: OCTOBER 2016

POLICY:

Staff:

A relative/intimate other of an employee may be refused contracts, employment or transfer to a new work area when the Supervisory or reporting relationship is direct or when a conflict of interest occurs.

New employees will not be hired or contracts granted for the purpose of specifically providing employment for a relative/intimate other.

A relative/intimate other may be granted employment or contract work if this is clearly the best option, and in the Agency's best interest.

Board Members:

A relative/intimate other of the Board of Directors may be hired/contracted provided the Director thereafter absents him/herself from any Committee or Board discussion and/or vote, which could be perceived as a conflict of interest (*e.g., this includes discussions about salaries/compensation, benefits, conditions of work, etc..*).

Staff Representatives to Board Committees:

Staff representatives to Board Committees shall absent themselves from any discussion and/or vote, which could be perceived as a conflict of interest as defined above, in regard to a relative/intimate other.

Definitions:

For the purpose of this policy, relative shall include husband, wife, common-law spouse, son, daughter, mother, father, sister, brother, mother-in-law, father-in-law, grandparent or grandchild.

Intimate other shall include girlfriend or boyfriend, live-in or not, heterosexual or same sex.

PROCEDURES:

All Supervisors responsible for hiring, promoting and transfer shall ascertain whether applicants for positions are related to present employees, Directors or families as part of the selection process prior to making an employment offer.

4.17

EXIT INTERVIEWS

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

Whenever possible, *Deaf Children's Society of BC* Supervisors will strive to gather exit feedback from staff leaving employment with the Agency.

PROCEDURES:

Employees will be given the option of having an interview with their immediate Supervisor, or with the Executive Director, and/or employees may complete a written questionnaire. See ***Exit Interview/Questionnaire*** sample below.

Topics to be covered in the exit interview/questionnaire include:

- What did the employee like about working for *DCS*?
- What did the employee dislike about working for *DCS*?
- What needs improvement at *DCS*, both:
 - As an employer, and

- As a service provider?
- Does the employee have any ideas about how to bring about suggested improvements?
- Why is the employee leaving?

DEAF CHILDREN'S SOCIETY EXIT INTERVIEW/QUESTIONNAIRE

Approved: _____

Revised: _____

This questionnaire may be completed either as part of an exit interview, or the employee may complete on their own and return to their Supervisor/Manager or Executive Director.

1. What did the employee like about working for Deaf Children's Society?

2. What did the employee dislike about working for Deaf Children's Society?

3. What needs improvement at Deaf Children's Society:

- a) As an employer?

- b) As an employee?

4. Does the employee have any ideas on how to bring about suggested improvements?

5. Why is the employee leaving?

COMPLETED BY:

SUPERVISOR/MANAGER/EXECUTIVE DIRECTOR: _____

EXITING STAFF SIGNATURE: _____

DATE: _____

4.18 EMPLOYEE ORIENTATION

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

The program Supervisor will ensure all new staff receives an orientation:

- Immediately following their starting date, and
- At the commencement of any new position.

PROCEDURES:

It is the responsibility of the Supervisor of each program to develop job specific orientation checklists, which will be signed by both parties, on the new or transferring employee's personnel file, as confirmation that the orientation was completed.

The orientation will cover, but not be limited to:

- An introduction to other staff at the site, and an introduction to staff and their roles at head office. Specifically, new staff will need to be introduced to those head office staff with whom they will be interacting: the Executive Director, the Office Manager, and staff who handle specific inquiries regarding payroll, benefits, money, computer problems, etc..;
- An orientation to the physical site, including parking, keys, washrooms, lunch room, common work areas, supplies, phones and long distance calling, recycling, securing the offices, etc..;
- Hours of work, time sheets, pay days, calling in, signing out, etc..;
- History of the Agency;
- Philosophy of the Agency;
- Organizational structure, the board, committees (including who represents staff/programs on the various DCS committees);
- Services of the organization;
- Job responsibilities, the level of performance expected, and the process used for evaluation;
- Awareness of the various DCS Policy Manual
- De-escalation techniques to be used in volatile situations;
- Specific policies and procedures including, but not limited to:
 - Fire and disaster policy and evacuation plan;
 - Health and safety considerations and policy;
 - Emergency procedures and phone numbers;
- Record keeping with ***Freedom of Information and Protection of Privacy*** in mind;
- DCS Agency database;
- The external Ministries, community links, legislation and external policies we relate to. The role of HEABC;
- The current political context. Changes and/or external expectations on the horizon;
- Use of own vehicles on business, claimable mileage, mileage rate, mileage sheets, minimum liability insurance and insurance coverage for driving on business;
- Petty cash;
- Schedule of ongoing support, including staff meetings and individual supervision;
- Introduction to the Union shop steward.

The Union and Employer jointly agree to provide all present and new employees with a copy of the *Collective Agreement*.

The employee will be given a written program description and job description for their personnel file.

Orientation may utilize a number of methods, including reviews of literature, reviews of manuals, attendance at staff meetings, committee meetings or board meetings, special training events, visits to community agencies, etc.

The direct Supervisor has the authority to delegate portions of the orientation process to senior front line staff. However, the Supervisor retains the responsibility for ensuring that the above, and further necessary orientation and training relating to specific job requirements, occurs.

The Supervisor will attempt to complete the **Orientation List for New Employees** (below) within three weeks of the employee's start date in the program/department. The **Orientation List for New Employees** will be reviewed and checked for completion and thoroughness of understanding at three months from the employee's start date in the program/department.

DEAF CHILDREN'S SOCIETY OF B.C.
ORIENTATION LIST FOR NEW
MANAGERS/SUPERVISORS

Approved: _____ Revised: _____

This orientation checklist is for supervisors/managers who are also new employees to Deaf Children's Society. It is intended to be used together with the agency's Orientation Sign-Off for New Employees.

PROGRAM: _____ **DATE:** _____

SUPERVISOR: _____

EMPLOYEE: _____

NOTE TO SUPERVISORS/MANAGERS/CO-WORKERS ASSISTING WITH ORIENTATION: Please initial each item covered.

<input type="checkbox"/>	Organizational Structure (Regional hierarchy)	_____
<input type="checkbox"/>	Administration (Structure/Petty Cash/Mileage/Timesheets)	_____
<input type="checkbox"/>	Hiring/Promotion/Transfer	_____
<input type="checkbox"/>	Three (3) Reference Checks	_____
<input type="checkbox"/>	Criminal Records Check	_____
<input type="checkbox"/>	Job Description	_____
<input type="checkbox"/>	Verification of Credentials	_____
<input type="checkbox"/>	Sign Off as Having Read Policy Manuals	_____
<input type="checkbox"/>	Change in Personnel Status	_____
<input type="checkbox"/>	Supervisor's Check-Off Form for New Employees	_____
<input type="checkbox"/>	Personnel Files/Forms	_____
<input type="checkbox"/>	Performance Appraisals and Probationary Period	_____
<input type="checkbox"/>	Discipline	_____
<input type="checkbox"/>	Collective Agreement	_____
<input type="checkbox"/>	WCB	_____
<input type="checkbox"/>	Spending/Signing Authority	_____
<input type="checkbox"/>	Staff Training	_____
<input type="checkbox"/>	Complaints	_____
<input type="checkbox"/>	Accreditation	_____
<input type="checkbox"/>	Site Security (Keys/Alarms)	_____
<input type="checkbox"/>	Proposals	_____
<input type="checkbox"/>	Program Start Up	_____
<input type="checkbox"/>	DCS Library (maintenance, purchasing/obtaining, borrowing)	_____
<input type="checkbox"/>	Other Program Specific Orientation:	_____
<input type="checkbox"/>		_____

EMPLOYEE SIGNATURE: _____ **DATE:** _____

MANAGER/DIRECTOR'S SIGNATURE: _____ **DATE:** _____

4.19 STAFF TRAINING

REVISED: SEPTEMBER 2015 APPROVED: OCTOBER 2016

Preamble:

The Collective Agreement covers the subject of educational leave. This policy statement will only address items not covered by the *Collective Agreement*.

POLICY:

As part of our commitment to quality services, DCS encourages employees, practicum students, peer mentors and volunteers to participate in a range of continuing development opportunities.

The professional development of each staff member is the joint responsibility of the employee and the employer.

The Supervisor, in consultation with the Executive Director, will have the final say on the suitability of, and approval for, courses taken that involve the Agency's time and/or money. **Staff require approval from the Executive Director for leave to attend professional development opportunities.**

PROCEDURES:

Deaf Children's Society of BC budgets for staff training on a program basis. Refer to DCS financial reports for current figures.

The staff-training budget is not intended for the individual employee to spend as they see fit. Rather, staff training monies are pooled and allocated according to the following priorities:

1. DCS is required to provide first aid certification, where required.
2. Supervisor directed training targeted at specific gaps in core competencies (e.g., sexual abuse training where this is identified as a gap, computer training for clerical staff where technology has changed, Supervisory training for new Supervisors, etc..)
3. A range of Agency-wide, in-service training reflective of various program and Agency needs (as this is far more cost effective than sending individual workers to individual courses).
4. Important networking and information sharing events (annual conferences of professional associations, field specific provincial conferences, etc.)
5. Funds permitting, individual staff may request to attend individual workshops or courses. These requests are generally linked to no more than one expensive (over \$100) request per employee, per year.

The first three priorities listed will be the financial responsibility of the employer. **Where there is a cost to attend priorities 4 or 5, the Supervisor will determine whether to pay the cost in full, in part, or whether the employee will receive time but not funds, to attend.** Factors that will be considered in making this decision include:

- How many other training events the employee has attended in the past year, and how expensive these were;
- How much money is left in the program's or Agency's staff training budget for that year;
- How many other DCS employees want to attend training or conferences;
- How relevant the training or networking is to the employee's work with the Agency, etc..

Under ordinary circumstances, previously approved attendance at a work related conference or workshop will be on work time, and be considered time worked.

Overtime is not paid for attendance at professional development events.

When employees attend a conference, workshop or training even on DCS time or money, they are expected to stay for the whole event, and not leave part way through. If staff leaves early, they must reflect this accurately on their time sheets.

When employees attend a conference or workshop as representatives of DCS, they will prepare a presentation for their colleagues on the material covered at the workshop. This presentation could occur at a team or site meeting.

Staff training is a standing agenda item at DCS Supervisor's meetings. It is the responsibility of Supervisors to solicit input from staff at least annually, regarding training needs and wishes. This input is brought to the Supervisor's meeting, where plans are made for Agency wide training.

In-service training events are open to volunteers, practicum students, board members, members of DCS' consumer advisory committees and other consumers, as appropriate. DCS may cover expenses for participation from volunteers and consumers of service (e.g., child care and transportation costs).

Space permitting, in-service training events will be opened up to external professionals in the community. In particular, DCS likes to offer seats to our funding Ministries, and to inadequately resourced agencies whenever possible, at no cost to community participants. We see this offer as advancing mutually beneficial community relations, and sharing of ideas.

4.20 HOURS OF WORK

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

This policy item attempts to address historical points of confusion regarding hours of work as addressed in the *Collective Agreement*. Please refer to the *Collective Agreement*.

Guidelines:

Rest & Meal Periods:

The *Collective Agreement* states that "Employees working a full shift shall receive two rest periods, one in each half of the shift. Employees working less than a full shift shall receive one rest period. Rest periods shall be taken without loss of pay to the employees. Rest periods are 15 minutes in length."

In practice, DCS has not been rigid about expecting employees to adhere exactly to these guidelines. It is acceptable to the employer that some employees may need to go for more frequent breaks, provided that:

- This does not create a problem for service delivery and has been approved by the Supervisor, and
- If more than 30 minutes per day, or 15 minutes per half day are spent on breaks, this is accurately reflected in the hours claimed on the time sheet. (For example, if an employee works 8:30-4:30 with an hour for lunch, and four 15 minute breaks, then a total of 6.5 hours worked may be claimed for that day.)

Breaks may not be "saved up" and deducted off the end of the workday. If breaks are not taken, the employer does not compensate this to the employee.

Lunch Hours:

- Lunch hours are not paid time.
- Within DCS's school programs, lunch hours are considered hours worked on days that students are present for lunch. This does not include lunch breaks on staff meeting days or professional days when no students are present for lunch.
- Within counseling programs, lunch is considered paid time if employees are meeting with a family over lunch.
- Employees have the option of working through lunch if they wish, and if this fits with staffing/program needs.
- Employees also have the option of taking an extended lunch hour if they wish and if this fits with staffing/program needs, and providing it is accurately reported to the Executive Director.

Keeping the Supervisor Informed:

Employees must ensure their Supervisor/Executive Director is aware of their hours of work, and any irregular arrangements they wish to make. For example, if an employee wishes to take several 10 minute breaks in a work day on an ongoing basis,

rather than the regular two 15 minute breaks. This must be made known to the Supervisor/ED and approved on a staffing/program basis.

4.21 PAY SCALE

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

Under normal circumstances, new employees will start at step one of the pay scale for the classification for which they are hired and qualified. Human Resources at **Children and Women's Health Centre** will determine the appropriate step and classification, based on the qualifications of the employee submitted at the time of hiring.

Under circumstances where DCS is recruiting an applicant away from another employer, the Agency will start the new employee at the equivalent wage that he/she was earning elsewhere, up to the maximum possible for the classification for which he/she is being hired.

Hiring Former DCS Employees after a Break in Service:

Refer to the **Collective Agreement "Re-employment after Voluntary Termination and Rehire" (Facilities Subsector – HEU) or "Portability of Benefits" (PPBA – HSA).**

Under-Qualified Employees:

If under very exceptional circumstances, DCS wanted to employ or promote an under-qualified applicant, he/she would begin at a lower classification until he/she met the requirements for the position's normal classification. The decision to hire or promote an under-qualified applicant would be extremely rare and entirely at the employer's discretion.

Exception-Circumstances:

The employer retains the right to have some flexibility beyond these guidelines in order to enhance DCS' ability to recruit the best candidate for the job, up to the maximum possible for the classification for which an individual is being hired. Such exceptions would be discussed and decided by the Executive Director.

4.22 PROMOTIONS

APPROVED: MAY 2005

POLICY:

When an employee is promoted to a higher paying position, he/she will receive the rate of pay associated with that benchmark, as determined by the *Collective Agreement*.

If, under highly exceptional circumstances (e.g., to avoid a layoff), an employee is promoted to a position for which he/she does not meet the minimum qualifications, please refer to **4.21 Pay Scale**.

PROCEDURES:

The Executive Director will inform **Human Resources** at **Children and Women's Health Centre** prior to the employee's start date at the new rate.

4.23 ACTING OR SUBSTITUTION PAY

REVISED: MARCH 2015

APPROVED:

POLICY:

A situation may exist where an employee is relieving in a higher rated position, the employee shall receive the next higher increment rate of the new position, or as directed by the *Collective Agreement*.

When an employee is relieving in a higher rated position, the employee shall receive the lowest step in the higher rated job increment structure, or as directed by the *Collective Agreement*.

Acting pay is not given automatically when a more senior employee goes on vacation or leave. It is only paid when an employee is asked, in advance, to cover for the level of authority ordinarily held by the employee who is on vacation or leave.

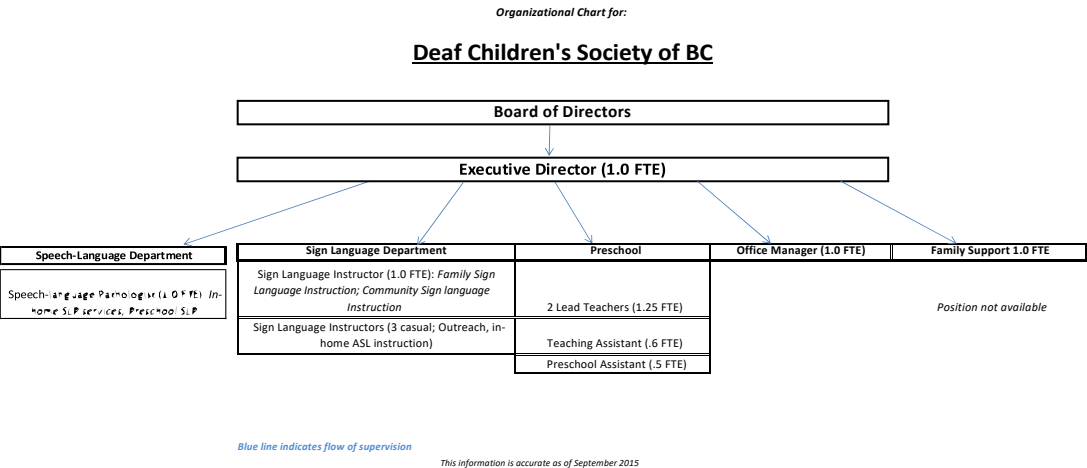
If an employee is asked to substitute for a position, for which he/she does not meet the minimum qualifications, he/she will be paid acting pay at a level or classification for which he/she does meet the minimum qualifications. Refer to **4.21 Pay Scale**

Acting pay is not paid to a same level or senior level Supervisor, who is simply covering for a peer, but who is not substituting for a higher paying position.

A certain degree of mutual substitute coverage, on an “as needed” basis, is within the job descriptions of DCS’ Supervisors, without the expectation of acting pay (e.g., coverage for unexpected situations on flex, training or sick days, or when a Supervisor or Executive Director cannot be reached for any other reason). Such coverage flows up and down in accordance with **DCS Organizational Chart and Administrative Structure**

PROCEDURES:

The Supervisor, who supervises the employee in the acting position, must inform the Executive Director prior to employee’s start date of acting.



4.24 PAYROLL

See Section 2: [Payroll](#), 2.20

4.25 PAYROLL ADVANCES

See Section 2: [Payroll Advances - Employees](#), 2.24

4.26 OVERTIME (in-lieu), BANK AND FLEX TIME

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

DCS does not pay overtime. Rather, hours worked above and beyond regular hours (for example, to accommodate a family, special DCS events, meetings) are banked as time off with pay. This is referred to as “in-lieu time” and must be documented.

There are two kinds of in-lieu time at DCS:

- 1) **Agency in-lieu**, when all staff are working extra hours in order for an event to happen. This time is pre-approved by the Executive Director.
- 2) **Service in-lieu**, when a particular staff such as the SLP might work additional hours outside of regular shift to provide service to a family. Whenever possible, the Executive Director should be advised in advance that this will happen to ensure prior approval and that special accommodations for family services are being made known to the Executive Director.

PROCEDURES:

- **All banked time is to be used within the month it is accrued. Only under special circumstances will banked time be carried over to the next month.**
- All banked time will be recorded on overtime time sheets, and approved in advance by the Executive Director. The Executive Director will ensure payroll reflects the in-lieu time appropriately.

4.27 PAYROLL CHEQUES

See Section 2: [Payroll Cheques](#), 2.26

4.28 JOB RECLASSIFICATION

APPROVED: MAY 2005

POLICY:

A position may be reclassified if:

- The equivalent position is reclassified within government, or
- If the job expectations, description and/or qualifications for a particular position significantly alter.

An individual will not be reclassified into a classification for which he/she does not meet the minimum qualifications. If a position is reclassified and the individual in the position does not meet the minimum qualifications, the individual will be given reasonable time to meet the minimum qualifications. The individual will remain at the lower classification until such time as he/she meets the minimum qualifications for the position.

A position will not be reclassified based on whether an individual within a specific position is exceeding expectations for that particular job. It is the position, and not the individual, who is reclassified.

PROCEDURES:

If an employee believes the position he/she occupies is improperly classified, he/she may bring his/her request to the Executive Director, either in writing or in person. In reviewing the request, the Executive Director will consider the equivalent position within government. In addition, the Executive Director may:

- Consult with other similar agencies;

- Consult with the Union;

This internal process does not preclude an employee from their right to appeal their classification through the Union first, simultaneously, or later.

4.29 PROBATIONARY PERIOD

APPROVED: MAY 2005

POLICY:

The probationary period for permanent employees of DCS transferring within the Agency is three months, with provision for extending the probation for an additional three months, should it be required.

PROCEDURES:

During the three month probationary period, the Supervisor supports the transferring employee, providing regular feedback to ensure success in the new position. It is also the Supervisor's role to assess and monitor the employee's competence and suitability within the new job. At the end of the probation period, a probationary appraisal will be completed by the Supervisor and placed on the employee's personnel file.

At the end of three months, the transferring employee may be confirmed in his/her new position, or the probation may be extended for three months.

If, with support, the transferring employee fails to meet job expectations, the employee may be transferred back to their previous position, or elsewhere within the Agency.

Due to service delivery needs, previous positions cannot be held open until the end of the transferring employee's probation. Job vacancies will be posted and filled according to the *Collective Agreement* and personnel policy. If, under rare circumstances, a transferring employee is not successful in his/her new position and is moved back into his/her former job, the *Collective Agreement* will apply regarding layoff of the most recently hired employee within the classification

Transferring employees may not choose to return to their former position once an offer of employment has been made to another individual.

4.30 VACATIONS: REQUESTS

APPROVED: MAY 2005

POLICY:

Staff members are required to complete ***Vacation Request Forms*** (sample below) **at least two weeks** before the requested time off. The completed forms are to be given to the Supervisor for approval.

In order to provide consistency to program delivery, staff are encouraged to arrange their vacation time during school breaks and holidays.

Name:

Date:

Number of Vacation Days:

Please submit one form for each requested vacation.

Dates requested:

From (date)	To (date)	Number of Days

Approved by:

Date of Approval:

4.31 VACATION POLICY

ADDED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

Vacations must not disrupt the schedule of services to clients. Speech-language and sign-language staff are employed on a 12-month schedule. Preschool staff are employed on an 11 month schedule, meaning their schedules are determined by the school calendar and hours of service, not by family availability. As such, preschool staff must follow the school calendar when planning their vacations. The school year is as follows:

Sept-December, with two weeks off for winter break
 January –March, with two weeks off for spring break
 April – June, with one week off between Preschool and Summer Playgroup
 August – no school

Preschool staff are expected to schedule their vacation time in alignment with school vacation times in order to minimize disruption of service provision.

