



YMCA of
Greater Toronto



YMCA Operating Policies Manual

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Building healthy
communities

YMCA Operating Policies Manual

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YMCA Operating Policies

Record of Updates

No.	Effective Date	YMCA Policy / Procedure	Description	New	Revised
1	Jan 5/01	YMCA Operating Policies	- Application of policies clarified to include interns considered in an employment relationship with the YMCA		x
2	Sept 1/01	-Guiding Principles introduced -Programs & Services Policy: Signs of Suspected Child Abuse (procedure 1.VS.2)	-Guiding Principles introduced to all Operating Policies -Requirement to report directly and immediately to CAS	x	x
3	Nov 15/02	Human Resources Policy: - Use of wireless devices and motor vehicles (procedure 2.S.6) Asset Protection Policy: - Environment (procedure 5.VS.5) - Acceptable Use of Computer Resources (5.VS.6)	-Wireless devices use and motor vehicles procedure introduced - Environmental protection procedure introduced - Acceptable use of computer resources introduced to clarify expectations when using YMCA computer resources and systems	x x x	
4	Nov 15/03	Ethical Conduct Policy: - Protecting the Privacy of Personal Information (3.VS.2)	-Protecting privacy of personal information procedure introduced to clarify expectations and law when handling information	x	
5	July 1/05	Ethical Conduct Policy: - Consumer Protection and program agreements (3.VS.9)	-Consumer protection and program agreements procedure introduced to clarify expectations and law when delivering programs to consumers/members	x	
6	March 1/08	Emergency Readiness Policy: - Emergency response, and business continuity procedures (4.S.1 and 4.S.2)	-Emergency response procedure updated with new disruption types -Business continuity, crisis escalation, disaster recovery, pandemic planning introduced	x	x
7	Jan 1/09	Ethical Conduct Policy: - Ethics Reporting (3.VS.8)	-Ethics reporting (whistle blowing) procedure introduced to clarify expectations and process for reporting improper activity	x	
8	June 1/10	Human Resources Policy: - Health and Safety in the Workplace Policy (2.S.1) - Workplace Violence and Harassment Policy (2.S.2)	-Health and safety procedures revised to reflect changes in process, organizational structure -Workplace violence and harassment policy introduced to clarify expectations and the law	x	x

Cont'd:

No.	Effective Date	YMCA Policy / Procedure	Description	New	Revised
9	Sept 1/10	All Operating Policies, Procedures, and Required Readings revised and updated	-All policies and procedures updated to reflect changes in organizational structure and evolving practices. -Policy/procedure revisions include: signs of suspected child abuse, interactions with children, physical health care, unresolved disputes		x
10	Dec 1/10	Programs & Services Policy: - Human Rights Policy (1.VS.1) replaces 'maintaining an environment of respect'	-New Human Rights policy introduced (to replace 'maintaining environment of respect' procedure) to reflect best practice and the law	x	
11	Jan 1/11	Programs & Services Policy: - Accessibility and Customer Service Policy (1.VS.5)	-New Accessibility and Customer Service procedure introduced to reflect YMCA commitment to inclusive environments and the law	x	
12	Apr 1/11	Ethical Conduct Policy: - Travel, Meals and Hospitality procedure (3.VS.10)	- Travel, Meals and Hospitality procedure introduced to reflect YMCA commitment to sound stewardship of Association resources and transparency	x	
13	July 1/ 2013	Human Resources Policy: -police records check and re-check procedures (2.S.7, 2.S.8, and 2.S.9)	- Updated Police Record Checks to include re-checking employment every 24 months of employment	x	x
14	Dec 1/ 2013	- Protection of Children and Vulnerable Persons Policy (1.VS.2)... replaces 'signs of suspected child abuse' and 'interactions with children' - Accessibility Policy (1.VS.4) - Human Rights in the Workplace Policy (2.S.3)	- New Protection of Children and Vulnerable Persons Policy (replaces 'signs of suspected child abuse' and 'interactions with children') clarifies shared responsibility and broadens our commitment to protecting children and vulnerable persons - New Accessibility Policy introduced to outline our commitment to the principles and requirements of the Accessibility for Ontarians with Disabilities Act (AODA) - New Human Rights in the Workplace Policy introduced to clarify our obligation to employees under Ontario Human Rights Code.	x x x	

Cont'd:

No.	Effective Date	YMCA Policy / Procedure	Description	New	Revised
14	Dec 1/13 (cont'd)	<ul style="list-style-type: none"> - Policy structure revised, formatting and amendments throughout - Volunteer Development Procedure (1.S.1) - Concussion Awareness Procedure (1.S.4) - Individualized Emergency Response Procedure (2.S.11) - Identifying and Managing Risks Procedure (5.S.1) - Acceptable Use of Computer Resources Procedure and Policy (5.VS.6) 	<ul style="list-style-type: none"> - Policy structure revised to include underlying policies in each major policy area with removal of 'required reading' terminology, policy template sections applied to all policies, and general formatting and branding amendments throughout - New volunteer development clarifies expectations, existing practices and resources available - New Concussion Awareness procedure for staff working in a program funded by the Ministry - New individualized emergency response planning procedure reflects our obligation under AODA to provide individualized response information and plans for employees with permanent or temporary disabilities - New managing risks procedure reflects current practices and clarifies staff, supervisor and senior manager responsibilities for identifying and managing risks in all program areas across the YMCA - Revised procedure clarifies prohibited use of electronic media including e-mail, the internet and intranet 	<ul style="list-style-type: none"> x x x x x 	<ul style="list-style-type: none"> x x
15	Feb 1/14	<ul style="list-style-type: none"> - Acceptable Use of Computer Resources Policy (5.VS.6) - Mobile Devices Policy (5.S.6) - Protection of Children and Vulnerable Persons (1.VS.2) - Policy Acknowledgement Letter 	<ul style="list-style-type: none"> - Refresh with updated terminology, now Acceptable Use of Technology - New Mobile Devices Policy clarifies expectations for staff using mobile devices - Revised wording to clarify serious occurrence reporting in child care - Updated to capture new policies 	<ul style="list-style-type: none"> x 	<ul style="list-style-type: none"> x x x

Cont'd:

No.	Effective Date	YMCA Policy / Procedure	Description	New	Revised
16	Jun 1/14	<ul style="list-style-type: none"> - Electronic Communications Policy (5.VS.7) - Protecting the Privacy of Personal Information Policy (3.VS.2) - Acceptable Use of Technology Policy (5.VS.7) and Mobile Devices Policy (5.S.6) - Protecting Children and Vulnerable Persons Policy (1.VS.2) - Health and Safety in the Workplace Policy (2.S.1) - Policy Acknowledgement Letter 	<ul style="list-style-type: none"> - New Electronic Communications Policy introduced to clarify Canadian Anti-Spam Legislation (CASL) requirements when sending electronic messages - Updated privacy policy to include additional consent and unsubscribe requirements for electronic messages - Updated Acceptable Use of Technology Policy and Mobile Devices Policy to include reference to adhere to Electronic Communications Policy requirements when sending electronic messages - Updated child protection policy to clarify retention requirements for reports involving suspected abuse - Updated to include Health and Safety training and education guidelines for supervisors and employees - Updated to capture new policy 	x	<ul style="list-style-type: none"> x x x x x



Our Mission

The YMCA of Greater Toronto is a charity offering opportunities for personal growth, community involvement and leadership.

Our Vision

Our communities will be home to the healthiest children, teens and young adults.

Our Values

The YMCA of Greater Toronto is guided by values that inform the way we act and the decisions we make.

HONESTY	- acting with integrity at all times
INCLUSIVENESS	- encouraging a sense of belonging for people, groups and the global YMCA Family
HEALTH	- enhancing the well-being of individuals, families and communities in spirit, mind and body
RESPONSIBILITY	- being socially relevant and fiscally responsible
RESPECT	- treating volunteers, staff, members, partners and supporters with respect
CARING	- being compassionate toward the needs of others



Message from the President and CEO

The YMCA believes that every child, teen and young adult deserves an equal chance to grow up healthy - and to arrive at the challenges of adulthood equipped with a strong spirit, mind and body.

The YMCA is able to support children, teens and young adults in so many ways because of the diversity of our Y community. Healthy children need the guidance, mentorship, and friendship of adults of all ages. We embark on our strategy, *Strong Start, Great Future*, with the firm conviction that YMCA members at every life stage will contribute and benefit.

YMCA of Greater Toronto policies and procedures codify what is important to us as an organization. YMCA policies ensure consistency across all program areas and a huge Association spanning many locations. Policies ensure that members, staff and volunteers - regardless of the roles they play - have the same opportunity for personal growth. Our policies and procedures are designed to keep participants, volunteers and staff safe, to protect our facilities, our reputation and to fulfill our obligations under the law.

In order to ensure that this occurs on a daily basis, the YMCA requires the commitment of all staff. As a new employee, you will be required to sign off to acknowledge that you understand our policies and agree to abide by them. During your mid-term performance review, we provide the opportunity to refresh your understanding of YMCA policies and to discuss with your supervisor any new policies introduced. Your supervisor will be able to answer any questions you may have about YMCA Operating Policies.

Thank you for your support and commitment to excellence at our YMCA.

Medhat Mahdy
President and CEO
YMCA of Greater Toronto

How to Read this Manual

a) Definitions

YMCA Operating Policy: A management directive to guide the work of staff and volunteers in the achievement of the YMCA mission.

YMCA OPERATING POLICIES CONSIST OF SIX COMPONENTS

- I. Major Policy Area**
Five overarching areas of policy (programs and services, human resources, ethical conduct, emergency readiness, asset protection) established to capture all policies and procedures
- II. Policy**
Directive that guides the work of staff/volunteers in the achievement of YMCA's mission
- III. Policy Statement**
A statement of intent that reflects the mission and core values of the YMCA
- IV. Guiding Principle**
A cornerstone of the YMCA philosophy
- V. Procedure**
Specific rules that staff and volunteers must follow in order to achieve the goal of the policy.

A 'VS' procedure applies to program and advisory volunteers as well as to all full-time, part-time and contract staff. An 'S' procedure applies to staff, only.
- VI. Recommended Practice**
Additional actions that staff can take to achieve the goal of the policy. Staff are encouraged to follow practices.

b) Roles and Responsibilities

Operating policies and procedures, which reflect our core values, are designed to help us make the YMCA mission a reality. They also are designed to keep members, volunteers and staff safe, to protect facilities and the YMCA reputation, and to fulfill our obligations under the law.

Accountability

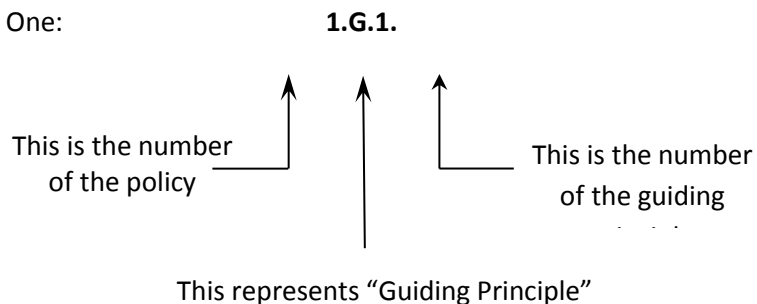
Everyone is responsible for following YMCA policies and procedures. Supervisors have the additional responsibility of ensuring staff and volunteers in their program area(s) receive training on policies. For more information about YMCA Operating Policies, please speak with your supervisor or manager.

Policies and Procedures = Must Follow

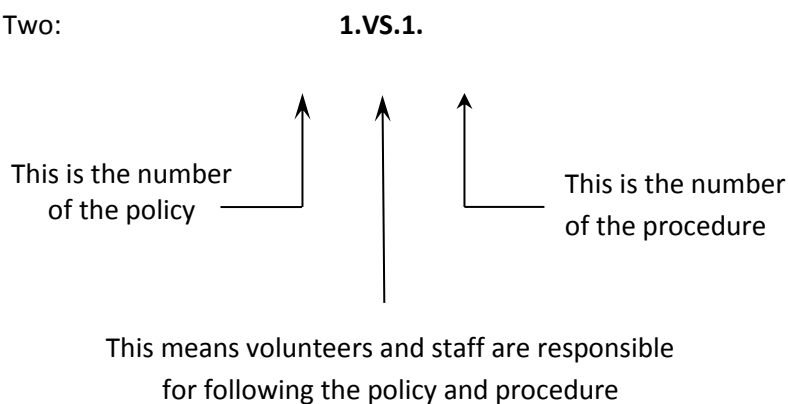
Policies are carried out by using and following policies and procedures. A staff member who fails to follow a policy or procedure may face disciplinary action up to and including termination. A volunteer who fails to follow a policy or procedure may be asked to resign.

c) Numbering System

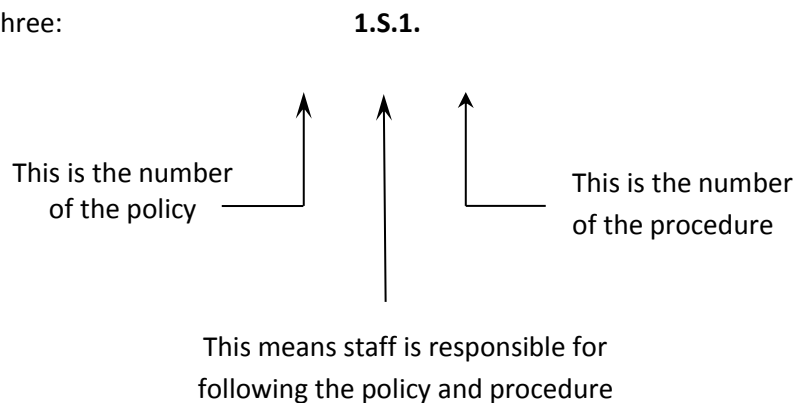
Example One:



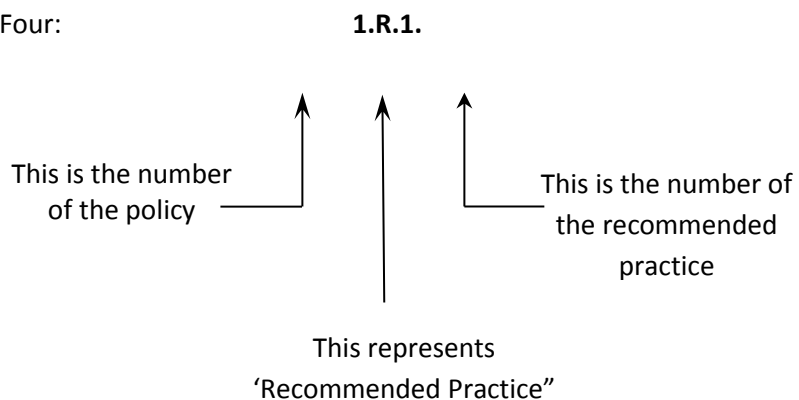
Example Two:



Example Three:



Example Four:



d) Background to YMCA Operating Policies and Procedures

- All operating policies and procedures are based on the YMCA mission and core values.
- All operating policies and procedures reflect the YMCA's commitment to stewardship that means: "ensuring the health of the YMCA today, while protecting and enhancing its future."
- All policies and procedures are designed to keep participants, volunteers and staff safe, to protect facilities and program spaces, YMCA's reputation, and to fulfill our obligations under the law.
- In addition, there may be program-specific policies/procedures/practices that staff and volunteers must also understand and follow. Refer to the program manager or general manager for more information.
- For more information about YMCA operating policies, staff may speak with their general manager or vice president or senior VP. Staff may also wish to contact the executive policy owner designated for each YMCA policy.

e) Review and Revisions to YMCA Operating Policies and Procedures

Discuss any questions you have about YMCA operating policies with your supervisor. In the case of an existing policy or procedure, make sure you understand what the policy or procedure means and why it is a policy or procedure. If you still have a question or concern about an operating policy or procedure, speak with your general manager, VP or Senior VP. You may also contact the VP or executive owner indicated for each YMCA policy in this YMCA Operating Policies manual. It is important that the rationale for the policy or procedure is clear to you.

If after these conversations, you think an Operating Policy or Procedure should be clarified further, or a new operating policy or procedure should be considered, take the following steps:

1. Contact the VP of Risk Intelligence or Chief Financial Officer, highlighting why the operating policy or procedure should be clarified or modified, and your suggestion(s) for a proposed change or a new operating policy or procedure.
2. Your suggestion will be considered by the YMCA Policy Review Team. This team has responsibility for reviewing Association-wide operating policies, and for overseeing policy development by designated executive policy owners for the Association. The Policy Review Team consists of the VP Risk Intelligence, Chief Financial Officer, Senior VP Human Resources and Organizational Development, Senior Counsel, and Policy Specialist. Following review and discussion, a member of the policy team will contact you with the outcome of the review.
3. The Policy Review Team meets annually to review and discuss policy questions, suggestions, evolving practice and trends impacting areas of policy. In this way, we ensure that YMCA Operating Policies remain relevant and aligned with the YMCA's mission and core values.

For any questions or suggestions regarding program-specific procedures, guidelines and practices, staff should speak with their supervisor or program general manager for more information.



YMCA Operating Policies

YMCA of Greater Toronto Operating Policies and Procedures apply to advisory and program volunteers and to all full-time, part-time and contract staff, and to interns who are considered in an employment relationship with the YMCA of Greater Toronto.

1. YMCA Programs and Services Policies and Procedures

Programs and Services Policy Statement: The YMCA involves participants in quality experiences that reflect the Association's mission and values.

Guiding Principles

- 1.G.1** The YMCA strives to serve all segments of the community. No one is denied access to a program or service solely on the inability to pay the full fee.
- 1.G.2** The YMCA strives to provide quality experiences.
- 1.G.3** YMCA programs and services contribute toward personal growth.
- 1.G.4** The YMCA is committed to personal and organizational growth through voluntarism.
- 1.G.5** The YMCA believes philanthropic giving is one of the primary methods in which we can encourage personal growth, create and maintain meaningful relationships and raise the funds required to ensure our continued relevance.
- 1.G.6** The YMCA recognizes and values diversity and social inclusion as underpinnings of what we stand for and what we do. We regard the diversity of people and communities as assets, and recognize their contribution to the social, political and cultural enrichment of the Greater Toronto Area and this Association. As a socially inclusive YMCA, we ensure that diverse individuals and communities share in power, give voice effectively to their issues, are involved in decision-making processes, and have fair access to information and services.

PROCEDURES

THIS APPLIES TO STAFF AND VOLUNTEERS

All volunteers and staff must:

- 1.VS.1** Recognize the dignity and worth of every individual, and assist the YMCA in creating a climate of understanding and mutual respect within our workplace and our programs.

Discrimination and harassment based on legislated prohibited grounds of discrimination will not be tolerated. See **Human Right Policy 1.VS.1**. See also **Human Rights in the Workplace Policy 2.S.1** and **Accessibility Policy 1.VS.5** below.
- 1.VS.2** Follow **Protection of Children and Vulnerable Persons Policy 1.VS.2** which outlines the duty to report suspected abuse, reporting procedures, and training to ensure staff and volunteers understand expectations when interacting with children and vulnerable persons.
- 1.VS.3** Follow **Universal Precautions/Infection Control Policy 1.VS.3** when dealing with blood and other body fluids, unknown substances or sharps (including needles, razors, glass etc.).
- 1.VS.4** Follow **Accessibility Policy 1.VS.4** which outlines the YMCA's commitments to the principles and requirements of Accessibility for Ontarians with Disabilities Act (AODA)

- 1.VS.5** Follow *Accessibility and Customer Service Policy 1.VS.5* when delivering YMCA programs and services.

THIS APPLIES TO STAFF

All staff must:

- 1.S.1** Follow *YMCA Volunteer Development* guidelines available on the YMCA's intranet when recruiting and working with volunteers. See also 1.R.2 below, or contact the Volunteer Development team for more information about working with volunteers.
- 1.S.2** Follow *Dispute Resolution Policy 1.S.2* for supervisors or managers handling an unresolved complaint or dispute involving a participant, member, volunteer, guest or supplier.
- 1.S.3** Follow incident reporting procedures established to ensure that incidents or accidents are documented properly to facilitate appropriate response and escalation to management when needed, to ensure supervisors are informed and aware of any additional support needs, to meet insurer notice requirements to protect the YMCA's ability to trigger coverage when needed, and to meet other government and legal reporting requirements. Incident reporting also helps managers maintain awareness of any trends and opportunities to further enhance YMCA programs or member experiences.
- For more information, see *Incident Reporting Procedures* that include Incident Decision and Crisis Escalation models available in *YMCA Management Practices*.
- 1.S.4** If working in a YMCA program funded by the Ministry of Tourism, Culture and Sport, follow the Concussion Awareness guidelines and resources available on the YMCA's intranet (Information Y-Way).

RECOMMENDED PRACTICES

- 1.R.1** Staff develop new programs in consultation with their GM or VP in keeping with program development guidelines.
- 1.R.2** Staff enable volunteers to be successful in their responsibilities by providing the appropriate training.



Human Rights Policy – 1.VS.1

Original issue date: January 1, 1994
Last revised: December 1, 2013

1. Introduction / Objective

The YMCA of Greater Toronto is committed to diversity and social inclusion and to meeting its obligation under Ontario's *Human Rights Code* (Code), and Ontario's *Accessibility for Ontarians with Disabilities Act* (AODA) by providing welcoming program sites and workplaces that respect the rights of every individual.

The purpose of the Human Rights Policy is to foster inclusive YMCA environments and to prevent discrimination and harassment through greater awareness of and responsiveness to their harmful effects. This policy also ensures that human rights and accessibility-based complaints are dealt with promptly and effectively through consistently applied procedures.

Note: Nothing in this policy denies or limits a person from seeking assistance through other avenues including the Human Rights Tribunal of Ontario, or the police, or the courts.

Policy Statement

The YMCA recognizes the dignity and worth of every individual and seeks to create a climate of understanding and mutual respect within our workplace and our programs. Discrimination and harassment based on legislated prohibited grounds of discrimination will not be tolerated.

This Policy applies not only to employees but also to YMCA volunteers and program members. The YMCA is a shared experience for everyone to enjoy.

2. Definitions

The following terms are used in this policy:

Accommodation is a way of minimizing barriers preventing persons identified by the Code from fully taking part in a way that responds to their individual circumstances. Within the context of a disability, accommodations are measures used to make something accessible to a person with a disability.

Example: Accommodation could mean altering a dress code or changing shift work to accommodate an employee's individual religious practices. Within the context of a disability, accommodation could mean providing a voice synthesizer on a computer for an employee who is blind, or permitting a YMCA member to use their personal assistive device or to be accompanied by their support person, or their guide dog or service animal unless the animal is excluded by another law, in order to increase accessibility to a YMCA program or service.

Discrimination is any prejudice, behaviour or practice that results in unfair treatment of any person or persons based on a prohibited ground of discrimination.

Harassment is a course of vexatious conduct or comments based on a prohibited ground of discrimination which is known or ought reasonably to be known to be unwelcome.

Examples of discrimination and harassment include jokes that have the purpose or effect of stereotyping, demeaning or making fun; derogatory comments, such as racial slurs; visual messages that are degrading; any threatening or intimidating behaviours.

Sexual harassment is a form of harassment and occurs when a person receives unwelcome sexual attention that is known or should reasonably be known to be unwelcome.

Sexual solicitation is a form of sexual harassment. It occurs when an employee receives unwelcome sexual attention from another employee who is in a position of authority over him or her (e.g. a supervisor or manager).

Examples of sexual harassment and sexual solicitation include repeated and unwelcome social requests, suggestive looks, sexist jokes, unwanted physical or sexual conduct, or repeated behaviours that may reasonably be seen as putting a sexual condition on employment or opportunity for promotion.

Prohibited grounds of discrimination as defined by the Code are: disability, gender (described as 'sex' in the Code, including pregnancy, breastfeeding, gender identity and gender expression), sexual orientation, race, colour, ancestry, place of origin, ethnic origin, citizenship, creed (faith), age, marital status, family status and record of offences.

3. Legislative Context

Ontario Human Rights Code

Every person has a right to equal treatment with respect to services, goods and facilities, including housing, and employment. This right is guaranteed by the Ontario Human Rights Code (Code) and, when necessary, enforced by the Human Rights Tribunal of Ontario.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA details specific requirements and standards for accessibility in Ontario. Accessibility standards are the rules that organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility.

4. Roles and Responsibilities

YMCA of Greater Toronto: The YMCA is committed to maintaining an environment that is inclusive and accessible and free of discrimination and harassment on prohibited grounds. The YMCA undertakes to make reasonable accommodations, where appropriate, to advance the objectives of the Code, the Accessibility Standards under AODA and this Policy.

Managers and Staff in a Supervisory Role: Managers and staff in a supervisory role have the additional responsibility under the Human Rights Code of creating and maintaining an accessible, harassment and discrimination-free environment by promoting human rights and removing potential barriers to equal treatment.

All members of the YMCA community including staff, volunteers and members are expected to abide by this Policy. When a member requires assistance or accommodation, they should communicate their needs to the appropriate manager.

5. Procedures

Managers and supervisors shall:

- Act as positive role models
- Take care to ensure that contraventions of this Policy are not supported or condoned
- Take all allegations of discrimination and harassment seriously and respond promptly to any observation, allegation or complaint

Staff and members including **volunteers**, shall:

- Treat each other with respect and dignity at all times while at the YMCA
- Maintain strict confidentiality by not discussing allegations or reports of harassment or discrimination with other individuals, except on a “need to know” basis
- Respect the reputation of individuals by not making a trivial or malicious allegation or report.

6. Human Rights at the Workplace

The YMCA is wholly committed to principles of workplace diversity and social inclusion and will continue to develop and implement workplace diversity and social inclusion principles across all of its structures, policies, procedures and decision making processes.

The YMCA’s commitment to Human Rights as it relates to employment can be found in our Human Rights in the Workplace Policy 2.S.3. The YMCA’s commitment to accessibility at the workplace will reflect Ontario’s Accessibility in Employment Standards (to follow).

7. Responding to Complaints

In accordance with the YMCA’s commitment to diversity and human rights, the following procedures provide a mechanism for dealing with human rights complaints.

Note: For accessibility-based complaints from members, supervisors should refer to the YMCA Accessibility and Customer Service Policy. For all other complaints regarding program quality or general service issues, supervisors should refer to the Dispute Resolution Policy in this YMCA Operating Policies Manual.

Complaints Process

All those who are covered by this policy are encouraged to bring forward concerns or complaints about discrimination and harassment.

Note: Nothing in this policy precludes individuals who believe they are targets of (or have witnessed) discrimination and harassment from directly expressing to the person(s) that their behaviour is inappropriate and must stop immediately. Many complaints can be resolved quickly and effectively using this approach.