Speech-language and sign language staff, on a 12-month contract, and who visit families in their homes, may schedule their vacation time throughout the year, but are advised to avoid reduction of services to families if vacation time is not in alignment with the school year.

4.32 PERFORMANCE APPRAISALS

APPROVED MAY 2005

POLICY:

A written performance appraisal shall be completed prior to the expiry of an employee's probation period and annually thereafter, unless otherwise warranted.

Appraisal forms shall be objective and shall be approved by the Executive Director.

Appraisals shall be based on the past 12 months, or on the probation period, whichever is applicable.

An appraisal report shall not be changed without the knowledge of the employee, after an employee has signed it.

PROCEDURES:

Employee appraisals should be reflective of the job description.

The appraisal process is intended to be a mutual and inclusive review between the staff member and Supervisor. This notwithstanding, performance appraisals will be completed by the employee's Supervisor and may include input from team members.

The employee will sign the appraisal form and indicate his/her acceptance or objection. The appraisal will also be signed by the Office Manager and Executive Director.

The employee will receive a copy of the appraisal and the original will be filed in the employee's personnel file.

If performance is rated as less than expected, a time limited plan will be developed to bring performance up to the expected level and a review date will be set (e.g., in two or three months) to evaluate whether performance is meeting expectations. Indicators will be clearly specified to signify whether or not the goals have been reached. The consequences of failure to meet the agreed upon goals will be explained. All of this will be recorded in writing.

When an employee transfers to a new position within *DCS*, an appraisal will be completed by the former Supervisor, unless one has been done recently. If an employee has been supervised by three Supervisors within the last twelve months (e.g., the employee has transferred jobs) the annual appraisal will be jointly completed by the three Supervisors.

PROBATIONARY APPRAISALS:

Probationary appraisal forms are to be completed prior to the expiry of the probationary period, which is four months for new employees and three months for transferring employees. For new or transferring employees who are being extended on probation, a second probationary appraisal form will be completed prior to expiry of the extended probation period.

4.33 LETTER OF DISCIPLINE

APPROVED MAY 2005

POLICY:

Under most circumstances, a letter of discipline will be issued only after an employee has had the benefit of a disciplinary meeting with a shop steward present, in which the employee was given an opportunity to respond to the concerns and explain any mitigating circumstances.

A Supervisor must consult with his or her Supervisor or the Executive Director, prior to calling a disciplinary meeting or issuing a letter of discipline. *HEABC* may be consulted for labour relations advice prior to either action.

Definition, Usage and Purpose:

A letter of discipline is both a verbal warning, and formal documentation of a personnel problem. In progressive discipline, a written warning is used after a verbal warning has failed. However, depending on the seriousness of the problem, a letter of discipline may be utilized without a prior verbal warning.

The purpose of the disciplinary letter will hopefully be to assist in correcting the problematic behavior. The second purpose is employer protection in case the problem is not corrected and dismissal is necessary.

Guidelines for Supervisors:

The letter should confirm that it follows a personal discussion on a specific date. The letter of discipline restates and emphasizes points discussed during the disciplinary interview.

Specifically, the letter will:

- Describe the problem factually, and in detail;
- State why the situation is serious and unacceptable;
- Restate the expected standard(s);
- Clarify what needs to improve to meet those standards;
- State the employee's commitment to improve if one was obtained during the interview. In some cases, the employee will make no such commitment, particularly if he/she feels discipline is not warranted. (This should be noted in the letter);
- State what the consequences are if the standards are not met;
- Note confidence in the employee, if applicable,
- Outline the follow-up procedure.

If the Supervisor believes that the problem could be helped with counseling, *DCS' Employee and Family Assistance Program* or other problem-specific counseling should be suggested to the employee, in writing. See **4.66 Employee and Family Assistance Program**. *HEABC* is available to review a draft letter prior to the letter being issued.

4.34 JOB PERFORMANCE DIFFICULTIES

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

Assisting employees with job performance difficulties begins with an attempt to problem-solve without disciplinary process.

Guidelines:

When employees have difficulties which interfere with acceptable job performance, the following sequence of steps will be taken:

- The Supervisor must inform the employee that a difficulty exists. The Supervisor is required to encourage and support the employee's self-improvement in the unsatisfactory area(s). This will include setting tangible performance goals, developing a plan for achieving the goals, scheduling regular supervision and setting a review date specific to the situation. The plan could include formal or informal training. The content of this meeting will be recorded in writing, with a copy being given to the employee.
- If personal difficulties are interfering with job performance, the Supervisor will suggest (including in writing) the employee utilize the **Employee and Family Assistance Program** or other counseling of the employee's choice. Counseling occurs on the employee's own time. See **4.66 Employee and Family Assistance Program**.
- If, at the end of the review period, the employee's performance has improved to an acceptable level, normal supervision will recommence. The plan could be re-visited if a problem reoccurs.

- If problems persist, the Supervisor will document each relevant incident, and give a copy of the documentation to the employee.
- If problems continue, refer to the *Collective Agreement* provisions for probation or other disciplinary action. No action, which could lead to discipline, shall be taken without the offer that a shop steward be present, and without first consulting with the Executive Director, who will seek advice from HEABC.

4.35 SUPERVISION AND SUPPORT

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

All employees will receive supervision as a support to maintaining and improving the provision of service and, where applicable, as a means to debriefing the stress of the work the agency engages in. Note that where departments have a sole charge, the Executive Director is the “Supervisor”.

The Concept of Supervision:

It is the responsibility of the Supervisor to provide the opportunity for staff to benefit from the Supervisory relationship. It is the responsibility of employees to take advantage of this opportunity. Both responsibilities are of equal importance.

Staff supervision includes the overall process of all interactions between Supervisor and staff, whether those interactions are scheduled or spontaneous.

Supervision involves support and the development of knowledge, skills, confidence and self-awareness. It is a mutual process, where both the Supervisor and the individual employee are responsible for the agenda for identifying opportunities for growth, and learning, and for the effectiveness of the process and the relationship.

Supervision is an interactive process conducted with respect and sensitivity for the individuals involved, and is differentiated according to the needs of individuals and programs.

Staff Meetings:

All programs will hold regular staff meetings in order to:

- Share information;
- Facilitate a common understanding of purpose and approach;
- Provide a forum for the sharing of ideas;
- Share success and validate work being well done.

The Role of the Supervisor:

The Supervisor will be responsible for the supervision of all program staff and volunteers under his/her direction. In addition to the concepts outlined above, the following are provided as guidelines for the Supervisor:

- The Supervisor is responsible for staff orientation. See **4.18 Employee Orientation**
- The Supervisor is responsible for annual employee appraisals. See **4.32 Performance Appraisals**
- Supervisors will negotiate a schedule of supervision with employees, taking into account individual and program needs, and the particular needs of new employees.

The Supervisor ensures that program staff follow program and agency policies and guidelines. This is achieved by:

- Information sharing (including staff and individual meetings, memos, etc.);
- Previewing all reports and official correspondence prior to the final draft being sent to its intended reader;
- Signing off all closed files;
- Where possible, and at the Supervisor’s discretion, directly observing and working with program staff. Refer to **Agency and Programs Policy and Procedures Manual**.

The Supervisor will support individual strengths and address difficulties by:

- Supporting, cultivating, and acknowledging individual strengths;
- Creating opportunities, mentoring, and discussing with employees their understanding of their strengths and areas requiring growth;
- Being available for debriefing and self-evaluation, or as a sounding board with the understanding that advice is not always necessary;
- Providing regular feedback, both individually as well as on the program's performance as a whole;
- Providing interpretation and direction regarding policies, procedures, and expectations;
- Providing guidance on performance issues and discussing job-related behavior or incidents;
- Exploring with employees, ways in which problems can be addressed; working out mutually acceptable and time limited strategies to address problems; agreeing on measureable indicators of progress;
- Negotiating with individual employees clear consequences of failure to meet expectations;
- Recording in writing, the content of Supervisory meetings. These minutes will be kept secure and confidential.

4.36 EMPLOYEE FEEDBACK

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC will solicit anonymous written employee feedback from all employees and contractors on an annual basis.

PROCEDURES:

The feedback will be compiled and reviewed by the Board of Directors, the Executive Committee and the *DCS* Supervisors. The compiled survey will be made available to interested staff.

4.37 PERSONNEL FILES

APPROVED: MAY 2005

POLICY:

Personnel files will be maintained on each employee.

PROCEDURES:

Personnel files will contain information such as:

- Resume;
- Verification that criminal records check was completed. See **4.8 Criminal Record Checks**
- Verification of driver's license (if a job requirement), degrees, certificates, diplomas, etc. See **4.11 Credentials & Licensure Verification**
- Letter of offer;
- Signed orientation check list;
- Letters of commendation, records of complaints, investigations, disciplinary action (if any);
- Performance appraisals;
- Other information relevant to employment.

Letters of reference or notes from telephone reference checks will be kept in a secure and confidential file, separate from the employee personnel file. This is in order to ensure the person giving the reference that it (the reference) will be kept confidential, so that they may be candid in their response.

Personnel files will be kept in a secure area and shall not be accessed by anyone other than relevant Supervisory staff, the Executive Director or his/her designate, the employee to whom the file pertains, or a Union representative with the written authority of the employee. The file may not leave the office. Any other request for access to a personnel file (e.g., a court subpoena) will be directed to the Executive Director, who may seek legal advice prior to proceeding with the request.

Letters of reprimand may be removed from the personnel file upon request after one year, if there has been no other disciplinary action of a similar nature. See *Collective Agreement*.

With the permission of the employee, information of a highly personal nature will be kept in a sealed envelope in a separate confidential file in the Executive Director's office, with the knowledge of the individual concerned (e.g., sensitive medical, mental health, or criminal information, or sensitive information relating to allegations of misconduct). The purpose of this is for the additional protection of individuals' privacy, where information of a highly personal nature exists. The individual concerned may have access to this record. The intent of this policy is to ensure no additional staff (e.g., administrative support staff) have access. The record would be destroyed when it is no longer of relevance. See **4.38 Employee Records**.

4.38 EMPLOYEE RECORDS

APPROVED MAY 2005

POLICY:

Relevant employee records shall be retained after termination of employment, for up to a period of seven years.

PROCEDURES:

Only designated management or Office Manager will have access to these records.

When employee records are destroyed, they shall be destroyed in a manner which ensures confidentiality (i.e., shredding).

4.39 STAFF INFORMATION

APPROVED MAY 2005

POLICY:

All information regarding a staff member will be held confidential by all other staff members, except as required by the operation of the employer's business (including the provision of employment references to other employers). In general, staff will model healthy boundaries and respect for others' privacy.

PROCEDURES:

Should an employee wish to have personal information released, he/she will provide the employer with a written statement authorizing the employer to release said information.

Home Phone Numbers or Addresses:

Under no circumstances will home phone numbers, personal cellular phone numbers or addresses of staff (present or former) be given to individuals without the expressed permission of the staff person involved.

If an external request is made for an employee's personal phone number or address, a message will be taken and passed along to the staff member.

It is expected that personal phone numbers will be shared between Supervisors and co-workers for supporting one another with work related emergencies such as making arrangements when sick, etc.

Staff who wish to give their home phone number or address to an individual or family, may only do so with the knowledge and consent of their Supervisor. Staff should be aware that their number may be seen on call display.

No phone numbers and addresses (staff or families) will be left where they might be seen by any individual or the general public.

No phone numbers or address (staff or families) will be repeated within earshot of any individual or the general public.

Private Medical Documentation which needs to be processed by the Employer:

Private medical documentation which needs to be processed by the employer for benefits, or other purposes, will be sent to the Executive Director in a sealed envelope marked “confidential” and will be processed only by the Executive Director, and placed on the personnel file in compliance with this policy. See **4.37 Personnel Files**

4.40 CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

APPROVED MAY 2005

POLICY:

In all circumstances, staff will remain aware of the right of families or individuals to have information about them held in confidence. Guidelines are to be applied in maintaining confidentiality and disclosing information.

PROCEDURES:

Staff will not share private information about families or co-workers with other families.

Information about children and families should not be divulged to others in general, and should not become social conversation or gossip. This means children and families should not be discussed in public places (e.g., restaurants, at parties, etc.) where conversations can be overheard. Neither should staff discuss children and families in their presence, unless they are included as participants in the conversation.

All information of a child protection nature must, by law, be reported to the Ministry for Children and Families as soon as possible. See **3.26 Child Abuse Prevention and Reporting**

Section 96 of the **Child, Family and Community Services Act** allows MCFD social workers to access any information from anywhere, in a child abuse investigation. This is initiated by a “simple request”. No court order is needed.

Staff will cooperate with police and provide relevant information if a family is suspected in an investigation, or if a child has been reported as a missing person. In the event that staff are made aware that a person has committed, or is about to commit, a serious crime, there is a civic responsibility to report this information to the police. Ideally, the individual being reported should be informed that the reporting is taking place. However, under some circumstances this may not be the best plan. The program Supervisor must be kept informed of all situations involving serious crime or the police.

Disclosure of information necessary to prevent people from doing harm to themselves, or others, is justified.

The use of any confidential information for education or training purposes must be discussed with, and approved by, the program Supervisor in advance.

Families are allowed access to any reports or documents we write about them, and, as a matter of good practice, DCS workers will routinely share reports with the individuals about whom they are written. Any confidential third party information contained in such reports must be “blackened” or “whited” out prior to sharing the report.

Staff should remain aware that any information in written form, pertaining to specific children or families, or the overall functioning of a program, could be utilized in an investigation or subpoenaed as evidence in court. DCS policy manuals, policy

statements, program descriptions, etc., are not considered confidential, and will be made available to families, parents/guardians of children, and funders, upon request. Requests for DCS policy from other agencies will be forwarded to the Supervisor for consideration.

For additional information, see **5.6 Confidentiality and Disclosure of Information**

4.41 PRACTICUM AND WORK-EXPERIENCE STUDENTS

APPROVED MAY 2005

POLICY:

Deaf Children's Society of BC is committed to the promotion of high professional standards. We see it as part of our professional responsibility, and an important community service, to take students on practicum from schools of Child and Youth Care, Social Work, Special Education, Speech and Language, and Audiology programs. Students from other programs may be accommodated if staff availability permits.

DCS' non-discrimination and diversity policy applies to students as it does to all others. As well, the spirit and intent of the harassment policy included in *DCS' Collective Agreement* will apply to all students.

PROCEDURES:

- A criminal record check is a mandatory requirement for all students. If the academic institution required a criminal record check prior to accepting the student into their program, this criminal record check will be considered sufficient. No student will be allowed to be unsupervised, with a family or individual, until we receive verification of the criminal record check. See **4.8 Criminal Record Checks**
- Each student will be interviewed by DCS prior to acceptance for placement to determine mutual suitability, and will be requested to sign a letter of agreement describing duties, responsibilities and supervision.
- The student will need orientation and support similar to that provided to new staff members (although perhaps less extensive, depending on the length of the placement). The staff member who agrees to supervise the student will orient the student to the program and Agency. See **4.18 Employee Orientation**
- Although the program Supervisor may delegate, he/she is ultimately responsible for orientation and supervision of students.
- Students are accountable to DCS, and to their school, for complying with Agency policies and established standards of professional conduct and confidentiality. See **4.56 Professional Conduct and Behaviour** and see also **4.40 Confidentiality and Disclosure of Information**.
- A student will be given as much responsibility as DCS staff (in consultation with the program Supervisor) believes that he/she can handle.
- Students will not be used to replace regular staff.
- Students will not administer medication.
- All entries into family or individual files by students will be read and initialed by the supervising staff member.
- Students are given full access to the Agency library, and other DCS resource materials, as well as any internal staff training opportunities, which occur during the course of the practicum.
- The production of audiotapes or audio-visual material for learning, teaching and student supervision purposes is only to occur with the family or individual's written consent, and approval from the program Supervisor. See **4.40 Confidentiality and Disclosure of Information** or see **5.6 Confidentiality and Disclosure of Information to families**
- Students will be reimbursed for incidental costs incurred in the rendering of assigned duties.

Early Childhood Education Students:

Students will be assigned to, and supervised by, DCS preschool staff. The student will have specific duties assigned within their level of competence.

The DCS preschool Supervisor of the student is expected to work collaboratively with the College Instructor to give the student regular assessments of his/her performance. Feedback to the student may include feedback provided by the staff team at a team meeting.

Social Work Students:

Social work students are supervised by the DCS family support staff. The student will have specific social work responsibilities assigned within their level of competence.

The family support Supervisor will set aside time, on a weekly basis, to meet with the student (the UBC expectation is the field instructor will spend a minimum of one and a half hours per week for supportive supervision). Periodic meetings with the University liaison person are also required. The field liaison person is available for consultation and support to the family support Supervisor and student, and either party should not hesitate to call on the field liaison as needed.

The family support Supervisor is expected to provide written input for the interim and final evaluations.

Career and/or Work Experience Students:

Students from career or work experience programs will only be taken on a job shadowing basis, and will not be given any independent responsibility or assignments with families, or have access to any family files.

Students at Risk for Failure:

It must be recognized that some students will demonstrate problems in the field, which simply could not have been detected in the classroom, or at least were not sufficiently problematic to warrant the student's discontinuance from the program. Whenever there is a question about a student's progress or suitability, the student's DCS Supervisor will:

- Immediately share the concerns with the student;
- Contact the designated school liaison person for consultation as soon as possible;
- Document the lack of progress.

Professional Suitability:

Deaf Children's Society of BC will recommend removal of a student from the practicum when there is reason to conclude that the student has:

- Behaved/performed in a manner which endangers individuals, Agency staff, volunteers and/or visitors;
- Harassed/abused an individual, Agency staff, volunteer and/or others;
- Been convicted of, or charged with, a criminal offense involving violent or abusive behaviour;
- Been sexually involved with an individual.

4.42 VOLUNTEERS AND PEER MENTORS

APPROVED MAY 2005

POLICY:

Deaf Children's Society of BC supports the concepts of volunteerism and peer mentoring, providing the following procedures and safeguards are in place.

Deaf Children's Society of BC's non-discrimination and diversity policy applies to volunteers as it does to all others. As well, the spirit and intent of the harassment policy included in *DCS' Collective Agreement* shall apply to all volunteers and peer mentors.

PROCEDURES:

- Any potential volunteer must be interviewed by a volunteer coordinator to screen for personal suitability. See **4.7 Employee Interviews**
- Volunteers will not be used to replace regular staff.

- The volunteer will need orientation and support in the same way a practicum student or new staff member needs to become familiar with our programs, philosophy and policies. The program Supervisor is ultimately responsible for the orientation and supervision, although aspects of this may be delegated. See **4.18 Employee Orientation**
- Volunteers will be required to sign a letter of agreement describing duties, responsibilities and supervision.
- Students are accountable to *DCS*, and to their school, to comply with Agency policies and established standards of professional conduct and confidentiality. See **4.56 Professional Conduct and Behaviour** and see also **4.40 Confidentiality and Disclosure of Information**.
- Volunteers will be invited to attend in-service training when applicable.
- Volunteers are expected to comply with Agency policies and established standards of conduct.
- A volunteer should not be given the task of supervising children on his/her own.
- Volunteers may not have access to, or write entries into, family or individual files. Any family-related notes or other material will be given to the Supervisor for initialing and placement in the file.
- Reimbursement for expenses incurred during the course of volunteer duties must have the prior approval of the Supervisor.
- In some circumstances, volunteers may be paid an honorarium if this makes sense from a program planning and budget point of view.
- A volunteer may be suspended from his/her assigned duties when there is reason to conclude that the volunteer has:
 - Behaved in a manner which endangers individuals, Agency staff, students volunteers and/or visitors, or;
 - Harassed/abused an individual, Agency staff, student, volunteer, visitor, and/or others, or;
 - Been convicted of, or charged with, a criminal offense involving violent or abusive behaviour, or;
 - Engaged in other inappropriate behaviour, which may cause the Agency to be viewed in a negative light.
 - Reinstatement is subject to consultation with the Executive Director.

4.43 STAFF PRESCHOOL ENROLLMENT POLICY

REVISED: JUNE 2015

APPROVED: NOVEMBER 2015

POLICY:

In situations where a *DCS* staff person's child is eligible for services, that child should be enrolled to attend only during times when the staff person is not on duty and/or providing a direct service. The intention of this guideline is to provide an opportunity for the child to access services, while preventing a staff person from providing direct services to their own child.

In the case of a staff member fostering a child who requires services, the child is not considered a relative, family member or other – rather, the child is a client and services will be provided unless there is a clear conflict of interest and/or impact on the quality of the services

PROCEDURES:

Staff wishing to enroll their child in the preschool must first be sure that their child is eligible. Eligibility will be determined by the Preschool Supervisor, and must be consistent with the mandate of the organization.

4.44 CHILD CARE

REVISED: OCTOBER 2015

APPROVED: OCTOBER 2016

POLICY:

Bringing One's Own Children to the Office:

The employer understands there may be circumstances which necessitate bringing a child to the workplace (e.g., last minute break down in child care arrangements, and unexpected teachers' strike, taking a child to a medical or dental appointment in the middle of the day, etc.). It is expected that bringing one's own children, foster children, relatives, etc., to the workplace, will not occur on a regular basis as a regular child care arrangement.

PROCEDURES:

For anything beyond an occasional friendly visit, or a one or two day emergency, a child care solution must be approved in advance by the Supervisor. Providing regular child care to one's own children, foster children, relatives, etc., while on the job will not be approved, as this is viewed as not doing justice to either job.

Bringing one's own child-caregiver into the workplace has rarely been done, but may be considered with Supervisor's approval, and may be considered as an ongoing arrangement with Executive Director's approval, and provided the appropriate space and other considerations are adequately addressed.

4.45 PERSONAL AFFAIRS OF FAMILIES (CLIENTS)

APPROVED MAY 2005

POLICY:

Employees will not become involved in the personal affairs of a family relating to legal, financial or property matters beyond the expectations or requirements of the employee's job with DCS. For example, it is understood that advising families on matters of budgeting, banking, tenants' rights and responsibilities, etc., might be within the job expectations of some program staff with DCS, provided the staff member or their family and friends are not personally benefiting from the advice given. At the same time, employees should not, for example, advise families to invest in particular investments and should advise families to seek a legal opinion about legal matters.

PROCEDURES:

In the event an employee is requested by a family to carry out any of the above, the employee will explain the Agency's policy and, if the individual wishes, can refer the individual to the Executive Director or appropriate Supervisor. Under exceptional circumstances, the Executive Director has the authority to agree to waive a portion of this policy, where it is believed to be in the best interest of a family and/or their children.

4.46 EMPLOYEE AND CLIENT RELATIONS

REVISED: OCTOBER 2015

APPROVED: OCTOBER 2016

Definition:

A family with a deaf or hard of hearing child is eligible for family support services (where possible) from DCS for a minimum of one year, after provision of other services has ended, or for as long as the deaf or hard of hearing child is in kindergarten and is under the age of 6. **This definition and policy is in recognition that families may need transition services.**

POLICY:

All relations between DCS employees and families, which include children and their families, will be professional.

Romantic or Intimate Relationships with Clients:

While friendly relationships between employees and families are acceptable, and indeed expected, employees are prohibited from participating in, or initiating romantic or intimate relationships with clients, both during and outside of work hours. Non-compliance with this policy will lead to dismissal.

If a romantic or intimate relationship develops between an employee and an adult DCS client, in a non-counseling relationship, it is not a breach of policy or professional ethics. However, it is expected that the employee advise his/her Supervisor of the relationship, so that another staff member can be assigned in his/her place.

Contact Outside of Work:

All contact between DCS employees and families, which occur outside of regular working hours and/or involves non-program activities, must be approved in advance by the program Supervisor.

Any employee, contractor, student or volunteer, who meets a client outside of regularly scheduled working hours, even if inadvertently, will report this to their Supervisor at the earliest opportunity.

Social Media:

Employees of DCS are advised that “friending”/“accepting friend requests from”/“following” individuals who are receiving services from DCS is not recommended. While clients may reach out as a way to develop more and better understanding of Deaf people, ASL, and the Deaf community, staff are advised to wait until services end, for their own personal privacy and protection.

Physical Contact:

DCS employees will avoid physical contact with program participants, which may be even remotely construed as being excessive or having sexual intent, whether this contact be initiated by the staff or the program participant.

Fostering Children and Having Children Spend the Night:

There may be exceptional circumstances in which an employee might wish to provide foster care for a child who is in need of a foster parent. In some highly exceptional situations, this may be appropriate and in the child’s best interests. **Foster arrangements with a DCS employee may only be entered into with the knowledge and approval of the Executive Director.**

In considering whether or not this is appropriate, the following will be considered:

- The impact the development of a special relationship will have on the other families/individuals within the program (other families/individuals may expect the same, or resent the lack of it);
- The stress management impact for the employee, and the implications of this for the proposed foster child, and for the employee’s regular job.

Under no circumstances may an employee allow a minor to spend the night without the knowledge and consent of the Supervisor/Executive Director and the parent/guardian.

Employees fostering children, or allowing DCS children to spend the night, is highly exceptional, and is not encouraged.

A staff member who enters into a fostering relationship with a client is not considered a parent and is not entitled to access information or meetings that are usually reserved for parents.

Reason for Policy:

Employers are potentially liable for the actions and consequences of an employee’s conduct, including the repercussions of forming an intimate liaison with a client.

Socializing with program participants on a personal level, outside of program time, has significant potential to be interpreted in a negative light, and consequently affect the professional standing of the Agency and its employees.

In addition, program staff are susceptible to the possibility of allegations of misconduct. It is for this reason, and to aid in stress management, that program staff are discouraged from becoming involved in non-program activities with program participants, except with the safeguards outlined within this policy.

4.47 EMPLOYEE CONFLICT OF INTEREST

APPROVED: MAY 2005

COMMUNITY:

Deaf Children's Society of BC recognizes the right of staff members to be involved in activities as citizens of the community. However, staff members must keep their role as private citizens separate and distinct from their responsibilities as staff members.

Conflict of interest includes, for example, situations:

- Where a staff member's private affairs or financial interests are in conflict with his/her work duties, responsibilities, or obligations, and may result in a public perception that a conflict exists, or;
- Which could impair the staff member's ability to act in the public or in DCS' interest, or;
- Where an employee's actions would compromise or undermine the trust which the public places in the organization, or;
- Where a staff member's personal interests, relationships or Supervisory position are in conflict of interest with his/her role on a DCS committee or board.

A DCS committee or the board, through a majority vote, may ask any committee/board member to absent him or herself during a particular discussion or vote. (It is assumed that in the majority of circumstances, staff or board members will recognize the potential conflict and will volunteer to abstain without a vote being necessary.) Staff members should not place themselves in a situation where they are under obligation to any person from whom they may benefit, or seek to gain special consideration or favours. The honesty and impartiality of employees must be above suspicion.

FINANCIAL:

Employees involved in, or influencing the purchasing function, are expected to be free of interests and/or relationships which are actually, or potentially, contrary and/or detrimental to the best interest of the Society.

No employee will engage or participate in any Agency-related commercial transaction in which they have an undisclosed financial interest.

Any employee engaged in, or influencing the purchasing function of, or who has assumed, or is about to assume, an outside business relationship which might constitute conflict of interest, must immediately inform the Executive Director of the circumstances involved. This information will be reviewed at the appropriate administrative level for a decision as to whether a conflict of interest exists and, if so, what course of action will be taken.

In this context, a conflict of interest exists where an employee has:

- An outside interest which materially encroaches on time or attention that should be devoted to the affairs of the Agency;
- A direct or indirect relationship, which makes personal gain possible;
- A situation that inhibits impartiality of business judgment;
- A direct or indirect relationship that may place the Agency in an ethically questionable or embarrassing situation;
- Taken personal advantage of an opportunity that properly belongs to the Agency;
- Utilized Agency property without approval.

No employee may solicit for himself, a relative or friend, any gift or favour from any organization or individual with whom the Agency does business.

In cases of doubt, the employee must refer the matter to their Supervisor or Executive Director.

4.48 DISPUTE RESOLUTION GUIDELINES

REVISED: AUGUST 2015

APPROVED: OCTOBER 2016

POLICY:

Employees have the right to access successive levels of management so they may present a grievance not sufficiently resolved at the employee-Supervisor level.

This policy applies only to disputes which fall outside of the jurisdiction of the *Collective Agreement*.

Employees may utilize either the grievance procedure outlined in the *Collective Agreement*, if applicable, or the following grievance procedure, but not both.

If, at any point, it becomes apparent that the *Collective Agreement* should apply, the following procedure will be discontinued and the practices of the *Collective Agreement* will take precedence.

With the exception of the above exclusions, the following dispute resolution procedure should generally be followed.

PROCEDURES/GUIDELINES:

The first step in resolving a problem will be to hold a meeting between the employee and the Supervisor.

Time Limits:

In order to avoid drawn-out disputes, an employee who wishes to present a formal objection or complaint must do so no later than 14 calendar days after the date:

- On which he/she was notified verbally or in writing of the direction, decision or circumstances giving rise to the dispute;
- On which he/she first became aware of the direction, decision or circumstances giving rise to the dispute.

A 14-day time line is utilized throughout this policy in order to:

- Allow staff time to reflect on a situation before deciding whether or not to take their concerns further;
- Acknowledge that staff, management, and board members tend to have busy calendars, and it may take a few days to coordinate a meeting involving two or more schedules.

An employee may, for the purpose of personal support, bring a co-worker to any of the meetings outlined in this policy.

An employee may not bring a shop steward, in an official capacity, to any part of this process, as this process falls outside of the *Collective Agreement*.

1. If the dispute remains unresolved, the employee may submit the complaint, in writing, to the Executive Director within 14 calendar days of the previous meeting. The employee must give a copy of the written complaint to the immediate Supervisor.

The Board of Directors has accorded the Executive Director responsibility for carrying out Agency policy, and for the daily operations of the Agency. Therefore, the Executive Director, or his/her delegate, will resolve all issues within this jurisdiction.

If the matter is an operational issue, the Executive Director will contact the employee and arrange for a meeting to take place within 14 calendar days of receiving the complaint. The meeting will include the immediate Supervisor. Upon completion of the meeting, the Executive Director will, within 14 calendar days, respond in writing to the employee's complaint summarizing the discussion and the final resolution of the dispute.

The Executive Director will inform the Board of grievances concluded at Step 2, and the decision taken.

2. If the matter is outside of current Agency policy and the daily operations of the Agency, and would, therefore, be of interest to the Board, the Executive Director will contact the employee and arrange for a meeting to take place within 14 calendar days of receiving the complaint. The meeting will include the President of the Board or his/her delegate, the Executive Director or his/her delegate, and may include a Board sub-committee (e.g., the Personnel Committee) and/or the immediate Supervisor. Upon completion of the meeting, the President of the Board or his/her delegate will, within 14 calendar days, respond in writing to the employee's dispute, summarizing the discussion and the final resolution of the dispute. The President will inform the Board of grievances concluded at Step 3, and decision taken.
3. If a difference arises, which raises significant new policy issues not covered by Agency policy, refer to policy on **5.1 Development, Amendment and Distribution**.

Professional Conduct:

Issues are raised to the next level of management after informing the applicable level of management.

Any party may not be fully satisfied with the resolution at stage 2 or 3 of the process. However, it is expected that the decision or direction taken will be respected and carried out.

Staff, management, and board members should work together to avoid an adversarial process whenever possible.

Supervisors and staff will endeavor to treat others as we ourselves wish to be treated. If staff have issues with their Supervisor, or a Supervisor has issues with individual staff members, it is expected that these be address on a one-to-one basis, rather than within a group context.

Staff should not approach non-staff board members informally, outside of the agreed-upon process for dealing with disputes, issues and policy matters. See **5.7 Raising Issues to the Board**

If board members are approached directly by individual staff members, the board members will refer the staff members back to appropriate policies and procedures that exist to deal with such matters.

4.49 ACTIVITIES OUTSIDE THE AGENCY

APPROVED MAY 2005

POLICY:

Employees of *DCS* may engage in employment, etc., outside of *DCS*, provided that:

- It does not interfere with their hours or performance of their duties as a staff member;
- It does not bring *DCS* into disrepute;
- It is not performed in such a way as to appear to be an official act, or to represent the organization's opinion or policy;
- It does not involve the use of *DCS'* premises, services, equipment or supplies to which the staff member has access by virtue of his/her employment.

The Executive Director has the discretion to authorize the use of *DCS'* premises on a rental or free of charge basis, depending on the purpose. If *DCS's* premises are used on a for-profit basis, rent will be charged.

PROCEDURES:

Employees are required to notify their Supervisor if an outside job or activity might affect the employee's availability for their regular *DCS* job.

4.50 EXTERNAL USE OF AGENCY MATERIALS

APPROVED: MAY 2005

POLICY:

All program, policy and written material of *DCS* is the property of the Agency. Staff, board members, volunteers, or practicum students will not use this material for their personal use, nor can this material be given out for use by an external party or Agency without first obtaining permission.

PROCEDURES:

Requests for Personal Use of *DCS* Material by Staff, Board Members, Volunteers or Practicum Students:

Employees, board members, volunteers or practicum students must seek the approval of the Executive Director to market information, materials or training related to their position within the Agency, or the operations of the Agency.

External Requests for Agency Material:

As a relatively adequately resourced Agency, DCS holds the view that we have a community and professional responsibility to assist other reputable non-profit groups. As such, we will share program material and policies with other principled agencies.

External requests for written Agency, program or policy material will be directed to the Executive Director if unclear.

Written material will be shared on the stated understanding that DCS receive credit for DCS' material, and that it not be passed on without DCS consent. The only exception is the set of manuals purchased from *Pacific Community Resources*. These manuals are not for redistribution or reprint. Any queries regarding duplication of this information must be directed to *Pacific Community Resources*.

Practicum Students:

Agency and program material and policies will be freely made available to students for school purposes, except for the manuals purchased from *Pacific Community Resources*.

4.51 BUYING, SELLING, LENDING, OR BORROWING MONEY

APPROVED: MAY 2005

POLICY:

No staff member shall sell goods or services to an individual or family, their relatives or visitors, accept money or loans from an individual or family, their relatives or visitors, sign for or make loans to an individual or family, their relatives or visitors. Any exceptions must be approved by the Executive Director. In addition, employees shall not use their position of trust to encourage any purchase or sale of goods and services to individuals, families or their relatives or visitors.

On occasion, DCS staff may choose to assist a family or individual in financial difficulty by purchasing a "for sale" item from them. Staff shall not purchase goods or services from an individual or their family or visitor without the Supervisor's knowledge and approval, or at less than market value. For example, no used household items, stereo equipment, etc., are to be purchased from families or individuals, their relatives or visitors, at a "bargain prices".

Commodities or services that are offered for general sale may be purchased from a family or individual, their relatives or visitor, with the Supervisor's knowledge and approval, or where common sense prevails (e.g., purchasing pizza from a pizza restaurant, which is owned by a family or relative of their family).

Raffle Tickets and Fundraising:

Raffle tickets may be purchased from individuals, families or their relatives and visitors. Staff may also sponsor individuals, families or their relatives or visitors in other fundraising events (walkathons, fundraising sales through schools, etc..). However, in acknowledgement of staff's position and influence, and in acknowledgement of the poverty many of our families experience, employees may not offer to sell raffle tickets to families, nor may families or their relatives or visitors be asked to sponsor staff or their children or friends in fundraising events.

4.52 SELLING TO THE AGENCY

APPROVED MAY 2005

POLICY:

In order to avoid any real or perceived conflict of interest, DCS will not purchase any second hand goods from staff (furniture, computers, etc.).

PROCEDURES: Any exceptions must be approved by the Executive Director.

4.53 RECEIVING GIFTS AND COMPLIMENTARY ITEMS

APPROVED: MAY 2005

POLICY:

Employees are not to solicit gifts, favours or free services from families.

Staff will only accept gifts from families which are appropriate to the relationship with that individual as defined below.

PROCEDURES:

Accepting Gifts:

Whenever families wish to give a gift to staff, the staff in question will evaluate its appropriateness to decide whether to accept it. Staff may use the following guidelines in deciding whether to accept the gift:

Appropriate:

- Small gifts; particularly to celebrate an event;
- Some families have chosen to send flowers or similar gesture as a thank you.

Inappropriate:

- Cash gifts to individuals are inappropriate (although some families have chosen to make an unsolicited donation as a thank you gesture to DCS).
- Expensive gifts, or gifts beyond the means of the giver, are inappropriate.

Cultural consideration:

- Cultural norms and considerations will be taken into account in assessing the appropriateness of a gift.

Employees will:

- Notify their Supervisors, whenever they receive a gift from clients;
- If in doubt regarding a gift's appropriateness, discuss it with their Supervisor before accepting the gift.

Petty cash cannot be used for buying gifts for staff.

4.54 SENDING GIFTS AND COMPLIMENTARY ITEMS

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC may send a gift or flowers on behalf of the Board of Directors and staff in cases of weddings, births, adoptions, deaths, and serious illnesses.

PROCEDURES:

Staff are to notify the Office Manager if any of the above events have occurred. The Gift Fund Coordinator or the Office Manager will send the flowers or gift to the appropriate recipient.

Gifts to staff must be purchased from the staff gift fund.

4.55 INTIMATE RELATIONSHIPS

APPROVED: MAY 2005

POLICY:

If staff members, adult volunteers or adult practicum students form an intimate relationship with one another, the Employer may choose to transfer one individual to another work site at the Employer's discretion.

If an intimate relationship or any other conflict of interest develops between an adult volunteer or practicum student and the staff member supervising the volunteer or student, supervision of the volunteer will be transferred to another staff member. If this is not possible, in the case of practicum students, the student may need to find another practicum or work experience placement.

Intimate relationships between staff members and minors, whether volunteers, practicum or work experience students, peer mentors, clients or visitors is unequivocally not tolerated and would result in disciplinary action that may lead to dismissal.

4.56 PROFESSIONAL CONDUCT AND BEHAVIOUR

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC strives to be a positive, contributing member of the community and, as such, wishes to maintain a positive image. Employee's conduct should reflect the standards of *DCS*, instill confidence and trust from the general public and the funding Ministries, and not bring the employer into disrepute. *DCS* will make every effort to train staff on codes of ethics.

Deaf Children's Society of BC exists to fulfill the needs of those members of our community who require certain services that we provide. These people come to us for professional services and support. Staff members should always conduct themselves in a professional manner, which includes:

- Being courteous and friendly, and
- Showing respect and compassion for children and their families.

The use of abusive language or tone (yelling), racial or ethnic slurs, showing disrespect for children, their families, co-workers, visitors or engaging in sexual or other forms of harassment will not be tolerated.

Employers are potentially liable for the actions and consequences of an employee's conduct, including the repercussions of forming a sexual liaison with a client.

While friendly or professional relationships between employees and families are acceptable and, indeed, are expected, employees are prohibited from participating in, or initiating intimate or sexual relationships with clients, both during and outside work hours. For the purpose of this policy, a *DCS* client/family is considered a *DCS* client/family for a minimum of one year after provision of services has ended, or for as long as the client is a minor, whichever is greater. Breach of this policy is cause for dismissal.

4.57 REPORTING PROFESSIONAL MISCONDUCT

APPROVED MAY 2005

POLICY:

All incidences of professional misconduct or behaviour must be reported to the immediate Supervisor.

Purpose:

Deaf Children's Society of BC supports the philosophy that any personnel, including contracted employees, who submit a complaint or concern in good faith, shall have no fear of dismissal or retaliation of any kind.

PROCEDURES:

- Personnel and/or contracted employees may report their complaints or concerns to:
 - Employee's immediate Supervisor;
 - Executive Director, if it concerns Supervisor; and
 - *DCS* Board President, if it concerns the Executive Director
- Complaints or concerns may be submitted anonymously.
- If a complaint is written and the individual seeks to remain anonymous due to concerns around harassment, it is recommended that they not submit such a complaint via e-mail.

- The Society cannot guarantee that oral complaints, whether by telephone or voice mail, will remain anonymous because the recipient of the complaint may recognize a complainant's voice.
- A copy of all such employee complaints or concerns, and any complaints or concerns submitted by volunteers or non-employees (stakeholders, service recipients, or suppliers) will be forwarded to the Executive Director and/or Board, who shall confirm receipt of such complaint or concern within 10 working days either orally and/or in writing, depending on the circumstances.
- The report is to be factual rather than speculative, and should contain as much specific information as possible to allow for proper assessment. A complaint describing an alleged violation or concern should be candid and set forth all the information that the complainant knows regarding the allegation or concern.
- In addition, all complaints must contain sufficient corroborating information to support the commencement of an investigation.
- The Executive Director, in receiving the report, may, with reasonable discretion, determine not to commence an investigation, if a complaint contains only unspecified or broad allegations of wrongdoing, without appropriate informational support.
- Confidentiality will be maintained to the fullest extent possible, consistent with the need to conduct an adequate review. The identity of the complainant will be shared only with persons whose decisions are not implicated by the matter.
- Results of the investigation shall be rendered to the complainant in writing, within 45 days of the date the complaint was received. If the complainant does not agree with the decision or findings, he/she may file an objection in writing to the Executive Director and/or Board of Directors, no later than 30 days after the decision was rendered.

Prohibition on Retaliation:

The Society will not discharge, demote, suspend, threaten, harass or in any manner retaliate or discriminate against any management, personnel or contracted employee based upon any lawful actions of such employee with respect to good faith reporting.

The Society must have the opportunity to investigate and remedy any alleged violations of this policy and lodged concerns, and each personnel or contracted employee must ensure the Society has an opportunity to undertake such an investigation. All DCS personnel and contracted employees are to comply with this policy.

4.58 PERSONAL APPEARANCE

APPROVED: MAY 2005

POLICY:

Personal appearance, including clothing and grooming, shall be clean and will reflect standards of decency, utility, health and safety.

Conservative use of fragrances is acceptable; keeping in mind that allergic response may be increased by exposures to perfumes, after-shave lotions, etc.. The wearing of jewelry should be guided by considering risk to both families and staff.

Slogans or captions on T-shirts, sweatshirts, etc., shall not be disrespectful of any group, and shall not sanction illegal activities or values which are in conflict with the Agency.

The following dress code shall be followed:

- No short shorts or biking shorts.
- Tops should cover the midriff and cleavage.
- Rubber flip-flops / bare feet are not permitted.

4.59 CALLING IN AND SIGNING OUT

POLICY:

Most of DCS' office-based programs operate on a flexible workday. Employees are expected to let the Office know their schedule and whereabouts, including how they can best be reached and when they will next be in the office. The staff who visit the homes of families to provide services are to carry their cell phones with them to these sessions – these staff receive financial support for their cell service on a monthly basis to ensure they can be reached when on the road and/or contact the office for any reason. Staff need to include an address or other information which indicates their whereabouts (e.g. which public location, hotel conference room, etc.).

Employees, who are unable to report to work at the scheduled time, must advise their Supervisor as soon as possible.

Purpose:

The purpose of this policy is to:

- Provide reliable service;
- Let the receptionist know what to say to callers;
- Locate an employee in case of family or household emergency;
- Locate an employee in case of a work-related emergency;
- Locate an employee in case of an appointment cancellation;
- Accountability.

PROCEDURES:**In-Out Board:**

Staff are responsible to mark themselves in and out on the white board when they leave, or return to the office. If staff are not returning to the office and are marked to return, they must phone/text message to the office and advise where they are, and that they are not returning. If staff have not contacted the office within half an hour of their expected return, the office administration will be phoning/texting staff to find out where they are. **This is a safety precaution to ensure that staff are all right.**

The in-out board is to be used by all staff who work in the office. The board will tell you if staff are in or out and what time they'll be back in the office. Staff weekly schedules are also in the staff binder. ***Don't forget to mark yourself in and out!***

Staff Schedules:

The Office Manager is responsible for removing the previous week's schedules from the yellow binder every Monday morning as well as to give a friendly reminder to staff who haven't put in a current schedule in the yellow binder. **Staff schedules are not to be destroyed.**

If staff call in with a schedule change, make the changes in the schedule book. Otherwise, staff are responsible for inputting any changes.