7.1 Members, Volunteers, Guests

The complaint process for members, volunteers, and guests is reflected in the Unresolved Disputes procedure available in YMCA Operating Policies. The YMCA considers its Member Etiquette Statement and By-laws when reviewing matters involving members, volunteers and guests.

Senior managers (general manager, VP or SVP) handling a member or guest complaint shall seek assistance from the VP Risk Intelligence or designate to determine appropriate steps to resolve the complaint.

In situations of human rights related complaints from volunteers, managers and staff in a supervisory role should notify the General Manager, Volunteer Development who will discuss the matter and appropriate response with the Senior Vice President of Human Resources and Organizational Development.

7.2 Employees

Supervisors, managers and senior managers may become aware of discrimination or harassment in the workplace in different ways. They may observe discrimination or harassment directly or receive a report from the individual affected or from a third party.

7.2.1 Complaints and Investigation Process

The complaint and investigation process for employee related complaints are reflected in the Workplace Violence and Harassment Policy (2.S.2) and Human Rights in the Workplace Policy (2.S.3).

Managers and staff in a supervisory role handling an employee complaint shall seek assistance and advice from the Human Resources Department for support and guidance including steps for initial response to a complaint, and options available for resolving informal complaints or mediated resolution if appropriate.

Formal employee complaints shall be investigated. The Human Resources Department should be notified immediately and supplied with the employee complaint letter or other documents. The Human Resources Department will determine in consultation with the appropriate VP or Senior VP, the appropriate investigation and communication of the outcome.

Separation of Complainant and Respondent: When a formal employee complaint of harassment or discrimination is made, the complainant and/or the respondent may request that contact with the other party be discontinued while the complaint is being investigated and decided upon. The request for separation will be decided by senior management in consultation with Human Resources, taking into consideration the nature of the complaint, the feasibility of the request, and YMCA operations.

Any employee who believes he or she has witnessed harassment should immediately report the matter to his or her supervisor, their General Manager or a member of the Human Resources Department.

If sufficient information has been furnished through a human rights or accessibility-based complaint or disclosure, senior managers (general managers, vice presidents, senior vice presidents) shall seek further guidance from Human Resources on available options (internal or external if appropriate) for conducting a workplace investigation. Guidelines for investigation of complaints are available, and senior managers may contact Human Resources for more information.

Misuse of the Complaint Process: If there is a determination on a balance of probabilities that a complaint has been filed in bad faith, the complaint shall be rejected and process discontinued at any stage of the complaint or investigative process, and disciplinary action may occur. Making a complaint in *bad faith* is making a malicious allegation or complaint which may be motivated by ulterior or personal motives.

It is against the law to retaliate against or threaten a person because they have tried to exercise their rights under the Code, or have participated in a Human Rights Tribunal investigation.

8. Strategies to Enhance our Commitment

The YMCA of Greater Toronto is committed to an ongoing strategy for addressing human rights and accessibility which includes:

- providing training and education to ensure that staff know their rights and responsibilities;
- monitoring for enhancements to YMCA's commitment to human rights and accessibility;
- providing feedback mechanisms and a complaints process.

Training and education promotes tolerance and ensures the effectiveness of this Policy. The YMCA shall ensure that staff receive periodic diversity, anti-harassment and discrimination training. Supervisors may contact the Human Resources Department for more information about training resources and tools available.

Monitoring: Senior managers shall monitor programs to identify any potential barriers and develop strategies to enhance inclusion and accessibility in consultation with their VP or Senior VP. Managers may also wish to contact the Senior VP of Human Resources and Organizational Development for more information.

9. YMCA Related Policies/Procedures and Reference Documents

- **Human Rights in the Workplace Policy 2.S.3** - our obligation to our employees under Ontario's Human Rights Code
- **Accessibility Policy 1.VS.4** – outlines the YMCA's commitment to follow the principles and requirements of the Accessibility for Ontarians with Disabilities Act (AODA)
- **Accessibility and Customer Service Policy - 1.VS.5** – our obligation under AODA and Ontario Regulation 429/07 Accessibility Standards for Customer Service
- **Dispute Resolution Policy – 1.S.2** – our internal process for handling disputes involving members, volunteers, guests, suppliers
- **Member Etiquette Statement** – our commitment to treat each other with respect and dignity
- **Health and Safety in the Workplace Policy – 2.S.1** – our obligation under Ontario's Occupational Health and Safety Act (OHSA)
- **Workplace Violence and Harassment Policy – 2.S.2** – our obligation under OHSA

10. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president, or contact the Senior VP of Human Resources and Organizational Development or designate if an employee or volunteer matter, or the VP of Risk Intelligence or designate if involving a member issue.

The following sources provide additional information about Human Rights in Ontario:

- To view Ontario's *Human Rights Code*, visit www.e-laws.gov.on.ca
- Information about Human Rights in Ontario including resource materials is available from the *Ontario Human Rights Commission* at www.ohrc.on.ca



Protection of Children and Vulnerable Persons Policy – 1.VS.2

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1. Introduction / Objective

The YMCA of Greater Toronto is inherently committed to safeguarding the welfare of all children in its care and vulnerable persons accessing YMCA programs and services. We all share a responsibility to protect children and vulnerable persons from harm. The YMCA recognizes its responsibility to promote safe environments and practices to protect children and vulnerable persons from abuse and exploitation.

2. Policy Statement

The YMCA of Greater Toronto recognizes its responsibility to promote safe practices and to protect children and vulnerable persons from abuse and exploitation.

The YMCA will immediately refer any concerns that a child might be abused or at risk of harm to the appropriate Child Protection Authority.

To fulfill the above policy statement, the YMCA is committed to:

- providing safe environments for children and vulnerable persons;
- identifying any child who is suffering, or likely to suffer harm;
- reviewing and evaluating implementation of this policy regularly for effectiveness.

The **YMCA Protection of Children and Vulnerable Persons Policy** applies to all YMCA staff and volunteers.

3. Definitions

The following terms are used in this policy:

Child under provincial child protection legislation is someone who is or appears to be under 16 years of age, or someone who is 16 or 17 years old if under the care of a child protection authority.

Child Abuse can be of a physical, emotional or sexual nature, or neglect. It may consist of just one incident or it may happen repeatedly. Vulnerable persons also may be at risk of abuse or neglect. See *Vulnerable Persons - Types of Abuse* below for more information.

A **child** can be subjected to more than one form of abuse:

- **Physical abuse** could result from a parent or person in charge causing physical injury to a child, or failing to adequately supervise a child or from a pattern of neglect of the child.

Examples of physical abuse include beating, slapping, hitting, pushing, throwing, shaking, burning. **A child who is physically abused** may have burns, bite marks, cuts, bruises, or welts in the shape of an object; not want to go home; be afraid of adults; wear inappropriate clothing (e.g. long sleeves on a very hot day).

- **Sexual abuse** happens when a parent or other person in charge sexually molests or uses a child for sexual purposes or knowingly fails to protect a child from sexual abuse.

Examples of sexual abuse include any sexual act between an adult and a child, including intercourse; fondling; exposing a child to adult sexual activity; sexual exploitation through child prostitution or child pornography.

A child who is sexually abused may have an inappropriate knowledge of sexual acts; be very compliant or extremely aggressive; be afraid of a certain person or a family member; have difficulty walking or sitting.

- **Emotional abuse** occurs when a parent or other person in charge harms a child's sense of self. It includes acts or omissions that result in, or place a child at risk of serious behavioural, cognitive, emotional or mental health problems.

Examples of emotional abuse include yelling at, screaming at, threatening, frightening, or bullying a child; humiliating the child, name-calling, making negative comparisons to others; showing little to no physical affection (such as hugs) or words of affection or praise; saying that everything is the child's fault; withdrawing attention, giving the child the 'cold shoulder'; confining a child in a closet or a dark room, or tying the child to a chair for long periods of time; or exposing a child to domestic violence, allowing the child to be present during violent behaviour of others, including the physical abuse of others. Some level of emotional abuse is present in all forms of abuse.

A child who is emotionally abused may show signs of serious anxiety, depression or withdrawal; show self-destructive or aggressive behavior; show delays in physical, emotional or mental development.

- **Neglect** happens when a child's parent or other person in charge fails to provide for basic needs.

Examples of neglect include failing to provide proper food, clothing suitable for the weather, supervision, a home that is clean and safe, medical care as needed; failing to provide emotional support, love and affection.

A child who is neglected may not wear clothing that's suitable for the weather; be dirty or unbathed; be very hungry; or not be properly supervised.

*Any of the above signs of child abuse noticed by a staff or volunteer must be reported immediately to a child protection authority (CAS). See **Appendix A** for child protection authority contact information.*

Duty of Care is a legal principle that identifies the obligations of individuals and organizations to take reasonable measures to care for and protect their participants.

Duty to Report is defined under section 72(1) of Ontario's Child and Family Services Act and sets out what must be reported to a child protection authority (e.g. Children's Aid Society - CAS). A report must be made immediately if a child is or appears to be suffering from abuse or is at *risk of harm*. **Duty to report** applies to the public, and includes special reporting responsibilities for professionals whose work involves children.

- *Child in need of protection* is defined under section 72 (1) of Ontario's Child and Family Services Act as a child who is or who appears to be suffering from abuse, neglect or risk of harm. Anyone who has *reasonable grounds* to suspect that a child is or may be in need of protection must promptly report the suspicion to a CAS.
- *Risk of harm* is the risk that a child is likely to be physically, sexually or emotionally abused or neglected.
- *Reasonable grounds* refers to the information that an average person, using normal and honest judgment, would need in order to decide to report. It is not the person's responsibility to prove or have proof of abuse; investigation is the role of child protection authorities.

Refer to section 7 for more information on 'duty to report' suspected child abuse.

Police records check (PRC) is a search of the records held in the information database of a police agency. It may include a check of national or local and regional police records. Basic types include a Police Criminal Record Check or Police Information Check or Police Vulnerable Sector Check. At the end of the process, a report is issued.

Position of Trust or authority is created when an individual's relationship with someone else has any of the following characteristics: decision-making power; unsupervised access; closeness inherent in the relationship; personal nature of the activity itself.

Staff means salaried, regular, hourly, seasonal, contract and supply staff.

Volunteers include program volunteers, policy (Board/Board Committees/Regional Council) volunteers, philanthropy/fundraising volunteers and student placements. Occasional and special event volunteers are defined as volunteers i) who have limited interaction and are not left alone with children; and ii) whose involvement with the YMCA is limited in duration - less than 10 (ten) hours annually and are not left alone with children.

Vulnerable person for the purposes of this policy and reporting means a young person 16 or 17 years of age, or an adult at risk. An **adult at risk** is a person aged 18 or over who is, or may be unable to protect themselves from abuse. The vulnerability of an adult is related to how able the adult is to make and exercise their own informed choices free from duress, pressure or undue influence of any sort, and to protect themselves from abuse. Refer to section 8 for examples.

Vulnerable persons may be at risk of one or more **types of abuse** including physical abuse or neglect (defined above), or emotional abuse, sexual abuse and financial abuse or exploitation.

- *Emotional abuse* of a vulnerable person is any act which may lessen the sense of identity, dignity or self-worth of a person, such as: confinement; physical and social isolation; verbal assault, harassment, humiliation, or intimidation; denial of information, privacy, visitors; coercion.
- *Sexual abuse* of a vulnerable person is any act involving unwanted touching/activity of a sexual nature, or a situation in which an adult consents or submits to sexual activity because a person in a position of trust or with authority has used that trust/authority to gain that consent. Such acts include: sexual assault, sexual harassment, any act designed to use the vulnerable person for the perpetrator's sexual gratification.
- *Financial abuse or exploitation* is any act involving the misuse or abuse of funds or assets belonging to a vulnerable person. Examples include obtaining property and funds without the person's knowledge or consent, or by using undue influence; or where a person is not mentally competent, or not acting in the person's best interest.

Alleged, suspected or witnessed abuse of a vulnerable person may constitute a criminal offence and the police should be informed. See section 8 for more information.

4. Legislative Context

Child and Family Services Act

We all share a responsibility to protect children from harm. We have a legal obligation to promptly report any suspicion that a child is or may be in need of protection. Section 72 of Ontario's *Child and Family Services Act (CFS)* states that the public, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a child protection agency (CAS). The Act recognizes that people working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions.

5. Roles and Responsibilities

YMCA of Greater Toronto: The YMCA is committed to promoting safe practices to protect children and vulnerable persons from harm or abuse.

YMCA Board of Directors and Senior Management Team is responsible for protecting children and vulnerable persons by:

- Providing oversight of a protection framework that includes establishing policies and procedures, and monitoring;
- Ensuring systems are in place for regular review, reporting and evaluation of effectiveness of child and vulnerable persons protection initiatives;
- Appointing a member of YMCA management team (Senior VP of Child & Family Development) having special responsibility for advancing the objectives of this Policy and child protection legislation.

YMCA Managers and Supervisors have additional responsibilities for maintaining a safe environment in all facilities and programs by:

- Ensuring all staff and volunteers receive training on this policy, and ensure re-fresher training in protecting children and vulnerable persons is provided annually;
- Arranging advanced training for staff and volunteers working directly with children;
- Ensuring recruitment, screening including police check/re-check procedures are implemented;
- Ensuring programs are developmentally appropriate and well planned in advance;
- Maintaining physical security and other safeguards to protect children accessing YMCA programs;
- Responding promptly to any complaints, reports or allegations against staff or volunteers.

YMCA Staff and Volunteers are expected to abide by this Policy that includes:

- Following the Code of Conduct (section 6) for the protection of children and vulnerable persons;
- Participating in mandatory and re-fresher training in protecting children and vulnerable persons;
- Producing acceptable police records/re-check clearance letters;
- Reporting immediately any suspicions of child abuse directly to a child protection agency (CAS);
- Notifying their supervisor or staff contact that a report has been made to CAS;
- Contacting police services if a staff or volunteer suspects that a vulnerable person's safety is at risk.

6. Code of Conduct for the Protection of Children and Vulnerable Persons

In the course of staff or volunteer work at the YMCA, even if not working directly with children, there are times when staff or volunteers will encounter and interact with children and vulnerable persons or adults. The YMCA is committed to treating everyone with respect and dignity, and to helping children grow and develop to their full potential in a safe and caring environment.

Staff and volunteers are required to follow the Code of Conduct that describes good practices and includes practices to be avoided or never sanctioned. The practices outlined below clarify what is and is not acceptable behaviour when working with children and vulnerable persons. By defining what is and is not acceptable behaviour, good practice can be promoted, and the potential for abuse or allegations of abuse minimized.

Good Practice when interacting with children:

- Treat all children with respect, dignity and fairness.
- Make requests in clear terms geared to the child's level. Offer choices if you can.
- Give encouragement, in words or as a smile.
- Ensure the number of adult staff is appropriate to safely conduct and supervise program activity.
- Involve parents whenever possible and reasonable.
- Ensure that a child is not left alone. Contact the parent or guardian if a child is or appears to be under 10 years old and is without adult supervision.

Good Practice when interacting with vulnerable persons:

- Treat all people with respect, dignity and fairness.
- Give full consideration to the needs, interests and wishes of vulnerable persons.
- Presume mental capacity and participation in decision-making.
- Respect the privacy of persons.

Practice to be Avoided or Never Sanctioned/Prohibited:

- When working with a child, avoid being alone or in private or unobserved situations
- Avoid having 'favourites' when working with children. This could lead to resentment and jealousy by other children and could be misinterpreted by others.
- Do not use your size or authority to intimidate.
- Do not make comments of an improper nature.
- Never verbally or emotionally abuse a child or vulnerable person.
- Never physically harm or engage in suggestive touching of a child or vulnerable person.
- Never exploit financially or in any other way a child or vulnerable person.
- Do not interact or relate to children or vulnerable persons outside of YMCA program activity (e.g. avoid weekend visits or babysitting or calling or online chatting, etc.)
- Never invite or allow a child or vulnerable person to visit or stay with you at your home.

Any reports involving breach of the above Code of Conduct is taken seriously and will be dealt with by management. Individuals who violate the Code of Conduct and this Policy are subject to disciplinary or corrective action up to and including termination of employment or volunteer assignment.

7. Duty to Report Procedures for Suspected Child Abuse and Neglect

In the event that a child or someone discloses, or a staff, volunteer or student placement suspects child abuse, the procedures outlined below must be followed. Supervisors shall ensure that staff, program volunteers and student placements are aware of their duty to report suspected child abuse to a Child Protection Agency (CAS).

7.1 If you (supervisor, staff, volunteer, student placement) suspect child abuse:

- You are required to make the call immediately to a child protection agency (CAS).
- You are not to ask anyone for help in making the decision; you must call.
- You may inform your supervisor or manager of the intention to call CAS, if you need their support to ensure that you have the privacy and staff coverage required to immediately make the call. You may name the child, but no details of the suspicion or disclosure should be discussed with your supervisor or manager.
- If your supervisor or manager is not available, you must proceed with the report to CAS.
- Once you have made the call, notify your onsite manager or General Manager who will notify the Senior VP, Child and Family Development that a call has been made to a child protection agency.

*** No staff, student, volunteer or member of the Board of Directors shall advise someone not to report suspicions of child abuse, nor try to stop the person from reporting or consulting with a CAS.*

7.2 Seeking Medical Attention:

If the child has sustained injuries, seek immediate medical attention.

If injury is suspected to have been caused by child abuse or family violence, **do not** inform the parent of the intention to seek medical care for the child until you have spoken with a child protection worker and have been given clear direction to do so.

If you think the child is in immediate danger, **call the Police**. Immediately after calling the police, contact a child protection agency (CAS).

7.3 Avoid Discussing with a Parent or Guardian

A staff, volunteer or student placement who suspects abuse or family violence is **not** to disclose their suspicion or intention to call a CAS with the parent and/or guardian. Disclosing with the parent or guardian could jeopardize the child or contaminate the investigation. Therefore, **do not** talk with the parent or guardian unless you have been directed to do so by a child protection worker.

After consulting with a CAS and if given permission by CAS official to notify the parent and/or guardian, a supervisor or his/her designate will emphasize to the parent both the concern for the child and legal obligation to Report Suspicion of Abuse.

Remember: A CAS official will guide staff through this process if considered appropriate by CAS to speak with the parent or guardian. *Do not inform the parent or guardian on your own, without first consulting with CAS.*

7.4 Making the Call:

If the child's cultural or religious affiliation is known, the report can be made directly to the child protection agency of that child's religious or cultural affiliation. If the child's religious or cultural affiliation is not known, the call should be made to the CAS for the municipality in which the program is located. See contact information for child protection authorities in *Appendix A*.

If reporting to CAS *after* regular business hours, you will likely be required to leave a message, your name and phone number with an answering service. Indicate if your call is urgent. You will then need to wait to hear back from an after hours protection worker.

***Leaving a message is not considered a report. You must speak directly to a child protection agency worker. If you think the child is in immediate danger, do not wait to be called back – Phone the police.*

When placing a call to a child protection agency:

Provide your Full name, your position, our Association name (YMCA of Greater Toronto) and a number where they can reach you, along with the full details to the best of your knowledge of your suspicion(s).

Ask for the name and phone number of the caseworker or manager you spoke with at the child protection agency.

If any further suspicion of abuse or new information with respect to a child occurs, then you must make another report to the child protection agency, regardless of any previous reports.

- **Remember:** The child protection agency (CAS) provides support. You can call to “consult” with CAS for guidance and agency staff will support you through the process. The goal of the YMCA and a child protection agency is to protect all children whose safety must be considered first.

Additional follow-up for child care staff:

If a child care program is located in a school, staff shall inform the principal that a call has been made to CAS. In addition, suspected or witnessed abuse at a centre is a **Serious Occurrence** reportable within 24 hours to the Ministry. YMCA child care staff shall refer to *YMCA Child and Family Development Procedures* for more information about Serious Occurrence reporting.

7.5 Documentation Guidelines

- a) Documentation must be legible and written by hand by the person who reported the suspected abuse - do not type on a computer. Write with a ballpoint pen, not a marker or felt tip that might smudge/leak.

- b) Be factual, based on your observations. Do not include or document your personal thoughts about how it might have happened. Include direct observations and indicators to support your statements. You may include what someone else has told you, as long as it is relevant and you have recorded who told you the information.
- c) **Description Details** – Use the *Suspected Child Abuse Reporting Form* available onsite in the *Suspected Child Abuse Reporting Kit*, and on the YMCA's intranet - Information Y-Way. The child abuse reporting form outlines what you need to include when documenting suspected child abuse and your call to a child protection authority.
 **If a kit is unavailable or you are unable to access a child abuse reporting kit at any time, it is very important that you still make a report by calling CAS immediately. Then document the report by hand, using a blank sheet of paper and place the report in a sealed envelope as outlined in e) and f) below.
- d) Do not make a rough copy and then re-write 'in good'. Your original document is required. If you make a mistake, don't use whiteout. Simply cross it out with a single line.
- e) Make sure documentation is complete. Sign and date the report. Place the report in a sealed envelope marked CONFIDENTIAL. Write the child's name on the front, and sign and date the envelope.
- f) Give the sealed envelope to your manager who will ensure the envelope is promptly and securely delivered to Risk Management (at 2200 Yonge St., Toronto) for safeguarding and retention indefinitely.
- g) In addition to the original documentation, staff shall use the YMCA Incident Report form to record **very brief** information, indicating the child's name, the program location, and date the call was made to CAS. In the description, record '*call made to a child protection agency*'. If applicable, also record '*abuse allegation against a staff*' (or volunteer) in the event of an allegation of abuse against a staff or volunteer. Then sign and date the incident report form. Forward a copy of the incident report to your general manager and to the Risk Management Department.

***Documentation with respect to suspected child abuse is not to be released to anyone unless there is a warrant, subpoena or court order to submit records or attend court. Any request for release of records is to be forwarded to the Senior VP, Child and Family Development who will determine the action to be taken, in consultation with Risk Management and legal counsel as needed.*

7.6 If a staff, student placement or volunteer is suspected of abuse

If a staff/student/volunteer suspects another staff/student/volunteer of abusing a child or children who participate in the program, he/she will inform their onsite manager or general manager of the intention to immediately call a child protection agency (CAS).

If it is a parent who is making the allegation against a staff/student/volunteer, staff shall inform the parent of his/her Duty to Report suspected child abuse to a CAS. The supervisor also has a responsibility to call CAS. If the person suspected of abuse is the supervisor, the parent must make the call to a CAS and inform a YMCA manager of his/her call to CAS.

A staff/student/volunteer making the allegation will complete the required documentation as outlined in 7.5 above.

The person who is suspected of abusing a child will not be told by anyone about the suspicion, or the intention to report. Only under the direction and consultation with CAS is the information to be disclosed with the alleged person.

The general manager will notify their VP or Senior VP that a call has been placed to CAS. The VP will promptly notify the Senior VP of Child and Family Development, who will inform designated members of management. Management will determine further action steps described in section 9 below.

7.7 Additional reporting requirements:

An allegation of abuse made against a child care staff, volunteer or student placement is considered a **Serious Occurrence** under the Day Nurseries Act. The centre Director must contact their GM

immediately and the Ministry of Education within 24 hours, and follow the **Serious Occurrence** procedure outlined in *YMCA Child and Family Development Procedures Manual*.

For staff working in other program areas serving children or vulnerable persons, there may be additional reporting requirements and staff shall speak with their manager for more information.

7.8 Confidentiality

All information related to disclosure or an allegation of abuse will be treated confidentially to the extent possible.

8. Reporting Suspected Abuse of a Vulnerable Person

Ontario does not have legislation to protect adults like it does for children, which means there are no adult protection agencies as such. Therefore, it is up to all of us to act.

Anyone who has a reduced capacity to look after their own interests, needs and well-being can be at risk of abuse. For example, an adult with a physical disability or mental health or developmental or intellectual disability, as well as some seniors may be at risk of abuse, neglect or exploitation. Refer to section 3 (definitions) for more information about vulnerable persons and types of abuse. Staff wishing to learn more about persons living with a disability can visit the 'Accessibility' section of Information Y-Way (intranet) for resources that include helpful links.

Alleged, suspected or witnessed abuse of a vulnerable person may constitute a criminal offence and the police should be informed. As all adults are presumed to have mental capacity to make informed choices about their own safety and how they live their lives, all interventions in respect of vulnerable persons need to take into account their ability to make informed choices about the way they want to live and the risks they want to take.

If a staff or volunteer suspects that a vulnerable person's safety is at risk or in immediate danger, contact the local police services (see contact information in Appendix A), or dial 911 immediately. The police have the ability to check on the person's wellbeing.

Staff shall use the YMCA Incident Report form to record brief information, indicating the vulnerable person's name, the date the call was made to police services, and program location. In the description, record 'call made to the police regarding suspected abuse of a vulnerable person', then sign and date the incident report form. Forward a copy of the incident report to your program GM and to the Risk Management Department.

9. Responding to an Allegation or Complaint of Abuse against the YMCA

In the event of an allegation, complaint or disclosure of abuse against a staff or volunteer of the YMCA, the following procedures shall apply.

9.1 Reporting an Allegation or Complaint of Abuse against a staff or volunteer

If a staff or volunteer or student suspects, or receives an allegation or complaint of abuse against another YMCA staff, volunteer or student, he/she must follow the procedures for reporting an allegation or suspicion of child abuse to a child protection agency (CAS) as outlined in 7 above.

Once the call has been made, the staff or volunteer or student shall immediately notify their general manager that a call has been made to a child protection authority involving an allegation or suspicion of child abuse against a YMCA staff or volunteer.

The general manager will immediately notify their VP or Senior VP, and the Senior VP of Child and Family Development who will escalate to management in keeping with the YMCA's escalation protocol. Senior management will ensure any additional child safety concerns, HR, insurance and other mandatory reporting requirements are addressed, and that the appropriate follow up steps are implemented once child protection authorities have completed their investigation, in keeping with established YMCA procedures.

In the event of an allegation of abuse of a vulnerable person against a staff, volunteer or student placement, report the suspicion immediately to your general manager who will notify senior management. If the vulnerable person's safety is at risk or in immediate danger, call the police as outlined in section 8 above.

Any complaint or allegation of abuse made against the YMCA is taken seriously and shall be dealt with by management.

9.2 Information Management

All information related to an allegation or disclosure of abuse will be treated confidentially to the extent possible. Supervisors shall ensure that all records including investigation related to allegations or complaints of abuse against a YMCA staff, student or volunteer shall be promptly delivered to the HR Department (at 2200 Yonge St., Toronto) for safeguarding (secure storage) and retention indefinitely.

10. Recruiting, Screening and Training Staff and Volunteers

The YMCA of Greater Toronto offers a range of programs to a variety of age groups including children and vulnerable persons.

Proper screening of potential employees and volunteers is essential for matching people and YMCA roles or positions, for ensuring the quality of YMCA programs, for maintaining safe YMCA environments, and for reducing or eliminating the risk of harm to children and vulnerable persons. Procedures established by the YMCA also ensure we meet regulatory requirements relevant to screening including Employment Standards and Eligibility to Work in Canada, Child Protection, Human Rights, Privacy, Youth Criminal Justice, and other legislated requirements.