Exceptions:

Deaf Children's Society of BC's school-based workers work out of *South Slope Elementary School*, rather than out of DCS offices. School-based workers are to let their coworkers and the DCS office know in advance if they will be away from the school for the day.

4.60**VOICEMAIL, INTERNET, EMAIL AND MAILBOXES**

REVISED: OCTOBER 2015

APPROVED: NOVEMBER 2015

POLICY:

Any use of communication systems must be lawful, ethical and consistent with DCS' professional reputation, standards, policies, procedures and guidelines. Email has the same legal and practical effect as other written communications.

PROCEDURES:

Email is a quick and easy means of communication. When sending email, you should exercise the same good judgment as you would when sending a formal letter, written memorandum, or other correspondence.

Email Etiquette Tips:

- Have a pertinent subject line.
- Be concise and to the point.
- Use proper spelling, language and punctuation.
- Do not write in UPPERCASE – it is considered shouting.
- Read the email before you send it.
- Try not to use abbreviations and emoticons; the recipient might not be aware of their meanings.
- Do not forward chain letters or virus hoaxes.
- Don't overuse punctuation.
- Do not reply to spam.
- Don't send or forward emails containing defamatory, offensive, racist or obscene remarks.

Staff are not to give out their personal (home) email address to client/s families, and staff are not to communicate over the internet with them during their time off. All internet/email contact with families must be of a professional nature.

The DCS internet is not to be used to access or relay material that is profane or obscene (such as pornography), or anything which advocates illegal acts, violence, or discrimination towards other people. If users accidentally breach policies (e.g., by hitting the wrong key or unknowingly accessing an inappropriate site) they should immediately inform the program Supervisor to protect themselves from allegations of wrongdoing.

Users will respect the rights of copyright owners. If a work contains language that specifies appropriate use of that work, users should follow the expressed requirements. If it is not clear whether or not a work can be used, users should request permission from the copyright owner.

No software is to be downloaded, or programs installed, without approval from the Executive Director or Office Manager.

Financial obligations arising from unauthorized use of the system will be the responsibility of the individual(s) who incurred the expense.

All computer, internet, voicemail and word processing passwords must be authorized by a program Supervisor.

Internet access may not be provided to families for the purpose of accessing information.

The following uses of communications systems are prohibited:

- Illegal, unethical, or immoral uses;
- Sending, receiving or accessing offensive, objectionable, abusive, pornographic, obscene, homophobic, sexist, racist, harassing or provocative messages, images or other materials, including adult-oriented websites, news groups, gambling sites or chat rooms;
- Defamatory, derogatory or false messages;
- Distributing email chain letters;
- Political activities, solicitation of funds or advertising goods or services;
- Other commercial or business uses;
- Unauthorized access to other users' email, data or communications;
- Uses that infringe on copyright or other intellectual property rights;
- Unsecured disclosure of confidential or privileged information;
- Unauthorized use of data encryption; and
- Uses that may compromise system integrity or degrade system performance.

Personal Use:

Communications systems may be used for personal purposes on the employees' own time (e.g., to send and receive email, voicemail of a personal nature, or to access the internet for personal use), provided that those uses do not interfere with the organization's business and do not compromise the integrity and efficiency of the communications systems, the organization's professionalism or its reputation.

All personal uses of the communications systems must comply with this policy and the organization's other policies, procedures and guidelines.

It should be carefully noted that all communications systems, data and uses, including email, voicemail and internet, are not private and are subject to DCS' access and control.

Confidential Communications:

Email and data transmission is not secure or private unless it is encrypted. Email and other data sent externally will pass through many computers and systems that are not under DEC' control and may be subject to unauthorized access. For this reason, confidential email or other data should not be sent or received via email unless it is secured by encryption software.

Users who want their internet use or email or voicemail communications to be private should not use Agency communications systems.

Employment Termination:

Employees who leave DCS will no longer have any right to any communications systems data, including email messages; nor will they be allowed access to the organization's communications systems and its internet accounts.

Use of the communications systems is a privilege that must not be abused. Use of the communications system may be revoked at the Executive Director's sole discretion.

Failure to comply with this policy may have serious ramifications and may result in disciplinary action, up to and including termination.

Fax Machines:

A standard **Facsimile Cover Page** is to be sent with all faxes stating:

This message is intended only for the use of the person to whom it is addressed and contains information that is confidential. If the reader of this message is not the intended recipient, or an employee responsible for delivery of the message, you are notified that any distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us by mail. Thank you.

Telephone Conversations and Cellular Phones:

All telephone conversations with, or in regard to, families are to be held in a manner that respects their right to confidentiality. For example, conversations with, or about, a family are not to be held within hearing range of non-staff members, or in the reception area of DCS offices.

Staff are to keep in mind that conversations on cellular and cordless phones may be overheard. Conversations on cellular and cordless phones, pertaining to families or other confidential DCS matters should be kept as brief and non-identifying as possible.

Email:

Electronic mail sent or received is not confidential, and belongs to the Agency/company purchasing the email program, regardless of "personal" email addresses.

Mailboxes:

Staff mailboxes are in the copy area. These mailboxes are to be used for mail, messages, and faxes only. This is not storage for administrative papers, books, etc. Keep paperwork etc. in your filing cabinet at the front desk.

Do not leave credit card information in the mailboxes as this is not secure.

4.61 SUPPLIES AND EQUIPMENT FOR PROGRAMS

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

The Office Manager is responsible for ordering office supplies, program supplies and equipment, and other items on behalf of staff.

Staff will be reimbursed for items they have purchased for their programs and services that are under \$20.00. Anything above \$20.00 is subject to approval from the Executive Director and may not be reimbursed if deemed a poor purchase decision (for example, could have been purchased for less cost in bulk by the office manager or from another supplier).

Any costly item such as equipment for the preschool, assessment tools, toys of large nature and other items deemed necessary for service provision must be requisitioned in writing to the Executive Director, who will determine budget availability and advise if the purchase can be made. Approved items will be forwarded to the Office Manager for ordering. From time to time, the Executive Director will advise staff in writing to purchase desired items with their own money for reimbursement the next month.

PROCEDURES:

How to order supplies:

- Email a request or complete an **Office Supply Requisition Form**. Verbal requests for supplies, equipment or other items will not be acknowledged. **All requests must be in writing.**
- Put the requisition form in the Office Manager's mailbox.
- A supply order will be placed once every two weeks with the supplier or as frequently as deemed appropriate by Executive Director and/or Office Manager.

Paper Supply:

To request more printer paper:

- Complete the request form: Date, Department, and How Many?
- Put the request in the Office Manager's mail box.
- The Office Manager will process the request.

Paper Shredding:

Documents that need shredding go into the "Shred-It" box. Any confidential material must be put in this box to be shredded. Also, any documents with other people's name, address, phone number, email address, etc. must be put in this box. You do not have to remove staples. The box is secure. Use the plastic blue recycling box for flyers, junk mail, etc. *See also 5.11 Destruction of Files or Private Documents*

4.62 EMPLOYEE HEALTH

REVISED: JULY 2012

APPROVED: OCTOBER 2016

POLICY:

Whenever possible, *Deaf Children's Society of BC* will support the health and well-being of its employees.

In the interest and safety of families and co-workers, all employees must be in adequate health to carry out the requirements of their job.

An employee's health is his/her private matter, except as it relates to the job. If an employee chooses to disclose personal medical information to the employer, it will be kept in confidence.

PROCEDURES:

All Supervisors responsible for hiring, promoting and transfers shall ascertain whether applicants for positions have health concerns that may hinder their ability to carry out requirements of the job.

If in doubt, the Supervisor should consult with the *Collective Agreement* and *HEABC* regarding the employer's right or responsibility to request a doctor's note.

Any significant airborne or easily transferable disease is to be reported to the immediate Supervisor.

❖ AIDS Policy:

Staff, contractors, volunteers and students are under no obligation to report their own HIV status to *DCS*. Choosing to do so will result in confidentiality.

Reasonable accommodation and the right to continue employment, health permitting, shall be granted to staff, contractors, students and volunteers with AIDS. Appropriate precautionary behaviour is expected from such employees.

❖ Refusal to work with an HIV positive Individual, Co-worker or Student:

Unless an employee, contractor, volunteer or student can demonstrate that there is an unacceptable level of risk to him/her, refusal to work with an individual, co-worker or student who has tested HIV positive is grounds for dismissal.

4.63 SMOKING

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC supports the philosophy of providing clean air and a safe environment for all. There is no smoking or use of tobacco products allowed within or near any work site, either during or after hours.

PROCEDURES:

Staff or individuals who wish to smoke may do so outside. Employees would do so on their regular breaks, as outlined in the *Collective Agreement*. Employees must abide by the smoking rules of the building in which they work, such as that of the Burnaby School District or the City of Burnaby.

In keeping with the above policy statement, staff are not required to provide service in the presence of cigarette smoke (e.g., when clients/family members insist on smoking in their own homes during home visits, etc.). Staff will offer alternatives, such as meeting in another location or offering that service via another service provider, who also smokes. Staff will consult with their Supervisor prior to terminating service for the above reasons.

4.64 ALCOHOL AND DRUG USE AND MISUSE

APPROVED: MAY 2005

POLICY:

Alcoholism and drug dependency are viewed as conditions requiring treatment.

Deaf Children's Society of BC will make treatment available through *The Employee and Family Assistance Program* and through the provision of time off if required. See **4.66 Employee and Family Assistance Program**. It is the responsibility of the employee to access treatment. *The Employment and Family Assistance Program* is accessed through *Human Resources* at *Children and Women's Health Centre*.

Sub-standard performance due to alcoholism or drug dependency will not be accepted.

Any employee reporting to work under the influence of alcohol, drugs or other prohibited substance(s) will not be permitted to remain on the premises.

PROCEDURES:

On a first occurrence of coming into work under the influence of alcohol or drugs, the employee will be sent home for the remainder of the day without pay, and given a written warning regarding the seriousness of the incident. The employee will be encouraged to seek professional counseling through *Employee and Family Assistance Program* or elsewhere. See **4.66 Employee and Family Assistance Program**.

On a second occurrence, the employee will face more serious disciplinary measures, up to and including dismissal.

Employees who come to work in a condition of prescription/non-prescription medicinal drug impairment, which interferes with job performance, will be sent home on sick leave and may be required to supply a doctor's note.

4.65 ALLERGEN AND SENSITIVITY POLICY

APPROVED: MAY 2005

POLICY:

Due to health concerns arising from allergens in the workplace, *Deaf Children's Society of BC* will take appropriate steps to provide an allergen-free workplace when deemed necessary, and when possible.

PROCEDURES:

It is acknowledged that allergens in the work place can have a negative impact upon the health of employees. With this in mind, *DCS* will work with the affected staff to create an allergen-free work site as is possible, given the restraints of the work that we do, in the settings that we work in.

Staff will advise their direct Supervisor if they have any allergies or sensitivities that impact their health or their ability to work. The Supervisor will work with the individual, co-workers and consumers affected to reduce or eliminate, when possible, the allergen(s) in the worksite.

Staff at the affected work site will be expected to abide by decisions made to reduce the impact of work site allergens. Failure to do so may result in disciplinary action.

In situations where work site allergens cannot be sufficiently reduced, *DCS* will work with the affected staff to explore alternative solutions.

4.66 EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC recognizes that employees may experience a variety of personal, behavioural or health problems. Such problems may affect the individual, as well as the employee's productivity in the workplace. Providing assistance in such situations may help to resolve the problem, enhance the employee's productivity and ultimately retain a valued staff member.

*Available to health care workers and DCS staff (by virtue of being part of the health care unions) is the **Employee and Family Assistance Program**, which employees and their immediate families may access on a voluntary, self-referral basis.*

Problems are generally defined as any situational, social or emotional problems which result from a number of sources, including: marriage, relationship and family concerns, personal problems, alcohol and drug dependencies, career and work-related concerns, life transitions, stress related problems, trauma response, resource information and referral for financial and legal concerns.

Employees are encouraged to seek guidance and counseling in managing problems before work performance, relationships, or health are seriously affected.

Any interaction between the employee and the *Employee Assistance Program* resource staff is strictly confidential.

Any decision on the part of the employee to seek assistance will not interfere with his/her position or employment.

Pamphlets containing information about the *Employee and Family Assistance Program* are located on the staff room bulletin board.

EFAP (Employee and Family Assistance Program)

4.67 KEYS AND BUILDING SECURITY

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

POLICY:

To ensure staff and property protection, as well as confidentiality of information, staff must practice high standards of security. A complete set of keys, as well as duplicate keys for the entire Agency, will be maintained at *Deaf Children's Society of BC's* main Administrative Office.

PROCEDURES:

All staff are issued keys to their work sites. On duty staff are responsible for the safekeeping of all keys. *DCS* keys may not be given to non-*DCS* staff without Supervisor approval.

The following are to be locked at all times, unless a staff member is immediately present:

- Staff offices;
- File cabinets containing consumer files;
- Any hazardous substances or equipment;
- Petty cash.

Staff have the right and responsibility of approving or disallowing a visitor(s) to the premises. If staff have reason to suspect that a visitor(s) is jeopardizing the security of the premises, the visitor(s) will be asked to leave and asked not to return. If the visitor(s) does not comply, the police will be called.

People not known to *DCS* are not permitted to wander unattended through *DCS* offices. Staff are responsible for looking after their participants/visitors.

If a visitor is left unattended or wishes to use a phone in a staff office, the staff person looking after said visitor must ensure that confidential documents are not spread over the desk and that any confidential files or valuable are locked away.

Any significant non-accidental damage, or loss of personal or Agency property, will be reported to the police.

Building, file cabinet and any other *DCS* keys must be turned in upon termination of employment. See ***Exiting Employees Checklist***

Upon being hired, staff will be given a key to the main office, as well as a key to their individual office. Keys for other locations will be provided as necessary. Upon receiving their keys, staff will be required to sign that they have received them. Likewise, staff will be required to sign when keys have been returned.

4.68 PERSONAL PROPERTY LOSS OR DAMAGE

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC will pay for loss or damage of personal property provided staff have taken reasonable safeguards to prevent loss or damage, and under the conditions outlined below.

Personal property that is brought to work (e.g., purse, jacket, briefcase, knapsack, etc..) is to be kept in a locked staff office. Staff should be aware that it is unwise to bring valuable items to work (e.g., expensive leather jackets, large amounts of money, etc.). *DCS* is not responsible for damage to, or loss of, personal property due to lax security practices on the part of staff.

Conditions:

The employer will pay for loss or damage to the belongings of an employee, provided that:

- The employee was on duty at the time, or the employee was targeted for the loss or damage, while off duty, but as a clear result of his/her employment with *DCS*;
- The damage was caused by the actions of a client or visitor and/or in the normal course of duty; and
- The personal property lost or damaged was suitable to have for use or wear while on duty.

DCS will only pay for loss or damage not otherwise covered by insurance.

Personal Responsibility: *Deaf Children's Society of BC* provides locking file cabinets and locking offices at its various sites. Staff, practicum students, volunteers and peer mentors are expected to lock their purses and valuables in secure drawers or rooms. *DCS* will not be responsible for purses, wallets, car keys or other valuables left unsecured and unattended.

All staff is responsible for asking strangers, or any individuals wandering unattended in *DCS* offices, who they are, whether they have an appointment, or who/what they are looking for.

4.69 PARKING EXPENSES AND TRAFFIC VIOLATIONS

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC will reimburse employees, volunteers or peer mentors for parking expenses when receipts are provided.

Deaf Children's Society of BC will reimburse practicum students for parking expenses, if the expense is incurred in the process of providing service to a family or working on a project at the request of *DCS*. Students will not be reimbursed for parking expenses which are incurred while at training, or on educational visits to community resources, as these costs would be viewed as educational expenses.

It is the responsibility of employees, volunteers, peer mentors and practicum students to park legally and drive lawfully. *DCS* will not reimburse any parking tickets, towing fees, speeding tickets or other traffic violations.

4.70 TRAVELLING IN HAZARDOUS CONDITIONS

REVISED: SEPTEMBER 2015

APPROVED: NOVEMBER 2015

POLICY:

Deaf Children's Society of BC offices will normally remain open on regular business days during snowy or otherwise hazardous road conditions, as long as public transit is operating safely at reasonable capacity, or if government offices remain open. Staff are expected to attend work as long as they are safely able to attend by public transit or personal vehicle. Employees who do not come in to work when *DCS* is open shall utilize their vacation time or accrued time. Employees, who come in late due to poor road conditions or public transit slow-downs during snowy weather, shall receive a full day's pay for their normal shift. The preschool will remain open if the Burnaby School District does not close the school. The main office will be open unless the City of Burnaby has closed the building.

Employees Who Work in Non-DCS Work Sites:

Employees who work in non-*DCS* work sites (e.g. public schools) will be expected to abide by *Deaf Children's Society of BC's* attendance expectations and not the attendance expectations of the host site (e.g. the host school). In other words, if the host school is closed due to snow, but *DCS* remains open, then *DCS* employees, with Supervisor's approval, would be expected to report to work at a *DCS* office, or work from home, or choose to utilize a vacation day.

SECTION 5: AGENCY PROGRAMS:

POLICIES AND PROCEDURES

The purpose of this SECTION is:

- To provide easily accessible direction to staff at every *DCS* program and job site
- To provide guiding principles in approaching the work we do
- To ensure a high quality of professional standards throughout all *DCS* programs

This manual is intended for the day-to-day use of all *DCS* staff.

5.1 DEVELOPMENT, AMENDMENT AND DISTRIBUTION

APPROVED: AUGUST 2007

POLICY:

Deaf Children's Society of BC values input into proposing, developing or amending policies and procedures from all levels of the Agency.

All policies and procedures will be amended or approved through a consistent approval process in order to ensure the integrity of all Agency Manuals and to ensure any new policies are in keeping with *DCS's* philosophy, values and standards, and in accordance with CARF standards to ensure appropriate accreditation.

In the absence of policy, the Executive Director determines action to be taken.

All Policy must be approved by the Board.

PROCEDURES:

Gaps in policy may be identified by any employee, Board member, family, parent or guardian, volunteer, student, funder or external authority (e.g., Fire Department, Health Authority, Community Care Facilities Licensing, accreditation body, etc.).

Employees who become aware of gaps in policy will bring this to the attention of their Supervisor, verbally or in writing. The Executive Director will advise employees how to act in the absence of a specific policy.

The Executive Director will refer policy gap to Board of Directors.

The Executive Director will delegate responsibility of Manual Administrator.

Proposed policies or amendments, which will directly impact staff or consumers, will be circulated to the affected parties for consideration and feedback.

New policies will be approved and signed off by the appropriate committee of the Board, or by the Board.

It is recognized that situations may arise that necessitate issuing policies or procedures to address current circumstances. **Notwithstanding the above, the Executive Director may institute new or amended policies and/or procedural guidelines directly, under her/his own authority, until the next opportunity for Board approval.**

All new staff will be oriented to all of *DCS's* Policy Manuals as part of their general orientation.

New policies or amendments that impact staff will be circulated to all concerned. All amendments must include a revision date so that they are easily recognizable as current.

There will be a minimum of one complete set of DCS Manuals at the DCS office and Preschool (Agency & Programs Policy and Procedures, Board Governance, Personnel, Finance, Health and Safety).

A clerical support person will be assigned responsibility for filing Manual amendments for each site.

5.2 FORMS, BROCHURES AND LETTERHEAD

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

All new and/or created DCS forms, brochures or letterhead must be approved by the Executive Director and must be formatted by the clerical person(s) designated to do so by the Executive Director.

All forms are working forms and are kept with the Executive Director and/or the Office Manager. They are not published in manual form.

PROCEDURES:

Suggestions for new and/or created forms/brochures must be directed to the Executive Director.

5.3 SUMMARY OF PROGRAMS AND SERVICES

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

Programs are funded by the *Ministry of Children and Family Development (MCFD)* via sub-contracting with *BC Family Hearing Resource Centre*, and by donations, fees and other income.

PROGRAM LOCATIONS AND SERVICES:

DCS Administrative Office

#200-7355 Canada Way, Burnaby, BC V3N 4Z6

Telephone: 604-525-6056 Fax: 604-525-7307

Email: deafbc@deafchildren.bc.ca

- Administration
- Speech Language Services
- Sign Language Services
- Outreach
- Library

****Please note, the creation of the Canadian Video Relay Service has rendered the TTY number for DCS unnecessary. Deaf people may call the office via VRS.

DCS Preschool

South Slope Elementary

207 – 4446 Watling St, Burnaby, BC V5J 5H3

Telephone: 604-430-5415 Fax: 604-430-5416

SUMMARY OF PROGRAMS:

Speech Language Services

- Speech & Language Services are offered in the family's home, through our Preschool Program or at a community daycare or preschool.
- Home therapy sessions are available to children from birth to school-entry age (5 years old). Sessions can occur weekly, biweekly or monthly as determined by funding availability and the needs of the family
- Home sessions are not available for children attending the preschool, except in special instances.
- While attending the preschool, children will receive speech-language services through individual and/or group therapy sessions.
- The Speech-Language Pathologist consults with the Preschool Teachers regarding preschool activities and provides input to the curriculum to ensure that speech and language goals for all children are worked on throughout the school year.
- The Speech-Language Pathologist may lead music and rhythm activities at the preschool.
- The Speech-Language Pathologist is also available to attend audiology appointments or cochlear implant mapping sessions with the child and family, if requested.

Sign Language Services

- Sign language instruction is offered in the family's home. In some cases, supportive sign language instruction can be provided at the child's community daycare or preschool.
- Instruction can also be accessed by families who live outside the Lower Mainland through videoconferencing, or in person with a Deaf instructor who lives near the client.
- DCS may at times provide group sign language instruction for all clients to attend.
- Deaf Children's Society of BC may partner with community organizations for community sign language lessons or host these courses independently.

Preschool Program

- The Preschool Program is licensed to provide services for up to 15 children between the ages of 2.5 and 5 years.
- Staff are committed to supporting children's development, respecting individual differences, helping children learn to live and work cooperatively, while promoting health, self-awareness, competence, self-worth, and resiliency.
- Staff communicates with the children in American Sign Language (ASL) or speech as needed to meet individual children's needs.
- A Speech-Language Pathologist provides individual speech and language sessions while the child attends the preschool program.
- The Preschool Program activities include calendar time, music and rhythm, creative play, dramatic play, storytelling, manipulative play, and activities that encourage the development of gross/fine motor skills. The children will play outdoors and take short walks to the nearby parks.
- Children of Deaf Adults (CODA) may attend on a part time basis, but are subject to position on a waitlist.

Outreach Program

- This program is designed especially for families living outside the lower mainland with children (from birth to 5 years) who are deaf or hard of hearing.
- Support and services for families to participate in, and augment, the services they currently receive are also provided.
- The focus is on opportunities for the parents to meet, network and share information with other parents.

5.4 RIGHTS OF INDIVIDUALS

APPROVED: MAY 2005

POLICY:

We believe in each individual's basic right to a standard of living adequate for the individual's physical, intellectual, emotional, spiritual, and social development, including adequate food, shelter, education, health care and safety. As well, based on respect for each other's mutual rights and fundamental freedoms within our community, we support the following rights:

- Freedom from discrimination on the basis of race, colour, ancestry, place of origin, gender, religion, sexual orientation, handicaps, or social status. In the case of socially, emotionally, physically or mentally handicapped

individuals, this necessitates the right to special services, education and/or training in order to achieve one's full potential in society.

- To be included in case assessment and planning, to express an opinion, and to have that opinion taken into account.
- To have services provided in a culturally sensitive manner.
- The right to information and opinions from a diversity of sources. Staff will make every reasonable effort to keep families involved and informed, and specifically, staff will make an effort to inform families of varying opinions where they exist.
- Families have a right to information regarding staff professional qualifications and work experience.
- The right to privacy pertaining to self, home and family. No individual shall be compelled or pressured to disclose more than they feel comfortable disclosing.
- The right to communication in a language that is accessible.
- No family will be denied the right to have a support person present during meetings with DCS staff as long as the support person behaves in a respectful manner.
- Confidentiality and informed consent:
 - In all circumstances, staff will remain aware of the right of client(s) or families to have information about them held in confidence. See **2.6 Confidentiality and Disclosure of Information**

We support the fostering and development of each family's abilities, talents, and interests to their fullest potential.

We support the right of families served to participate in research only where it is non-identifying, conducted with participant permission, and in accordance with established ethical standards.

NOTE:

This is not intended as an exhaustive statement of rights, as many rights are covered under Federal and Provincial Human Rights Legislation, as well as other statutes.

5.5 CODE OF ETHICS OF THE AGENCY

REVISED: AUGUST 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC is committed to the Code of Ethics of:

- CASLPA-Speech Language
- Federation of Child and Family Services
- Early Childhood Educators (BC)

5.6 CONFIDENTIALITY AND DISCLOSURE OF INFORMATION TO FAMILIES

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

In all circumstances, staff will remain aware of the rights of families to have information about them held in confidence. The following guidelines are to be applied in maintaining confidentiality and disclosing information.

General Guidelines:

- *Deaf Children's Society of BC's* confidentiality policy is explained to families during the initial orientation to a program, at which time they are also given a *DCS Family Handbook*. This includes to what extent information will, or will not, be shared with referring staff or others having a professional interest.
- Confidentiality does not include keeping family information from supervising staff, as this undermines supervision and leaves the family, staff and Agency vulnerable.

- Information about families should not be divulged to others in general, and should not become social conversation or gossip. This means families should not be discussed in public places (e.g., restaurants, at parties, etc..) where conversations can be overheard. Staff will not share private information about families or co-workers with other families. Neither should staff discuss the families in their presence unless they are included as participants in the conversation.
- Families are allowed access to any reports or documents we write about them, and as a matter of good practice, *DCS* policy manuals, policy statements, program descriptions, etc., are not considered confidential and will be made available to families, parents/guardians of children, and funders upon request. Requests for *DCS* policy from other agencies will be forwarded to the Executive Director for consideration.
- The use of any confidential information for education or training purposes must be discussed with, and approved by the Executive Director in advance.
- All information of a child protection nature must, by law, be reported to the Ministry for Children and Families as soon as possible. See **5.21 Child Abuse Prevention and Reporting**.

Access to Records of Families:

- Parents/caregivers may have access to their child's file by contacting the Family Support Worker or Executive Director. (Please note: in keeping with the ***Freedom of Information and Protection of Privacy Act***, *DCS* does not make copies of reports originating from other agencies, but provides assistance to families wishing to obtain such records.)
- Parents/caregivers have the right to ask questions and receive answers regarding their child's assessments and progress.
- Parents/caregivers have a right to receive information in a language that they understand. *DCS* will provide interpretation services to families as required.
- Parents/caregivers have a right to discuss concerns regarding their services. When making a complaint, parents/caregivers will receive information regarding the conflict resolution process without jeopardizing their services. See **5.1 Grievances and Complaints**. Access to file information by other non-agency professionals is limited to those who provide the Agency with signed written consent of the family or, if applicable, a child's legal guardian.
- When families are referred from one *DCS* program to another, information will be shared between staff on a need-to-know basis. In most circumstances, this will mean that all reports/files will be shared.
- Volunteers do not have access to client files.

Confidential Documents, Notes and Day-Timers:

- Files are not to be removed from the work site without permission from the program supervisor.
- No confidential paper(s) should be left out unattended or overnight (e.g., left in cars overnight) where others may see them, or thrown in trash baskets or recycling bins without shredding (use the Shred-it bin as discussed in section 4.61).
- Day-timers or notebooks containing confidential notes should be treated with care and should not be left lying around, or be left in a car. Day-timers or notebooks should only carry as much information as is needed and useful for carrying out the day-to-day functions of the job. For example, confidential notes should be transferred from the Day-timer or notebook, to the families' files on a daily or weekly basis, as required.
- Information on families will be maintained in a secure (locked) place.
- To date, it is *DCS*'s policy to keep all family files indefinitely.

Computers and Computer USB Drives:

- Computer USB drives containing confidential information will be treated like other confidential documents and will be destroyed (deleted) rather than thrown out.
- Computer screens displaying confidential information should not be left on unattended, or within the range of vision of a client or visitor. In other words, if a receptionist is working on a computer as a client or visitor approaches, and if the screen is within view, the receptionist must go to a blank or non-confidential screen.
- Staff are not permitted to work on children or family reports on their home computers.

Fax Machines:

Standard **Fax Cover Sheets** are to be sent with all faxes stating:

This message is intended only for the use of the person to whom it is addressed, and contains information that is confidential. If the reader of this message is not the intended recipient, or an employee responsible for deliver the message, you are notified that any distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original message to us by mail. Thank you.

Telephone Conversations and Cellular Phones:

- All telephone conversations with, or in regards to, families are to be held in a manner that respects their right to confidentiality. For example, conversations with, or about, a family are not to be held within hearing of non-staff members, or in the reception area of DCS offices.
- Staff are to keep in mind that conversations on cellular phones may be overheard. Conversations on cellular and cordless phones, pertaining to families or other confidential DCS matters, should be kept as brief and non-identifying as possible.

Email: Electronic mail sent or received is not confidential and belongs to the agency/company purchasing the email program, regardless of “personal” email addresses.

Freedom of Information and Protection of Privacy:

- Families will only be given access to reports we write pertaining to them (deleting any confidential third party information), and not to reports/documents authored elsewhere. If a file request is made, the family will be informed which documents from outside sources we have on file, and will be directed to the appropriate external sources for access to these documents, or for written permission to share these documents.
- Any refusal to allow a family or guardian access to the individual’s DCS file will be reviewed by the Executive Director. Under the ***Freedom of Information and Protection of Privacy Act***, the program Supervisor, or Executive Director will tell the applicant, in writing, the reasons for refusal, and the name, title, address and telephone number of the employee who can answer the applicant’s questions about the refusal.
- Child specific records will not be released to parents having lost guardianship to the *Ministry for Children and Families*.
- No documentation will be shared which is an unreasonable invasion of a third party’s privacy.
- Disclosure of information necessary to prevent people from doing harm to themselves or others is justified.

Audio and Video Tapes and Photographs:

The production of audiotapes or audio-visual material for education, training or other purposes is only to occur with the individual family/guardian’s written consent and approval from the program Supervisor. The release of audio or videotapes or photographs is only to occur with the families’ and, if applicable, the guardian(s)’ written consent and approval from the Executive Director. See **5.31Media Relations**.

Research:

The use of any confidential information for research purposes will be utilized in a non-identifying way, and will be first approved by the Executive Director.

Documents Requested or Subpoenaed for Court:

- If a file, report, notebook, Day-Timer, etc., is requested or subpoenaed for court purposes, the Executive Director must be notified immediately. As a government funded agency, our files are considered documents of the funding Ministries, and as such, our files should be screened for third party information etc., through the applicable Ministry’s legal department. The Supervisor will inform the funding Ministry and ask that this occur.
- Any file that is sent out of the office will be photocopied for our records, in advance.
- Depending on individual circumstances and file contents, there may be situations in which it is good practice for staff involved to sit down with the family and go over and debrief the file contents, prior to or in addition to, the file being handed over. This should only occur after any confidential third party information is “blackened” or “whited” out.
- The question of who has what degree of access to confidential files and information may be found in the ***Freedom of Information and Protection of Privacy Act***, or under the ***Child, Family and Community Service Act***.

- In the situation that any legal documents, subpoenas and the like are delivered by a process server or some other individual to a staff member personally during work hours, pertaining to personal matters, the staff member will advise the Executive Director that this incident has occurred.

5.7 RAISING ISSUES TO THE BOARD

APPROVED: MAY 2005

POLICY:

The Board will be advised of matters that staff wish to draw to their attention.

PROCEDURES:

Staff who wish to place an item on the DCS Board Meeting agenda will contact the Executive Director one week in advance of the Board meeting to request that the matter be added to the agenda.

The Executive Director will make a determination whether to place the issue on the agenda of the next Board Meeting. See **4.48 Dispute Resolution Guidelines**.

The Executive Director will inform the Board at the next Board meeting that the matter has been brought forward, and which course of action has been taken.

At the Board's discretion, this decision may be reconsidered.

Professional Conduct:

- Staff, management and Board members should work together to avoid an adversarial process whenever possible.
- Staff should not approach Board members informally outside of the agreed upon process for dealing with disputes, issues and policy matters as outlined in *DCS's Personnel Manual*.
- If Board members are approached directly by individual staff members, they should refer the staff members back to appropriate policies and procedures that exist to deal with such matters.

Exception:

Any DCS employee who becomes aware of, or receives a report of, alleged sexual or physical abuse committed by the Executive Director shall report this to the President of the Board of Directors.

5.8 CALENDAR

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY: Home visits and other programs and services shall not be held on the following days:

Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day
Boxing Day
New Year's Day
Family Day
Good Friday
Easter Monday
Victoria Day
Canada Day
BC Day

5.9 CALLING IN / SIGNING OUT

APPROVED: MAY 2005

POLICY:

Staff are responsible for marking themselves in and out on the white board when they leave or return to the office.

If staff are not returning to the office and are marked to return, they must phone/text message to the office and advise administration where they are and that they are not returning.

If staff have not contacted the office within half an hour of their expected return, the administration will be phoning/texting staff to find out where they are.

This is a safety precaution to ensure that staff are safe.

The in-out board is to be used by all staff who work in the office. The board will indicate if staff are in or out, and what time they will be back in the office. Updates to staff weekly schedules are also kept in a binder at the front desk.

5.10 CASE NOTES – ALL PROGRAMS AND SERVICES

REVISED: JULY 2012

APPROVED: OCTOBER 2016

POLICY:

Staff must sign handwritten notes for each session with their first initial and full last name. **Staff will use just one colour of ink (black or blue) consistently in any file. Files must not contain any loose papers.**

Files must be kept confidential, be with staff at all times, or kept in the locked filing cabinet in the office.

Staff should transfer documents (i.e.: Assessment forms, SLP reports, session notes) to the DCS Family File regularly.

5.11 DESTRUCTION OF FILES OR PRIVATE DOCUMENTS

REVISED: JULY 2012

APPROVED: OCTOBER 2016

POLICY:

Documents that need shredding go into the “Shred-It” box. Any confidential material must be put in this box to be shredded. Also, any documents with other people’s name, address, phone number, email address, etc. must be put in this box. You do not have to remove staples. The box is secure. Use the plastic blue recycling box for flyers, junk mail, etc.

5.12 EDUCATIONAL MATERIALS AND OFFICE SUPPLIES

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

The Office Manager is responsible for ordering office supplies, program supplies and equipment, and other items on behalf of staff.

Staff will be reimbursed for items they have purchased for their programs and services that are under \$20.00. Anything above \$20.00 is subject to approval from the Executive Director and may not be reimbursed if deemed a poor purchase decision (for example, could have been purchased for less cost in bulk by the office manager or from another supplier).

Toys, equipment, furniture, computer programs and other items for service delivery that are expensive enough to be considered major purchases must be approved by the Executive Director.

Any costly item such as equipment for the preschool, assessment tools, toys of large nature and other items deemed necessary for service provision must be requisitioned in writing to the Executive Director, who will determine budget availability and advise if the purchase can be made. Approved items will be forwarded to the Office Manager for ordering. From time to time, the Executive Director will advise staff in writing to purchase desired items with their own money for reimbursement the next month.

PROCEDURES:

To order office supplies:

- Email a request or complete an **Office Supply Requisition Form**. **All requests must be in writing.**
- A supply order will be placed once every two weeks with the supplier or as frequently as deemed appropriate by Executive Director and/or Office Manager.

To order equipment, toys and other expensive items:

- Submit a request with all pertinent details (item name, brand, cost, supplier, program for which it is for) in writing by fax or email to the Executive Director.

Paper Supply:

To request more printer paper:

- Submit to the office manager by email or fax a request form indicating which department/person and how much paper is needed.
- The Office Manager will process the request.

5.13 HARASSMENT

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC has a duty to provide a harassment-free workplace for staff. Harassment refers to unwelcome conduct that denies individual dignity or respect, based on grounds set out in the ***Human Rights Code of British Columbia***.

If you are subjected to harassment or intimidation, you should contact your Supervisor, or any member of the management team with whom you feel comfortable.

Complaints of harassment must be promptly and confidentially investigated, and appropriate action will be taken against anyone found to have violated the *Human Rights Code*.

No employee who reports unlawful harassment will be subjected to retaliation of any sort.

5.14 MAILBOXES

REVISED: MARCH 2015

APPROVED: NOVEMBER 2015

POLICY:

Staff mailboxes are in the copier area. These mailboxes are to be used for mail, messages and faxes only. This is not storage for administrative papers, books, etc.. Keep paperwork in your filing cabinet or in your office.

No credit card information or cash should be left in the mailboxes overnight, or over the weekend.

5.15 MEDICAL AND OTHER APPOINTMENTS

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC is flexible and can accommodate staff taking time off from work for appointments during work hours, when it is not possible to make the appointments at other times.

PROCEDURE:

Every effort should be made to book appointments outside of work hours. The Speech-Language and Sign-Language departments work on a schedule that may allow appointments during the day between family services. The Preschool schedule allows for appointments after 2:30pm, after children have been dismissed. However, if staff do make appointments during work hours, the administration must be advised well in advance of the appointment to ensure adequate coverage for a program (in the case of the Preschool).

Time off for medical appointments is recorded as sick time, and the sick bank is used to cover this.

5.16 TIME SHEETS

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

At the beginning of each school year, a schedule with dates of when time sheets are due, and pay days, will be provided to staff.

PROCEDURE:

The time sheets are to be given to the Office Manager on the scheduled days. The Office Manager will input time sheet information into the payroll processing program via PHSA.

5.17 PERSONAL APPEARANCE

APPROVED: MAY 2005

POLICY:

Personal appearance, including clothing and grooming, shall be clean and will reflect standards of decency, utility, health and safety.

Conservative use of fragrances is acceptable; keeping in mind that allergic response may be increased by exposures to perfumes, after-shave lotions, etc.. The wearing of jewelry should be guided by considering risk to both families and staff.

Slogans or captions on T-shirts, sweatshirts, etc., shall not be disrespectful of any group, and shall not sanction illegal activities or values which are in conflict with the Agency.

The following dress code shall be followed:

- No short shorts or biking shorts.
 - Tops should cover the midriff and cleavage.
 - Rubber flip-flops / bare feet are not permitted.
-

5.18 STAFF COMMUNICATIONS

REVISED: APRIL 2015

APPROVED: OCTOBER 2016

POLICY:

In all staff meetings, minutes will be recorded of decisions taken and items deferred to the next or future meetings. These minutes will be emailed to all the staff.

5.19 STAFF SCHEDULES

REVISED: JULY 2015

APPROVED: NOVEMBER 2015

POLICY:

- Staff working out of the administration office are required to place their weekly schedules in the yellow binder at the front desk.
- The Office Manager is responsible for removing the previous week's schedules from the yellow binder every Monday morning as well as giving a friendly reminder to staff who haven't yet put a current schedule in the yellow binder, to do so.
- If staff calls the office with a schedule change, those changes will be made in the schedule book.
- **Staff schedules are not to be destroyed.**

5.20 VACATION POLICY AND REQUESTS

See Section 4: [Vacation Requests](#), 4.30
[Vacation Policy](#), 4.31

5.21 VOICE MAIL, INTERNET AND EMAIL

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

POLICY:

Any use of communication systems must be lawful, ethical and consistent with DCS's professional reputation, standards, policies, procedures and guidelines. Email has the same legal and practical effect as other written communications.

PROCEDURES:

Email is a quick and easy means of communication. When sending email, you should exercise the same good judgment as you would when sending a formal letter, written memorandum, or other correspondence.

Email Etiquette Tips:

- Have a pertinent subject line.
- Be concise and to the point.
- Use proper spelling, language and punctuation.
- Do not write in UPPERCASE – it is considered shouting.
- Read the email before you send it.
- Try not to use abbreviations and emoticons; the recipient might not be aware of their meanings.
- Do not forward chain letters or virus hoaxes.
- Don't overuse punctuation.
- Do not reply to spam.
- Don't send or forward emails containing defamatory, offensive, racist or obscene remarks.

Staff are not to give out their personal (home) email address to client/s families, and staff are not to communicate over the internet with them during their time off. All internet/email contact with families must be of a professional nature.

The *DCS* internet is not to be used to access or relay material that is profane or obscene (such as pornography), or anything which advocates illegal acts, violence, or discrimination towards other people. If users accidentally breach policies (e.g., by hitting the wrong key or unknowingly accessing an inappropriate site) they should immediately inform the program Supervisor to protect themselves from allegations of wrongdoing.

Users will respect the rights of copyright owners. If a work contains language that specifies appropriate use of that work, users should follow the expressed requirements. If it is not clear whether or not a work can be used, users should request permission from the copyright owner.

No software is to be downloaded, or programs installed, without Administrative approval.

Financial obligations arising from unauthorized use of the system will be the responsibility of the individual(s) who incurred the expense.

All computer, internet, voicemail and word processing passwords must be authorized by a program Supervisor.

Internet access may not be provided to families for the purpose of accessing information.

The following uses of communications systems are prohibited:

- Illegal, unethical, or immoral uses;
- Sending, receiving or accessing offensive, objectionable, abusive, pornographic, obscene, homophobic, sexist, racist, harassing or provocative messages, images or other materials, including adult-oriented websites, news groups, gambling sites or chat rooms;
- Defamatory, derogatory or false messages;
- Distributing email chain letters;
- Political activities, solicitation of funds or advertising goods or services;
- Other commercial or business uses;
- Unauthorized access to other users' email, data or communications;
- Uses that infringe on copyright or other intellectual property rights;
- Unsecured disclosure of confidential or privileged information;
- Unauthorized use of data encryption; and
- Uses that may compromise system integrity or degrade system performance.

Personal Use:

Communications systems may be used for personal purposes on the employees' own time (e.g., to send and receive email, voicemail of a personal nature, or to access the internet for personal use), provided that those uses do not interfere with the organization's business and do not compromise the integrity and efficiency of the communications systems, the organization's professionalism or its reputation.

All personal uses of the communications systems must comply with this policy and the organization's other policies, procedures and guidelines.

It should be carefully noted that all communications systems, data and uses, including email, voicemail and internet, are not private and are subject to *DCS'* access and control.

Confidential Communications:

Email and data transmission is not secure or private unless it is encrypted. Email and other data sent externally will pass through many computers and systems that are not under *DEC'* control and may be subject to unauthorized access. For this reason, confidential email or other data should not be sent or received via email unless it is secured by encryption software.

Users who want their internet use or email or voicemail communications to be private should not use Agency communications systems.

Employment Termination:

Employees who leave DCS will no longer have any right to any communications systems data, including email messages; nor will they be allowed access to the organization's communications systems and its internet accounts.

Use of the communications systems is a privilege that must not be abused. Use of the communications system may be revoked at the Executive Director's sole discretion.

Failure to comply with this policy may have serious ramifications and may result in disciplinary action, up to and including termination.

5.21 CHILD ABUSE PREVENTION AND REPORTING

APPROVED: MAY 2005

POLICY:

Under the Child, Family and Community Service Act, all individuals, including staff members, have a legal duty to report child abuse or neglect. Failure to make a report is an offence.

Social Workers at the Ministry for Children and Families are responsible for investigating reports that a child may be in need of protection, and to make decisions about taking a child into protective custody. The duty to report suspected abuse overrides the confidentiality in your relationship with the parent/caregiver and child.