All supervisors, managers and senior managers must follow YMCA Human Resources policies and procedures for recruiting, screening and selecting staff and volunteers. Screening procedures include conducting formal interviews with questions to determine suitability for working with children or in positions of trust, conducting a minimum of three reference checks and ensuring police records checks procedures are followed, arranging orientation and mandatory child protection training, as well as maintaining records in keeping with established records retention procedures.

For more information, staff and supervisors may refer to YMCA Human Resources Policy and Procedures for recruitment, selection, screening and training.

11. Strategies to Enhance our Commitment to Protecting Children and Vulnerable Persons

The YMCA of Greater Toronto is committed to an ongoing strategy for the protection of children and vulnerable persons and maintaining safe environments, which includes:

- providing training that ensures staff and volunteers know their responsibilities and duty to report;
- monitoring YMCA's effectiveness in its commitment to protecting children and vulnerable persons;
- providing mechanisms for feedback and appropriate response to complaints or disclosures.

a) Training and education increases knowledge and awareness of individual and organizational roles in protecting children and vulnerable persons, and ensures the effectiveness of this Policy. Through education tools and training that includes new staff orientation, mandatory and annual re-fresher training with sign-off requirements, the YMCA fosters awareness raising of staff and volunteers of their responsibilities 'to act' if abuse is suspected. Tools and resources are available on the YMCA's intranet, or contact Child & Family Development or Risk Management for more information about tools and training resources available.

b) Monitoring: The YMCA has implemented a formal monitoring system that includes self-assessments, peer and third party assessments of compliance with policies and procedures for the protection of children and vulnerable persons. Assessments are completed at least annually to identify where further enhancements may be needed to maintain the safety of our program environments.

In addition, senior managers shall monitor programs regularly to identify any potential barriers and strategies for maintaining safe YMCA environments. Strategies include:

- fostering a culture of safety through safeguards including policies, training, education;
- providing children and vulnerable persons with support and guidance on what to do, and who to contact if feeling uncomfortable or afraid at any time;
- adhering to HR and volunteer management procedures for recruiting, screening, supervising and training staff and volunteers;
- conducting program area checks including regular building sweeps/tours to monitor bathrooms, locker rooms and any isolated areas;
- maintaining building security through use of central point(s) of entry, sign in/out procedures, restricted access to child care or child minding areas, doors are locked that should be locked, etc.

Maintaining safe environments is a team approach. Supervisors and staff can speak with their facility manager, their general manager or VP, or contact the Senior VP of Child & Family Development for more information.

c) Ongoing relevancy: The YMCA's child protection lead or designate shall review this policy annually to ensure effectiveness and ongoing relevancy in keeping with changing laws, evolving processes and public expectations.

The YMCA of Greater Toronto shall continue to instill a culture of shared accountability and responsibility across the Association for the protection of children and vulnerable persons.

12. YMCA Related Policies/Procedures and Reference Documents

- **Suspected Child Abuse Reporting Kit** – describes steps to follow when reporting suspected abuse or neglect of a child, available onsite, and also on the YMCA’s intranet (Information Y-Way).
- **Screening of Potential Staff and Volunteers Procedures** in YMCA Management Practices - relates to our obligation to conduct proper screening of potential employees and program volunteers to ensure appropriate matching of people with YMCA roles or positions, for improving quality and safety of YMCA programs, and reducing the risk of harm to children and vulnerable persons accessing YMCA programs and services. See also **YMCA Human Resources Policies** as well as **Volunteer Development procedures** and guidelines for more information about recruiting, screening, supervising and training employees and volunteers.
- **Police Records Check Procedures** in YMCA Management Practices – relates to our obligation to confirm that a police records check (PRC) has been produced before starting work or volunteer service at the YMCA, and that supervisors ensure PRC re-checks are conducted in keeping with established procedures consistent with legislated requirements.
- **Reference Checks Procedures** in YMCA Management Practices - relates to the obligation of supervisors to ensure a minimum of three references have been checked, as a final step in the recruiting process for all full and part time employment and for volunteer positions before a position is offered at the YMCA.
- **YMCA Crisis Escalation** – relates to the YMCA’s escalation process and roles when dealing with a critical incident or crisis event, to ensure appropriate situation assessment, decision-making and response by management. See *YMCA Safety & Emergency Procedures and YMCA Management Practices* for more information about YMCA crisis escalation and crisis communication procedures.
- **YMCA Child and Family Development Procedures Manual** – outlines procedures and guidelines for YMCA Child and Family Development staff.

13. Contacts and Other Resources

For more information about this policy, staff may speak with their general manager or VP or Senior VP, or contact the Senior VP of Child and Family Development for more information.

The following sources provide additional information about child protection:

- To view Ontario’s *Child and Family Services Act*, visit www.e-laws.gov.on.ca
- More information about child protection is available at www.ontario.ca/children, and at www.torontocas.ca/Publications for ‘child in need of protection’ and ‘duty to report’ information.
- Other online sources of information include: Ontario Association of Children’s Aid Societies at www.oacas.org; Boost Child Abuse Prevention and Intervention at www.boostforkids.org; Canadian Centre for Child Protection at www.protectchildren.ca



Appendix A: Child Protection Agencies Contact Information

Child Protection Agency	Phone Number	Website
Children's Aid Society of Toronto CAS of Toronto – after hours	416-924-4646 416-924-4646 ext. 2148	www.torontocas.ca
Catholic Children's Aid Society	416-395-1500	www.ccas.toronto.on.ca
Durham Children's Aid Society	905-433-1551	www.durhamcas.ca
Halton Children's Aid Society	905-333-4441	www.haltoncas.ca
Peel Children's Aid Society	905-363-6131	www.peelcas.org
Simcoe County Children's Aid Society	1-800-461-4236	www.simcoecas.com
York Region Children's Aid Society	1-800-718-3850	www.yorkcas.on.ca
Jewish Family and Child Services	416-638-7800	www.jfandcs.com
Native Child and Family Services of Toronto	416-969-8510	www.nativechild.org

Police Services	Non-Emergency Phone Number
Toronto	416-808-2222
Peel	905-453-3311
York	1-866-876-5423
Durham	905-579-1520 or 1-888-579-1520
Halton	905-825-4777
OPP	1-888-310-1122

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Universal Precautions/Infection Control Policy – 1.VS.3

Original issue date: June 1, 2000
Last revised: December 1, 2013

1. Introduction/Objective

The YMCA has a responsibility to maintain a healthy environment for participants, members, clients, staff, volunteers and visitors. All volunteers and staff share in this responsibility.

2. Definitions

The following terms are used and apply to this policy:

Universal Precautions is defined under Occupational Health and Safety legislation as a set of strategies developed to prevent the transmission of blood born pathogens.

Infection prevention and control measures as defined by World Health Organization aim to ensure the protection of those who might be vulnerable to acquiring an infection both in the general community and while receiving care due to health problems, in a range of settings. The basic principle of infection and control is hygiene.

3. Procedures

All staff and volunteers shall follow procedures described below to help prevent the spread of communicable diseases.

3.1 To prevent the spread of communicable diseases, volunteers and staff must treat all blood and body fluids as potentially infectious and use the following universal precautions consistently. Wash your hands at the beginning and end of work periods, before and after rest periods, before preparing food, after handling raw meat/vegetables, after handling a participant's garbage or used towels or linen, after changing diapers, after providing first aid, after contact with blood or body fluids, after using the washroom and after removing gloves.

Hand washing is the best single way to prevent the spread of germs from one person to another. To wash hands effectively:

- Use warm, continuously running water.
- Apply soap vigorously to all hand surfaces including back of hand and between fingers.
- Wash hands well, working up lather between hands, for at least 15 to 20 seconds.
- Keep hands pointed downward so water may run off into sink.
- Rinse hands thoroughly.
- Dry with a paper towel. Use the paper towel to turn off the tap.
- Discard towel in waste receptacle.

3.2 Use disposable, waterproof gloves (in the first-aid kits)

- In a care-giving situation, if you have cuts or rashes on your hands (use bandages to keep cuts on hands covered).
- Handling garbage.
- Handling used towels, linen or clothing where you see blood.
- Handling body fluids (blood, vomit or other secretions).
- Administering first aid.
- Changing diapers.
- Cleaning up used condoms, needles or razors.
- Doing laundry.

3.3 For injuries involving blood loss:

- Have the injured person (if possible) hold the gauze to control their own bleeding and wash their own cuts.
- Put on a pair of disposable gloves.
- Give the required first aid. When administering CPR, use a CPR mask to prevent contact with bodily fluids. If none is available, wipe the person's mouth out thoroughly using a towel or handkerchief wrapped around two fingers.
- Look for blood or other body fluid spills and soak up spill using newspaper or other absorbent material. Place contaminated material in a plastic bag.
- Disinfect area using the Clean-Up Kit or diluted bleach, then air dry.
- Put blood stained clothes in separate bag and soak in mild bleach for 10 minutes or wash in hot soapy water (160F or 72C for 25 min).
- Remove gloves and dispose in the plastic bag. Tie bag and place in lined bin or second bag, and dispose.
- Wash hands thoroughly with soap and water as soon as gloves are removed.
- Immediately report the incident, using the procedures listed on the Accident/Incident Report.

3.4 Possible exposure through needle, razor or sharp object pricks or wound exposure:

- Clean wound with soap and water or antiseptic for 10 minutes. Encourage the wound to bleed freely. Clean and cover with a sterile covering (such as a band-aid).
- In the case of a bodily fluid splash into the eyes, nose or mouth, flush with clean water only, for 15 minutes.
- Immediately report the incident, using the procedures listed on the Accident/Incident Report. If the incident involves a child under 16, inform the parents or the emergency contact person immediately and encourage them to consult a physician.
- Immediately see a doctor to explain possible exposure to a blood-borne infection and to start any investigations, treatment or follow-up care as needed.
- Only staff who received training in the proper handling of sharps should attempt to remove or dispose of sharps. More information on proper handling of sharps is in the YMCA Safe Work Practices available on the Information Y-Way.
- Staff working in a Youth Outreach/Substance Abuse Program shall also refer to guidelines established for response to needle stick injury and other exposure to blood.

3.5 When cleaning blood or other body fluids spill:

- Wear disposable gloves. If there is a risk of splashing, use protective eye wear.
- In membership centres use the clean-up kits. At all other locations use one-part bleach in nine-parts water. Properly mixed bleach solutions kill viruses. Always discard mixture 24 hours after diluting.
- Seal blood-soiled disposable objects in a plastic bag before putting them in the garbage.
- Place used needles or syringes in a sealed puncture-proof metal or plastic container with a lid, then place in the garbage. Do not recap, bend or break off used needles.
- Soak mops or brushes that have been used for cleaning in a disinfectant for 20 minutes.
- Wash hands thoroughly with soap and water.

4. YMCA Related Policies/Procedures and Reference Documents

- **Infectious Diseases Outbreak Procedures** – steps staff should take to minimize the risk of infectious disease spreading at the YMCA.
- **YMCA Safety & Emergency Procedures** – includes steps for staff to follow when responding to an *Infectious Disease Outbreak*, a checklist and other resources for supervisors
- **YMCA Pandemic Plan** – outlines procedures for senior managers and supervisors to ensure the YMCA is prepared in the event of a pandemic
- **YMCA Health and Safety in the Workplace Policy 2.S.1** – our obligation under Ontario's Occupational Health and Safety Act

5. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president, or senior VP, or staff may wish to contact the Senior VP of Human Resources and Organizational Development or designate for more information.

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Accessibility Policy – 1.VS.4

Original issue date: December 1, 2013

Last revised:

1. Introduction / Objective

In 2005, the Ontario government passed *Accessibility for Ontarians with Disabilities Act*, (AODA) with the goal to make Ontario accessible to people with disabilities in key areas of daily living by 2025. People with disabilities are a vibrant, important and growing part of the Ontario population.

In 2008, the Accessibility Standard for Customer Service became law. Our commitment to ensure accessible customer service was reflected in our Accessibility and Customer Service Policy 1.VS.5. The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) became law in 2011. This regulation includes accessibility standards for information and communications, employment and transportation. Each of these standards has its own individual requirements and phased in compliance deadlines.

The purpose of the Accessibility Policy is to outline the YMCA's commitment to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act (AODA) as they are introduced and become law. It serves to provide a framework within which accessibility plans and initiatives are to be created in order to move the Association towards the goal of improved accessibility for people with disabilities by 2025.

The YMCA endeavors to provide accessibility and accommodation as prescribed in the AODA but also because it is consistent with our culture and values. By removing barriers to participation that exist within our Association the YMCA strives to become more socially inclusive and to ensure that people with disabilities are valued for their contributions at the YMCA.

For the YMCA, our commitment to individuals with disabilities goes beyond legislative compliance. The YMCA values a diverse and socially inclusive environment, which is reflected in our Program and Services Guiding Principle (1.G.6) as follows: *The YMCA recognizes and values diversity and social inclusion as underpinnings of what we stand for and what we do. We regard the diversity of people and communities as assets, and recognize their contribution to the social, political and cultural enrichment of the Greater Toronto area and in this Association. As a socially inclusive YMCA, we ensure that diverse individuals and communities share in power, give voice effectively to their issues, are involved in decision-making processes, and have fair access to information and services.*

In fact, our strategic plan, *Strong Start, Great Future 2010-2020* highlights this commitment by indicating improved access through a "renewed emphasis on diversity and social inclusion, in many cases with special emphasis on eliminating barriers for people with disabilities...The YMCA will not only comply with new provincial legislation on accessibility but will energetically pursue its building blocks of access, choice, social inclusion and prevention". (*Strong Start, Great Future*, p. 6)

Our approach to diversity and social inclusion established many years ago identifies "abilities" as one of our eleven dimensions of diversity.

2. Policy Statement

The YMCA recognizes the dignity and worth of every individual and seeks to create socially inclusive environments in which everyone, including persons with disabilities, is able to participate fully. Building on a culture that embraces diversity and supports social inclusion, the YMCA is a shared experience in which everyone can enjoy.

The YMCA is committed to:

- The principles of dignity and independence of persons with disabilities, integration and equality of opportunity
- Reinforcing our YMCA values of: caring; health; honesty; inclusiveness; respect and responsibility in our relationships between individuals with disabilities and our Association
- Establishing, maintaining and implementing policies, and procedures in the Integrated Accessibility Standards Regulation of the AODA, specifically in the area of information and communications; employment, and later, the built environment (when the standard is completed)
- Meeting the accessibility needs of people with disabilities, in a timely manner, through the implementation of this policy
- Excellence in serving members including people with disabilities. When providing information to, or communicating with a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability
- Ongoing improvements to accessibility in our premises and facilities as required by law, as well as the services offered to customers, employees, and members of the general public
- The establishment, implementation, maintenance and documentation of a multi-year Accessibility Plan which outlines the Association's strategy to prevent and remove barriers and meet its needs under the Integrated Standards Regulations of the AODA to update the plan as it progresses. Our plan has been posted on our web site effective January 1, 2014
- Ongoing training of all employees, volunteers, persons who deal with customers or the public on the YMCA's behalf (according to the Accessibility and Customer Service Policy 1.VS6)
- Ongoing training on the requirements of the Integrated Regulations and also the Human Rights Code as it pertains to persons with disabilities to meet established regulation deadlines

3. Scope

This policy applies to YMCA's employees, customers (members, visitors, contractors and subcontractors) engaged by the YMCA, volunteers, and applicants for employment with the YMCA through the recruitment, assessment, selection and hiring process.

The policy applies to all locations in which the YMCA of Greater Toronto operates in Ontario.

4. Definitions

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

Accommodation means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the individual's unique needs.

Barrier is anything that prevents a person with a disability from fully participating in all aspects of society because his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technology barrier or a policy or practice.

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

Disability means:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- b. A condition of mental impairment or a developmental disability,
- c. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. A mental disorder, or
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Communications means the interaction between two or more persons or entities or any combination of them, where information is provided, sent or received.

Dignity means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

Equal opportunity means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given by others.

Independence means when a person is able to do things on their own without unnecessary help or interference from others.

Information includes data; facts and knowledge that exist in any format, including text, audio, digital or images and that convey meaning.

Integration means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals unless an alternative measure is necessary to enable the individual to access goods or services.

Reasonable efforts mean taking approaches that meet the required needs of individuals.

5. Legislative Context

Accessibility for Ontarians with Disabilities Act (AODA)

The **AODA** details specific requirements and standards for accessibility in Ontario. Standards include *Accessibility Standards for Customer Service* along with integrated regulations with specific standards for information and communications, employment and transportation and when passed, the built environment

Ontario Human Rights Code

Every person has a right to equal treatment with respect to services, goods and facilities, including housing, and employment. This right is guaranteed by the Ontario Human Rights Code (Code) and, when necessary, enforced by the Human Rights Tribunal of Ontario.

6. Roles and Responsibilities

All Senior managers and Managers shall:

- Monitor and support staff in the implementation of the Accessible Customer Service Policy (1.VS.6) in their Program area
- Contact the SVP HR and Organizational Development or Manager Accessibility for more information on training or resources available
- Respond to feedback including any accessibility related concerns
- Ensure that staff participate in relevant training

The Senior Vice President Human Resources and Organizational Development (or designate) shall:

- Oversee the implementation of the Association's Accessibility Plan 2014-2019 through delegated leads throughout the Association for Information and Communications; Employment and the Build Environment (when the standard is passed)
- Oversee the administration of this policy with the assistance of the Manager Accessibility and to ensure that the organization achieves compliance with the law and creates accessible environments
- Identify training needs regarding Human Rights and Accessibility Association-wide

7. Procedures

7.1 The YMCA will work to improve accessibility by developing a multi-year accessibility plan which conforms to the Regulations, outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA standards over the next year and subsequent years. It will also address the identification, removal and prevention of barriers to people with disabilities within the Association; evaluate progress to achieve objectives as per AODA target dates. The plan will meet the needs of all customers and employees with disabilities, and provide a mechanism for reviewing and evaluating the implementation of the AODA Accessibility Standards.

7.2 The YMCA will post our Accessibility Plan on the YMCA Web site and provide all information related to the plan in alternative formats upon request by January 1, 2014.

7.3 The YMCA of Greater Toronto will assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for people with disabilities.

Requirements under the Information and Communication Standards

7.4 By January 2017, the YMCA will provide or arrange for the provision of assessable formats or communication supports for a person with a disability upon request with the person consulted as to their needs. The alternative format will be provided in a timely manner and cost of providing an accessible format must not be more than the regular cost charged to other people. We will notify

the public about the availability of accessible formats and communication supports. If the information is unable to be converted, the Association will provide an explanation on why it is not convertible.

- 7.5 The plan will include the requirements under the information and communications standard, which outlines the Association's strategy to provide accessible information and communications. This includes barriers to information and communications systems/platforms; determining the accessibility of the YMCA's information components and systems; establishing a practice that YMCA documents are created in a structured electronic format to allow for easier conversion to accessible formats; establishing a standard for documents that will be as accessible as possible without the need for accessible formats (i.e. font style/colour, colour contrast, plain language).
- 7.6 General Managers responsible for various facilities in cooperation with Asset Development Department staff will assess the emergency response plan and procedures and any other public safety information for barriers to persons with disabilities during an emergency. General Managers are responsible for updating their emergency procedures to ensure that procedures can be followed by persons with disabilities and to ensure that they meet the needs of persons with disabilities. Upon request provide the information in an accessible format or with communication supports as soon as that is practicable. Consult with the person with a disability in the case of a request for alternative accessible format and communication supports.
- 7.7 By January 2015, the YMCA will ensure that its feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request. When an accessible format is requested, the person making the request is consulted to determine suitability of the format. The public is notified about the availability of accessible formats and communication supports. Review the procedure annually or when there are changes to the law or when an incident or breach occurs.
- 7.8 The YMCA will ensure that its new web site and web content complies with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A and increasing to level AA (for all web sites and content) by 2021.

Requirements under the Employment Standard

- 7.9 The employment standard applies to paid employment and aims to make employment practices and workplaces more accessible to potential and existing employees with disabilities. The standard builds on existing requirements of the Human Rights Code.
- 7.10 By 2016, the YMCA will recruit, assess and inform new employees of supports available to them; provide accessible formats and communication supports; develop and document individualized accommodation plans for individuals with disabilities; facilitate return to work; take into consideration an employee's accessibility needs within human resources practices such as performance assessment, career development, advancement and redeployment. (Refer to Accessibility in Employment Policy - to be developed).
- 7.11 The YMCA provides individualized workplace emergency response information to employees who have disclosed a disability. See procedure 2.S.11 in this Operating Policies Manual as well as Accessibility Orientation for New Employees in the Management Practices Manual.

8. YMCA Related Policies/Procedures and Reference Documents

- **YMCA Safety and Emergencies Procedures** - available on the YMCA intranet, contains steps to follow for assisted evacuation for persons with a disability, and includes the requirement for individualized workplace response plans for employees with a disability
- **Human Rights Policy 1.VS.1** - Our obligation under the Ontario Human Right Code for members, volunteers, staff and others
- **Human Rights in the Workplace Policy 2.S.3** – our obligation to YMCA employees under the Ontario Human Rights Code
- **Accessibility and Customer Service Policy 1.VS.5** – Our obligation under Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 429/07 Accessibility Standards for Customer Service

9. Contacts and Other Resources

The YMCA's policies, practices and procedures related to the AODA are available to the public upon request. Where a request is made for a document by a person with a disability, the YMCA shall provide the document or the information contained in the document in a format that takes into account the person's disability.

Staff may send any questions or requests for more information to the following email address: accessibility@ymcagta.org. Every question or information request will receive a response.

For more information about this policy, staff may speak with their general manager or vice president, or contact the Senior VP of Human Resources and Organizational Development or Manager of Accessibility.

In addition, the following are sources for information about Accessibility Standards in Ontario:

- To view the Accessibility for Ontarians with Disabilities Act, or Ontario Regulation 429/07 Accessibility Standards for Customer Service, visit www.e-laws.gov.on.ca
- To review requirements under the Accessibility for Ontarians with Disabilities Act or for additional resources about accessibility, visit www.mcass.gov.on.ca/mcass



Accessibility and Customer Service Policy – 1.VS.5

Original issue date: January 1, 2011
Last revised: December 1, 2013

1. Introduction / Objective

The YMCA of Greater Toronto is committed to Diversity and Social Inclusion and to meeting its obligation under Ontario's *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), by providing accessible environments that respect the rights of every individual.

The purpose of the Accessible Customer Service Policy is to foster inclusive YMCA environments, and to ensure that any accessibility-related complaints are dealt with promptly and effectively through consistently applied procedures.

2. Policy Statement

The YMCA recognizes the dignity and worth of every individual and seeks to create socially inclusive environments in which everyone, including persons with disabilities, is able to participate fully. Building on a culture that embraces diversity and supports social inclusion, the YMCA is a shared experience for everyone to enjoy.

3. Definitions

The following terms are used in this policy:

Accommodation is a way, through reasonable efforts or measures, of preventing or minimizing barriers that impede a person with a disability from fully participating in the services offered.

Example:

Accommodation means permitting a member or program participant to use their personal assistive device, or to be accompanied by their support person, or their guide dog or service animal unless the animal is excluded by another law, in order to increase accessibility to YMCA programs.

Assistive device is any device that helps a person with a disability do everyday tasks and activities. Assistive devices include digital audio players, hearing aid, teletypewriter (TTY) for people unable to speak or hear by phone, mobility devices (such as scooters, walkers or crutches, or white canes, oxygen tanks), and speech generating devices. Note: Bell has a Relay Service from any phone for free (1-800-855-0511).

Barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This may include architectural or physical barriers, an information or communications barrier making it difficult for people to receive or send information, an attitudinal barrier, a technological barrier, a policy, or a practice.

Customer is any person who uses the services of the YMCA.

Disability means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service animal is any animal being used by a person for reasons relating to his or her disability, and it is readily apparent or is supported by a letter from a physician or nurse.

Support person is another person who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to programs and services offered by the YMCA.

4. Legislative Context

Accessibility for Ontarians with Disabilities Act (AODA)

The **AODA** details specific requirements and standards for accessibility in Ontario. Standards include *Accessibility Standards for Customer Service* which requires the YMCA to make reasonable efforts to ensure that its policies, practices, and procedures relating to the delivery of services are consistent with the principles of dignity, independence, integration, and equal opportunity.

5. Roles and Responsibilities

All senior managers and managers shall:

- Monitor and support staff in implementing the Accessible Customer Service Policy in their program or process area(s);
- Ensure that their program area(s) facilitate the use by persons with disabilities of their personal assistive devices, service animals, allow access for their support person, as outlined below, when accessing the program and moving through the building;
- Arrange training in accessibility standards for front-line staff and program volunteers interfacing with members or customers. Contact the Vice President Human Resources and Organizational Development or designate for more information on training resources available;
- Ensure notice of temporary disruption is provided as outlined below;

- Respond to feedback including any accessibility-related issues or concerns as outlined below. All staff, including program volunteers, shall:
- Participate in required training related to Accessibility Standards for Customer Service;
- Support the implementation of Accessibility Standards by providing service in a manner that respects the dignity and independence of persons with disabilities, including permitting the use of assistive devices, service animals and support persons as outlined below. Suggested practices and tips for providing customer service for persons with disabilities are available by contacting a supervisor;
- Forward any feedback from members or customers regarding accessibility to their immediate supervisor or manager for handling.

The Senior Vice President Human Resources and Organizational Development or designate shall ensure that processes are put in place to:

- Identify training needs Association-wide;
- Ensure that mechanisms are put in place to support managers implementing Accessibility Standards for Customer Service or responding to accessibility-related concerns;
- Ensure that AODA reporting requirements on implementation of Accessibility Standards for Customer Service are completed and forwarded to the Ontario government;
- Ensure that YMCA's policies, practices, and procedures related to the AODA are available to any person upon request;
- Ensure that communications with persons with disabilities are done in a manner that takes into account their individual circumstances.

6. Procedures for Use of Assistive Devices, Service Animals, Support Persons

6.1 Use of Assistive Devices

Persons with disabilities may use their own personal assistive devices while accessing or using YMCA programs or services in any premise owned, leased or operated by the YMCA. Possible barriers to the use of assistive devices will be removed where they can be.

6.2 Use of Service Animals

Service animals are permitted to accompany any person with a disability while accessing or using YMCA programs or services in any premise owned, leased or operated by the YMCA, except where animals are excluded by law.

Where an animal is excluded by law from the premises, or may affect the health and safety of other customers, other measures will be explored in order to provide service to the person with a disability.

Where it is not readily apparent that an animal is a service animal, the YMCA may request a letter from a physician or nurse confirming that the animal is used by the person for reasons relating to his or her disability.

6.3 Use of Support Persons

Any person with a disability who is accompanied by their support person will be permitted to access and use a YMCA program or service with his or her support person.

In most cases, program fees shall be waived for the support person, provided that the support person remains beside the person with a disability when accessing and using a program or service, and while moving through the building or on YMCA property. However, where a YMCA program or registration fee is charged and a portion of revenues are payable to a third party, or where a fee includes or covers such costs as food or accommodation, the support person may be required to cover these costs. If any amount is payable by the support person, the YMCA shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person.

The YMCA may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

7. Notice of Temporary Disruptions

The YMCA is committed to informing stakeholders of any temporary disruption of service at any of its program sites. A temporary disruption means a short-term planned or unplanned disruption to facilities or services. Potential temporary disruptions may include evacuations or relocation due to fire, flood, or mechanical failures, power outage, elevator out of service, or programs moved or cancelled.

Onsite managers shall notify the public, including people with disabilities, of any temporary disruptions. Notice shall include information about the reason for the disruption, how long it will likely last, and information about other facilities or services (if any) that are available. Notice may be given by posting the information on the premises, on the YMCA website, voicemail messaging or by any other reasonable method. Contact the Communications Department or the Vice President Human Resources and Organizational Development or designate for sample notice templates.

Before visiting a YMCA program site, people are also encouraged to check the YMCA website or call the YMCA (416-928-9622 or 1-800-223-8024) to find out if there is a disruption of program or service, and what if any alternative options exist.

8. Feedback Process

Feedback mechanisms provide the YMCA with opportunities to learn and improve.

A YMCA member including a participant, customer, parent, donor, contractor or other member of the public is encouraged to bring forward a complaint or concern, or a compliment, or to make suggestions on ways to improve programs and services and their YMCA experience, by contacting their local YMCA manager or a senior manager directly.

Alternatively, and to assist the YMCA, individuals are invited to provide their feedback in writing by e-mail, or by telephone, or by regular post mail to:

YMCA of Greater Toronto
Attn: YMCA Contact Centre
2200 Yonge St, Unit 300
Toronto, Ontario M4S 2C6
Email: accessibility@ymcagta.org
Tel: 416-928-3362 or 1-800-223-8024

The YMCA Contact Centre will refer any accessibility or human rights-related questions or concerns to the Senior Vice President Human Resources and Organizational Development or designate, who will work with the Program senior manager to respond as appropriate. All other complaints received shall be referred to the appropriate YMCA program general manager or vice president for handling.

9. YMCA Related Policies/Procedures and Reference Documents

- **Accessibility Policy 1.VS.4** – outlines the YMCA’s commitment to the principles and requirements under Ontario’s Accessibility for Ontarians with Disabilities Act (AODA)
- **Human Rights Policy 1.VS.1** – our obligation under the Ontario Human Rights Code for members, volunteers, staff and others
- **YMCA Safety & Emergency Procedures** – contains steps to follow for assisted evacuation for persons with a disability, and requirement for individualized workplace emergency response plans for employees with a disability

10. Contacts and other Resources

The YMCA’s policies, practices and procedures related to the AODA are available to the public upon request. Where a request is made for a document by a person with a disability, the YMCA shall provide the document or the information contained in the document in a format that takes into account the person’s disability.

Staff may send any questions or requests for more information to the following email address: accessibility@ymcagta.org. Every question or information request will receive a response.

For more information about this policy, staff may speak with their general manager or vice president, or contact the Senior VP of Human Resources and Organizational Development or designate. In addition, the following are sources for information about Accessibility Standards in Ontario:

- To view the Accessibility for Ontarians with Disabilities Act, or Ontario Regulation 429/07 Accessibility Standards for Customer Service, visit www.e-laws.gov.on.ca
- To review requirements under the Accessibility for Ontarians with Disabilities Act or for additional resources about accessibility, visit www.mcass.gov.on.ca/mcass
- More information about the customer service standard for accessibility is also available at www.AccessON.ca/compliance

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Dispute Resolution Policy – 1.S.2

Original issue date: June 1, 2000
Last revised: December 1, 2013

1. Introduction/Objective

The YMCA is committed to ensuring that we treat people in a consistent manner. In order to maintain a fair and consistent process when dealing with disputes, supervisory staff at the director level or above will be involved in handling disputes as they occur.

2. Definitions

The following term is used and applies to this policy:

Dispute may be a challenge to YMCA decision-making or policy or procedure involving a disagreement between YMCA staff and another party.

3. Roles and Responsibilities

Managers and Supervisors shall follow the YMCA's internal dispute resolution process and established procedures when handling unresolved disputes. Any complaint or dispute that becomes escalated shall be handled by the program general manager or senior/vice president in keeping with the YMCA's protocol for handling of escalated incidents or issues.

4. Procedures

The dispute resolution steps outlined below shall be followed by managers and senior managers in the case where participants, members, guests or suppliers challenge or are in disagreement with a decision made by YMCA staff.

If the dispute remains unresolved, senior staff shall make recommendations to the general manager, vice president or senior vice president for their program or process area.

Steps in YMCA Internal Review Process:

- a) Members are encouraged to speak with a senior staff about a question or concern they may have. In most cases, talking with senior staff will resolve a dispute or concern.
- b) Senior staff are involved in handling disputes as they occur, and escalate to their general manager if the matter remains unresolved.

- c) Following handling by a general manager, if the matter remains unresolved, a senior vice president may be asked to review the matter.
- d) If unresolved, the matter may be referred to another member of senior management not directly involved in the dispute, or to a panel or to an external expert for review, depending on the nature of the dispute. Subject to the availability of the parties involved, this final step in the process shall be completed within 30 days.

5. YMCA Related Policies/Procedures and Reference Documents

- **Member Etiquette statement** – our commitment to treat each other with respect.
- **Human Rights Policy 1.VS.1** – Our obligation under the Ontario Human Right Code for volunteers, member, staff and others.
- **YMCA Safety & Emergency Procedures** – outlines steps to follow when responding to emergency situations including incidents involving inappropriate behavior by a member, guest or others.
- **YMCA Crisis Escalation** - describes the YMCA's escalation process and roles for managers and supervisors when responding to an escalated situation, critical incident or crisis event. See *YMCA Safety & Emergency Procedures* for more information.
- **YMCA Bylaw** - includes a provision outlining the circumstances for membership suspension or termination and the process senior managers need to follow.

6. Contacts and other Resources

For more information, staff should speak with their general manager or vice president or senior VP, or senior managers may contact the VP of Risk Intelligence or designate for further advice and guidance.

2. YMCA Human Resources Policies and Procedures

Human Resources Policy Statement: The YMCA strives to attract, develop and retain high-quality volunteers and staff and to maintain an environment that encourages them to reach their potential. The YMCA promotes diversity, equality and opportunity.

Guiding Principles

- 2.G.1** The YMCA believes that people are essential to the success of our Association. The YMCA will pay/reward employees based on sound objective principles that maintain internal equity.
- 2.G.2** The YMCA celebrates a workplace environment that respects the dignity and worth of each person.
- 2.G.3** The YMCA encourages personal and professional development in performance and career.
- 2.G.4** All YMCA volunteers and staff bring our mission and vision to life every day. The YMCA of Greater Toronto is committed to recruiting and selecting individuals who are the most qualified to perform the requirements of positions within the YMCA.
- 2.G.5** The YMCA ensures the safety and protection of children and vulnerable individuals in our care by ensuring that all volunteers and staff have been recruited and screened in terms of the background, experience, and competencies against the requirements of the position. Screening is conducted consistent with employment and human rights legislation, ensuring that the most appropriate individual is selected considering the essential requirements of a position and the safety of participants. Strict protocols are followed to protect the privacy of information collected.
- 2.G.6** The YMCA is committed to providing a healthy and safe work environment.
- 2.G.7** The YMCA follows the *Ontario Employment Standards Act; Ontario Human Rights Code; Ontario Health and Safety Act; Accessibility for Ontarians with Disabilities Act (AODA); Young Offenders Act; Child and Family Services Act; Pay Equity Act*

Procedures

THIS APPLIES TO ALL STAFF AND VOLUNTEERS

All volunteers and staff must:

- 2.VS.1** Start work or volunteer service only when they have met the respective minimum age
- 2.VS.2** Read, commit to be accountable for, and sign off on all policies in their first week of engagement with the YMCA

2.VS.3 Participate in mandatory Customer Service Training (non-program volunteers excepted) as it pertains to *Accessibility for Ontarians with Disabilities Act* (AODA) on their start date.

2.VS.4 Produce an acceptable **Police Records Check (PRC-CPIC)**¹ that has been issued no more than six (6) months before their start date, prior to commencing work, training or volunteer assignment. This criterion includes individuals transferring from other YMCA's. Supervisors are accountable for ensuring that these policies are followed. YMCA staff and volunteers who re-“join” within twelve (12) months of their termination or departure date, will not be required to produce a current PRC. The original PRC will be honored but they will be required to complete a **Vulnerable PRC**² within twenty-four (24) months of their original hire date.

- a) Placement students, from Colleges and Universities, will have to produce a PRC upon admission into their program, and will be accepted by the YMCA, provided the student has engaged continuously in their full time educational program.
- b) Employees who are in a supervisory role must ensure that: individuals from temporary agencies have a PRC if their work assignment extends beyond one month and involves contact with **children**³ or **vulnerable persons**⁴; that individuals engaged in self-employment contracts have a current PRC if working with, or coming in contact with children or vulnerable persons;
- c) *Allowed exceptions to PRC requirement – These categories do not require a PRC, and supervisors must ensure that the following individuals are not left alone with children or vulnerable persons:*
 - Volunteers who are parents of children in a child care centre volunteering to accompany their child or children for special events or outings;
 - Employment participants on YMCA payroll, but working elsewhere;
 - Policy/Board Committee and/or fundraising volunteers;
 - Volunteers for a single event, or other volunteer work, which does not exceed 10 hours of volunteer time for the year in total;
 - Children under the age of sixteen;
 - Placements where the YMCA is aware that there is an offence on record and the individual is under YMCA supervision. These placements must be supervised at all times.
- d) Individuals with convictions under the Criminal Code for certain offences will not be accepted where the offences are related to a *bona fide* occupational requirement. These offences include, but are not limited to the following:
 - Physical or sexual assault;
 - Current prohibitions or probation order forbidding the individual to have contact with children under 16;
 - Indictable criminal offences for child abuse;
 - Convictions for any violent offence, whether or not it involved weapons;

¹ **Police Record Check (PRC-CPIC)** - Canadian Police Information Computer system (CPIC) provides employers with an individual's record of convictions. Individuals can obtain the required document through their local police department, Ontario Provincial Police or RCMP.

² **Vulnerable PRC Check (Vul-PRC)** - As a condition of employment, staff must undergo a more thorough background check within four months of an employee commencing employment and every twenty-four months thereafter. The Vulnerable PRC screening process (Vul-PRCs) are performed only by the Police in the region where the individual resides. It is sometimes called a local/ vulnerable check.

³ **Child** means someone under 16 years of age or someone up to 18 years of age if under the care of a children's aid society.

⁴ **Vulnerable Person** for the purposes of screening means a person who, because of their age, a disability, or other circumstances, whether temporary or permanent, are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them.

- Offences which indicate a pattern of behavior which could cause risk in terms of the role the candidate is expected to play.
- e) In cases where a positive record has been identified, the following process must be followed:
- If the individual is interested in employment or volunteer work with the YMCA, they must present the original copy of the record on file obtained from the police to the supervisor of the position. The individual shall explain the circumstances pertaining to the conviction;
 - The supervisor will discuss the information provided by the applicant with the Vice President or Senior Vice President of the program area. Advice is obtained from the GM of Human Resource or SVP HR and Organizational Development to ascertain if the conviction is inconsistent with the expected role and meets the requirements of the Human Rights Code. An explanation of the circumstances pertaining to the conviction is to be attached to the record and signed by the Senior Vice President or Vice President of the program area;
 - For PRC/vulnerable sector re-checks, employees may forward their vulnerable police records check results directly to HR – see 2.S.8 below;
 - For positions at the General Manager level and above, positive records are discussed by the applicant/employee and the SVP of HR and Organizational Development;
 - If employment is approved, the positive record is kept on file by HR in a confidential file, separate from other records and accessible only by the SVP Human Resource and Organizational Development for positions at or above the GM level, and all other positions by the General Manager of Human Resources;
 - If the volunteer assignment is approved, the positive record is kept on file in the Human Resources Department in a locked area.

Supervisors may refer to *YMCA Management Practices* for more information about screening and police records check processes.

THIS APPLIES TO STAFF

All staff must:

- 2.S.1** Follow the safe work practices and procedures established by the YMCA in accordance with our health and safety program and the Occupational Health and Safety Act. Supervisors are responsible for the health and safety of workers under their supervision. Where required, a Joint Health and Safety Committee and health and safety representative is in place. See ***Health and Safety in the Workplace Policy - 2.S.1.***
- 2.S.2** Follow the policies established to minimize and prevent violence and harassment in the workplace. See ***Workplace Violence and Harassment Policy - 2.S.2.***
- 2.S.3** Follow the ***Human Rights in the Workplace Policy - 2.S.3*** in keeping also with Guiding Principal 2.G.2.
- 2.S.4** Prepare and receive mid-year and annual performance reviews, along with reviewing key policies.
- 2.S.5** Take all their vacation in the year in which they are entitled to it (full time staff). A vice president or senior VP may give written approvals for exceptions. Carry over to the next fiscal

year, must be approved by a Vice President or Senior Vice President.

- 2.S.6** While operating a motor vehicle, not use YMCA hand-held devices or personal hand-held communication devices to conduct YMCA business. Refer to **Mobile Devices Policy 5.S.6** for more information.
- 2.S.7** Employees are offered positions conditionally upon satisfactory completion of a Police records check by means of an offer letter or contract and formally appointed to a position after the successful completion of a probationary period. The original copy of the Police Records check must be sent to the HR Department with the new hire package. No other copy should be kept in program or other areas.
- 2.S.8** Provide an acceptable local/vulnerable police records check clearance letter within the first four months of employment, which will be reimbursed by the YMCA. If they live in Toronto, supervisors must ensure that their application is attached to their new hire kit. If they live outside of Toronto, they must apply at the same time they apply for their CPIC and provide proof of application with a receipt.
- 2.S.9** Effective October 31, 2013, provide an acceptable local/vulnerable police records clearance letter every two years when actively employed by the YMCA, the cost of which will be reimbursed by the YMCA. In order to continue employment in their designated role, their local/vulnerable police record must confirm their ability to continue to perform the essential duties of their position and ensure the safety of members. All employee Police Records Check records will be secured in a confidential file indefinitely including post termination in the Human Resources Department. Supervisors shall follow police records check screening procedures in *YMCA Management Practices*.
- 2.S.10** Participate in mandatory training with respect to Protection of Children and Vulnerable Persons, Accessibility and Customer Service, Workplace Violence and Harassment, Safety and Emergency Procedures, Health and Safety, and other mandatory training in their first week of employment.
- 2.S.11** Follow the Individualized Emergency Response procedure that requires individualized workplace emergency response information be provided and maintained for every employee who has a temporary or permanent disability or who has a condition that requires mobility support during an emergency.

The YMCA's Emergency and Safety Procedures set out the standard protocols to follow in cases of emergency. Supervisors shall share these procedures with existing staff and every new employee to determine if the plan sufficiently addresses their needs and ensures their safety. Supervisors should consult with employees about the type of assistance required during a workplace emergency. Supervisors should use the worksheet entitled *Individualized Workplace Emergency Response Worksheet* (refer to Appendix C) to help identify any barriers that would interfere with an employee's ability to safely respond in an emergency situation and to develop an *Individualized Workplace Emergency Response Plan* (Refer to Appendix D) with the assistance of Human Resources.

General Managers are responsible for ensuring that individual plans are in place.

Supervisors are responsible for the following:

- Informing Human Resources and their General Manager of staff who require *Individualized Workplace Emergency Response Plans*.
- Meeting with the employee to develop a plan; maintaining it for safekeeping; and ensuring the information is shared with the new supervisor and GM if the employee re-locates to another YMCA location.
- Forwarding a copy to HR for the their personnel file.

Recommended Practices

- 2.R.1** Staff conduct themselves in a professional manner when representing the YMCA.
- 2.R.2** Seek approval from their supervisor in advance of attending training. This helps the YMCA coordinate the training and share the results across the Association when staff return from a course.
- 2.R.3** Work-related problems are resolved between the staff member and their supervisor. If that is unsuccessful, staff should approach their supervisor once removed. If again unsuccessful, the staff member should approach their vice-president or senior vice president. If there is no resolution at this level, the vice-president or senior vice president will advise the staff member of next steps.
- 2.R.4** Staff who resign provide a minimum of one week's notice during their probationary period, four weeks' notice if resigning from a management position, and two weeks' notice for all other positions.

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Health and Safety in the Workplace Policy – 2.S.1

Original issue date: September 1, 1992

Last revised: June 1, 2014

1. Introduction/ Objective

The YMCA is vitally interested in providing a safe, healthy work environment for its employees. Supervisors and employees must play an active role in this effort. Supervisors must share in the YMCA commitment to promote safety awareness attitudes and skills by emphasizing prevention of accidents, workplace violence, workplace harassment and illness and ensuring that their employees have the information and instruction they need to protect themselves.

2. Definitions

Worker is all employees, volunteers, contractors and other working at or providing services to the YMCA at its premises (hereinafter “employees”). This policy also applies to all visitors to YMCA premises such as members of the public, suppliers, clients, etc. (“third parties”).

Workplace is defined to include all premises, locations or things at, near or upon which YMCA employees are required to be directed to in order to perform work or services for or on behalf of the YMCA.

Critical Injury is defined under OHSA as an injury that is:

- Life-threatening;
- Produces unconsciousness;
- Involves the fracture of a leg, arm, hand or foot;
- Consists of burns to a major portion of the body;
- Consists of burns to a major portion of the body;
- Causes the loss of sight in an eye.

Disabling Injury means any injury or occupational illness that disables a worker from doing their usual work.

Violence is defined under the Occupational Health and Safety Act as the exercise of physical force by a person against a worker, in a workplace that could cause physical injury to a worker; attempt to exercise physical force against a worker in the workplace that could cause physical injury; a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker that causes physical injury to a worker.

Threats – Threats of violence or harassment are considered serious and will be treated accordingly. Threatening behaviour includes the utterance of threatening remarks or gestures; creation of a

reasonable fear of injury; subjecting another individual to emotional distress; damaging employer or employee property; the possession of a firearm or dangerous weapon. Threats of violence are considered incidents of workplace violence.

Domestic Violence – A person who has a personal relationship with a worker (such as a spouse, current or former intimate partner, or a family member) may physically harm or attempt or threaten to physically harm that worker at work. In these cases domestic violence is considered workplace violence.

Workplace Harassment is defined under the Occupational Health and Safety Act as engaging in a course of vexatious comment or conduct against a worker in the workplace that is known or ought reasonably to be known as unwelcome.

3. Legislative Context

Ontario's Occupational Health and Safety Act (OHSA) sets out the rights and duties for occupational health and safety of all parties in the workplace.

4. Roles and Responsibilities

Supervisor Responsibilities:

Supervisors are responsible for the health and safety of employees under their supervision. Under *Ontario's Occupational Health and Safety Act (OHSA)* supervisors must inform employees of potential hazards, instruct and ensure that employees are aware of YMCA's policies and procedures, ensure that employees are using all required protective devices and are following all safety procedures. Supervisors must take every precaution reasonable in the circumstances for the protection of a worker. See **Safe Work practices** for employees (and volunteers) available on YMCA's intranet – Information Y-way that include steps for hazard prevention and control, along with **Workplace Violence and Harassment Policy 2.S.2** in *YMCA Operating Policies*.

Worker Responsibilities:

- Work in compliance with OHSA provisions which include a worker's right to refuse unsafe work.
- Follow YMCA safe work practices and policies, including the use of equipment, protective devices or clothing that the YMCA requires to be used or worn.
- Report to his or her supervisor the existence of any hazard of which he or she knows, or any defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker.
- Report all incidents of workplace violence or harassment as defined in the procedure and **Workplace Violence and Harassment Policy 2.S.2** in *YMCA Operating Policies*.
- No worker shall remove or make ineffective any protective device required, nor use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or another worker.

5. Procedures

- 5.1 Supervisors and workers must play an active role in providing a safe and healthy work environment. Employees can refer to the *YMCA Health & Safety Notice*, this policy, and the *YMCA Workplace Violence and Harassment Policy* posted at their workplace. Supervisors shall ensure the *YMCA Health & Safety Notice*, this policy and the *YMCA Workplace*

Violence and Harassment Policy is posted at each YMCA location. The policy is updated annually on April 1st each year.

5. 2 Supervisors must arrange/provide orientation for new employees that includes job-specific training on safety and health hazards of the job, safe work practices including the use of personal protective equipment, policies and procedures related to workplace violence and harassment, accident/incident reporting procedures, and reporting of hazards. See ***Safe Work Practices*** for YMCA employees and volunteers available on the YMCA intranet - Information Y-Way. If there are hazardous substances in the workplace supervisors must ensure employees receive training in WHMIS (Workplace Hazardous Materials Information System). See ***Workplace Violence and Harassment Policy 2.S.2*** which outlines requirements regarding workplace violence and harassment.
5. 3 Managers and Directors must ensure a Joint Health and Safety Committee (JHSC) or health and safety representative is in place and meets requirements under the Act as follows:
 - In workplaces where 20 or more workers are regularly employed, there is a JHSC of not less than two members, with at least half representing workers. At least one worker member and one management member must be certified by the Workplace Safety and Insurance Board. Contact Human Resources for more information about arranging JHSC certification.
 - In workplaces where six to 19 workers are regularly employed, the workers choose a health and safety representative who does not need to be certified.
5. 4 JHSC responsibilities are defined in *Guide for Joint Health & Safety Committees and Representatives in the Workplace* available on the Ministry of Labour web site at <http://www.labour.gov.on.ca/english/hs/pubs/jhsc/index.php>

In brief:

- Key role of *JHSC* is to identify potential hazards, to evaluate these potential hazards, to recommend corrective action and to follow up on implemented recommendations. To carry out these functions, the committee is available to receive employee health and safety concerns, is required to hold meetings at least every three months, and to perform monthly workplace inspections.

Members of the committee will also participate in any investigation required regarding a workplace accident, report of violence or harassment. The VP/SVP or GM and the Human Resources Department must receive copies of JHSC meetings and monthly workplace inspection reports. Refer to the YMCA Administrative Procedures Manual regarding *Identifying Health and Safety Concerns*.

- Where a *health and safety representative* is required, the representative is available to receive employee health and safety concerns, identify hazards and inspect the workplace at least once a month. The representative will also participate in any investigation required regarding a workplace accident, report of violence or harassment. A copy of inspection reports shall be sent to the GM, VP or SVP for the program or service area.

There are exceptions to the requirement for a JHSC:

- For a child care centre, employment or community program that is located in a YMCA building, or in a school or other leased location in which they are not the major or sole tenant, a separate JHSC committee is not required. However, directors for these program sites must ensure employees are aware of our health and safety practices, and are encouraged to participate in any committee established for the building.
- Seasonal workplaces such as day camp sites do not require a JHSC. However, a health and safety representative is required.

5.5 When reporting an employee injury, incident of workplace violence, harassment or occupational illness, supervisors shall complete an Accident/Incident Report for review by their GM, VP or SVP. Copies of the report must be sent immediately to the Human Resources and Risk Management departments.

5.6 In the event of a **critical injury, disabling injury** or **occupational illness**, including those occurring as a result of workplace violence, the supervisor shall immediately inform the VP/SVP or GM and Human Resources.

Where an employee is killed or seriously injured in a workplace, the supervisor shall ensure no person shall, unless he or she is authorized to do so, remove or in any way interfere with or disturb the accident scene except to the extent necessary to:

- Save a life, prevent injury or relieve human suffering in the vicinity
- Maintain an essential public service
- Prevent unnecessary damage to or loss of property

5.7 Human Resources shall inform Ministry authorities and the JHSC or representative if applicable, as required under OHSA:

- a) Where an employee (or volunteer or trainee participant) is critically injured or killed from any cause at the workplace, HR will notify the Ministry of Labour and the JHSC or health and safety representative immediately of the occurrence by telephone, fax or other direct means. HR will, within **48 hours** after the occurrence, send to the Ministry a written report of the circumstances of the occurrence.
- b) Where an accident or incident, including those caused as a result of workplace violence, causes injury to employees (or volunteer or trainee participant) at a workplace whereby employees is disabled from performing his or her usual work or requires medical attention, and such occurrence does not cause death or critical injury, HR shall give notice in writing, within **four days** of the occurrence, to the Ministry of Labour, and to the JHSC or health and safety representative, describing the circumstances of the occurrence.

6. Training and Education

The YMCA will provide education, resources and tools regarding workplace health and safety awareness to supervisors and employees. This will support the Supervisor's role in maintaining a healthy and safe workplace for all employees and also address appropriate procedures to follow in the event of an accident/incident. Education will be provided regarding the rights and responsibilities, potential hazards/risks in the workplace and actions/processes to follow.

To maintain a safe workplace for employees, Supervisors are responsible for:

6. 1 Ensuring that new employees review this policy along with all other YMCA related policies and procedures during an employee's orientation.
6. 2 Ensuring that all employees are educated and trained on the contents of the policy by completing the e-learning module. Following completion of the e-learning module, employees must sign the YMCA Operating Policies and Procedures Acknowledgement Letter.

7. YMCA Related Policies/Procedures and Reference Documents

For more information on workplace health and safety, supervisors may wish to contact Human Resources, or refer to the following YMCA procedures and resources:

- **YMCA Health and Safety in the Workplace Notice** (enclosed)
- **YMCA Health and Safety Training Module** available on the YMCA's intranet - Information Y-Way and <http://ymcagta.learningyway.org/learning/healthandsafety/>
- **YMCA Safety and Emergency Procedures** Manual available on the YMCA's intranet - Information Y-Way
- **YMCA Safe Work Practices** in Management Practices Manual available on the YMCA's intranet - Information Y-Way
- **Workplace Violence and Harassment Policy 2.S.2**
- **Incident Reporting Procedure 1.S.3**
- **Universal Precautions/Infection Control Policy 1.VS.3**

8. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or senior/vice president, or staff may wish to contact the Senior VP of Human Resources and Organizational Development or designate.

The following sources provide additional information about Health and Safety in the Workplace:

- *Ministry of Labour* web site at www.gov.on.ca/LAB/english/hs/index.html
- *Canadian Centre for Occupational Health and Safety* has information on workplace hazards and safe work practices at www.ccohs.ca
- *Industrial Accident Prevention Association* has health and safety professionals available to answer general questions at a toll-free number 1-800-406-4272.
- *Ontario Service Safety Alliance* is another helpful resource available at the toll-free number 1-888-478-6772



Health and Safety in the Workplace (To remain posted at all times)

The YMCA of Greater Toronto is dedicated to providing a safe work environment in which all individuals are treated with respect and dignity. The YMCA aims to provide and maintain a constant and continuing interest in health and safety matters, including accident prevention, safe working practices, and protection from incidents of workplace violence and harassment for all members. We strive to be a valued member of our communities. Safety is a prime and foremost consideration in every decision made and every action taken.