Staff should take care not to disclose information about the suspected neglect or abuse to anyone but the Executive Director, relevant staff and social worker that the report is made to. If a parent/caregiver approaches the staff with an allegation of abuse, tell the parent/caregiver that he or she must contact a social worker to make a report because the legal obligation to report lies with the person who has knowledge of suspected abuse.

DEFINITION OF ABUSE:

- Abuse is defined as a violation of the rights, dignity and worth of a child and can be of a physical, sexual and/or emotional nature.
- Child abuse involves the misuse of power.
- Physical abuse is using physical force or action that results, or could result, in injury to a child.
- Neglect is the failure of caregivers to provide a child with his/her basic needs (food, clothing, adequate shelter, supervision and medical care) to the extent that the child's health or safety is threatened.
- Emotional abuse is hurting a child's feelings to the point of damaging their self-respect, including verbal attacks on the child, insults, humiliation or rejection.
- Sexual abuse occurs when a child is used by someone else for sexual stimulation or gratification, and takes place when people take advantage of the authority and power that they have over a child.
- Sexual activity between children or youth may also be sexual abuse if older or more powerful children or youth take advantage of those who are younger or less powerful, for whatever reason.

SIGNS OF CHILD ABUSE

Physical Abuse

- Unexplained bruises and marks not on the usual places like knees, shins, elbows and foreheads (for toddlers)
- Burns from cigarettes, or rope burns on arms, legs, neck or body
- Broken bones
- Injuries in various stages of healing

Emotional Abuse

In accordance to the ***Child, Family and Community Service Act***, the child is emotional harmed if the child demonstrates severe:

- Anxiety
- Depression
- Withdrawal
- Self-destructive or aggressive behaviour

Sexual Abuse

- Unusual statements that make sense only in a sexual content
- Attempting sexual behaviour with other children, especially younger children and when done in an angry, aggressive and controlling manner
- Inserting objects into the rectum or vagina
- Becoming frantic when a diaper is changed
- Unusual or extreme fears of particular members of the family, or particular areas of the house
- Extreme fear of being left alone with adult men and women
- Shrinking away from physical contact
- Withdrawing or going rigid when examined, especially in the genital area
- Changes in behaviour, nightmares, terrors or screaming at night
- Regression to an earlier stage of development
- Itching, swelling or bleeding in the genital area

CHILD ABUSE – WHEN PROTECTION IS NEEDED

Under Section 13 of the *Child, Family and Community Service Act*, a child needs protection in the following circumstances:

- If the child has been, or is likely to be, physically harmed by the child's parent/caregiver
- If the child has been, or is likely to be, sexually abused or exploited by the child's parent/caregiver
- If the child has been, or is likely to be, physically harmed, sexually abused or sexually exploited by another person, and if the child's parent/caregiver is unwilling or unable to protect the child
- If the child has been, or is likely to be, physically harmed because of neglect by the child's parent/caregiver
- If the child is emotionally harmed by the parent/caregiver's conduct
- If the child is deprived of necessary health care
- If the child's development is likely to be seriously impaired by a treatable condition and the child's parent/caregiver refuses to provide or consent to treatment
- If the child's parent/caregiver is unable or unwilling to care for the child and has not made adequate provision for the child's care
- If the child is, or has been, absent from home in circumstances that endanger the child's safety or wellbeing
- If the child's parent/caregiver is dead and adequate provision has not been made for the child's care
- If the child has been abandoned and adequate provision has not been made for the child's care
- If the child is in the care of a director or another person by agreement, and the child's parent is unwilling or unable to resume care when the agreement is no longer in force

REPORTING ABUSE

A staff member who has reasonable grounds to believe that a child has been abused by a family member, employee, volunteer or others must report those suspicions to a social worker at the *Ministry of Children and Family Development* (under Section 14 of the *Child, Family and Community Service Act*).

Reports can be made anonymously, but if you do give your name, MCFD will not disclose it.

Staff members must not conduct interviews with the child as questions may be confusing and can jeopardize the investigation and subsequent legal proceedings.

Staff members must inform the Executive Director after making the report to the *Ministry of Children and Family Development*.

Procedures for Reporting Abuse:

- Inform the local *Ministry of Children and Family Development* and include the following information:
 - The date, your name, the phone number and address of DCS
 - The child's name, birth date and address
 - Name of the child's parents/caregivers and their phone number
 - Name and phone number of the child's physician
 - The times that the child usually arrives at, and departs from, school
 - A statement of your observations and concerns
 - If the child has disclosed abuse, your notes about what the child has told you
- Do not inform the parent/caregiver of the alleged abuse, as that is the responsibility of the social worker
- Keep all information about who reported the alleged abuse, and who has been accused, confidential
- Intervene if you see someone abusing a child, being sure not to endanger your life, or the life of the child
- Document all statements, conversations and observations as soon as you are able, and keep the documents strictly confidential and in a locked file.

5.22 TIME OUT, PHYSICAL RESTRAINT AND SECLUSION

APPROVED: MAY 2005

POLICY:

Most programs do not use time-out or physical restraint. For those programs that do, written policies will govern and limit their use. Only emergency holds are permitted. Seclusion is never allowed.

PROCEDURES:

1. Time-out may be used with children whose behaviour or emotional state requires temporary, voluntary removal from populated areas to allow the child an opportunity to calm down, if angry, or to provide staff with a method to remove a disrupting influence from a group.
2. The child is to be instructed to go to a time-out area voluntarily. Physical force or restraint shall not be used to place anyone in a time-out area. Picking up children and removing them is not considered physical restraint.
3. No child will be left alone in a time-out area while highly agitated or in an obviously unpredictable state. Staff will be assigned to be within communication distance of a time-out area, and the staff will monitor the child at regular intervals to ensure safety and to demonstrate concern.
4. Any time-out is to be of short duration. Staff will make it clear to the child, and other staff, the duration and conditions attached to the time-out. Time-out is to be no longer than one minute per each year of age of the child.
5. A time-out will always be followed by a short debriefing between the child and staff member involved. The debriefing should review the circumstances that led to the time-out, improve the child's understanding of the incident, and generate behavioural alternatives.
6. Parents, caregivers and legal guardians should be informed of any use of time-out with clients.

5.23 FAMILY GRIEVANCES AND COMPLAINTS

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

The agency respects the right of children, families and caregivers to be heard, informed and involved in decision making in matters affecting them. In keeping with this, all families of DCS services, and in the case of minors, their parents/guardians, have the right to grieve or complain about any DCS decision impacting on their lives.

Families will be informed of agency grievance procedures in the *Family Handbook*, and as part of their orientation to DCS services.

Allegations of misconduct, poor practice, or violation of a family's rights by *DCS* personnel are to be reported to the Executive Director without delay. Complaints of physical or sexual abuse of children are to be reported to *MCFD*, and where required, Licensing and/or the police. All other complaints will be investigated by the Executive Director.

PROCEDURES:

- It is the responsibility of the program Supervisor to keep the Executive Director informed of complaints and grievances.
- Adults will be encouraged to put serious complaints in writing, and will be assisted if needed.
- All allegations of infringements of rights will be investigated by the program Supervisor. This investigation will be documented, and a copy will be sent to the Executive Director. In addition, a copy of this report will be filed in the family's file, and in a central program file. If the content of the report is of a private personnel nature, it will be filed in the personnel file in accordance with the Collective Agreement.
- The Executive Director is to be informed immediately of any serious allegations, including all allegations of physical or sexual abuse.
- If the complaint involves one or more staff members, the staff member(s) involved will be informed as soon as possible that a complaint has been made. The person(s) being accused will be given the opportunity to respond to the complaint.
- Serious breaches of professional conduct such as violence, being intoxicated while at work, illegal activity, sexual misconduct, etc., could result in immediate suspension pending investigation, and are dealt with as outline in the Collective Agreement.
- Complaints which do not entail a serious breach of professional conduct are dealt with by the Executive Director. A meeting is called involving the person making the complaint and anyone he/she wishes to have present, the staff member, and the Executive Director.
- The complainant is to be given a response within five (5) working days of their complaint being received.

FURTHER ACTION:

If the situation is not satisfactorily resolved with the Executive Director, the family will have the right to approach the Board of Directors. The Executive Director will ensure that the family or his/her parent/guardian is provided with the name and phone number of the President of the Board.

Parents have the right to make complaints directly to the Ministry of Children and Family Development at any time. The Executive Director will give the parents/caregivers the contact information.

5.24 GENERAL APPEARANCE AND HOUSEKEEPING

REVISED: JULY 2015

APPROVED: OCTOBER 2016

GUIDELINES:

- All *DCS* offices are to be maintained and remain in clean condition. The exterior, interior, furnishings and equipment are to be maintained in good repair.
- The property must be kept free of hazards and pests.
- Any exterior grounds for which we are responsible will be maintained in a condition that meets with, or exceeds general neighbourhood standards and will be maintained in a condition that is safe.
- Program staff must keep the Executive Director well advised of any repairs or hazards which need attention.

5.25 KEYS AND BUILDING SECURITY

APPROVED: MAY 2005

POLICY:

To ensure staff and property protection, as well as confidentiality of information, staff must practice high standards of security. A complete set of keys, as well as duplicate keys for the entire agency, will be maintained at the *DCS* main Administrative Office.

PROCEDURES:

All staff are issued keys to their work sites. On duty staff are responsible for the safe-keeping of all keys. *DCS* keys may not be given to non-*DCS* staff without Supervisor approval.

The following are to be locked at all times unless a staff member is immediately present:

- Staff offices
- File cabinets containing consumer files
- Prescription and non-prescription medications
- Any hazardous substances or equipment
- Petty cash

Personal property that is brought to work (e.g. purse, jacket, briefcase, knapsack, etc.) is to be kept in a locked staff office. Staff should be aware that it is unwise to bring valuable items to work (e.g. expensive leather jackets, large amounts of money, etc.). *DCS* is not responsible for damage to, or loss of, personal property due to lax security practices on the part of staff.

Staff have the right and responsibility of approving or disallowing a visitor(s) to the premises. If staff have reason to suspect that a visitor(s) is jeopardizing the security of the premises, the visitor(s) will be asked to leave and asked not to return. If the visitor(s) does not comply, the police will be called.

People not known to *DCS* are not permitted to wander unattended through *DCS* offices. Staff are responsible for looking after their participants/visitors.

If a visitor is left unattended or wishes to use a phone in a staff office, the staff person looking after said visitor must ensure that confidential documents are not spread over the desk and that any confidential files or valuable are locked away.

Any significant non-accidental damage, or loss of personal or Agency property, will be reported to the police.

Building, file cabinet and any other *DCS* keys must be turned in upon termination of employment. See ***Exiting Employees Checklist***.

Upon being hired, staff will be given a key to the main office, as well as a key to their individual office. Keys for other locations will be provided as necessary. Upon receiving their keys, staff will be required to sign that they have received them. Likewise, staff will be required to sign when keys have been returned.

5.26 ANNUAL FILE AUDIT

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

A representative random sample of all program and human resource files will be audited on an annual basis by the Executive Director.

PROCEDURES:

Maintaining case files is the responsibility of assigned staff.

Annual random file audits will be conducted on a minimum of 10% of a program's files including open and recently closed files.

Audits will be both quantitative, to determine that all documentation is filed and qualitative, to ensure that:

- the service provided is helping to achieve the goals determined by the person served,
- important issues are being addressed, and
- file recording is respectful and objective.

The results and recommendations arising from the file audit will be shared with program staff and recommendations are to be implemented.

5.27 PROGRAM EVALUATIONS (Surveys)

REVISED: MARCH 2015

APPROVED: NOVEMBER 2015

POLICY:

All *Deaf Children's Society of BC* services will be evaluated at least annually on the basis of outcomes.

DEFINITIONS:

Effectiveness:

The service does what it is intended to do.

Efficiency:

Timeliness, cost effectiveness, responsiveness, efficient use of resources to achieve outcomes.

PROCEDURES:

Annual program evaluation will be based on:

- [Annual] Personnel Survey
- Client Survey of Programs/External Stakeholder Feedback (two sources if possible), e.g., referral source, family members/caregivers as appropriate, funder, other professionals, community members, etc..
- File Audits (compliance with agency/professional standards regarding record keeping and files).

The Executive Director will annually develop one or more Management Reports, summarizing the above collated data, and making recommendations for the following year. The report will provide a basis for program planning and organizational improvement. The following year's Management Report(s) will report on actions taken in regards to the previous year's recommendations.

The annual Management Report will be shared with staff, funders, consumers and the public at the Annual General Meeting.

5.28 STAKEHOLDER SURVEY

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC will annually seek and respond to feedback from consumers, past consumers, and internal and external stakeholders.

- For external stakeholders
- For internal stakeholder

Purpose:

- To ensure effective, relevant and efficient service delivery;
- To determine the post-discharge effectiveness of our services;
- To ensure a positive, healthy, responsive work and service environment.

DEFINITIONS:

Clients/Families:

Recipients of services; Persons served

Post Client/Family Follow-up:

Inquiry into consumer outcomes at a predetermined interval after termination of *DCS* services.

Internal Stakeholders:

- Personnel Survey
- Staff, volunteers, practicum students, contractors, etc.

External Stakeholders:

- Self-Assessment of Board Performance Survey
- *DCS* Stakeholder Satisfaction Survey
- Funders, referral sources, family members, other professionals, advocacy groups, community members, etc.

PROCEDURES:

- Methods may be program specific, may be as creative as appropriate for the individual program/consumer group and may include mailed/emailed or otherwise distributed questionnaires, site-based questionnaires, telephone surveys, focus groups, post cards, draws for prizes for participation, etc.
- All methods must allow for anonymous feedback, except in the case of foreign language speaking families in which an interpreter is needed. In this case, in-person with an interpreter feedback collection is acceptable. Notes are to be made regarding what the family has said.
- All mail-in feedback must include a stamped self-addressed envelope, or return postage (in the case of postcards).
- At no time will clients/families, staff or other stakeholders be penalized for their feedback or for declining to provide feedback.
- All consumer and external stakeholder feedback will go to the Executive Director.
- All internal stakeholder (staff) feedback will go to the Executive Director.
- Non-identifying collated consumer and external stakeholder feedback will go to applicable program staff and Supervisors.
- As part of the agency's annual reporting process at the time of the Annual General Meeting, non-identifying collated feedback will be compiled in an annual Stakeholder Management Report with recommendations arising from the feedback. The response/outcome in relation to this feedback will, in turn, be reported on in the following year's Stakeholder Management Report.

Clients/Families Who Have Reading, Writing and English Difficulties:

For consumers who have reading, writing and English difficulties, a *DCS* staff will offer to assist the person served to find an unbiased individual who can assist, or if this is not possible, a *DCS* staff member may assist the individual. We recognize that this is not unbiased; however some feedback is seen as preferable to no feedback. See also the note above regarding Foreign Language speaking families.

5.29 RESEARCH

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC is committed to contributing to ongoing research and program evaluation. Research must be approved by the Executive Director.

PROCEDURES:

Research must include:

- Provisions for protecting the confidentiality of participants;
 - Written informed consent from each person, and in the case of minors, their parent/guardian;
 - Full written disclosure regarding the purpose, use and release of data, as well as all potential risks to participant;
 - Consent forms and explanatory text must be written in a manner which is easily understandable and is culturally appropriate. Verbal assistance must be offered to those with reading or English difficulties.
 - Consent forms must clearly state individual's right to refuse to participate in or terminate participation in research activities with no reprisals.
-

5.30 AGENCY REPRESENTATION

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC works hard to be a positive, contributing member of the community and as such, strives to maintain a positive image. Employees' conduct should reflect the standards of *DCS*, instill confidence and trust from the general public and the funding Ministries, and not bring the employer into disrepute.

PROCEDURES:

Staff representing the Agency on external committees, task forces and interest groups are to keep their Supervisor informed of the activities and objectives of these forums, as well as the staff member's role and participation.

Any formal *DCS* presentations or written submissions to funders, commissions, inquiries, etc., or verbal or written submissions to MLAs or government Ministers or their delegates must be approved in advance by the Executive Director.

All media requests must be directed through the Executive Director or President.

5.31 MEDIA RELATIONS

APPROVED: MAY 2005

POLICY:

The Executive Director handles, or should be made aware of, all requests from the media or officials. The public and media are entitled to truthful information of a general nature, while at the same time protecting the rights of persons served to confidentiality.

PROCEDURES:

- All media requests, including requests for interviews, information, articles, pictures, or tours, must be directed through the Executive Director. Other than referring the request to the Executive Director, or in her/his absence, the President, no other comment or observation shall be made without the prior consent of the Executive Director or President.
- The Executive Director or President may identify the most appropriate person to respond to the request.
- Persons served, their families/guardians, and staff have the option of choosing not to participate in media interviews.
- Staff must immediately inform their Supervisor or Executive Director of any situation in which a family contacts or plans to contact the media about a circumstance related to the agency.
- The publication of photographs, release of audio-visual material or information that may provide personal details or identify persons served is no permitted unless:
 - Prior approval is obtained from the Executive Director, and;
 - The person served has provided written consent, and;
 - In the case of minors, the written consent of the parent(s)/guardian has been obtained.
- In a crisis or high profile situation, the Executive Director must be informed prior to the media receiving any information.
- Where the media wants immediate information in crisis or high profile situations, the Executive Director must be advised immediately.
- The Executive Director will apprise the Board and the funding Ministry immediately in all instances where the operations of the Society are at immediate risk of coming under public scrutiny or being misrepresented.
- The media will not be given access to any files of persons served.

5.32 FAMILY ACCESSIBILITY

APPROVED: MAY 2005

POLICY:

At no time will any employee, volunteer, contractor, or practicum student of *DCS* discriminate against any applicant for service on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age, class, appearance, unrelated criminal conviction, except where such discrimination constitutes a valid program requirement.

The Agency respects the rights of all individuals eligible for our services, board and committees to have accessibility barriers removed. The Agency will make every effort to ensure that service participants, committee and board members are able to participate in services, board meetings and committees free of attitudinal, architectural, communication, transportation, and other identified barriers.

The Agency will work towards resolving architectural barriers where they exist as funds or permission allows.

PROCEDURES:

- *Deaf Children's Society of BC* literature provided to persons served will be written in a manner that is easily readable and understandable. Staff will ensure that consumers understand the content and intent of any handouts.
- Every effort will be made to provide services to persons with disabilities and individuals who experience difficulties accessing services. This could involve providing site-based or outreach services offering extended or flexible hours, the utilization of interpreters, cultural and language sensitive services. *DCS* will also strive to match workers' skills and abilities with the unique needs of individuals and families referred to our programs.
- Family feedback will be routinely sought and utilized to increase accessibility to *DCS* services.
- The Agency will actively seek feedback from families and staff regarding barriers to accessibility. *DCS* will develop and implement a plan of action to work towards resolving barriers.

5.33 REGISTRATION

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Registrations will be conducted in a manner that is sensitive to the family and children served. *Deaf Children's Society of BC* program(s) will develop a friendly and flexible registration process designed to maximize referred individuals' opportunities to gain access to the programs and services we provide.

PROCEDURES:

- The family or referral is connected with the SLP or other designated intake person
- The SLP or other designated intake person arranges a home visit or a centre visit to give the family information about *DCS* services. Outreach families may be visited in person or over the telephone.
 - Families are given an information package (brochure, handbooks, and any other pertinent materials).
 - If family decides to receive *DCS* services, they are given the registration package (Family Handbook and registration package).
- Family completes registration forms.
- The completed forms are given to the Office Manager.
- Staff obtains audiogram and other relevant information (not required for hearing children).
- A file is created.
- The Child Assessment form is completed and filed.
- Speech-Language Pathologist and Sign Language Instructor are assigned as needed.
- "Signs for Me" book given to family.

FAMILY REQUESTING PRESCHOOL SERVICES:

- The family is invited to visit the Preschool.
- The family receives a Preschool package from the SLP or Preschool Team or other designated intake person
- Completed registration forms are given to the Office Manager.
 - Office Manager creates a Preschool file.
- Parents attend an orientation meeting.

CRITERIA FOR REGISTRATION:

Admissions may occur only after adequate, program specific, referral or background information has been gathered in order to evaluate and ensure suitability for the program.

Deaf Children's Society of BC values the concept of offering services on a first come, first served basis whenever possible and appropriate. At the same time, we acknowledge that a first come, first served approach is not always possible. **Children with a hearing loss, regardless of degree, are always given priority over hearing children with deaf or hard of hearing parents, or are siblings of a child who has a hearing loss. In ranking order: 1) Deaf or HH; 2) Sibling of D/HH client; 3) CODA.**

All admissions are subject to the approval of the Executive Director, who has final say after consultation with staff.

5.34 FAMILY SUPPORT PLAN

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

Family Support Plans (FSP) are completed by the SLP, along with parents, DCS program staff, and other community professionals that are working with the family.

In situations where a child is receiving other support services from other community agencies, and where the child has multiple challenges, DCS may participate in the family support planning meetings of these agencies but should also have a DCS-specific FSP. The purpose of the DCS FSP is to briefly outline the language and communication goals for the child that are specific to DCS's mandate, services, and programs. This FSP should be updated biannually as per contract.

PROCEDURES:

Family Support Plan:

- Initial FSP is completed after the first month of services or by the fifth visit (if scheduling of visits is inconsistent due to unforeseeable circumstances)
- IFSPs **must be** completed within the first 3 months of service
- Ongoing FSPs are completed every 6 months or sooner if needed:
 - At each FSP meeting, previous goals are reviewed
 - If the goals are ongoing, the family signs the previous form to confirm the FSP has been reviewed and no changes or new information is needed
 - If there are new goals, a new FSP form is created
- If a child and/or family needs services that are not provided by DCS, referrals to other organizations are suggested
- Staff must ensure that the following information is used when developing the Family Support Plan:
 - Relevant medical history
 - Relevant psychological information
 - Relevant social information
 - Info on previous direct-services and supports
- Staff must also address the following needs:
 - Assistive technology

- Reasonable accommodations
- Identified health risks
- Identified safety risks

5.35 FAMILY FINANCIAL ASSISTANCE

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

Deaf Children's Society of BC has funds available through its Transcontinental Family Assistance Fund to help defray costs of equipment purchases and incidentals related to having a deaf or hard of hearing child in DCS's programs.