It is the policy of YMCA to comply with legislative requirements and to make our facilities safe places to work. The worksite environment shall remain free of behaviour, actions, or language causing or contributing to workplace violence or workplace harassment. Assault, harassment, attempted or actual violence, intimidation, interference, or threats by anyone in the workplace is unacceptable and will not be tolerated. We will strive to protect employees from workplace violence and harassment and to prevent any foreseeable hazards, which may result in personal injuries or illnesses, fires, security losses, property damage, violence and accidents.

Our vision for workplace health and safety is derived from our core values and the collaborative efforts of supervisors and workers who play an active role in compliance with legislation and established safe practices and procedures. The YMCA's policy on health and safety and also workplace violence and harassment are contained in the Operating Policy Manual and also attached to this posting.

Everyone has a role to play in ensuring that we have and continue to have a safe and healthy workplace. YMCA will ensure that this policy and any supporting programs or policies are implemented and maintained and that all employees and supervisors have the appropriate information and instruction they need to protect themselves.

All accidents/incidents that occur on the premises of the YMCA will be reported and investigated in accordance with established procedures. The YMCA will not apply any negative consequences to employees for reports made in good faith.

A handwritten signature in black ink, appearing to read 'Medhat Mahdy'.

Medhat Mahdy
President and CEO
YMCA of Greater Toronto

Effective: September 1, 1992
Last revised/reviewed: April 1, 2014



Workplace Violence and Harassment Policy – 2.S.2

Original issue date: June 1, 2010
Last revised: December 1, 2013

1. Introduction/ Objective

Violence and harassment can have devastating effects on an employee's quality of life and productivity. There is a continuum of unwanted behaviours that can occur in the workplace. This can range from offensive remarks to violence. It is important to address unwanted behaviours early to minimize the potential for workplace harassment and workplace violence. The harassing or violent person may be someone an employee comes into contact with due to the nature of his or her work. This may include a member, a supplier, a co-worker, or supervisor.

The purpose of this policy is to establish procedures to minimize and prevent violence and harassment in the workplace and to foster the safety and security of YMCA employees, members and visitors at our work sites.

This policy defines behaviour that constitutes workplace violence and harassment and explains procedures for reporting, investigating and resolving such incidents. As well the policy explains individual responsibilities of various parties for prevention and corrective action.

This policy is guided by the requirements of the Occupational Health and Safety Act of Ontario.

2. Definitions

The following terms are used in these procedures:

Worker is all employees, volunteers, contractors and other working at or providing services to the YMCA at its premises (hereinafter "employees"). This policy also applies to all visitors to YMCA premises such as members of the public, suppliers, clients, etc. ("third parties").

Workplace is defined to include all premises, locations or things at, near or upon which YMCA employees are required to be in order to perform work or services for or on behalf of the YMCA.

Domestic Violence – A person who has a personal relationship with a worker — such as a spouse, current or former intimate partner, or a family member — may physically harm or attempt or threaten to physically harm that worker at work. In these cases domestic violence is considered workplace violence.

Workplace Harassment is defined under the Occupational Health and Safety Act as engaging in a course of vexatious comment or conduct against a worker in the workplace that is known or ought reasonably to be known as unwelcome.

Workplace harassment can involve unwelcome words or actions that are known or should be known as offensive, embarrassing, humiliating or demeaning to an employee or group of employees. It can also include behaviours that intimidate, isolate or even discriminate against the targeted individual. It can include bullying, violence, or misconduct, and creating a humiliating or hostile work environment. This may involve making remarks, jokes or innuendos that demean, ridicule, intimidate or offend; displaying or circulating offensive pictures or material in print or electronic form; repeated offensive or intimidating phone calls or emails or use of social media.

The YMCA of Greater Toronto rejects and entirely disapproves of all harassment based on the grounds of: race, ancestry, place or origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Please refer to the Human Rights Policy 1.VS.1 and the Human Rights in the Workplace Policy 2 S 3 for information regarding harassment prohibited under Ontario's Human Rights Code. Code-based harassment or discrimination is included in the definition of workplace harassment.

A continuum of inappropriate behaviours can occur at the workplace. This can range from offensive remarks to violence. Workplace harassment may escalate over time into threats or acts of physical violence. In some cases, a targeted worker may react violently to prolonged harassment in the workplace. It is important for supervisors to recognize these behaviours and to deal with them promptly because they can lead to workplace violence.

Violence is defined under the Occupational Health and Safety Act as the exercise of physical force by a person against a worker, in a workplace that could cause physical injury to a worker; attempt to exercise physical force against a worker in the workplace that could cause physical injury; a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker that causes physical injury to a worker.

Threats of violence or harassment are considered serious and will be treated accordingly. Threatening behaviour includes the utterance of threatening remarks or gestures; creation of a reasonable fear of injury; subjecting another individual to emotional distress; damaging employer or employee property; the possession of a firearm or dangerous weapon. Threats of violence are considered incidents of workplace violence.

3. Legislative Context

Ontario's Occupational Health and Safety Act sets out the rights and duties for occupational health and safety of all parties in the workplace. The requirements for violence and harassment in the workplace establish minimum standards and set out the rights and duties of all those who have a role in dealing with workplace violence and workplace harassment.

According to the Act, employers, supervisors and workers all share the responsibility for occupational health and safety which benefits all parties in the workplace. Through cooperation and commitment, we can continue to make our workplace a safe and healthier place in which to work.

Canada's *Criminal Code* deals with matters such as violent acts, threats and behaviours such as stalking. Harassment may also be a matter that falls under Ontario's Human Rights Code.

4. Policy Statement

4.1 The YMCA of Greater Toronto is committed to building and preserving a safe working environment for its employees. In pursuit of this goal, the YMCA does not condone and will not tolerate acts of

harassment and/or violence against or by any YMCA volunteer or staff. This pertains to workplace violence and harassment on YMCA worksites including but not limited to offsite meetings or conferences, social situations related to work.

- 4.2 The YMCA of Greater Toronto recognizes the potential for violence and harassment in the workplace. We will therefore make every reasonable effort to identify all possible sources of risk of violence and monitor these risks through the completion of an annual hazard assessment of the workplace. The YMCA will strive to eliminate or control the risk of violence and potential for harassment through our workplace violence and harassment prevention program.
- 4.3 Acts of workplace violence and harassment will not be tolerated and will be responded to by appropriate disciplinary action up to and including termination, based on a thorough investigation of the incident and surrounding circumstances in consultation with Human Resources.
- 4.4 If there are situations in the workplace in which employees are afraid for their safety, they have a right to refuse work by contacting their supervisor who will immediately contact Human Resources.
- 4.5 It is also a violation of the YMCA's Violence and Harassment policy for anyone to knowingly make a false complaint of harassment or violence, or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and/or corrective action, up to and including termination of employment.
- 4.6 In no case shall any employee who reports in good faith threats or acts of violence be retaliated against through disciplinary action. Acts of retaliation include (but are not limited to) interference, coercion, threats, physical restraint, workload reassignments, denial of promotion, or any other manner of retribution. Any suspected acts of retaliation must be reported immediately to Human Resources.

5. Roles and Responsibilities

YMCA of Greater Toronto:

The YMCA of Greater Toronto will establish policies and programs that build and preserve a safe working environment for its employees. Education, training, resources and tools will be implemented to ensure supervisors and employees are equipped to identify, respond to and report incidents related to workplace violence and harassment.

The YMCA will not apply any negative consequences to employees for reports made in good faith. Management will investigate and respond to all concerns, reports, complaints, or incidents of a violation of this policy and specifically reports of incidents of workplace harassment and violence in a fair and timely manner while respecting workers' privacy as much as possible.

Supervisors and Managers

Supervisors and Managers are responsible for:

- Assessing the risk of violence to employees in their jurisdiction, minimizing those risks where necessary or reasonably possible, and informing any affected employee of such risk or potential risk. They are responsible for ensuring that employees are trained to:
 - Recognize the potential for violence.
 - Follow the procedures and policies developed to minimize or control risks.

- Respond to incidents appropriately.
 - Report and document such incidents.
 - Participate in the investigation process.
- Tracking and reporting risks of violence, incidents of violence and close calls according to the time lines set out in the procedures. The Accident/Incident Report and Violent Incident Investigation Checklist should be used for this purpose and sent to General Managers and Human Resources. In cases of critical or disabling injury, including those caused as a result of workplace violence, a copy of the Accident/Incident Report will be provided to the Joint Health and Safety Committee or health and safety representative within **four days** of the occurrence. Refer to *YMCA Management Practices* for more information on Accident/Incident Reporting.
 - Reporting incidents of harassment using the procedures outlined in the *Human Rights Policy* 1.VS.1, and *Human Rights in the Workplace Policy* 2.S.3 according to the time lines set out in the procedures with respect to investigations. The GM and VP or SVP should be notified promptly.
 - Co-operating with police, Association investigators or other authorities as required during any investigation related to workplace violence.

Employees

Employees are responsible for:

- Informing their supervisors of any violence, potential risk of violence, or harassment they may experience or witness. This includes issues in the employee's non-work life that may impact on the employee's or his or her co-workers' safety.
- Co-operating with the police, YMCA or third party investigators or other authorities as required during any investigation related to workplace violence or harassment.
- Working in compliance with this policy and any supporting programs or policies.

6. Procedures

Assessing Risk of Violence in the Workplace

- 6.1 The supervisor of each workplace shall initiate a process to involve employees, and the Joint Health and Safety Committee or health and safety representative, in assessing the risk of violence in the workplace or work environment on a periodic basis. The *Workplace Hazard Assessment Form* (Appendix A) can be used as a tool to assist. Refer to the *Workplace Hazard Assessment Guidelines* available through [Information Y-Way](#) for further information about the hazard assessment process and reporting.
- 6.2 A written report on the results of the hazard assessment will be provided to management and to Human Resources. Once the results have been analyzed by management, recommendations as well as actions must be taken to (i) control or eliminate as many risks as can be reasonably controlled and (ii) instruct and inform employees about how to recognize risks, YMCA policies, programs and procedures and how to protect themselves in the workplace.
- 6.3 Program management shall ensure specific written procedures are developed to respond to any identified risks. It may cover everything from work arrangements and the work environment to employee training and education.

6.4 The risk assessment shall be reviewed at least annually by program management.

7. Investigating and reporting incidents

7.1 Managers, supervisors, General Managers or Human Resources will take immediate action to resolve any situation that involves harassment or violent behaviour. This may include, but is not limited to, calling for immediate police, law enforcement or medical assistance as appropriate. Refer to the *Safety & Emergency Procedures Manual* for more information related to contacting emergency services.

7.2 Incidents that constitute criminal acts (whether felony or misdemeanor) should be referred to the local police department or another policing agency by supervisors for investigation (i.e. threats, actual physical violence, including stalking, criminal harassment, etc. that may occur at the workplace. The onsite Manager should contact the police and if necessary consult their GM and/or HR.

7.3 Employees are encouraged to file a complaint immediately after an alleged incident of harassment or violence has occurred. Employees should verbally inform their supervisor and complete an *Accident/Incident Report* form. Employees are reminded that they need not be the target of the violence or harassment to file a report. Those witnessing such incidents are also encouraged to report. Nevertheless, the YMCA is aware that such a timely response may not always be possible, due to humiliation or fear.

At the very least, employees who believe that they have experienced or witnessed harassment or violence, should lodge a complaint within a week following the alleged incident. Under extreme circumstances, this timeline may be extended to a month; however, it is the responsibility of the informant to provide good reasons for this extension. Reports of incidents exceeding these timelines will be addressed in partnership with the General Manager and Human Resources and appropriate actions taken to complete an investigation, considering the employee's reasons for reporting beyond the timelines identified above.

7.4 The Human Resources department will provide support to assist employees, managers, supervisors, in investigating and preparing documentation for acts and incidences of harassment or violent behaviour.

7.5 Should an employee be harassed or threatened by an individual from outside the workplace, and have reason to believe this person may harm them in any way, the employee is required to report concerns to his or her supervisor or to any member of management or HR immediately.

7.6 If an employee is the subject of domestic violence, he/she should report this in the same way. The person receiving the information (i.e. the supervisor or manager) is to take reasonable precautions to protect the employee if they become aware that domestic violence could expose an employee and/or others to physical injury in the workplace. The supervisor, General Manager and Human Resources will assess the actions to be taken. Depending upon the individual risks, the parties, including the employee, that is the subject of domestic violence, will determine an appropriate action plan for the individual which may include but not be limited to providing access to the Employee Assistance Program, contacting emergency services, such as police, or making arrangements for a protected leave of absence. Appropriate confidentiality of the information must be maintained in consultation with Human Resources.

- 7.7 Should an employee have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the employee may be required to notify his or her supervisor, and to supply a copy of that order to Human Resources. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at the YMCA of Greater Toronto, in direct violation of the court order. Such information shall be kept confidential to the extent possible at law.
- 7.8 If any employee or visitor to the YMCA of Greater Toronto workplace is seen with a weapon (or is known to possess one), makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, emergency response or building management services, and/or their immediate supervisor.
- 7.9 All records of harassment and violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law. YMCA of Greater Toronto will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. YMCA of Greater Toronto will protect this privacy so long as doing so remains consistent with enforcement of this policy and with its privacy policy, and adherence to the law.
- 7.10 Each and every incident of violence in the workplace shall be reported immediately to the supervisor or to any member of management and Human Resources who will ensure the informant feels comfortable. The supervisor or other member of management shall immediately make the appropriate inquiries of the victim and/or witnesses to determine if the incident is minor or serious. Supervisors will notify their General Manager and Human Resources of the incident and follow these procedures:
- If the incident is minor and the police are not involved, the supervisor will determine if mediation is appropriate and if so, mediate or arrange for mediation of the situation consulting with Human Resources for any needed support.
 - If the matter involves an employee, HR should be notified and should provide advice on the investigation.
 - HR will provide supervisors with guidance, tools and resources to conduct the appropriate investigation immediately, within 24 hours. The supervisor should use the Violent Incident Investigation Checklist (Appendix B) to assist with the investigation. They must write a report outlining the details, facts and witnesses of the incident on the Accident/Incident Report and submit the report to the General Manager, the Joint Health and Safety Committee and Risk Management.
 - If the incident is serious the supervisor must first ensure the safety of the employees and him/herself; ensure proper medical treatment is arranged.
 - Supervisors will encourage the employee to access assistance through our Employee Assistance Program should they require emotional support in dealing with the situation.
 - In situations which have the potential to have emotional impact on a team, the supervisor should contact Human Resources to arrange trauma counselling. Refer to *YMCA Safety & Emergency Procedures Manual* for more information on how to respond to critical incidents and/or escalated incidents.

8. Training and Education

The YMCA of Greater Toronto will provide resources, tools and education regarding workplace violence and harassment to supervisors. This will support the supervisor's role in maintaining a healthy and safe workplace for all employees and address appropriate procedures to follow in the event of an accident/incident. Education will be provided regarding the potential hazards/risks in the workplace and actions/processes to mitigate the potential for workplace violence and harassment, along with identifying and responding to inappropriate behaviour.

1. Supervisors should ensure that they review this policy along with other policies within a new employee's orientation.
2. All employees should be educated and trained on the contents of the policy.
3. The training program for workers shall include:
 - The means to recognize potentially violent situations.
 - Procedures and work practices, administrative arrangements and controls that have been put in place in the particular work site to minimize or eliminate the risk to workers.
 - The appropriate responses of workers to incidents of violence including how to obtain assistance.
 - Procedures for reporting violent incidents.

Employees with questions or wishing more information should speak with their supervisor.

9. YMCA Related Policies/Procedures and Reference Documents

- **YMCA Health and Safety in the Workplace Policy 2.S.1**
- **YMCA Safety and Emergency Procedures** – contains immediate steps for onsite managers to follow in the event of a workplace violence situation, as well as a checklist to help ensure appropriate response and preparedness.
- **Member Etiquette Statement** – our commitment to treat each other with respect and dignity
- **YMCA Human Rights Policy 1.VS.1** – our obligation under the Ontario Human Rights Code for members, volunteers, staff and others
- **YMCA Human Rights in the Workplace Policy 2.S.3** – our obligation to our employees under the Ontario Human Rights Code

10. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president or, staff may contact the Senior VP of Human Resources and Organizational Development or designate.

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Human Rights in the Workplace Policy 2.S.3

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1. Introduction / Objective

The YMCA of Greater Toronto is committed to providing a work environment that is free of discrimination and harassment. The YMCA values a diverse and socially inclusive environment that is reflected in our Program and Services principles (1.G.6) as follows:

“The YMCA values diversity and social inclusion as underpinnings of what we stand for and what we do. We regard the diversity of people and communities as assets, and recognize their contribution to the social, political and cultural enrichment of the Greater Toronto area and in this Association. As a socially inclusive YMCA, we ensure that diverse individuals and communities share in power, give voice effectively to their issues, are involved in decision making processes, and have fair access to information and services”.

2. Policy Statement

The YMCA recognizes the dignity and worth of every individual and seeks to create a climate of understanding and mutual respect within our workplace and our programs.

Discrimination and harassment, whether intentional or unintentional, will not be tolerated. Managers and supervisors must openly support this and related policies and must not tolerate or participate in any discrimination or harassment in the workplace or engage in any form of reprisal against an employee who seeks to enforce this policy or their rights under the Ontario *Human Rights Code* (Code).

3. Definitions

The following terms are used in this policy:

Accommodation is a way of minimizing barriers preventing persons identified by the Code from fully taking part in their work in a way that responds to their individual circumstances.

Example: Accommodation could mean altering a dress code or modifying shift work to accommodate an employee’s individual religious practices. Within the context of a disability, accommodation could mean providing a voice synthesizer on a computer for an employee who is blind or to rearrange the work space to allow wheelchair access.

Disability means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or service animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; or
- (d) a mental disorder.

Discrimination is any prejudice, behaviour or practice that results in unfair treatment of any person or persons based on a prohibited ground of discrimination, including harassment. Discrimination can be overt or covert and includes both intended and unintended conduct that has a detrimental impact on an employee. Systemic discrimination arises when policies, procedures, practices or conduct adversely impact a protected individual or group.

Example: A manager declines to promote the youngest employee in her department because she believes that the other employees will have difficulty being supervised by someone so much younger than themselves.

Harassment is a course of vexatious conduct or comments towards a person based on a prohibited ground of discrimination, which is known or ought reasonably to be known to be unwelcome.

Examples of discrimination and harassment include jokes that have the purpose or effect of stereotyping, or demeaning; derogatory comments such as racial slurs, visual messages that are degrading; threatening or intimidating behaviours.

Sexual harassment means engaging in a course of vexatious conduct or comments of a sexual nature that is known or ought reasonably to be known to be unwelcome.

Examples of sexual harassment include demanding hugs; making unnecessary physical contact including unwanted touching; showing or sending pornography, sexual pictures or cartoons, sexually explicit graffiti or other sexual images; making sexual comments or jokes; spreading sexual rumours; making comments or treating someone badly because they do not conform with sex-role stereotypes; asking questions or talking about sexual activities.

Sexual solicitation is a sexual advance made by a person in a position to grant or deny a benefit or advancement to a person where the advance is known or ought reasonably to be known to be unwelcome OR a reprisal or threat of reprisal for the rejection of a sexual advance where the reprisal

or threat of reprisal is made by a person in a position to confer, grant or deny a benefit or advancement to the person.

Examples of sexual solicitation include a manager or supervisor demanding dates or sexual favours and/or making threats to penalize or otherwise punish a person who refuses a sexual advance.

Poisoned Work Environment means the negative emotional and/or psychological circumstances of the workplace that may exist when a supervisor or manager condones or ignores discrimination or harassment.

Example: When an employee ended a romantic relationship with her co-worker, the ex-boyfriend showed intimate photographs of her on Facebook which were seen by several people in the workplace. His supervisor heard that other people had seen the pictures, but he did not see them himself and chose not to intervene in what he saw as a personal matter.

Prohibited grounds of discrimination as defined by the Code are: disability, gender (described as 'sex' in the Code, including pregnancy, breastfeeding, gender identity and gender expression), sexual orientation, race, colour, ancestry, place of origin, ethnic origin, citizenship, creed (faith), age, marital status, family status and record of offences.

Reprisal means penalizing or threatening to penalize an employee who has attempted to enforce his or her rights under this policy or the Code, including participating in a workplace investigation.

Workplace means any place where business or work related activities are conducted. It includes but is not limited to the physical work premises (offices or camp sites), work related social functions, work assignments outside YMCA facilities, work related travel and work related conferences and training sessions.

4. Legislative Context

Ontario Human Rights Code

The Code guarantees the right of every person in Ontario to equal treatment in employment. Where necessary, the Code is enforced by the Human Rights Tribunal of Ontario.

Accessibility for Ontarians with Disabilities Act (AODA)

The AODA details specific requirements and standards for accessibility in Ontario. Accessibility standards are the rules that organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility. Please see Accessibility Policy 1. VS 5 for more information

5. Roles and Responsibilities

YMCA of Greater Toronto: The YMCA will not tolerate discrimination or harassment. Resources will be allocated to create awareness and education.

Managers and Staff in a Supervisory Role: Managers and staff in a supervisory role must ensure that employment decisions are free of bias. This extends to all areas of employment, including recruitment, hiring, training, transfer, evaluation, promotion, discipline and dismissal. Potential problems should be addressed before they become more serious and observations or allegations of harassment or discrimination must be addressed immediately. Employees must also be protected from reprisal for exercising their rights under this policy or the Code.

Employees: Every employee is expected to uphold and abide by this policy, by refraining from any form of harassment or discrimination and by cooperating fully in any investigation of a harassment or discrimination complaint.

Any employee who believes he or she has witnessed or experienced discrimination or harassment should immediately report the matter to his or her supervisor, their General Manager, an HR Professional in the Human Resources Department, or to WhistleBlower Security, a third party, confidential reporting system at ymcagta@whistleblowersecurity.com or by calling 1-866-921-6714.

If an employee believes that they require some form of accommodation, they are encouraged to make their needs known and to cooperate in the YMCA's accommodation efforts.

6. Procedures

Managers and supervisors shall:

- Act as positive role models that demonstrate inclusive and respectful behaviour
- Take care to ensure that contraventions of this policy are not supported or condoned
- Take all allegations of discrimination and harassment seriously and respond promptly to any observation, allegation or complaint
- Be responsive to employees who require accommodation.

Staff shall:

- Treat each other with respect and dignity at all times
- Maintain strict confidentiality by not discussing allegations or reports of harassment or discrimination with other individuals, except on a "need to know" basis
- Respect the reputation of individuals by not making a trivial or malicious allegation or report.

6.1 Accommodation

Requests for accommodation may be made and granted on an informal basis related to a prohibited ground of discrimination (e.g., disability, religious belief, family status). In the process, the YMCA aims to maintain and promote the dignity of each individual who makes a request.

The type of accommodation will vary depending on needs and available resources, both of which may change over time. A request for accommodation will only be denied if it would cause undue hardship to the YMCA.

Employees must make their accommodation needs known by requesting accommodation from their manager, supervisor or the Human Resources Department. Employees must also cooperate in good faith with the YMCA in its efforts to make the accommodation.

Managers will notify Human Resources if they are unsure of how to respond to an accommodation request or if they have reason to believe that the accommodation may cause undue hardship to the YMCA.

6.2 Complaints and Investigations

The following resolution options are available to all YMCA employees:

Step 1: Employees are encouraged to resolve their concerns promptly by direct communication with the offender, informing him or her that their behavior is unwelcome and needs to stop. If you feel confident and comfortable in approaching the offender, communicate your disapproval clearly. Keep a written record of the date, time, details of the conduct and witnesses, if any.

Step 2: Management Support and Intervention. Regardless of whether or not you have spoken to the offender, a complaint of discrimination or harassment can be made to your supervisor, manager, the Human Resources Department or to WhistleBlower Security, a third party, confidential reporting system at ymcagta@whistleblowersecurity.com or by calling: 1 866 921 6714.

No one is allowed to retaliate against you for making a complaint.

You will be asked to prepare a brief written account of the offensive incident (i.e. when it occurred, why you believe the incident to be harassment or discrimination, the person(s) involved, names of witness, if any). If you need assistance in preparing your complaint, please speak with the Human Resources Department.

Any staff member who receives a complaint of harassment or discrimination will notify the Human Resources Department immediately.

Where appropriate, the complainant will be given an opportunity to have the complaint addressed informally. Otherwise, the complaint will be investigated promptly.

The YMCA reserves the right not to deal with a complaint if the underlying factual allegations occurred more than a year prior to the making of the complaint. As such, employees are encouraged to raise a complaint at the earliest opportunity for their issue to be addressed promptly.

To the extent possible, information relating to the complaint will be maintained in confidence. However, the YMCA's obligation to conduct an investigation or otherwise resolve a complaint will require some disclosure. The Senior Vice President of Human Resources & Organizational Development or their designate, in consultation with the appropriate Vice President or Senior Vice President will determine the appropriate process including to whom the investigator should report on their findings. The outcome of the investigation will be shared with the complainant and respondent.

The YMCA's response to violations of this policy will vary depending on all of the circumstances including the nature and impact of the violation. Discipline will range from a verbal or written reprimand, suspension or dismissal.

The YMCA reserves the right to take other steps to remediate a violation of this policy, including requiring a staff member to participate in counseling and/or training. Making deliberately false allegations is a breach of this policy and may result in disciplinary action. Discipline will range from a verbal or written reprimand, suspension without pay or dismissal, depending on all of the circumstances. However, an unproven allegation is not necessarily a deliberately false allegation. For example, a complainant may have advanced their complaint honestly and in good faith, but there was an insufficient evidence to conclude that discrimination or harassment occurred.

7. YMCA Related Policies/Procedures and Reference Documents

Please refer to the following related policies:

- **Human Rights Policy 1.VS.1** – Our obligation under the Ontario Human Rights Code for members, volunteers, staff and others
- **Health and Safety in the Workplace Procedure and Policy 2.S.1** – Our obligation under Ontario’s Occupational Health and Safety Act (OHSA)
- **Workplace Violence and Harassment Procedure and Policy 2.S.2** - Our obligation under OHSA
- **Accessibility in Employment Policy** (our obligation under Ontario’s Accessibility for Ontarians with Disabilities Act (AODA) (to be developed)
- **Employee Relations and Collaborative Workplace Policy** (to be developed)
- **Ethics Reporting Policy 3.VS.8** – Outlines the steps to make a report of suspected improper activity.