PROCEDURES:

Staff is to check that the family is not eligible for other subsidies such as supported childcare subsidies, BC Early Hearing Program equipment or other assistive programs.

Each family has unique needs and those needs must be discussed with the program supervisor and Executive Director to determine viability. Upon final approval from the Executive Director, financial support will be provided.

5.36 REFERRALS TO OTHER AGENCIES

APPROVED: MAY 2005

POLICY: Families requiring services not available through DCS are to be referred to other agencies for service.

PROCEDURES:

Prior to making a referral, the DCS staff is to discuss with the family the reasons why they are recommending referral to another agency. If the family consents, staff are to facilitate the referral.

If outside services are required as part of a comprehensive and holistic plan, the DCS staff is to ensure that these services are coordinated with the other components of the plan.

Referrals are to be noted in the family file and include:

- The place (e.g., agency), date, and reason for referral
- The name of the contact person
- A notation of the outcome (e.g., whether the family and/or the agency decided to go ahead with the referral, etc..)

DCS staff will only refer to:

- Agencies in good standing within the community

5.37 WAITLISTS

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY: Wait lists will be maintained for DCS programs that are not able to accommodate all appropriate referrals. There currently is ONLY a waitlist for CODA children who wish to register in the DCS Preschool.

PROCEDURES: If a DCS program needs to maintain a waitlist, the intake procedure should have taken place in order to provide for adequate information to identify whether an individual qualifies for the service. A family should not be left on a waitlist only to subsequently learn that they do not qualify.

Programs maintaining waitlists will review the list at team meetings in order to determine eligibility and position on the waitlist. A review of the list may be documented in meeting minutes or by signing and dating the list to indicate review. The Executive Director determines all wait list decisions.

5.38 RECORDS AND FILES

APPROVED: MAY 2005

POLICY:

Deaf Children's Society of BC is contractually and professionally required to maintain records regarding persons served. A file will be opened at registration for each individual/family served on a one-to-one basis.

PROCEDURES:

- Persons served have a right to access *DCS* documents contained in their file with the exclusion of third party information or reports from other sources. Families will be told which reports from other sources exist, and they may apply to those sources for access to that documentation. See **4.40/5.6 Confidentiality and Disclosure of Information**.
- All records will be maintained as if they were open to the person served.
- Files of persons served are the property of *DCS* and/or the funding Ministry, and not the property of the assigned *DCS* worker who has maintained the file.
- All programs must utilize specified file format to ensure continuity throughout the agency.

- Any medical concerns/alerts which we are aware of must be highlighted (e.g., serious allergies, diabetes, asthma, etc.)
- Case files should reflect the flow of work from registration through assessment, service plan, reviews and closure.
- The record of each person served should include:
 - Name, address, phone number
 - Referral information (including self-referral if applicable, reason for referral, etc.)
 - Reports from other sources (if applicable)
 - All other relevant *DCS* forms and reports
 - Any correspondence sent or received
 - All case notes
 - Whether goals were met
 - Future recommendations
 - Referrals to other agencies/programs
 - Any unusual occurrence reports

- All language used in the file will be objective, non-judgmental and respectful.
- Family files will be kept in storage indefinitely, and NOT discarded.

5.39 CLOSING FAMILY FILES

REVISED: MARCH 2015

APPROVED: OCTOBER 2016

POLICY:

Reasons for closing a file:

- Transition to Kindergarten
- Ineligibility for *DCS* services
- Moving out of province
- Family decision
- Transfer to another service provider

PROCEDURES:

Whenever possible, DCS will give families recommendations for alternative services and provide support through to transition to these services. Final assessments and reports are made as necessary.

- SLP and SLI complete the File Closing Summary
- All program files are given to the Office Manager
- A Recap Form is printed from the database
- One Closed File is created
- SLP or Office Manager contacts the family 3 months after closing and completes Discharge Follow-Up form.

5.40 PRESCHOOL PROGRAM OBJECTIVES

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

OBJECTIVES:

The Preschool Program is licensed to provide services for up to 15 children between the ages of 2.5 and 5 years. Our exemption for extended hours has been permanently approved by the Fraser Valley Licensing Agency.

The overall objective of the Preschool is to provide a safe, healthy and caring environment in which each child can develop to his/her full potential. Preschool education is based on the principle that children learn through play and it is our job to provide an environment that fosters the child's social, physical, emotional and intellectual development through a wide variety of play activities. **Language, communication and early literacy skills development will be the center of curriculum and staff will ensure that the children are developing skills necessary for kindergarten entry.**

Our paramount responsibility is to provide a safe, healthy, nurturing and responsive educational setting for children. We are committed to supporting children's development, respecting individual differences, helping children learn to live and work cooperatively, while promoting health, self-awareness, competence, self-worth, and resiliency. Staff will communicate with the children in American Sign Language and/or speech as needed to meet the individual children's needs. A Speech-Language Pathologist will provide individual speech and language sessions while the child attends the Preschool facility.

The Preschool Program activities will include calendar time, music and rhythm, creative play, dramatic play, story-telling, manipulative play, and activities that encourage the development of gross/fine motor skills. The children will play outside, weather permitting, as well as go for short walks and field trips as indicated by curriculum. Such trips may include Maplewood Farms, 4Cats, Science World, and other places that are convenient by public bus or hired transport.

Parent orientation to the preschool is required before services can begin. **An example of a Preschool Handbook is provided in the APPENDIX.**

Physical Development

- Provide indoor and outdoor activities that encourage the development of large and small muscle skills appropriate to each child's level of development
- Promote the development of self-help skills
- Encourage good health and safety habits

Intellectual Development

- Develop a flexible daily program that responds to the needs and interests of children
- Provide an environment that facilitates the development of curiosity, reasoning and problem-solving skills, and early literacy and numeracy skills
- Provide age-appropriate activities which encourage development of the following concept-building skills: classifying, ordering, determining direction and perceiving spatial relationships
- Provide activities and materials that encourage creative endeavors such as art, music, movement, imaginative play, story-telling and construction
- Provide activities that foster a greater understanding of the environment

Language Development

- Provide sign language access to meet the needs of individual children and provide speech and language therapy as required, in both group and individual activities.
- Model good language and listening skills
- Provide opportunities for children to develop receptive and expressive language skills
- Encourage communication

Emotional Development

- Help children develop a positive self-concept
- Help children develop an accurate perception of self
- Help children express positive and negative feelings in appropriate ways
- Provide a comfortable atmosphere in which children feel proud of their cultural heritage and where cultural sharing is encouraged

Social Development

- Provide an environment for children to work independently and to share and work cooperatively in small groups
- Provide an environment that fosters positive behaviour in children
- Help children to appreciate differences and to respect the personal feelings and property of others
- Provide opportunities for social interactions that help children develop appropriate skills for social relationships
- Provide experiences that facilitate a child's feelings of belonging to family, community and the world at large

5.41 PRESCHOOL ENROLLMENT

REVISED: JULY 2015

APPROVED: OCTOBER 2016

POLICY:

The Preschool is licensed to provide services for up to 15 children between the ages of 3 to 5 years old, who are deaf, hard of hearing, siblings of a child who is deaf, or a child of parents who are deaf.

Children may be enrolled full time, part time or semi-part time (for example, 2 hours at a time for various times of the week). CODA children and siblings of Deaf may not be enrolled for more than two days per week. At no time will the number of children in the classroom exceed 15.

The policy regarding a staff member's child(ren) is as follows:

"In situations where a DCS staff person's child is eligible for services, that child should be enrolled to attend only during times when the staff person is not on duty and/or provide direct service. The intention of this guideline is to provide an opportunity for the child to access services while preventing a staff person from providing direct service to their own child."

The Executive Director, in consultation with the Preschool Supervisor, will make the final decision regarding placement.

5.42 MONTHLY FEES FOR PRESCHOOL

APPROVED: MAY 2005

POLICY:

- The fees for the Preschool program will be determined before start of the school year.
- The fees are due at the beginning of each month.
- Some families are eligible for subsidies through the *Ministry of Children and Family Development (MCFD)*. It is the responsibility of each family to keep their subsidy up to date.
- Families experiencing financial difficulty may have their fees adjusted at the discretion of the Executive Director.

5.43 AUTHORIZED PICK-UP OF CHILDREN

APPROVED: MAY 2005

POLICY:

Staff will ensure that children are only released to persons authorized to pick up the child. The authorization must be in writing and be kept in the child's file. If a family emergency arises and the parent/caregiver phones the staff to inform them that an authorized person is not available to pick up the child, the parent/caregiver may give consent over the phone for another person to pick up the child.

PROCEDURE:

The staff must obtain the following information:

- The name, address and phone number of the person
- Relationship to the child
- What time the person will arrive to pick up the child

Staff will inform the parent/caregiver that picture ID of the person picking up the child will be required. As well, the person will be expected to sign the child out of the Preschool. Before the child is picked up, the teachers will inform the child that they have permission for him/her to leave with the designated person.

If an unauthorized person arrives to pick up the child, and there has been no phone call from the parent, the child will not be released to that person. Staff will make every effort to contact the parent/caregiver. If the parent/caregiver cannot be contacted, the senior Preschool teacher is required to contact the Ministry of Children and Family Development. If necessary, a staff person may need to call the police for assistance if the unauthorized person threatens the staff or child. The child must remain with at least one staff person at all times.

5.44 STAFF ABSENTEEISM

REVISED: JULY 2015

APPROVED: OCTOBER 2016

PROCEDURE:

If a staff member is sick or not able to come to work for whatever reason, please inform the Executive Director and the Office Manager the night before the workday to be missed, or text the Executive Director and Office Manager before 6:30am of the workday. Inform other Preschool staff that you will not be at the Preschool.

If a staff member becomes sick during the workday, they must inform the main office to make arrangements for coverage, as needed. **It is the responsibility of the individual staff members to report their sick time or absence.**

The union allows up to two days of absence in the following case: *Serious household or domestic emergency including illness in the employee's immediate family and when no one in the employee's home other than the employee can provide for the care of the ill immediate family member.*

Taking time off work because of lack of childcare is not an emergency situation, and time taken off under this circumstance will be recorded as vacation time or a day off without pay.

5.45 MANAGEMENT OF CHILD SAFETY – WANDERING AND ELOPEMENT RISKS FROM THE PRESCHOOL

ADDED JUNE 2016

APPROVED: OCTOBER 2016

POLICY:

The DCS Preschool is currently located at South Slope Elementary / BC School for the Deaf at 4446 Watling Street, Burnaby, in room 207. The elementary school has policies for missing children, in which visual and auditory announcements are made to alert all staff and students of a missing child. The DCS Preschool receives those announcements as well, and may make use of such announcements in the case of a wandering or missing child.

1. Identify which staff will search and which will stay with the remaining children.
2. The immediate area (classroom, closets, outside balcony, pod and adjacent washrooms and halls) will be searched.
3. If the child is not found, the school office will be notified and an announcement alert placed.
4. A thorough search of the school, the grounds and sidewalks is to be done by staff and others from the school who may be assisting.
5. If the child is found, an incident report will be filed and the DCS office will be advised.
6. Parents, upon pick up of the child, will be advised of the child's wandering. Staff will discuss with the parents how this incident occurred and what will be done to ensure it doesn't happen again.
7. If the child is not found after all efforts to locate the child have been made, the police and the parents will be notified.
8. An incident report will be written and filed with the office. As a reportable incident, Licensing will be advised.

5.46 MANAGEMENT OF CHILD SAFETY – WANDERING AND ELOPEMENT RISKS FROM FIELD TRIPS

ADDED JUNE 2016

APPROVED: OCTOBER 2016

POLICY:

In the case where the Preschool is on a field trip, either by foot to a nearby location or by bus, skytrain, or other modes of transportation, the staff will ensure that all children are properly supervised and provided with 1:1 support as needed. If a child or children on a field trip wander or go missing:

1. Identify which staff will search and which will stay with the remaining children.
2. The immediate area will be searched.
3. If the child is found, an incident report will be filed and the DCS office will be advised.
4. Parents, upon pick up of the child, will be advised of the child's wandering. Staff will discuss with the parents how this incident occurred and what will be done to ensure it doesn't happen again.
5. If the child is not found after all efforts to locate the child have been made, the police and the parents will be notified.
6. If the child is not found, immediately the police will be called and the DCS office will be notified, as well as the parents of the child.
7. An incident report will be written and filed with the office. As a reportable incident, Licensing will be advised.

5.47 MANAGEMENT OF CHILD SAFETY – DISASTER RESPONSE SHELTER

ADDED JUNE 2016

APPROVED: OCTOBER 2016

POLICY:

In the event of a disaster during Preschool hours, staff will follow the plan in place at their site, which is South Slope Elementary/BCSD. Children and staff will remain on site until parents have arrived to pick up their children. As this may take up to 72 hours, DCS will ensure enough food and beverages for this period of time. At the start of each school year, the earthquake and disaster food bin items by parents of children enrolled in the preschool and by DCS for the staff.

It is expected that all earthquake and disaster procedures have been followed up to this point. As the crisis progresses, staff are responsible to stay with the preschool children and ensure their safety and care while awaiting the arrival of the parents of these children. Staff will make every effort to contact the parents, and DCS administration, and advise of the situation as it progresses. If at the end of 72 hours children have not been picked up, staff will surrender the children to appropriate authorities, social services being the primary designate.

From Preschool Handbook:

In the event of a disaster (earthquake, fire, chemical spill, etc.), children will be kept at the school, if it is safe to do so, until the parent/caregiver arrives. If it is necessary to move the children to a receiving centre (eg. community centre), please find information on the radio, CBC AM-690 or 105.7 FM as to which receiving centre in Burnaby will be open. Staff will stay with the children until they are at the receiving centre at which time workers from the Ministry of Children and Family Development will take responsibility of the children.

5.48 PROGRAM OBJECTIVE – SIGN LANGUAGE

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

POLICY:

The sign language program's objective is to increase family's capacity to communicate with their deaf or hard of hearing child.

Parents will learn to communicate in meaningful ways appropriate to real-life situations. Activities will be designed for parents to practice various functions such as incorporating vocabulary and grammar into every class. Parents will increase their sign vocabulary, develop fluency of expression, grammatical accuracy and sentence structure through sign language communication.

Families who are receiving services subsidized by the BC Early Hearing Program (BCEHP) will have sign language instruction based on the category of services in which BCEHP has placed them. Families who choose to receive sign instruction even when their BCEHP category does not warrant it will not be denied instruction.

The sign language instruction program will also incorporate a multi-cultural understanding of native speakers, using authentic materials such as regalia, books, videos and music.

- Sign language instruction is offered in the family's home and at the child's community daycare or Preschool
- Instruction can also be accessed by families who live outside of the Lower Mainland through videoconferencing

5.49 PROGRAM STANDARDS – SIGN LANGUAGE

REVISED: SEPTEMBER 2015

APPROVED: OCTOBER 2016

POLICY:

The instructional approaches prescribed in the lesson plans are consistent with goals and objectives in the family support plan.

Instruction for families who are receiving BC Early Hearing Program-Early Access Supplemental funding will follow the policies and standards of the BC EHP Sign Language Standards committee. Information about this can be found in the appendix. BC EHP Sign Language Instruction policies are subject to change – information in the appendix are presented as a sample only.

Instruction does not place demands on families inappropriate to their abilities.

Lessons are sensitive to differences in culture, race, or gender.

5.50 COMMUNICATION AND PHOTOCOPIES – SIGN LANGUAGE

REVISED: AUGUST 2016

APPROVED: OCTOBER 2016

POLICY:

The sign language instructor will determine how to communicate with persons served for arrangement of appointments, notice of cancelation, and other situations. Instructors may utilize text messages, email or some other form of direct communication for the purpose of exchanging information and making arrangements.

Sign language instructors are encouraged to email lesson materials to families rather than print them out.

When teaching a family outside the Lower Mainland, use the photocopier at either *Office Depot* or *Staples*. Submit receipts to the Office Manager on an expense form.

5.51 CANCELLATIONS AND ABSENTEEISM - SIGN LANGUAGE

APPROVED: MAY 2005

POLICY:

From time to time it happens that a sign class is cancelled. The following information should clarify what will happen with each situation. **For casual sign language instructors:**

- If you arrive at the family home and no one is home, you will be paid for one hour of teaching time, travel time to and from the family's home, and mileage.
- If you are on the way to a teaching assignment and you are notified that the class is cancelled, you will be paid for travel time and mileage to and from the point at which you were notified of the cancellation.
- If a teaching assignment has been cancelled before you have left to go to the assignment, you will not be paid for that assignment. If time permits, it may be possible to reschedule you for another assignment or other related work, if available.
- Notify the Office Manager or Executive Director of family cancellations.
- If you are cancelling an assignment due to illness, you must notify the DCS office as well as the family or institution as early as possible. If you have an emergency within your family, you must notify the DCS office. If you are unable to contact the family or institution yourself, staff at the DCS office will contact them to advise of the cancellation.

For permanent staff:

- Notify the Office Manager/Executive Director
- Notify any families of cancelled appointments
- If you are unable to contact the families yourself, please advise the office to assist you

5.52 CANCELLATION AND ABSENTEEISM – SPEECH LANGUAGE

APPROVED: JULY 2012

POLICY:

When staff are sick or unable to come to work, they must:

- Notify the Office Manager/Executive Director
- Notify any families of cancelled appointments
- If you are unable to contact the families yourself, please advise the office to assist you

5.53 FAMILY CHANGE OF HOME SERVICES: VACATION OR OTHER

ADDED JULY 2016

APPROVED: OCTOBER 2016

POLICY:

When families suspend or change the frequency of services (Speech Language/Sign Language visits) due to vacation or other reason (extended absence, family scheduling issues, other), the Change of Service form must be filled out by the family, signed by staff, the Executive Director, and given to the Office Manager.

APPENDIX

Appendix A: Deaf Children's Society Constitution and BYLAWS

August 12, 2003

Approved June 11, 2016

November 28, 2016

Date of Incorporation: September 18, 1981

Certificate of Incorporation No: S-16664

Deaf Children's Society of BC

CONSTITUTION & BYLAWS

- I. The name of the Society shall be "Deaf Children's Society of BC".
- II. The purposes of the Society are:
 - I. To operate a society to serve the needs of deaf children and their families as allowed by Provincial law and regulations and managed by a community board, with the following purposes:
 - a. To serve deaf children and their families
 - b. To facilitate early two-way communication between the family and infant
 - c. To counsel families on social, cultural, educational and emotional aspects of deafness
 - d. To actively promote better public and professional understanding of the needs of deaf children and their families
 - e. To carry out or stimulate follow up research on the needs of deaf children and their families and the efficacy of existing methods of meeting those needs
 - f. To actively involve deaf people in all aspects of the Society and its programs
 - g. To cooperate with other health and social agencies for service, education and research
 - h. To operate and administer appropriate facilities for counseling, educating, teaching and research and for evaluation of programs
 - i. To raise public and private funds to further the objectives of the Society and to acquire and dispose of property by lease or purchase

Special Provisions

- III. This is a non-profit society. This provision is previously unalterable.
- IV. In the event that the Society, at any time be wound up or dissolved, the remaining assets after payment of all debts and liabilities shall be turned over to a recognized non-profit Society in the Province of British Columbia or elsewhere in Canada, as directed by the members. Failing this, a charitable trust recognized by the Department of National Revenue of Canada as being qualified as such under the provision of the "Income Tax Law of Canada" from time to time in effect. In the event that agreement cannot be reached, the assets will vest in the Crown in the right of the Province. This provision is previously unalterable.

- V. Clauses III and IV are unalterable.

BY-LAWS

I. Interpretation and Definitions

- a) In the by-laws, unless the context otherwise requires:
 - i) “Directors” means the directors of the Society for the time being;
 - ii) “Society Act” means the Societies Act of the Province of British Columbia from time to time in force, and all amendments to it;
 - iii) “Registered address” of a member means his address as recorded in the register of members;
 - iv) “Center” shall mean a child care facility operated under the auspices of this Society;
 - v) The definitions in the Societies Act on the date these by-laws become effective apply to these by-laws.
- b) Words importing the singular include the plural and vice versa; and word importing a male person shall include a female person and a corporation.
- c) “Deaf” is defined for the purposes of these by-laws as:
 - i) Deaf or hard of hearing child of hearing parents,
 - ii) Deaf or hard of hearing child of deaf or hard of hearing parent,
 - iii) Hearing child of deaf or hard of hearing parents,
 - iv) Multi-challenged deaf or hard of hearing child

II. Membership

- a. Admission to Membership

Membership in the Society will be restricted to the applicants for incorporation and to those Persons whose application for admission as a Member has been accepted by the Directors. Voting members are those parents or legal guardian of children who are registered for a program/service operated by the Society. Other persons may become members of the Society at the discretion of the Board of Directors.

- b. Expulsion of Member

A Member may be expelled by a Special Resolution.

- c. Cessation of Membership

A Person will immediately cease to be a Member:

- i. upon the date which is the later of the date of delivering his or her resignation in writing to the secretary of the Society or to the Address of the Society and the effective date of the resignation stated thereon; or
- ii. if he or she fails to pay his or her annual dues as set by the Board of Directors; or
- iii. upon his or her expulsion; or
- iv. upon his or her death.

- d. Dues

Annual membership dues will be set by the Board of Directors.

- e. Standing of Members

All Members are deemed to be in good standing.

- f. Compliance with Constitution, Bylaws and Policies

Every Member will, at all times:

- i. uphold the Constitution and comply with these Bylaws and the policies of the Society adopted by the Directors from time to time; and
- ii. further and not hinder the purposes, aims and objects of the Society.