8. Contacts and other Resources

For more information about this policy, staff may speak with their General Manager or Vice President or Senior VP, or alternatively, contact the Senior VP of Human Resources & Organizational Development or designate.

The following sources provide additional information:

- A confidential report can be forwarded to - [Whistleblowersecurity.com](https://whistleblowersecurity.com) or by calling: 1-866-921-6714
- Other resources are available on the YMCA information Y-Way.
- This Policy does not prevent an employee from making an application to the Human Rights Tribunal of Ontario, or the police or the courts.



Appendix A Workplace Hazard Assessment Form

Note #1: For a complete explanation on how to use this Form, please refer to the **Workplace Hazard Assessment Guidelines**.

Note #2: In order to help assess the level of significance of workplace hazards, use the legend on the next page to fill in this form.

1. Work Area/ Work Flow	2. Hazard Category Physical/ Chemical/ Biological/ Ergonomic/ Environmental/ Safety/ Other	3. Identified Hazards	4. Assessment				5. Training Required	6. Controls in Place	
			A. Severity (0-6)	B. Frequency (1-3)	C. Probability (-1 - +1)	D. Significance (0-10)	Y/N	Y/N	Adequate Y/N

Locations: _____ Completed by: _____



APPENDIX B: Violent Incident Investigation Checklist

The YMCA is committed to conducting prompt and thorough investigations into claims of violence in the workplace. The necessity for a comprehensive and in-depth investigation is paramount to the continued success of our organization and builds a workplace culture that recognizes the seriousness of workplace violence. This checklist can be used when initially responding to incidents of violence to ensure the appropriate response, communication and documentation occurs. Supervisors conducting the investigation must have appropriate investigation techniques and clear understanding of the YMCA of Greater Toronto's policies and procedures.

Supervisor:		Incident Date:	
Location:			
Respond to and manage the Incident / Claim:			
Managers, supervisors, General Managers or the Human Resources Department will take immediate action to resolve any situation that involves harassment or violent behaviour. This may include, but is not limited to, calling for immediate police, law enforcement or medical assistance as appropriate. Refer to the <u>Safety and Emergency Procedures Manual</u> for more information related to contacting emergency services.			<input type="checkbox"/>
Immediately contact site supervisor, GM, Risk Management and/or Human Resources to discuss immediate response and investigation procedures, particularly for incidents where local law enforcement has been contacted.			<input type="checkbox"/>
Refer employees to Employee Assistance Program if required			<input type="checkbox"/>
Obtain a Description of the Incident / Claim:			
Contact HR to arrange an investigation immediately. Delaying or extending an investigation can cause witness testimony to become increasingly unreliable. HR will provide further guidelines and resources to complete the investigation.			<input type="checkbox"/>
Maintain a professional attitude. Use active listening. Ensure the parties involved provide full disclosure of the event / incident(s), and engage them in conversation. Avoid comments that deflect the seriousness of the incident/claim.			<input type="checkbox"/>
Gather all pertinent facts, and avoid making any judgment. The following information should be documented:			<input type="checkbox"/>
Names, addresses, telephone numbers of complainant, accused and witnesses.			<input type="checkbox"/>
Occupation of complainants, accused and witnesses.			<input type="checkbox"/>
Date and time of incident.			<input type="checkbox"/>
Date and time incident reported to employer.			<input type="checkbox"/>
Exact location of incident.			<input type="checkbox"/>
Exact location of complainants, accused and witnesses.			<input type="checkbox"/>
Description of assailant(s)/ accused.			<input type="checkbox"/>
Description of any vehicles, tools, weapons and other items involved in incident.			<input type="checkbox"/>
Physical conditions of work environment at time of incident.			<input type="checkbox"/>
Unusual activity that may have contributed to incident.			<input type="checkbox"/>
Any signs or presence of substance use or abuse.			<input type="checkbox"/>
Investigator's relationship to complainant and accused, if any.			<input type="checkbox"/>
Photographs/ diagrams of incident site with location of complainant and witnesses.			<input type="checkbox"/>

Send completed copies of the investigation checklist to Human Resources Department and Risk Management



Appendix C

Individualized Workplace Emergency Response Worksheet

Employee Name _____

Location _____

The Integrated Accessibility Regulation requires that individualized workplace emergency response information be provided and maintained for every employee who has a temporary or permanent disability or who has a condition that requires mobility support during an emergency. Use the attached worksheet to gain awareness of potential evacuation barriers and recommendations, and to assist in providing individualized emergency response information to employees who have a disability. Refer to Human Resource's **Individualized Emergency Response Procedure 2.S.11**.

While there are many thousands of types of disabilities, when it comes to emergency evacuation, they may be grouped by range of mobility, sensory, and cognitive abilities as the barriers encountered would be similar within each of these populations.

Sensory- Senses of sight and hearing and to a lesser degree the sense of smell and touch play a part of being able to detect and evacuate during emergency situations such as fire. People who have low vision or are blind are at risk of not being able to find emergency exits, particularly when the exit route will be different than their usual path into a facility. People who are hard of hearing, hearing impaired or Deaf are at risk of not hearing evacuation alarms, or evacuation instructions.

Cognitive-People with cognitive, learning, or mental health disabilities are very diverse and may, or may not require assistance during emergency evacuation. A person would be considered at risk if for example, confusion or fear prevented them from responding appropriately.

Mobility- The nature and extent of mobility impairment is different for every individual. People with mobility challenges may or may not be able to exit a facility without assistance. Alternate plans need to be made where obstacles such as stairs present barriers for people with mobility impairment. Where it is not possible to evacuate someone, there must be an established area of refuge that is identified on the building Fire Plan.

Accessibility Considerations	Recommendations	Action
COMMON BARRIER – BUILDING EXISTS - POWER OPERATED DOORS		
Automatic power doors may fail shut during an emergency unless connected to emergency, or back-up power supply	An evacuation supervisor or monitor must be responsible to assist manual operation of power doors if they are operable without electricity	Yes/No N/A
Power doors may be manually operable without electricity, but will be a barrier to people with mobility and strength limitations.	Include operability of interior and exterior power operated or electronic doors in individualized evacuation plans Doors that are part of an emergency route are not permitted to require specialized	

A minimum of two accessible exit routes should be available	knowledge to open Evacuation procedures should include sweep of all units for stranded occupants	
NOTES ON ACTION REQUIRED (IF APPLICABLE)		
COMMON BARRIER - MANUALLY OPERATED INTERIOR AND EXTERIOR DOORS		
Accessibility Considerations	Recommendations	Action
Doors with thumb latch handles and knobs are accessibility barriers for many types of disabilities Amount of force required to push the door may be too great for some people	Update inaccessible door hardware to levered door handles Maximum force to open doors of 22N Ensure evacuation procedures include a sweep of all building areas to determine occupants are not trapped	Yes No N/A
NOTES ON ACTION REQUIRED (IF APPLICABLE)		
COMMON BARRIER - WIDTH OF EMERGENCY DOORWAYS		
Accessibility Considerations	Recommendations	Action
Manual wheelchairs require adequate width to allow space for shoulders and hands and prevent injuring knuckles Sports-use wheelchairs have a tighter turning radius, but angled wheels make them wider at the base Scooters require a wider turning radius	34" / 860 mm width is the minimum required doorway for wheelchairs 36" / 914 mm is the minimum doorway width for sports-use wheelchairs Measure clear opening when door is open in 90 degree position 36" / 914 mm minimum doorway width required for standard wheelchairs to pass through on an angle	Yes No N/A
NOTES ON ACTION REQUIRED (IF APPLICABLE)		
COMMON BARRIER - EXIT THRESHOLD		
Accessibility Considerations	Recommendations	Action
Raised exit thresholds can pose a barrier as some mobility devices may be unable to ramp over and through the exit	Thresholds should not exceed 13 mm, or 0.5" Assign emergency supervisors to overcome barriers and assist evacuation	Yes No N/A
NOTES ON ACTION REQUIRED (IF APPLICABLE)		
COMMON BARRIER - EXIT DOORS ABOVE OR BELOW GRADE OR GROUND LEVEL		
Accessibility Considerations	Recommendations	Action

Where emergency exits are above or below grade, stairs to ground level may be a barrier to people with mobility impairments	Provide an alternate means to make the exit accessible such as a ramp, assistive device, or support person 1:20 is the ideal maximum ramp slope If accommodation is not possible, determine two alternate accessible routes	Yes No N/A
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		
COMMON BARRIER - EXTERIOR PATHS/ROUTES TO MEETING ZONE		
Accessibility Considerations	Recommendations	Action
People with mobility devices require a smooth, continuous surface to move away from the building to the designated waiting area. Smooth and barrier free exterior paths also reduce risks for people who are vision impaired	Exterior path to the designated waiting area should be level, paved and free of obstructions such as parking curbs	Yes No N/A
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		
COMMON BARRIER – ELEVATORS		
Accessibility Considerations	Recommendations	Action
Elevators are unsafe during emergencies Power may fail trapping occupants Elevator chutes may collect smoke and toxic fumes Elevator call buttons may be activated by heat from a fire bringing riders to the source of fire. Only “FF” Rated elevators may be operated by rescue personnel and occupants must be escorted	Alternate method of evacuation must be provided Accommodation may include Horizontal evacuation where structures have rated fire walls and doors Area of Refuge Use of evacuation chairs or sleds Support people designated to carry an individual to safety	Yes No N/A
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		
COMMON BARRIER - STAIRS		
Accessibility Considerations	Recommendations	Action
People with mobility devices, as well as others with temporary or permanent disabilities may be unable to exit via stairs without assistance The number of people for whom stairs would be a barrier	Consult persons with disabilities to understand , barriers, limitations, and abilities as part of individualized planning Options for people who cannot navigate stairs: Horizontal evacuation (as above)	Yes No N/A

increases in relation to the number of flights Manually carrying people with disabilities poses many additional risk	Area of Refuge Use of evacuation chairs, sleds Support people designated to carry an individual to safety	
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		
COMMON BARRIER – BUILDING EMERGENCY SYSTEMS – AUDIBLE NOTIFICATION ALARM		
Accessibility Considerations	Recommendations	Action
People with hearing impairment/deafness: may not be able to respond to audible signals may remove hearing aids during sleep, or sports activities may not be able to hear evacuation instructions over audible alarm People with learning, developmental or mental health disabilities are very diverse and may, or may not require assistance responding to alarms and evacuating during an emergency or drill	Visual strobe-type signal devices are used to warn occupant who are hearing impaired Facilities rated for Assembly Occupancy must have visual (strobe) signal devices in public corridors and congregation areas Train staff to notify any occupants with known hearing impairments if evacuation alarms are sounding Electronic text or TTY phone may be agreed upon methods to notify people with known hearing impairments such as employees	Yes No N/A
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		
COMMON BARRIER - BUILDING EMERGENCY SYSTEM - SPRINKLER SYSTEM		
Accessibility Considerations	Recommendations	Action
Sprinkler systems can increase safety, particularly for people who cannot evacuate Sprinklered buildings may not require an Area of Refuge as an alternative to evacuation Wet floors and stairs can pose slip hazards on exit stairs Sprinkler systems may harm electronic assistive devices	Where sprinkler systems exist, consider the effect for different disabilities in individualized emergency plans Prepare to protect electronic assistive devices as part of an individualized plan Install slip prevention strips on emergency stairs	Yes No N/A
NOTES ON ACTION REQUIRED: (IF APPLICABLE)		



Appendix D

Individualized Workplace Emergency Response Plan

Employee Name _____

This individualized workplace emergency response information is being provided to evaluate *any barriers that may exist, and determine assistance required in the event of an emergency* evacuation or drill. This document is part of the emergency evacuation plan, and is not a fire safety plan. For more information about the emergency evacuation plan, supervisors and staff should speak with their General Manager or building/maintenance manager.

Employee Name	
Emergency Contact Name & phone #	
YMCA Location	
GM /VP/SVP	
Supervisor	
YMCA address & Postal Code	

Fire Drills

	Category (please indicate)	Required Drills
	Child Care / Residential /Transitional Housing	Monthly Fire Drills
	YMCA Academy	3 Drills per year
	High Buildings (7+ Stories)	Quarterly
	All other	Annually

Building / Facility Details

Building Height	# Stories Above Grade		# Stories Below Grade	
Number of Exit Locations				
Elevators	YES		NO	
Stairs	YES		NO	
Emergency Alarm System	ONE STAGE		TWO STAGE	
Emergency Alarm Notification	Audible		Visual	
Sprinkler System	YES		NO	

Individualized Emergency Response Information

Nature of Limitation/ Evacuation Concern			
Usual work station location within facility			
Will the building alarm system warn you of an emergency?	Y	N	Plan:
Do you access your workspace via elevator?	Y	N	Plan:

Will you be able to exit the facility via stairs?	Y	N	Plan:	
Do you have two accessible exit routes?	Y	N	Plan:	
Will you be able to exit the facility with assistance?	Y	N	Plan:	
Is there an area of refuge / rescue assistance?	Y	N	N	Plan:
Does the area of refuge accommodate a wheelchair (59 inches x 59 inches)?	Y	N	N	Plan:
Is an evacuation device available at that location?	Y	N	N	Plan:
Is there a communication device at the refuge area?	Y	N	N	Plan:
Is there a sign indicating the location of the area of refuge?	Y	N	N	Plan:
Does the area of refuge appear on the evacuation procedures for the facility?	Y	N	N	Plan:
Evacuation Buddy/Assistant #1				
Evacuation Buddy/Assistant #2				
Back-Up Buddies/Assistants				

NOTE 1: Persons with mobility limitations require 2 evacuation buddies/assistants

NOTE 2: This plan must be revised if there are any changes in individual limitations, location of employee within facility or YMCA, or changes of evacuation buddies/assistants.

Please indicate when the following have taken place:		DATE
Individual requirements have been recorded in the facility Fire Plan		
Names of fire wardens have been posted and/or communicated		
Individual, supervisor, GM and assistants have discussed evacuation procedures		
Individual and assistants have practiced evacuation / fire drill procedures		
Signature of Employee		
Signature of Supervisor		
Signature of General Manager		

CONSENT TO SHARE EMERGENCY RESPONSE INFORMATION

I give consent to the YMCA to share this individualized workplace emergency response information with the individuals listed above who have been designated to help me in an emergency. Forward the completed form to the Human Resources Department for the employee file.

Employee name:

Employee's signature:

Date:

Form completed by (Manager's name)

3. YMCA Ethical Conduct Policies and Procedures

Ethical Conduct Policy Statement: The YMCA strives to ensure that all volunteers and staff conduct their relationships with each other, participants and all other Association contacts with integrity, good judgment and fairness.

Guiding Principles

- 3.G.1** The YMCA is committed to transparency through sharing appropriate information and encouraging an open exchange with our stakeholders.
- 3.G.2** The YMCA respects the right of individuals to the protection of their personal information.
- 3.G.3** The YMCA values open communication and engagement. We want to know, so we can address any issues early.
- 3.G.4** The YMCA is committed to ensuring that all expenses incurred on behalf of the YMCA are consistent with the Association value of responsibility, and reflect our commitment to sound stewardship of Association resources and transparency.

Procedures

THIS APPLIES TO VOLUNTEERS AND STAFF

All staff and volunteers must:

- 3.VS.1** Maintain strict confidentiality, including information about the following:
 - Personal information about participants, members, donors, volunteers and staff. Staff may provide this information to another YMCA when transferring a participant, upon legal request of an external agency, or with the written consent of the participant, member, donor, volunteer or staff.
 - Clients receiving counseling, including all medical records.
 - Donor information. This information must not be sold or traded to other organizations.
 - Purchasing transactions (pricing, contract agreements) unless the purchasing manager authorizes disclosure.
 - Materials related to the business of the YMCA that are not available generally to the public, unless the vice-president/ general manager authorizes it. This includes program manuals and program outlines.
 - Any other seemingly confidential information (check with your supervisor).
- 3.VS.2** Protect personal information by following responsible information handling practices, in keeping with privacy laws. See ***Protecting the Privacy of Personal Information Policy 2.VS.2***. Supervisors shall also refer to privacy procedures and practices in the YMCA Management Practices Manual.

- 3.VS.3** Get written approval from the participant, or guardian, before using a photo in which the person's face is visible in any display that can be seen by the general public or in any published materials.
- 3.VS.4** Ensure they are not identified with the YMCA when involved in elections or partisan politics and not use YMCA funds, goods or services as contributions to a political party or candidate.
- 3.VS.5** Not align the YMCA with any political cause or political party when accepting a donation on behalf of the YMCA.
- 3.VS.6** Get approval from the VP Communications, or designate, before making YMCA facilities available for government announcements or news conferences or for political candidates.
- 3.VS.7** Get approval from the VP Communications, or designate before providing a YMCA endorsement of any person, product, goods or service.
- 3.VS.8** Report immediately any known or suspected improper activity such as a breach, wrongdoing or non-compliance in the workplace. There shall be no retaliation against anyone who reports suspected improper activity. See ***Ethics Reporting Policy 3.VS.8*** for more information on how to make a report of suspected improper activity.
- 3.VS.9** Use program agreements established by the YMCA when participants or members register for a program. Discuss the contents of the agreement with members, and provide members with a copy of the agreement at the time of registration, or by mail within 30 days following registration in a YMCA program. YMCA program agreements and registration forms include important information to fulfill legal requirements under Ontario's *Consumer Protection Act*. Speak with your supervisor, who has more information available in the *YMCA Management Practices Manual* about program agreements and other requirements that ensure we are transparent with members and participants we serve.
- 3.VS.10** Follow ***Travel, Meals and Hospitality Expense Policy 3.VS.10*** when expenses are incurred in the performance of YMCA business. See also 3.S.6 below.

Senior Vice Presidents and Vice Presidents are accountable for ensuring that employees and volunteers within their responsibility area are aware of and abide by this Procedure, and that they exercise sound judgment within the requirements below.

Employee expenses incurred in the course of performing duties for the YMCA of Greater Toronto will be reimbursed according to the following procedures:

- Travel (within and outside the Greater Toronto Area) should only be undertaken when it is the best method to accomplish the Association's objectives and other options for meetings are considered before travel is approved, including audio or video conferencing.

- Travel must be pre-approved by the appropriate level within the organization depending on the travel destination as indicated in policy **3.VS.10 - Travel, Meals and Hospitality Expense**
- In order to be eligible for reimbursement, all expense claims within established limits and time periods must be submitted with original receipts approved by appropriate signing authorities.
- The most cost-effective accommodation or method of travel should always be chosen.
- Receipts must be submitted for reimbursement within a month following an employee's departure from the YMCA of Greater Toronto.

THIS APPLIES TO STAFF

All staff must:

- 3.S.1** Avoid a conflict of interest by discussing in advance the following situations with their supervisor:
 - Working or consulting for a company that is a competitor to the YMCA.
 - Being asked by a participant to work for them part time.
 - Believing something they are asked to do for the YMCA is a potential conflict.
- 3.S.2** Maintain a professional relationship with a parent of a child under their care, with a client receiving counselling within their unit, or with a person they supervise.
- 3.S.3** Not accept personal gifts worth more than \$50 from a participant, member, volunteer, supplier or employer partner. A gift may be accepted if it is worth less than \$50 or it is a holiday gift (such as a candy basket) that is shared by others in the department. If offered a gift worth more than \$50, it must be declined and the general manager or vice president notified.
- 3.S.4** Not ask participants or members to support personal staff interests (external educational, volunteer, business or employment interests), not do marketing research or surveys involving YMCA participants or members without approval from the appropriate vice-president, nor conduct personal business in the course of their duties with the YMCA.
- 3.S.5** Not reduce YMCA program fees except with the approval of a VP or Senior VP. This does not refer to the YMCA financial assistance program, which has separate guidelines for staff to follow.
- 3.S.6** Claim the appropriate expenses using the YMCA expense claim form available from supervisors and on the YMCA's intranet. The supervisor must authorize all expenses.
- 3.S.7** Use the preferred vendors list if they have purchasing responsibility.

Recommended Practices

- 3.R.1** Staff use YMCA office supplies, photocopying and faxing only for YMCA business.

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Protecting the Privacy of Personal Information Policy – 3.VS.2

Original issue date: November 1, 2003

Last revised: June 1, 2014

1. Introduction

The YMCA is committed to maintaining the confidentiality, privacy, and accuracy of personal information it collects, uses and discloses about its participants, members, donors, parents/guardians, staff and volunteers.

People are concerned about their ability to exercise a substantial degree of control over the collection, use and disclosure of their personal information.

2. Definitions

Access to information as described under Canada's *Personal Information Protection and Electronic Documents Act (PIPEDA)* provides individuals access to their personal information on request, in a complete and timely manner with little or no cost to the requester.

Personal information is information about an identifiable individual.

Examples of personal information include, but are not limited to, name, address, gender, age, ID numbers, income, racial or ethnic origin, relationship status, employee files, payment or medical/health records, assessments or evaluations. An individual's name does not need to be attached to the information in order for it to qualify as personal information. Personal information does not include an employee name and title, business address, or business phone number of an employee of an organization.

3. Legislative Context

- **Personal Information Protection and Electronic Documents Act (PIPEDA)** – outlines how organizations may collect, use or disclose personal information

4. Roles and Responsibilities

All YMCA staff and volunteers handling or having access to personal information shall follow the ten principles and responsible information handling practices outlined in section 5 below.

See also *YMCA Management Practices* for additional privacy procedures, tools and resources available for supervisors.

5. Procedures

All staff and volunteers with access to or handling personal information shall follow responsible information handling practices captured in the ten principles described below.

Principle 1 – Accountability

The YMCA of Greater Toronto is responsible for personal information under its control.

General Managers, Vice Presidents and Senior VPs are responsible for and shall oversee compliance by staff in their program area(s) with YMCA privacy protection procedures to ensure:

- a) Purposes are defined for collection of personal information.
- b) Consents are obtained.
- c) Collection, use and disclosure of personal information is limited.
- d) Information used is accurate, complete and up-to-date.
- e) Adequate safeguards protect personal information in the YMCA's control.
- f) Retention and destruction timetables are maintained.
- g) Access requests by individuals are processed promptly.
- h) Timely response is provided to an inquiry or complaint about privacy and YMCA handling of personal information.
- i) Contracts with third parties that process YMCA information shall include privacy protection requirements.

Supervisors are responsible for the day-to-day collection, processing and safeguarding of personal information under their control. Supervisors shall inform and train staff, and volunteers having access to personal information.

Staff (and volunteers with access to personal information) shall follow privacy protection practices established by the YMCA when collecting, using, disclosing and safeguarding personal information.

Upon request by an individual, staff/volunteers shall make known the contact information of their program GM or VP or Senior VP to whom privacy inquiries or complaints can be forwarded.

The YMCA shall designate an individual or individuals (VP Risk Intelligence and Senior VP Information Technology) who have special responsibility for advancing the objectives of this policy, privacy and data protection principles.

Principle 2 – Identifying Purposes

The YMCA shall identify the purposes for collecting personal information before or at the time personal information is collected.

The YMCA needs to collect, use and disclose some information about its participants, members, donors, parents/guardians, staff and volunteers, in order to conduct its operations, and deliver YMCA programs and services to the communities it serves. The YMCA's purposes for collecting personal information are:

- a) To establish and maintain responsible relationships with its participants, members, donors, parents/guardians, staff and volunteers.
- b) To manage, develop and enhance YMCA operations, programs and services.

- c) To acknowledge gifts, issue tax receipts, and other administrative requirements including information requests.
- d) To process and collect fees for service.
- e) To assess participant needs.
- f) To determine program, service, employment or volunteer eligibility.
- g) To provide safe and secure YMCA environments.
- h) To collect data for statistical purposes.
- i) To better understand the changing needs of communities we serve.
- j) To communicate a range of programs, services, and philanthropic opportunities that benefit people we serve.
- k) To meet legal, regulatory and contractual requirements.

The YMCA shall indicate either verbally, electronically or in writing, at or before the time personal information is collected, the purpose for which it is being collected. Privacy statements, explaining the purpose for collecting information, shall be established for YMCA programs. Speak to your supervisor or general manager for more information about privacy statements, which outline the purpose for collecting and using information in your program area.

Staff and volunteers collecting personal information shall use reasonable efforts to explain identified purposes, or refer the individual to a supervisor who shall explain the identified purposes for collecting personal information.

Unless required or permitted by law, staff and volunteers shall not use or disclose for any new purpose personal information that has been collected, without the consent of the individual. Staff shall notify their GM or VP of a potential new identified purpose. Any new identified purpose must be approved by a VP or Senior VP, documented and consent obtained from individuals prior to YMCA use or disclosure.

Principle 3 – Consent

The knowledge and consent of an individual is required for the collection, use, or disclosure of personal information, except where not required by law (see exceptions).

In obtaining consent, staff and volunteers shall advise participants, members, donors, parents, staff and volunteers of identified purposes for which personal information will be used or disclosed. Purposes shall be communicated in clear, understandable language.

For **children under 12 years of age**, the YMCA will obtain permission from a parent or legal guardian to collect and use personally identifiable information about a child.

The YMCA obtains consents and permission slips for children and youth to participate in a number of YMCA programs and services. For more information on consents in your program or service area, please speak with your supervisor or general manager or vice president.

The YMCA takes into account the sensitivity of the personal information when determining what form of consent is appropriate for the circumstances.

In general, the following actions by an individual constitute implied consent for the YMCA to collect, use and disclose personal information for purposes identified to the individual:

- a) Registration for YMCA programs and services.

- b) Completion of a donation pledge form.
- c) Acceptance of employment and benefits enrollment by an employee.
- d) Acceptance of a volunteer position or student placement.

For most YMCA employment and community service programs, the YMCA is obligated by its contract with the government to obtain the express written consent from a participant to collect, use and disclose their personal information.

Express consent is required from an individual when dealing with more sensitive information, such as personal financial and medical data. Speak with your supervisor for more information about when express consent is required in your program or service area.

For electronic communications there are specific consent and information requirements that apply. Please refer to **Electronic Communications Policy 5.VS.7** for procedures including *express consent* requirements, when sending electronic messages on behalf of the YMCA.

Individuals may at any time withdraw their consent to the YMCA's use or disclosure of their personal information, subject to certain service, legal or contractual restrictions.

Individuals wishing to withdraw consent or not wanting to receive YMCA communications can click on an 'unsubscribe' link we provide in all YMCA emails, or they may visit our website and submit an opt-out form at: ymcagta.org/en/opt-out.php, or contact the YMCA Contact Centre for more information. Our Contact Centre ensures that YMCA centralized databases are updated accordingly.

Exceptions

The YMCA may collect, use or disclose information without an individual's prior knowledge or consent in certain circumstances permitted by law.

For example, the YMCA may collect, use or disclose personal information without prior knowledge or consent, if it is clearly in the best interest of the individual to do so, such as in an emergency situation where the life, health or security of an individual is threatened.

YMCA may disclose personal information without prior knowledge or consent of the individual to:

- a) A lawyer or other legal representative of the YMCA.
- b) A government body or agency in certain circumstances.
- c) Collect a debt, or comply with a subpoena, warrant or other court order, or as may be otherwise required by law.

For more information about consent or disclosing information, please speak with your GM or VP.

Principle 4 – Limiting Collection

The YMCA shall limit the collection of personal information to that which is necessary for the purposes identified by the information shall be collected by fair and lawful means. When collecting personal information, staff and volunteers will usually collect it directly from the individuals about whom the personal information pertains.

Personal information may be collected from other sources with prior consent from the individual, for example, from prior employers, personal references or from other third parties having the right to disclose the information.

To avoid the complications of privacy laws, the YMCA will consider using whenever possible non-identifiable information, such as coded or anonymous data, that does not identify individuals.

Principle 5 - Limiting Use, Disclosure and Retention

The YMCA shall not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

In certain circumstances personal information can be collected, used or disclosed without the knowledge and consent of the individual. See exceptions above under Principle 3 – Consent.

Staff shall promptly notify their general manager about any concern or incident involving the unintended disclosure of personal information or a privacy breach. The general manager shall immediately inform the Risk Management department to assess the privacy incident or breach and the appropriate steps to follow when responding to a privacy incident.

Personal information shall be retained only as long as necessary for the fulfillment of those purposes for which it was collected, or as required by law, or by contract with a funding partner.

Depending on the circumstances, where personal information has been used to make a decision about an individual, the YMCA shall retain, for a period of time that is reasonably sufficient to allow for access by the individual, either to actual information or the rationale for making the decision.

Supervisors shall maintain schedules for records retention and destruction, which apply to personal information that is no longer necessary or relevant for the identified purposes for collection, or required to be retained by law or under contract. Such information shall be destroyed, erased or rendered anonymous.

See **Records Retention Guidelines** in the YMCA Management Practices Manual. Speak with your general manager, or VP or senior VP for more information on records retention and destruction requirements for your program or service area.

Principle 6 – Accuracy

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

Personal information used by the YMCA shall be sufficiently accurate, complete and up-to-date to minimize the possibility that inaccurate information is being used to make a decision about an individual.

If staff and volunteers are aware of any inaccuracy or changes in their personal information that the YMCA holds about them, please contact Human Resources or staff contact if a volunteer. Staff handling personal information shall update personal information about participants, members, donors, parents/guardians, staff and volunteers, as and when necessary.

Speak with your supervisor or GM or VP if you have questions about correction requests or on how accurate, complete and up-to-date personal information needs to be.

Principle 7 – Safeguards

The YMCA shall protect personal information by security safeguards appropriate to the sensitivity of the information. All staff and volunteers with access to information shall be required as a condition of employment or volunteer role, to respect the confidentiality of personal information. The more sensitive personal information is, the more security is required. Speak with your supervisor or VP or GM for more information on safeguards appropriate to the sensitivity of personal information in your program or service area.

Staff shall protect personal information in their control (regardless of format) against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security safeguards.

Safeguards may include physical measures (such as locked doors, locked file cabinets), organizational measures (such as staff training, limited access, security clearances) and technological measures (such as passwords, anti-virus software for computer systems). See also ***Acceptable Use of Technology Policy 5.VS.6*** for safeguards that apply with respect to YMCA systems, computers or electronic media including e-mail, the internet and intranet.

Personal information shared with a third party for processing shall be protected through contractual agreements with requirements for confidentiality and privacy safeguards. See *Third Parties with Custody of Personal Information Procedures* in YMCA Management Practices.

Principle 8 – Openness

The YMCA shall make readily available to individuals, information about its procedures and practices relating to the management of personal information.

Information on YMCA commitment to privacy is available to the public on the YMCA web site at www.ymcagta.org or by contacting the YMCA Contact Centre.

Staff and volunteers shall make known upon request the contact information for a program GM or VP or SVP to whom inquiries or complaints can be forwarded. See Principle 10 – Challenging Compliance.

Principle 9 – Individual Access

The YMCA shall, upon request, inform an individual of the existence, use and disclosure of his or her personal information and shall give the individual access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

Staff and volunteers shall refer requests about personal information held about an individual to their supervisor or GM. Supervisors shall follow procedures for *Handling Access to Information Requests* in YMCA Management Practices.

For requests to access information involving separated spouses, supervisors shall refer to *the Child Custody Information and Reference Guide* for more information.

Staff shall immediately inform their supervisor or GM of a request for access by an individual to his or her personal information collected by the YMCA. A GM or designate shall respond to a written request for individual access by providing access to the individual's data, except in limited circumstances. See *Exceptions to Access* below. Supervisors shall also refer to 'Handling Access to Information' in the Management Practices Manual.

In order to safeguard personal information, an individual may be required to provide sufficient identification information to permit YMCA to account for the existence, use and disclosure of personal information, and authorize access to the individual's file.

A GM or designate shall respond to a written request for access in a reasonable time, and at minimal or no cost. Personal Information shall be provided in a format that is understandable, along with any explanation needed to facilitate the individual's understanding.

A GM or designate shall provide the individual a reasonable opportunity to review and challenge the accuracy and completeness of personal information. A statement of disagreement will be attached to records where a requested amendment cannot be made.

Upon request, a GM or VP shall provide an account of the use and disclosure of personal information. A list of organizations to which the YMCA may have disclosed personal information shall be provided, when it is not possible to provide a list of actual disclosures.

Staff can request access to their employee file by contacting HR.

Exceptions to Access

The YMCA may not be able to provide an individual with access to some or all of his or her personal information in certain circumstances permitted by law. Some exceptions include if:

- a) Doing so would likely reveal personal information about a third party.
- b) Disclosure could reasonably be expected to threaten the life or security of another individual.
- c) Information was collected in relation to the investigation of a breach of an agreement, or a contravention of law, or as otherwise permitted by law.

If access to personal information cannot be provided, a GM or VP shall provide the individual with written reasons for denying access. Speak with a supervisor or general manager, who has more information available in *YMCA Management Practices* on handling access to information requests.

Principle 10 – Challenging Compliance

An individual shall be able to address a challenge concerning compliance with the above principles to the designated persons accountable for YMCA compliance.

Staff and volunteers shall refer any inquiries or complaints about YMCA handling of personal information, to their General Manager or Vice President or Senior VP for response in a fair and timely manner. Individuals may contact a senior manager, GM or VP to discuss their question about YMCA privacy and information handling practices, or contact:

YMCA of Greater Toronto Contact Centre

2200 Yonge Street, Unit #300, Toronto, ON M4S 2C6

Tel. 416-928-3362 or 1-800-223-8024

Email: memberservices@ymcagta.org

Staff should encourage individuals with a complaint or concern to talk to the General Manager or VP or Senior VP for the YMCA program area. In most cases, talking with senior staff will resolve a complaint or concern.

If the problem is not resolved to the individual's satisfaction, the individual may contact the YMCA Contact Centre. The individual will be asked to provide the following information in writing:

- Name, address or fax number where the individual prefers to be reached.
- Nature of the complaint, relevant details, what the individual would like the YMCA to do.
- Name of YMCA staff with whom the individual has already discussed the issue.

The YMCA Contact Centre will immediately forward a privacy complaint to the attention of a program general manager or VP. The general manager or VP will investigate the complaint in consultation with the YMCA's Privacy Officer (GM Risk Management & Insurance). If a complaint is determined justified, the YMCA shall take appropriate measures to resolve the complaint.

Ongoing Relevancy

The YMCA regularly reviews its policies and procedures to ensure we remain current with changing laws and evolving public expectations.

6. YMCA Related Policies/Procedures and Reference Documents

- **Handling Information Access Requests Procedures** in YMCA Management Practices
- **Monitoring Privacy Compliance** in YMCA Management Practices
- **Privacy Impact Assessment Procedures** in YMCA Management Practices
- **Records Retention Guidelines** in YMCA Management Practices
- **Third Parties with Custody of Personal Information Procedures** in Management Practices
- **Child Custody Information Reference Guide** - includes privacy and information access procedures when working with separated spouses, available from YMCA Child and Family Development
- **Acceptable Use of Technology Policy 5.VS.6**
- **Electronic Communications Policy 5.VS.7**

7. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president, or contact the VP Risk Intelligence or designate regarding a privacy concern, or the Senior VP Information Technology or designate regarding a data/system security concern.

The following sources also contain useful information about privacy:

- Information and Privacy Commissioner of Canada at www.privcom.gc.ca
- Information and Privacy Commissioner of Ontario at www.ipc.on.ca



Ethics Reporting Policy – 3.VS.8

Original issue date: January 1, 2009
Last revised: December 1, 2013

1. Introduction / Objective

At the YMCA, we know we can fulfill our mission only by maintaining the trust of our stakeholders and the general public. In keeping with our *Ethical Conduct Policy*, we uphold high ethical standards that justify this trust through an ongoing commitment to our values and dedication to transparency, openness and accountability.

The YMCA values the tremendous contributions staff and volunteers make every day, identifying where we may need improvements and working with managers to find solutions. Staff and volunteers are expected to report any situation they may become aware of that may appear to involve an improper activity.

We want to know, so we can address issues early. Our ethics reporting procedure helps us contribute constructively towards upholding YMCA commitments by providing a variety of ways to report improper activity or other concerns in important areas, and by providing protection against reprisal for anyone who makes a report or disclosure in good faith.

2. Definitions

Improper activity is any activity at the workplace that is in violation of a law or regulation or YMCA policy and procedure including, but not limited to, a wrongdoing, breach of or non-compliance with an accounting, legal, regulatory, contractual, YMCA policy or procedure, or other obligation.

Examples of improper activity include a theft, kickback, conflict of interest, false or misleading accounting and other illegal or unauthorized activity in which YMCA assets are diverted, information or property is falsified, destroyed or misused, or a misconduct or failure to act that may significantly threaten the health or safety of people or impact the reputation of the YMCA.

Good faith reporting is making a report or disclosure in good conscience with an honest belief, for the purpose of remedying an improper activity or condition at the workplace.

Protection against reprisal means that no YMCA staff may retaliate against or disadvantage in any way the employment or volunteer activity of anyone who makes a report in good faith, or threaten, harass, discriminate against employment including compensation, terms, promotion, or otherwise isolate or negatively treat anyone who makes a report in good faith, even if after further investigation a report or disclosure was not deemed an improper activity requiring action.

3. Roles and Responsibilities

All **staff and volunteers** are required to:

- a) Conduct YMCA business in a legal and ethical manner at all times in keeping with the *YMCA Ethical Conduct Policy*.
- b) Report immediately to their manager or hotline service provider any known or suspected improper activity, or report on behalf of another staff or volunteer or external party any concern involving a staff, volunteer, supplier, or other party doing business with the YMCA.
- c) Maintain strict confidentiality by not discussing the disclosure with other individuals.
- d) Respect the reputation of individuals by **not** making a trivial or malicious allegation or report, which may be motivated by ulterior or personal motives. Knowingly making a false report is itself considered an improper activity, and any such report or disclosure shall be rejected if it is determined by senior staff that it was not made in good faith.

Senior staff and supervisors are required to:

- e) Promote a culture of open communication where issues and concerns can be dealt with at the workplace, and ensure staff and volunteers are aware of the processes available to report concerns including known or suspected improper activity.
- f) Protect from reprisal any staff or volunteer who reports in good faith.
- g) Handle responsibly any report or disclosure from a staff or volunteer or other party doing business with the YMCA by:
 - i. Ensuring disclosures are reviewed and reported to the appropriate line management in a timely fashion. Management shall ensure investigation when required, and appropriate action is taken to correct the situation.
 - ii. Reporting to the hotline service provider for tracking purposes, any internal report a supervisor receives directly by an individual. Failure by a supervisor to report to the hotline service provider any such disclosures made under our ethics reporting procedure, may result in disciplinary action up to and including termination.
- h) Provide follow-up with the individual who reports suspected improper activity, by obtaining additional information if needed to evaluate or investigate the report.

4. Procedures

An employee or volunteer who knows of or suspects improper activity at the workplace shall follow the steps outlined below.

4.1 Reporting a concern:

Raise a concern directly with a supervisor, or the person or function affected or whose duty it is to look after the matter, or their supervisor once removed.

Supervisors may be a primary source of contact and support, and may encourage the individual to provide as much specific information as possible. Specific information includes names, dates, places, events that took place, the individual's perception of why the incident(s) may be an improper activity or violation of an obligation, and if applicable, what action the individual expects or recommends be taken.

If necessary, reporting anonymously is possible however the staff or volunteer should keep in mind that reporting anonymously limits the YMCA's ability to evaluate or investigate the report or disclosure.

4.2 If it is not possible to raise a concern directly, or the individual prefers to report a concern externally, the individual may submit a report to **WhistleBlower Security**, a third party, confidential reporting system, by any one of the following ways:

- Online through a secure web site at: ymcagta@whistleblowersecurity.com
- By phone through a YMCA of Greater Toronto dedicated toll-free number: **1-866-921-6714**
- By mail through the confidential post office box at: **WhistleBlower Security Inc.,
PO Box 91880, West Vancouver, BC V7V 4S4**

4.3 Protection from reprisal:

No staff or volunteer shall be subject to any reprisal for having made a report in good faith of known or suspected improper activity, in accordance with this procedure. This means that no YMCA staff may retaliate against or disadvantage in any way the employment or volunteer activity of anyone who makes a report in good faith, even if the matter, after further investigation, does not turn out to be an issue or a problem.

4.4 Confidentiality:

Reports are kept confidential to the extent possible. In most cases in order to be able to act on a report, some information may be communicated to others who have a need to know. There may be situations where legal obligations are involved, and the identity of those familiar with the facts needs to be disclosed to the authorities.

4.5 Review and investigation:

Provided that sufficient information has been furnished through the report or disclosure, the person to whom the report has been made will determine if it is within their ability to handle it and, if not, the matter shall be referred to the appropriate management staff.

The report will be reviewed to determine the appropriate action, and if sufficient information has been provided, management may have the matter investigated in consultation with HR and legal counsel as needed.

The staff or volunteer making a report or disclosure shall be informed of the disposition of their report or disclosure, unless there are legal or other overriding obligations to consider.

Any staff or supervisor receiving an internal report must, on all occasions, report the incident to the hotline service provider for tracking and reporting purposes, or to the Senior VP Human Resources or designate who will ensure the report is captured for tracking purposes.

The Audit Committee shall receive a summary of all reports made under the YMCA's Ethics Reporting Procedure at least annually.

5. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president, or staff may wish to contact the Chief Financial Officer for more information.

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Travel, Meals and Hospitality Expense Policy – 3.VS.10

Original issue date: April 1, 2011
Last revised: December 1, 2013

1. Introduction

The purpose of this policy is to set out requirements for the reimbursement of expenses in the area of travel, meals and hospitality for YMCA of Greater Toronto business. The intent is to provide all employees and volunteers with a standard procedure for reimbursable expenses.

2. Procedures

Staff and volunteers shall follow the procedures outlined below before or when incurring or approving reimbursable expenses.

2.1 a) Claimants must:

- Obtain all appropriate approvals on travel before incurring expenses; if no prior approval was obtained, then a written explanation must be submitted with the claim;
- Submit original, itemized receipts with all claims (credit card slips are not sufficient). If there is not an itemized receipt, a written explanation must be submitted to explain why the receipt is unavailable and a description itemizing and confirming the expenses must be provided;
- Submit claims within three months but no later than six months of the date the expense was incurred (and within the Association's fiscal year in which the expense occurred);

b) Individuals with delegated signing authority must:

- Authorize only those expenses that were necessarily incurred in the performance of YMCA of Greater Toronto business;
- Ensure that claims include all appropriate documentation (e.g., original itemized receipts) before authorization;
- Obtain supervisor approval or others with appropriate delegated signing authority to approve their own personal business expenses.

2.2 Approval Requirements

(a) All travel expenses must be approved (prior to reimbursement) at a supervisory level higher than the originator of the expense. Written approval is required for outside of Greater Toronto Area (GTA) travel. Minimum level of approval required:

- Travel within GTA area: Supervisor
- Travel within Ontario: General Manager
- Travel in Canada: Vice President
- International Travel: CFO, COO, or CEO

(b) In situations where frequent travel is a requirement (i.e. part of the employee's regular job duties), signing authorities and claimants should determine appropriate strategies (e.g. pre-approval of travel, use of vehicles, etc.).

- (c) If more than one employee is present at a business function, the expense must be incurred and subsequently claimed by the most senior employee present at the function.
- (d) The signing authority must sign and print their name on the LTM expense form or Corporate Visa JV form to authorize the expense claim.

2.3 Expense Documentation Requirements

- (a) In order to be approved, expense forms must contain full expense details including description and purpose of expense.
- (b) The expense claim report must also be signed and dated by the employee requesting reimbursement.
- (c) All expenses must be fully supported with attached original receipts. Note that credit card slips (without the detailed receipt), photocopies or fax copies of receipts, or credit card statements are not acceptable.

2.4 Transportation

- (a) Employees are expected to exercise good judgment to choose the most practical and economical way to travel, which includes airplane, train, coach, taxi and driving. Economy (coach) class is the standard option for ticket purchase. Employees should seek to reserve air travel at the lowest economy fare possible.
- (b) Rental Vehicle: When renting a vehicle, individuals must be guided by the principle that the rental vehicle is the most economical and practical size, taking into account the business purpose, number of occupants and safety (including weather) considerations. To avoid higher gasoline charges, a rental vehicle should be refueled prior to its return.
- (c) Personal vehicle use is permitted when the cost does not exceed other available means of transportation or when it is deemed necessary to the business mission. The YMCA of Greater Toronto will pay the kilometric rate for employees using their own vehicle for organization business. Mileage will be reimbursed at the rate most recently established.
The YMCA has established a mileage rate per kilometer, and a supervisor or general manager will have more information if there are questions about the current rate. The destination, the reason for the business trip and number of kilometers traveled must be clearly stated on the LTM expense report. For trips that involve a long distance, a rental vehicle should be considered.
In situations where an employee chooses to drive to a location, instead of fly, and it makes business sense, the maximum reimbursement for mileage must not exceed the economy cost of the flight.
- (d) Parking and Tolls: reimbursement is provided for necessary and reasonable expenditures on parking, as well as tolls for bridges, ferries and highways, when driving on YMCA of Greater Toronto business. Parking costs incurred in the office area as part of a regular commute to work will not be reimbursed. There is no reimbursement for traffic or parking violations.
- (e) Taxis: the cost of taxis to and from places of business, hotels, airports or railroad stations in connection with business activities is reimbursable. Employees are encouraged to utilize public transportation including hotel/airport shuttles wherever possible.
Taxis may be justified in cases where: (i) group travel by taxi is more economical than the total cost of having individuals travel separately by public transit or shuttle; or (ii) taking a taxi allows employees to meet an unusually tight schedule for meetings.

2.5 Accommodation

Reimbursement will be made for single accommodation in a standard room on out of town trips. Hotel charges of a personal nature, such as pay-per-view movies, are not reimbursable.

2.6 Meals

(a) Employees will be reimbursed for meal expenses when traveling out of town on business. The maximum amount reimbursable by the YMCA of Greater Toronto is \$50 per day to be spent in any combination on breakfast, lunch and dinner. This level of reimbursement only applies to a full travel day involving overnight stay, and is inclusive of any hotel room-service charges. Original, itemized receipts are required and reimbursement must not exceed the actual amount spent. Taxes and gratuities are included in the meal rates.

(b) Alcoholic beverages are not reimbursable for employees under any circumstances.

2.7 Hospitality

(a) Hospitality is the provision of food, beverage, accommodation and transportation. Written approval is required in advance for hospitality events. An event is considered hospitality only when the event involves individuals from outside the organization.

(b) Alcohol at a hospitality event is not reimbursable.

2.8 Expenses for Consultants and Other Contractors

Expenses for hospitality, incidental or food expenses for consultants or contractors are not reimbursable expenses.

All expense requirements as set out in these procedures also apply to expenses paid for, using a YMCA of Greater Toronto corporate credit card.

3. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president or senior VP, or contact the VP of Finance for more information.

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4. YMCA Emergency Readiness Policies and Procedures

Emergency Readiness Policy Statement: The YMCA strives to be prepared to keep people safe and the Association functioning in case of emergency or natural disaster.

Guiding Principles

- 4.G.1** YMCA stakeholders rely on our ability to deliver uninterrupted programs and services in safe environments.

Procedures

THIS APPLIES TO VOLUNTEERS AND STAFF

All volunteers and staff must:

- 4.VS.1** Make sure that their own certification is current if they need emergency certification as part of their job or volunteer service.

THIS APPLIES TO STAFF

All staff must:

- 4.S.1** Follow *YMCA Safety and Emergency Procedures* in an emergency situation (includes injury, theft, fire, flood, power failure, critical incidents, building evacuations and emergencies, missing child, severe weather, lockdown, inappropriate behavior including workplace violence, infectious disease outbreak, earthquake, etc.).
- 4.S.2** Follow *Business Continuity Planning* (BCP) procedures if a manager or senior manager. YMCA BCP procedures ensure that we are prepared whenever a crisis or disruption event occurs. Procedures address appropriate planning and response before, during and after a disruptive event that includes ensuring back up and recovery strategies are in place for time-sensitive programs and processes, that supervisors and staff know how to respond in an emergency situation, and how to escalate a crisis or major disruption event in keeping with the YMCA 's Crisis Escalation protocol.

More information about the YMCA's BCP Program is available in the *YMCA BCP Program for Senior Managers*, which incorporates the following key BCP resources: YMCA Safety & Emergency Procedures, YMCA Crisis Escalation protocol includes Crisis Communication (see also 5.S.3), YMCA Disaster Recovery Plan and Business Impact Analysis, and YMCA Pandemic Plan. These and other BCP resources and tools are available on the YMCA's intranet (Information Y-Way).

- 4.S.3** Be trained in emergency procedures every six months if working in program delivery (annually for day camp and residential camp). Supervisors may refer to the *YMCA Safety and Emergency Procedures Training* resource available on the YMCA's intranet –

Information Y-Way, or contact Human Resources for more information on training resources available.

- 4.S.4** Know where to find the YMCA Safety and Emergency Procedures Manual and the first aid kit at their location.
- 4.S.5** Participate in fire drills that occur at least once annually (monthly in Child Care locations) at all YMCA program locations.

5. YMCA Asset Protection Policies and Procedures

Asset Protection Policy Statement: The YMCA maintains its assets (people, reputation, finances, property) in a responsible manner to safeguard the interests of the Association.

Guiding Principles

5.G.1 The YMCA is committed to maintaining and enhancing its trusted and positive image.

Procedures

THIS APPLIES TO VOLUNTEERS AND STAFF

All volunteers and staff must:

- 5.VS.1** Only act as a spokesperson to the media if designated by the VP, Marketing and Communications.
- 5.VS.2** Contact and coordinate with Financial Development before requesting contributions or engaging in promotions with any national or major corporation.
- 5.VS.3** Contact the Financial Development team if interested in approaching a foundation. Financial Development will approach foundations on behalf of the Association.
- 5.VS.4** Not engage the YMCA in lotteries, bingo or casinos as fundraising activities. For more information, staff may refer to Guidelines for Community Fundraising Events available on the YMCA's intranet – Information Y-Way.
- 5.VS.5** Share in our YMCA's commitment to protect the natural environment by complying with environmental protection laws. Supervisors shall follow emergency spill procedures in the *YMCA Management Practices Manual*.
- 5.VS.6** Use YMCA computer resources only if authorized and only as required for the performance and fulfillment of YMCA duties. See ***Acceptable Use of Technology Policy 5.VS.6*** for more information.
- 5.VS.7** Follow **Electronic Communications Policy 5.VS.7** when sending electronic messages to members, donors, volunteers or members of the community. See also Communications Protocols for more information about electronic communications, available on the Communications page and in YMCA Management Practices on Information Y-Way.

THIS APPLIES TO STAFF

All staff must:

- 5.S.1** Participate in a shared responsibility for identifying and managing risks to protect YMCA assets (people, buildings, reputation, finances) and our ability to achieve the YMCA's mission. Staff understanding and following YMCA Operating Policies is a good example of how we effectively manage risks at our YMCA. In addition, supervisors and managers are responsible for identifying and managing risks (or uncertainties) arising from daily activities in their program or process areas. Senior managers are also required to identify and actively manage risks and opportunities that can either threaten or enhance our ability to achieve YMCA annual operating and longer term, strategic objectives. More information including resources and tools for assessing and managing risks is available in *YMCA Management Practices*, and on the intranet (Information Y-Way), or contact the Risk Intelligence Department for more information.
- 5.S.2** Refer to the Communications Department:
- Any requests from major media outlets. The VP, Marketing and Communications or designate shall manage media relations with community media.
 - Any media requests for access to facilities for projects related or unrelated to the YMCA (photo shoots, film or TV crews).
- 5.S.3** In a crisis, do not speak to reporters unless designated by the VP, Marketing and Communications. Staff must:
- Refer reporters to the VP, Marketing and Communications or spokesperson designated by the VP, Marketing and Communications.
 - Offer to help the reporter contact the appropriate person.
 - Record the reporter's name and news agency.
 - Make sure the reporter or photographer is not left alone.
- Supervisors shall refer to crisis communications procedures in *YMCA Business Continuity Program for Senior Managers* for more information about responding to a crisis.
- 5.S.4** Follow the YMCA Brand standards outlined in brand guidelines available in the Communications section of the YMCA's intranet – Information Y-Way. Brand guidelines include Understanding the YMCA Brand, Communicating and Living the YMCA Brand.
- Staff enquiring about the use of YMCA logo by other groups or partnered agencies may contact the Communications team at communications.support@ymcagta.org.
- 5.S.5** Not create or represent the YMCA on any website or social media account without prior approval. Communications manages the overall design and navigation of our YMCA websites, blogs, and social media sites. Please contact Communications or your General Manager for steps on how to post to the relevant sites or establishing new sites. All online related requests for support or information can be made by contacting webupdates@ymcagta.org. For more information about social media use, staff may refer to YMCA Digital Engagement Guidelines available on the YMCA's intranet.

- 5.S.6** Follow the ***Mobile Devices Policy 5.S.6*** when using a YMCA mobile device or wireless plan, to ensure efficient and secure use of mobile devices while managing costs.
- 5.S.7** Not make a change to the architecture, building systems, or use of space of a YMCA-owned, leased or rented facility without approval of the VP of Property Management.
- 5.S.8** Deposit in the YMCA bank account all revenue received as payment for service, purchase of goods or a donation. See the YMCA's intranet - Finance Section for more information.
- 5.S.9** Follow YMCA cleaning and maintenance procedures if working in facility maintenance or cleaning. See YMCA Cleaning and Maintenance Manuals and YMCA cleaning specifications for cleaning contracts, or contact YMCA Property Management for more information.