- g. The combined number of non-voting members will not exceed the number of voting members.
- h. Membership ceases when:
 - i. A member submits his resignation in writing to the Society,
 - ii. A member is expelled,
 - iii. A member's dues have expired and not been renewed.
 - iv. A member is no longer receiving services from the Society

III. Meetings of Members

- a. General meetings of the Society shall be held at such time and place, in accordance with the Society Act, as the Directors decide.
- b. Every general meeting, other than an annual general meeting, is an extraordinary general meeting.
- c. The Directors may, whenever they think fit, convene an extraordinary general meeting.
- d. Notice of a general meeting shall specify the place, the day and hour of meeting and, in case of special business, the general nature of that business. The accidental omission to give notice of a meeting to, or the non-receipt of a notice by, any of the members entitled to receive notice does not invalidate proceedings at that meeting.
- e. The first annual general meeting of the Society shall be held not more than 15 months after the date of the incorporation and thereafter, an annual general meeting shall be held at least once in every calendar year, and not more than 15 months after the holding of the last preceding annual general meeting.

IV. Proceedings at Meetings

- a. Special business is:
 - 1. All business at an extraordinary general meeting
 - 2. All business that is transacted at an annual general meeting, except:
 - i. The adoption of the rules of order
 - ii. The consideration of the financial statements
 - iii. The report of the Directors
 - iv. The report of the Auditor/accountant
 - v. The election of Directors
 - vi. The appointment of the auditor/accountant, and
 - vii. Such other business, as under these by-laws, ought to be transacted at an annual general meeting, or business which is brought under consideration by the report of the Directors issued with the notice convening the meeting.
- b. No business, other than the election of a chairperson and the adjournment or termination of the meeting, shall be conducted at a general meeting at a time when a quorum is not present.
- c. A quorum is three members present or such greater number as the members may determine at a general meeting.

- d. If, within 30 minutes of the time appointed for a general meeting, a quorum is not present, the meeting, if convened on the requisition of the members, shall be terminated. In any other case, it shall stand adjourned to the same day in the next week, at the same time and place and if, at the adjourned meeting, a quorum is not present within 30 minutes of the time appointed for the meeting, the members present constitute a quorum.
- e. The president of the Society, the vice-president, or, in the absence of both, one of the other Directors shall preside as chairperson of a general meeting.
- f. If, at a general meeting:
 - i. There is no president, vice-president or other Director present within 15 minutes of the time appointed for holding the meeting, or
 - ii. The president and all the other Directors present are unwilling to act as chairman; the members present shall choose one of their numbers to be chairman.
- g. Adjournment:
 - i. A general meeting may be adjourned from time to time and from place to place, but no other business shall be transacted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.
 - ii. Where a meeting is adjourned for 10 days or more, notice of the adjourned meeting shall be given as in the case of the original meeting.
 - iii. Except as provided in this by-law, it is not necessary to give notice of an adjournment or of the business to be transacted at an adjourned general meeting.
- h. Voting:
 - i. A member in good standing present at a meeting of members is entitled to one vote.
 - ii. Voting is by a show of hands.
 - iii. Voting by proxy is not permitted.
- i. No Casting Vote
In case of an equality of votes, the Person presiding as chair of a general meeting will not have a casting or second vote in addition to the vote the Person presiding as chair may be entitled to as a Member and the proposed resolution will not pass.

V. Directors

- a. Powers of Directors
The Board may exercise all such powers and do all such acts and things as the Society may exercise and do, and which are not by these Bylaws or by statute or otherwise lawfully directed or required to be exercised or done by the Members in general meeting, but nevertheless subject to the provisions of:
 - (i) all laws affecting the Society; and
 - (ii) these Bylaws and the Constitution.
- b. Management of Property and Affairs
The property and the affairs of the Society will be managed by the Board.
- c. Number of Directors
The number of Directors will be such number, not less than five, and no greater than twelve as may be determined from time to time by Ordinary Resolution.

d. Directors Subscribe to and Support Purposes

Every Director will unreservedly subscribe to and support the purposes of the Society.

e. Replacement of Directors

Notwithstanding the foregoing Bylaws, if a Director ceases to hold office and the number of Directors is then less than three, the Board may appoint a Person as a replacement Director to take the place of such Director until the next annual general meeting.

f. Invalidation of Acts

No act or proceeding of the Board is invalid by reason only of there being less than the prescribed number of Directors in office.

g. Ceasing to be a Director

A Person will automatically cease to be a Director:

- i. upon the date which is the later of the date of delivering his or her resignation in writing to the secretary of the Society or to the Address of the Society and the effective date of the resignation stated therein; or
- ii. upon the date such Person is no longer a Member; or
- iii. upon his or her removal; or
- iv. upon his or her death.

h. Reimbursement of Directors' Expenses

A Director may be reimbursed for all expenses necessarily and reasonably incurred by him or her while engaged in the affairs of the Society.

i. Compensation of Directors

A director is not entitled to compensation.

j. Terms of Directors

Directors will serve two year terms.

k. Powers of the Board

The Board will have the power to make expenditures, including grants, gifts and loans, whether or not secured or interest-bearing, in furtherance of the purposes of the Society. The Board will also have the power to enter into trust arrangements or contracts on behalf of the Society in furtherance of the purposes of the Society.

l. Investment of Property and Standard of Care

If the Board is required to invest funds on behalf of the Society, the Board may invest the property of the Society in any form of property or security in which a prudent investor might invest. The standard of care required of the Directors is that they will exercise the care, skill, diligence and judgment that a prudent investor would exercise in making investments in light of the purposes and distribution requirements of the Society.

VI. Proceedings of the Board

a. Procedure of Meetings

After issuance of the certificate of incorporation, a meeting of the Board will be held at which the Directors may:

- i. appoint officers;
- ii. make banking arrangements;
- iii. appoint an auditor to hold office until the first annual general meeting; and
- iv. transact any other business.

Subsequent meetings of the Board may be held at any time and place determined by the Board, provided that two days' notice of such meeting will be sent to each Director. However, no formal notice will be necessary if all Directors were present at the preceding meeting when the time and place of the meeting were determined or are present at the meeting or waive notice thereof in writing or give a prior verbal waiver to the secretary of the Society.

b. Quorum

- i. The Board may from time to time fix the quorum necessary to transact business and, unless so fixed, the quorum will be a majority of the Directors
- ii. A Director who is directly or indirectly interested in a proposed contract or transaction with the Society will be counted in the quorum at a meeting of the Board at which the proposed contract or transaction is considered but is not entitled to vote on the proposed contract or transaction.

c. Chair of Meetings

The Chair of the Society will, subject to a Board Resolution appointing another Person, chair all meetings of the Board; but if at any Board meeting the Chair or such alternate Person appointed by a Board Resolution is not present within 15 minutes after the time appointed for the meeting, or requests that he or she not chair that meeting, the Directors present may choose one of their number to chair that meeting.

VII. Committees

a. Standing and Special Committees

The Board may create such standing and special committees as may from time to time be required. Any such committee will limit its activities to the purpose or purposes for which it is appointed and will have no powers except those specifically conferred by a Board Resolution. Unless specifically designated as a standing committee, any special committee so created must be created for a specified time period only. Upon completion of the earlier of the specified time period or the task for which it was appointed, a special committee will automatically be dissolved.

b. Delegation to Committees

The Board may delegate any, but not all, of its powers to committees which may be in whole or in part composed of Directors as it thinks fit.

c. Terms of Reference and Rules

In the event the Board decides to create a committee, it must establish Terms of Reference for such committee. A committee, in the exercise of the powers delegated to it, will conform to any rules that may from time to time be imposed by the Board in the Terms of Reference or otherwise, and will report every act or thing done in exercise of those powers at the next meeting of the Board held after it has been done, or at such other time or times as the Board may determine.

d. Meetings

The members of a committee may meet and adjourn as they think proper and meetings of the committees will be governed mutatis mutandis by the rules set out in these Bylaws governing proceedings of the Board.

VIII. Duties of Officers

a. Election of Officers

At the first meeting of the Board, the Board will elect the officers. All officers must be Directors. The Board will elect a Chairperson, together with such other officers as are required in accordance with these Bylaws, who will hold office until the first meeting of the Board held after the next following annual general meeting.

b. Secretary and Treasurer Required

The Board will appoint a secretary and treasurer and may appoint and remove such other officers of the Society as it deems necessary and determine the duties, responsibilities and term, if any, of all officers.

c. Removal of Officers

A Person may be removed as an officer by a resolution passed at a meeting of the Board by a majority of not less than two-thirds of the Directors present.

d. Replacement

Should the Chair or any other officer for any reason not be able to complete his or her term, the Board will remove such officer from his or her office and will elect a replacement without delay.

e. Duties of Chair

The Chair will supervise the other officers in the execution of their duties and will preside at all meetings of the Society and of the Board.

f. Duties of Secretary

The secretary will be responsible for making the necessary arrangements for:

- i. the issuance of notices of meetings of the Society and the Board;
- ii. the keeping of minutes of all meetings of the Society and the Board;
- iii. the custody of all records and documents of the Society, except those required to be kept by the treasurer;
- iv. the maintenance of the register of Members; and the conduct of the correspondence of the Society.

g. Duties of Treasurer

The treasurer will be responsible for making the necessary arrangements for:

- i. the keeping of such financial records, reports and returns, including books of account, as are necessary to comply with the Societies Act and the Income Tax Act; and
- ii. the rendering of financial statements as may be required

h. Absence of Secretary at Meeting

If the secretary is absent from any meeting of the Society or the Board, the Directors present will appoint another person to act as secretary at that meeting.

i. Combination of Offices of Secretary and Treasurer

The offices of secretary and treasurer may be held by one Person who will be known as the secretary-treasurer.

IX. Execution of Instruments

a. No Seal

The Society will not have a seal.

X. Auditor

a. Requirement

The Society is not required to be audited; however, if it wishes to be audited, it is required to appoint an external auditor with the qualifications described in the Societies Act.

b. Appointment of Auditor at Annual General Meeting

If the Society wishes to appoint an auditor, that auditor will be appointed at an annual general meeting to hold office until he, she or it is reappointed or his, her or its successor is appointed at the next following annual general meeting in accordance with the procedures set out in the Society Act or until the Society no longer wishes to appoint an auditor.

c. Removal of Auditor

An auditor may be removed by Ordinary Resolution in accordance with the procedures set out in the Society Act.

d. Notice of Appointment

An auditor will be promptly informed in writing of his, her or its appointment or removal.

e. Restrictions on Appointment

No Director or employee of the Society will act as auditor.

f. Attendance at Annual General Meetings

The auditor may attend general meetings.

XI. Notices

a. Entitlement to Notice

Notices of a general meeting will be given to:

- i. Every Person shown on the register of Members as a Member on the day the notice is given; and
- ii. the auditor.

b. No other Person is entitled to be given notice of a general meeting.

c. Method of Giving Notice

A notice may be given to a Member or a Director either personally, by delivery, facsimile, electronic mail, or by first class mail posted to such Person's Registered Address.

d. When Notice Deemed to have been Received

A notice sent by mail will be deemed to have been given on the day following that on which the notice was posted. In proving that notice has been given, it is sufficient to prove the notice was properly addressed and put in a Canadian Government post office receptacle with adequate postage affixed, provided that if, between the time of posting and the deemed giving of the notice, a mail strike or other labour dispute which might reasonably be expected to delay the delivery of such notice by the mails occurs, then such notice will only be effective when actually received. Any notice delivered either personally, by delivery, facsimile, or electronic mail will be deemed to have been given on the day it was so delivered or sent.

e. Days to be Counted in Notice

If a number of days' notice or a notice extending over any other period is required to be given, the day the notice is given or deemed to have been given and the day on which the event for which notice is given will not be counted in the number of days required.

Appendix B: Rights of Persons Served Form

PARENTS' RIGHTS AND RESPONSIBILITIES

THE RIGHT TO INFORMATION

- You will receive information about DCS when you join the program.
- You will receive copies of all written reports by DCS staff about your child and family.
- Parents/caregivers may have access to their child's file by contacting the Executive Director (Please note: in keeping with the Freedom of Information and Protection of Privacy Act, Deaf Children's Society of B.C. does not make copies of reports originating from other agencies, but provides assistance to families wishing to obtain such records).
- You will receive complete and unbiased information on assessment and treatment, including:
 - Purpose and process of any diagnostic assessment.
 - Potential benefits and/or risks of a service or intervention.
 - Reasonable treatment alternatives.
 - Possible complications.
- Parents/caregivers have the right to ask questions and receive answers regarding their child's assessments and progress.
- Parents/caregivers have a right to receive information in a language that they understand. The family and Deaf Children's Society will work together to make this happen.
- You have the right to information from community resources that may be suitable and available for your child and family.

THE RIGHT TO REFUSE SERVICES

You have the right to refuse any services or intervention after you have been informed of any potential risks associated with the services or intervention.

THE RIGHT TO CONFIDENTIALITY

- Information on your child will not be released without your written consent.
- Volunteers do not have access to client files.
- In order to ensure that information is released appropriately, when parents are separated or divorced, proof of guardianship or a custody agreement must be shown.

THE RIGHT TO MAKE A COMPLAINT

Parents/guardians have a right to discuss concerns regarding their services. The first step is to discuss concerns with the staff member working directly with your family. When making a complaint, parents/caregivers need to contact the Executive Director. Parents have a right to receive information regarding the conflict resolution process, without jeopardizing their services.

Parents/caregivers have the right to freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.

I/We, _____ the parent/guardian of _____ have accurately completed all forms as required. We have read, understand, and agree to abide by the policies and procedures as stated in the Family and/or Preschool Handbook.

Signature of Parent/Legal Guardian

Signature of Parent/Legal Guardian

DCS Staff Signature

Date

Appendix C: DCS Preschool Policies and Principles

Deaf Children's Society of BC Preschool Policies and Principles

The Deaf Children's Society Preschool is a program established with extended hours to provide Deaf and Hard of Hearing children with immersion in a visual language environment (ASL). The DCS Preschool is not a daycare. It is not a respite program. Success for children in this environment is contingent on two very important and not mutually exclusive factors:

1. The child can sit still for three to five minutes at minimum
2. The child can focus on (make eye contact with) an adult who is communicating with them

Deaf children who are of preschool age (2.5-5) who do not have the ability to sit still and focus on a task will have difficulty developing ASL skills. Deaf children need to attend visually to ASL to acquire it. As such, acquisition of receptive and expressive ASL skills will be slow for a Deaf child who cannot sit and watch a signing adult for an extended period of time (3 to 5 minutes or longer). The behavior of the child will determine the progress of visual language development and communication.

Language achievement at the DCS Preschool is contingent on the child's ability to independently participate in and attend to individual interactions and group activities. A child entering DCS Preschool for the first time will be assessed for behavior and attention skills. As these are crucial for language development, a child who is not yet meeting developmental and cognitive milestones may not quite be ready for full time immersion at DCS Preschool. Attendance at the Summer Playgroup prior to enrolment offers the child an opportunity to become familiar with the Preschool environment and the staff; conversely, it is a time for the staff to learn about the child and what skills and abilities are currently demonstrated and applied in the Preschool setting. The assessment of the child includes the following:

1. Ability to sit still
2. Ability to make extended eye-contact with a communicator
3. Ability to follow routines
4. Awareness of safety (follow rules)
5. Motor function
6. Does not require a nap

7. Feeding skills – can sit at table, use utensils, feed self
8. Ability to attempt communication (receptive/expressive)
9. Toileting status – diapers, pull-ups, toilet trained

During enrolment in the program, assessment of the child is ongoing and is modified to reflect growth and achievement; it also includes a review of family involvement and commitment to promoting visual language development in the home. While the Preschool offers a rich visual language learning environment for the child, this cannot be in lieu of family involvement and their application of sign language use and behavioral expectations in the home. A Home/Preschool partnership is one aspect of a child's success in the Preschool environment and specifies that:

1. The family consistently uses sign language in the home
2. The family follows recommendations of the Preschool staff for establishing behavioral expectations
3. The family enforces appropriate sleep/wake times for the child
4. The family and the Preschool work together for the child's toilet training
5. The family sends nutritionally sound lunches with the child
6. The family maintains consistent communication with the Preschool regarding their child
7. The family respects and abides by the pick-up and drop off times for the Preschool

Gradual entry into the program is an aspect of the Preschool that is mindful of the developmental, emotional and cognitive abilities of children. Not all children are immediately ready for full time immersion in the Preschool. Not all children will achieve full time status at the Preschool. Full time or part time enrolment is based entirely on a child's developmental progress through items #1-9 above, and family involvement principles #1-7 above.

The Deaf Children's Society Preschool program is staffed by licensed Early Childhood Educators and assistants who have extensive background and training in working with Deaf and Hard of Hearing children. Their assessment of children's progress and development is based on years of experience and awareness of the diverse needs and abilities of young children. The Preschool operates on the following guiding principles:

1. Appropriate behavior is conducive to visual language learning
 - a. Specific behaviors must be achieved by a child before visual language learning can occur
 - b. Cognition influences behavior and achievement of behavioral goals
 - c. Families must reinforce appropriate behaviors in the home
2. Visual Language learning requires attention
 - a. No attention = no learning
3. Preschool success:
 - a. Looks different and progresses differently for all children
 - b. Requires Home/Preschool partnership
 - c. Is dependent on the establishment of language-learning behaviors
4. Independent learning skills and classroom function is the ideal goal

Success looks different for every child. The DCS Preschool program works to support children individually in developing their full potential for their age and cognitive abilities at the time, and at the pace that the child can manage. A preschool child will be guided toward the milestones they are expected to achieve based on the learning-oriented behaviors they exhibit at any given time during their participation in the program.

Toilet-training for children is a natural part of their growth and development and is not separate from their participation in the Preschool. Unless children have a medical reason for not being able to control their elimination, the DCS Preschool expects that the Home/Preschool partnership will assist children in achieving near-perfect toilet training by age 3.5. A medical note from the child's doctor will be required if this milestone is not achieved.

The overall view of children at the Deaf Children's Society is not that individual children may have "special needs" but that all children have "specific" needs. Every child is different. The DCS Preschool recognizes that some children will have medical issues that will require the support of outside personnel. These medical needs may include breathing support, feeding tubes, and other procedures that are essential to sustain a child's life. The need for medical support staff for a child will be reviewed

on a case by case basis and reassessed monthly as the child grows. Medical needs notwithstanding, the behavioral aspects for language-learning and program participation apply to all children.

The best educational support for any child in the Preschool is their own ability to behave, connect with the teachers, internalize and follow the rules and routines of the Preschool, and regulate their behavior in individual and group activities. The Preschool curriculum strives to provide opportunities for children to develop the skills that will allow them to achieve these things. Children who require ongoing 1:1 support in order to participate in the preschool may be enrolled only for certain parts of the program until such time as they develop more independent learning skills and behaviors. This will be determined through regular assessment and review by the Preschool staff. Full time / part time enrolment for any Deaf or Hard of Hearing child is determined by their own ability to adjust and adapt to the program. Language learning outcomes are not guaranteed, and mere presence in the Preschool does not constitute full access to learning opportunities if behavioral expectations have not been achieved.

The Deaf Children's Society of BC acknowledges its responsibilities under BC's Human Rights Code and is committed to providing services to all children free of discrimination. DCS recognizes that children may have different needs arising from their multiple exceptionalities and will work with families to provide appropriate accommodation.

Appendix D: Categories for Speech Language and Sign Language Supplemental Funding- BC EHP

Category 1: Children with a permanent bilateral hearing loss with severity of moderate degree or greater are eligible for Category 1 funding which is a total of \$6,600.00 per year. This Early Access Supplemental Funding amount is based on the following: 2.5 hours per week for 52 weeks, with one hour a week for individual direct services, and 1.5 hours a week for non-direct service related support activities including preparation time and travel time to family home. This also includes a \$100.00 administration fee.

Category 2: Children with a mild bilateral hearing loss or a unilateral hearing loss that meet eligibility requirements (i.e. severe or severe-profound unilateral loss, and/or child wears a hearing aid, and/or parent expresses concern) are eligible for Category 2 funding which is a total of \$1900.00 per year. This early access supplemental funding amount is based on the following services: approximately 14 one-hour direct individual sessions per year, which include consultation and assessment/monitoring sessions, plus supplemental funding for non-direct service related support activities including preparation time and travel time to family home. This also includes a \$100.00 administration fee.

Category 3 - Outreach: Children in **Category 1** who live **outside the lower mainland** are eligible for outreach consultation supplemental funding when the primary service provider is a community speech-language pathologist. The outreach Early Access Supplemental Funding amount is a total of \$4800.00 per year. This supplemental funding can be used for designated service provider visits to the child's home community, web or videoconferencing sessions and phone consultation with family and/or community designated service provider, and for sessions provided to family at the agency location. This also includes a \$100.00 administration fee. The amount of supplemental funds the agency chooses to designate for designated service provider travel costs versus direct services should be based on the location of the child's home community and the needs of the child and family.

Category 5 - Sign Language Instruction: Children with a permanent bilateral hearing loss with severity of severe degree or greater are eligible for Category 5 funding for sign language instruction, which is a total of \$4,000.00 per year. This Early Access Supplemental Funding amount is based on the following: 2.5 hours per week for 52 weeks, with one hour a week for individual sign language instruction, and 1.5 hours a

week for non-direct service related support activities including preparation time and travel time to family home. This also includes a \$100.00 administration fee.

Category 6 - Sign Language Instruction: Children with a permanent bilateral hearing loss with severity of moderate degree or greater are eligible for Category 6 funding for sign language instruction, which is a total of \$2,050.00 per year. This Early Access *Supplemental* Funding amount is based on the following: 2.5 hours twice a month for 52 weeks, with one hour for individual sign language instruction, and 1.5 hours a week for non-direct service related support activities including preparation time and travel time to family home. This also includes a \$100.00 administration fee

Category 7 - PRE-K Assessment: The PLS-5 and the KBIT-2 Matrices subtest are administered to children in the spring prior to Kindergarten entry. This Early Access Supplemental Funding amount of \$450.00 is for the administration of the assessments and the reporting of the Results to BCEHP. In some instances, an agency may be able to access both, the Category 1 Early Access Supplemental Funding and the Outreach Early Access Supplemental Funding for the same child. This is decided on a case-by-case basis in discussion with BCEHP.