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Acceptable Use of Technology Policy – 5.VS.6

Original issue date: November 15, 2002

Last revised: June 1, 2014

1. Introduction

The YMCA of Greater Toronto provides its users⁵ with access to computer resources including e-mail, office productivity, business and operations systems and Internet access as required for the performance and fulfillment of job responsibilities.

This access is for the purpose of increasing productivity and is not intended for non-YMCA activities. Users should know that any connection to the Internet offers an opportunity for non-authorized users to view or access YMCA information. Therefore, it is important that all connections be secure, controlled, and monitored. Any access by non-staff to computer resources or systems, without prior approval by IT, is prohibited.

To ensure that all users are responsible, the following guidelines have been established for using our systems and computing resources. It is designed to set forth general principles when using electronic media and services. Any exceptions to this policy must be approved by the Senior VP of Information Technology.

2. Procedures

Users shall follow procedures outlined below when using computer resources, systems, electronic media and services.

2.1 Acceptable Use

Computers, electronic media and services provided by YMCA of Greater Toronto are primarily for business use to assist users in the performance of their jobs. Systems generally must be used only for business activities. Limited, occasional and reasonable personal use is understandable and acceptable so long as:

- a) It does not consume more than a trivial amount of resources
- b) It does not interfere with the performance of work duties and responsibilities
- c) It does not pre-empt any business activity
- d) It does not pose a risk to data security or data integrity

Personal documents/files stored on association provided resources are the sole responsibility of the employee and is governed by **2.12 YMCA Property** (below). All information taken from the Internet should be considered suspect until confirmed by separate information from another source. There is no quality control process on the Internet, and a considerable amount of its information is outdated or

⁵ Users in the context of this document are employees, volunteers, contractors, consultants, including all personnel affiliated with third parties using YMCA of Greater Toronto computer systems.

inaccurate. Users are expected to use good judgment in the use of YMCA resources for personal use. When sending electronic communications on behalf of the YMCA, staff and volunteers (if applicable) must follow procedures outlined in the ***Electronic Communications Policy 5.VS.7***, in order to meet requirements under Canadian Anti-Spam Legislation (CASL).

2.2 Privacy

YMCA of Greater Toronto cannot guarantee that electronic communications will be private. Users should be aware that electronic communications could, depending on the technology, be forwarded, intercepted, printed, and stored by others. In addition, others can access electronic communications in accordance with this procedure. Confidential e-mails should not be sent. All YMCA email users are expected to follow the E-mail Protocol, which also addresses issuing of group or broadcast e-mails, available in YMCA Management Practices.

Mobile devices (including laptops, USB key, blackberry, etc.) may be vulnerable to loss or theft. To protect data privacy, staff shall speak with their manager or contact IT Support to discuss alternatives to storing personal or sensitive information on a mobile device. All devices storing personal or sensitive information must be secured using a password. See ***Protecting the Privacy of Personal Information Policy 3.VS.2*** and ***Mobile Devices Policy 5.S.6*** for more information about mobile devices and privacy.

2.3 Retention

Users must save any electronic communications that are necessary to conduct business or to comply with regulatory or legal requirements. Users should periodically delete messages no longer needed for business purposes (including clearing the Sent and Deleted folders in Outlook). Messages may be archived using the archive function within Outlook. Supervisors have more information on records retention available in YMCA Management Practices.

2.4 Prohibited Use

Electronic media, including e-mail, the Internet and Intranet, cannot be used for knowingly viewing, transmitting, retrieving, or storing any communication that is:

- a) Discriminatory or harassing;
- b) Derogatory to any individual or group;
- c) Obscene, sexually explicit or pornographic; or
- d) Defamatory or threatening.

A user shall not utilize electronic media, including e-mail, the Internet and Intranet, for any purpose that would:

- e) Constitute a violation of any license governing the use of software;
- f) Constitute a violation of copyright laws;
- g) Be illegal;
- h) Be of a commercial nature or for personal financial gain; or
- i) Be contrary to YMCA of Greater Toronto policy and procedures.

2.5 Network Etiquette

All users are expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:

- a) Be polite. Do not get abusive in your messages to others.

- b) Use appropriate language. Do not swear, use vulgarities, or any other inappropriate language. Do not engage in activities that are prohibited under law.
- c) Do not use electronic media and services in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system (e.g. listening to the radio from your computer, or downloading large files).

2.6 Participation in On-line Forums

Users should remember that any messages or information sent on YMCA-provided facilities to one or more individuals via an electronic network - for example, Internet mailing lists, social media sites, bulletin boards, and online services - are statements identifiable and attributable to the YMCA of Greater Toronto and should be treated as such. Use of online forums is permissible where participation in a forum may be important to the performance of an employee's job.

Users may indicate their affiliation with YMCA of Greater Toronto in social media sites, bulletin board discussions, chat sessions, and other offerings on the Internet. This may be done by explicitly adding certain words, or it may be implied, for instance via an e-mail address. Whenever users provide an affiliation, they must also clearly include the following disclaimer:

The views and opinions expressed by me on social media are my own opinions and do not necessarily reflect the position or policy of YMCA of Greater Toronto.

2.7 Security

Security of YMCA computing resources is a high priority. Users must abide by the following security steps:

- a) Do not download software from the Internet onto any disk drive in use at the association including USB keys that will be used on YMCA systems.
- b) Only IT User Support or their designee's may install software on YMCA computers. Administration privileges are restricted.
- c) Do not allow any other employee to use your login name and/or password. Do not use other people's log-ins or pass words.
- d) Discovery of any security problem must be reported to the Senior VP of Information Technology or designate immediately. Except in cases where the Senior VP of Information Technology has granted explicit authorization, users are prohibited from engaging in, or attempting to engage in:
 - Monitoring or intercepting the files or electronic communications of other users or third parties;
 - Hacking or obtaining access to systems or accounts they are not authorized to use; and
 - Breaching, testing, or monitoring computer or network security measures.

2.8 Back-ups

IT is responsible for back-up procedures on YMCA of Greater Toronto's servers. This includes a regular schedule for back-up, off-site storage of media and periodic test of restore capability in keeping with the YMCA's *Disaster Recovery Plan* procedures.

Each user is responsible for the backup of any data stored on their local workstation (desktop or laptop) hard drive. Any backup media should be stored in a secure location and password protected.

2.9 Virus Prevention

Anti-virus software is installed on servers, workstations and laptops. Regular updates of data files, virus updates, etc. are the responsibility of IT and the user.

Because it may indicate a computer virus infection or similar security problem, all unusual systems behavior, such as missing files, frequent system crashes, misrouted messages, and the like must also be immediately reported to IT.

If you suspect a virus has affected your system, notify IT Support immediately. Disabling anti-virus on your computer is prohibited.

2.10 Passwords

Passwords are the entry point to our IT resources. Protecting access to our resources is pivotal in ensuring that our systems remain secure. We must be diligent in guarding access to our resources and protecting them from threats both inside and outside our organization.

Passwords for all systems are subject to the following rules:

- a) Passwords are not to be spoken, written, e-mailed, hinted at or shared⁶.
- b) Passwords are not to be shared in order to “cover” for someone out of the office.
- c) Passwords are not to be your name, address, date of birth, username, nickname, or any term that could easily be guessed by someone who is familiar with you.
- d) Passwords are not to be displayed or concealed on your work space.

2.11 Administrative Passwords

Administrative passwords are subject to frequent change, and limited access. This includes passwords for routers, switches, WAN links, firewalls, servers, Internet/Intranet connections, administrative-level network operating system accounts, and any other IT resource.

Administrative passwords are not to be shared outside the IT group without the permission of the Senior VP Information Technology.

2.12 YMCA Property

Electronic communications systems, all messages generated on or handled by electronic communications systems, and employee’s electronic files including back-up copies, are considered to be the property of the YMCA of Greater Toronto, and are not the property of users of the electronic communications services. Any hardware devices including desktops, laptops, printers, cell phones, blackberries, etc. purchased by the YMCA of Greater Toronto are the property of the YMCA. Upon termination of employment, the user must return all hardware devices to the YMCA. It is the responsibility of the supervisor to ensure this occurs.

2.13 Monitoring

YMCA of Greater Toronto reserves the right, at its discretion, to monitor and review any employee’s electronic files, data directories, messages and any material accessed via the Internet to the extent necessary to ensure electronic media and services are being used in compliance with this procedure and the law. The review of such materials will be undertaken only upon approval of the employee’s VP and the Senior VP Information Technology.

Users in YMCA of Greater Toronto should have no expectation of privacy while using YMCA-owned or YMCA-leased equipment. Information passing through or stored on YMCA equipment may be monitored.

⁶ Does not apply when IT is issuing a password to a user or when required to troubleshoot and resolve issues.

2.14 Incidental Disclosure

It may be necessary for IT staff to review the content of an individual employee's communications during the course of problem resolution. IT staff may not disclose the content of such materials unless it is deemed to be within the "Prohibited Use" section of this document. Should this occur, IT staff will notify the Senior VP Information Technology. IT staff may not review the content of an individual employee's communications out of personal curiosity or at the behest of individuals who have not gone through proper approval channels.

2.15 Violations

The use of the YMCA systems and computing resources is a privilege, not a right. Inappropriate use, including any violation of these conditions and rules, may result in cancellation of these privileges, as well as disciplinary action including possible termination of employment. The employee's VP and the Senior VP Information Technology will determine such actions in consultation with Human Resources.

3. YMCA Related Policies/Procedures and Reference Documents

- **Protecting the Privacy of Personal Information Policy 3.VS.2**
- **Electronic Communications Policy 5.VS.7**
- **Mobile Devices Policy 5.S.6** – outlines the proper use of mobile devices to ensure efficient and secure use by employees while managing costs.
- **YMCA Disaster Recovery Plan** – included as part of YMCA's Business Continuity Planning

4. Contacts and other Resources

For more information about this policy, staff may speak with their general manager or vice president, or contact the Senior Vice President of Information Technology or designate for further advice and guidance.

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Electronic Communications Policy – 5.VS.7

Original issue date: June 1, 2014

Last revised:

1. Introduction / Objective

The YMCA of Greater Toronto is committed to communicating responsibly with our stakeholders including members, donors and volunteers.

People are concerned about their ability to exercise control over who can send them a commercial electronic message or the amount of emails or ‘spam’ they receive.

The purpose of the YMCA Electronic Communications Policy is to clarify expectations and set out guidelines when communicating electronically, for all staff and any volunteers sending emails on behalf of the YMCA. By following this policy and procedures, we are respecting the right of individuals to control who can send them electronic messages, in keeping with Canadian Anti-Spam Legislation (CASL) requirements, which take effect starting July 1, 2014. We are also enhancing our commitment to privacy and responsible use of technology at our YMCA.

2. Definitions

The following terms are used in this policy:

Commercial activity under CASL means any particular transaction, act or conduct that is of a commercial character whether or not the person who carries it out does so in the expectation of profit.

Commercial electronic message (CEM) is an **electronic message** (see section 3) in which it is reasonable to conclude it has as its purpose, or one of its purposes, to encourage participation in a commercial activity. A commercial electronic message may only be sent where the sender has consent from the receiver and the CEM contains certain prescribed information.

Consent for the purposes of CASL may be implied or express. Generally speaking, the YMCA shall require express consent ‘in writing’ in order to send any form of electronic communication. The requirement to obtain consent in writing includes paper and electronic forms of writing. See section 5.1 for more information about consent requirements under CASL.

Spam generally refers to the use of electronic messaging systems to send unsolicited, bulk messages. Spam messages may also contain deceptive content, support illegal activities, and may also be used to deliver electronic threats including viruses and spyware. Although CASL is known as “anti-spam” legislation, it applies to messages that would not normally be regarded as “spam” (for example, it does not matter whether the email is a bulk message or sent to one receiver only). CASL applies to all **commercial electronic messages** (see definition above).

3. Legislative Context

As of July 1, 2014, consumers have control over who can send them a commercial electronic message. Canada's Anti-Spam Legislation (CASL) sets requirements that must be met before a commercial electronic message can be sent by individuals or organizations (including charities) to an electronic address.

Canada's anti-spam law takes a technology-neutral approach, so that **all forms of electronic messages** sent by any means of telecommunications are captured under the new law. For example, the law covers emails, Short Message Services (SMS or text messaging), or messages sent in a social networking site.

The maximum fines for non-compliance with this legislation are \$1 million individually and \$10 million for an organization.

4. Roles and Responsibilities

YMCA of Greater Toronto is committed to responsible electronic communications by ensuring YMCA systems capture appropriate consent and unsubscribe features; by providing education and resources for staff to understand their responsibilities when sending any form of electronic message; and by ensuring appropriate mechanisms are in place for prompt response to any concerns or complaints.

Managers and Supervisors shall ensure that all staff (and any volunteers sending emails on behalf of the YMCA) are trained and know their responsibilities when communicating electronically with members, donors and volunteers.

All staff (and volunteers if applicable) shall follow this policy and procedures when using YMCA systems or supplied devices or personal computers, to send or deliver electronic messages in performing their YMCA role. More information about electronic communications is available in Communications Protocols available on the Communications page of Information Y-Way or in YMCA Management Practices. See also *YMCA Acceptable Use of Technology and Mobile Devices Policy* for more information.

For general information about our commitment to privacy, refer to the YMCA's *Protecting the Privacy of Personal Information Policy*.

5. Procedures for Sending Electronic Messages

The basic rule of CASL is that you cannot send unsolicited commercial electronic messages.

The YMCA must meet the three requirements outlined below **before** an electronic message can be sent, in keeping with Canadian Anti-Spam Legislation (CASL) requirements. All staff (and volunteers if applicable) must follow these procedures when sending any form of electronic message. Examples are included below to illustrate how our YMCA and staff can meet the requirements under Canadian Anti-Spam Legislation (CASL).

Note: There are certain types of messages that are excluded or **exempt** from these CASL requirements. For more information on exceptions and exemptions, please refer to section 7.

Requirements for Sending Electronic Messages

5.1 Consent: There must be express or implied consent before an electronic message can be sent.

Express consent for the purposes of CASL means that a person has taken some action (e.g. checked a box or signed a form) to clearly agree to receive commercial electronic messages, **before** the message is sent. You should not request consent in an electronic message.

There are **exceptions** to consent under CASL. See section 7 for more information.

From July 1, 2014 to June 30, 2016, the YMCA has implied consent to send electronic messages to its members (for example, a current YMCA Health and Fitness active member, donors and volunteers, provided that as of July 1, 2014 you have sent them CEMs. Starting July 1, 2016, the YMCA will be required to adapt to express consent best practices.

Starting July 1, 2014, we do not have consent to email a prospective or potential new member, donor or volunteer, unless we are responding to a query or request for information from them.

Note: If someone makes an inquiry or application (e.g. a request about a YMCA program or an application to become a volunteer), we have implied consent to send them an electronic message for six months from the date of the query or application. At the end of the six month period, you no longer have consent to send them electronic messages (unless they become a member, donor or volunteer).

Examples of how we meet 'consent' requirements: When someone registers for a YMCA program, or completes a pledge or a volunteer application form, these YMCA processes and forms include language and captures contact information (email/address/phone number) that enables us to have '**implied consent**' to communicate with members, donors and volunteers.

By 2016, our new YMCA membership system will include features that will enable us to obtain '**express consent**'. This means an additional action step (e.g. actively clicking a box or confirmation email link) is required for express consent to receive electronic communications from the YMCA. If a person or member does not give us express consent, we cannot send them electronic messages, unless the reason for sending a message is to complete a transaction, or provide factual (e.g. membership renewal fee) information. See exceptions to consent in section 7 for more information.

The YMCA has implied consent to send CEMs to new members who join on or after July 1, 2014, and to new donors and volunteers who donate/volunteer on or after July 1, 2014. This implied consent expires 2 years after the membership is terminated, the last donation was made, or volunteer work was done, for all members, donors and volunteers. All CEMs we send using implied consent must however meet the identification and unsubscribe requirements (see 5.2 and 5.3 below).

The YMCA must provide **proof of consent**.

Our data collection must store date, time and source that enables the YMCA to confirm we have complied with the 'proof of consent' requirement. This data is stored in one of the two main YMCA member databases (Razors Edge and CLASS). All YMCA electronic messaging must use these data sources to ensure appropriate consent has been confirmed.

Examples of how we meet 'proof of consent' requirements: Staff sending messages to members, donors, volunteers that are captured in YMCA member databases, enables us to meet 'proof of consent' requirements. YMCA member databases (CLASS and Razor's Edge) record a member's join date and recent transaction data which we can use as 'proof of consent'. Recent transaction data is also important for verifying an existing business relationship within the past 24 months, to satisfy the 'implied consent' requirement mentioned above.

Since the YMCA is a registered charity, CEMs that have fundraising as its primary purpose are exempt from these requirements. Fundraising messages are managed by the Fund Development Department and should not be sent by any staff or volunteer without prior approval. Do not add fundraising content to electronic messages without contacting the Fund Development or Communications and Marketing teams.

5.2 Identification: Information identifying the sender must be included in every electronic message that is sent.

All YMCA electronic communications must include the following:

- Name of sender - YMCA of Greater Toronto
- YMCA mailing address, email address, web address, and telephone number

Examples of how we meet 'identification' requirements: By sending electronic messages that adhere to our email signature standards, YMCA staff (and volunteers if applicable) will have met CASL identification requirements when communicating with members, donors, volunteers.

For example, if a staff member sends YMCA emails to individuals or businesses from their @ymcagta.org email account, and staff follows the YMCA email signature standard in their message, staff will have met the 'identification' requirement.

If a personal trainer uses their personal email account or personal device to contact a member about a scheduling change, and staff adheres to the YMCA email signature standard in their message, the 'identification' requirement under CASL will have been met.

More information on email signature standards can be found in YMCA Communications Protocols available on the Information Y-Way and in YMCA Management Practices.

See also section 6 below for procedures that apply to various YMCA channels for electronic communications.

5.3 Unsubscribe Mechanism: Every message sent must provide a way to unsubscribe if recipients do not want to receive messages in the future.

All YMCA electronic communications shall include an easy, unsubscribe mechanism (i.e. one click, simple to use) at no cost to the recipient.

Examples of how we meet the ‘unsubscribe mechanism’ requirement:

An individual not wanting to receive YMCA communications can click on an ‘unsubscribe’ link we provide in all YMCA emails, or by visiting our website and submitting an opt-out form at: ymcagta.org/en/opt-out.php

Our Contact Centre ensures that YMCA centralized databases are updated accordingly.

When sending broadcast, mass or group emails, the YMCA uses software to automate this process that includes an unsubscribe mechanism, and also ensures YMCA centralized databases are kept current. Outlook does not have this ability, and therefore is not an approved system for sending broadcast emails to large groups.

Note: Effective **June 1, 2014**, all Association-wide broadcast, mass or group emails must be approved by the Communications Department before being issued. The mailing lists to be used for all broadcast, mass or group emails must be extracted from Class and Razor’s Edge databases to ensure compliance. For more information about broadcast and group emails, supervisors and staff may refer to Communication Protocols available on Information Y-Way or in Management Practices.

6. YMCA Electronic Communication Channels

The following are additional procedures that apply to staff (and volunteers if applicable) when using various electronic communication channels.

Any new channel for electronic communication, and how it will be used, must be approved by the VP Marketing and Communications and Senior VP of Information Technology before being adopted and used by the YMCA.

6.1 Email

a) All YMCA staff must ensure **individual email** communications follow our email signature standards with a personal signature. Refer to Communications Protocols for more information.

b) **Broadcast emails** to groups of members, volunteers, donors, or community members must first be approved by the Communications Department before sending.

The following is a reminder of the standard mass email communication request process:

When requesting a list from YMCA databases or a group email to be designed and issued, please provide at least 3 weeks’ notice. This allows our Communications Team the time to coordinate databases, ensure consent, eliminate duplicates, create lists, design the email and work with staff to coordinate timing given hundreds of emails are issued each month to members.

Our centralized mailing systems contain the appropriate footers to ensure CASL compliance. To request a centralized mass email, staff shall send an email to communicationsupport@ymcagta.org and include the following details:

1. Purpose of the email
2. Audience – include as much detail about segmentation as possible
3. Key messages
4. Timing requirements

Refer to Communication Protocols on Information Y-Way for more information about group emails.

6.2 Social Media and Online Advertising

While broadcasting on one's personal social media network or wall is not covered by CASL, direct messages sent through Twitter or Facebook, In Mail messages on LinkedIn, etc. **are all subject to CASL**, as they are sent to an electronic address. The consent, identification and unsubscribe requirements outlined above must be met before the message can be sent.

In addition to the personal usage requirements outlined in the YMCA Acceptable Use of Technology Policy (e.g. "The views and opinions expressed by me on social media are my own opinions and do not necessarily reflect the position or policy of YMCA Of Greater Toronto"), all YMCA employees that reference their employment with the YMCA must ensure social media accounts adhere to CASL standards. All YMCA official social platforms are clearly identified as YMCA accounts to comply and are registered with the YMCA Communications team. For more information, please refer to Communication Protocols on Information Y-Way.

6.3 YMCA Short Message Services (SMS or text messaging)

All YMCA official SMS platforms have opt out and CASL compliance included. Receivers will see "Text STOP or click <http://url to unsubscribe>" or a similar message.

6.4 Other YMCA applications

All electronic communication applications used for YMCA business purposes must be approved by the VP Communications and Marketing and Senior Vice President Technology and Information.

6.5 Opting out of YMCA electronic communications

Our email footer includes the proper identification of the YMCA as the sender, our privacy policy and links to our website to permit a recipient to easily unsubscribe should they choose. These legal requirements must be on ALL electronic communications with members, donors, alumni, clients, partners, etc.

If staff receive a request to unsubscribe or opt-out, please forward the request promptly to our Contact Centre at memberservices@ymcagta.org. Contact Centre staff will take the appropriate steps to ensure that we satisfy a member's request to be removed from our mailing lists.

Clients who request not to receive communications will have their preferences updated in our CLASS (Member database), and Razors Edge (Donor and Volunteer database), and Blackbaud (website and email systems). YMCA Employment and National teams also use Government databases, and must follow government policies and procedures when using these databases.

Note: No other form of storage is permitted for member data. For example, if staff keep a list of participants for a particular program in an excel file or in Outlook / office mail contacts, staff may not have updated permission or consents, and therefore staff shall not use this source to send an email or newsletter.

7. Exceptions and Exemptions Under CASL

Certain types of electronic messages are exempted or fully excluded from CASL, and some or all of the requirements do not apply.

a) The following are fully exempted or excluded from the CASL requirements described above:

- Messages sent by or on behalf of a registered charity where the message has as its primary purpose raising funds for the charity;
- Messages sent by the YMCA or staff as a response to a request, inquiry or complaint;
- Messages sent by employees of the same organization (for example, internal emails between YMCA staff), or messages exchanged between employees of different organizations where the organizations have a relationship, and the message is concerning activities of the organization (for example, messages to YMCA's vendors or suppliers);
- Messages sent between people with a personal or family relationship;
- Messages sent to satisfy a legal obligation, for example an obligation to provide tax receipts;
- Messages sent over a closed network, such as using BlackBerry Messenger on a YMCA BlackBerry.

b) Furthermore, the following types of messages do not require consent before sending, if the intent is solely to:

- Deliver a quote for services or YMCA program fee when asked;
- Facilitate, complete or confirm a payment transaction, such as making an online donation to the YMCA or confirming registration in a YMCA program;
- Provide factual information about an account or membership;
- Provide employment information, for example responding to a job posting query or application.

However, these messages must have the identification and unsubscribe mechanism (see 5.2 and 5.3).

Staff with questions about exceptions that may apply to an electronic message should speak with their general manager, or contact the Communications Department for more information.

8. Responding to Complaints and Incident Reporting

Any staff receiving a complaint or concern about a YMCA electronic message or communication shall immediately notify their General Manager or Vice President. The GM or VP/Senior VP shall consult with the VP Communications and Marketing on appropriate handling and response.

The staff or manager shall complete a YMCA Incident Report in keeping with YMCA incident reporting procedures, and a copy of the incident report shall be forwarded to the Risk Management Department. More information on YMCA Incident Reporting procedures is available in YMCA Operating Policies and YMCA Management Practices.

9. YMCA Related Policies/Procedures and Reference Documents

- **Electronic Communications Procedures** in YMCA Communication Protocols, available on Information Y-Way and in YMCA Management Practices
- **Acceptable Use of Technology Policy 5.VS.6**
- **Mobile Devices Policy 5.S.6** - outlines the proper use of mobile devices to ensure efficient and secure use by employees while managing costs.
- **Protecting the Privacy of Personal Information Policy 3.VS.2**

10. Contacts and other Resources

For more information about this policy, staff may speak with their General Manager or Vice President, or contact the VP Marketing and Communications or designate for further guidance.

Staff with questions about YMCA databases or systems may contact the Senior Vice President of Information Technology or designate for more information.

For more information about CASL, visit: www.fightspam.gc.ca



Mobile Devices Policy – 5.S.6

Original issue date: February 1, 2014

Last revised: June 1, 2014

1. Introduction/Objective

The YMCA recognizes the need to provide employees with Mobile Devices (i.e. smartphones, tablets, Blackberrys, etc.) and services that act as a telephone and may provide email, texting, web access and other services. While reliance on the use of mobile and similar wireless communication devices has become pervasive in our society, these devices also add significant operating expenses and create additional security challenges for the YMCA and as such, this policy outlines the proper use of mobile devices to ensure efficient and secure use while managing costs. This policy and the procedures outlined below set out eligibility, acquisition and use of mobile devices by YMCA employees.

2. Definitions

The following terms are used in this policy:

Mobile device is a generic term used to refer to a variety of devices that allow people to access data and information from where ever they are. This includes portable devices that act as a telephone and may provide email, texting, web access and other services.

3. Legislative Context

Highway Traffic Act of Ontario includes provisions that prohibit any person while driving a motor vehicle to use a hand-held wireless communication device or other hand-held device for communication, electronic data, text or email.

4. Procedures

Employees with YMCA mobile devices or with personal mobile devices added to the YMCA's wireless plan will follow the procedures outlined below.

4.1 Eligibility

An employee may be eligible for a YMCA supplied mobile device or have their personal mobile device added to the YMCA's wireless plan, if their position meets the following guidelines:

- a) Employee supervises multiple locations and employee travels among the sites and the employee is a primary contact
- b) Land lines are not available in the location in which the employee works and the employee is a primary contact for the location
- c) Position is a primary contact in the event of an emergency

- d) The employee is essential in resolving critical and time sensitive issues
- e) Position requires the employee to be “on-call” and available via phone (e.g. Support)
- f) Position is considered a “mobile worker” and employee is on the road more than 50% of his/her work time.

The **sensitivity of work** will be taken into consideration. Some work may involve access to sensitive information or resources, while other work does not. The YMCA may have more restrictive requirements for work involving sensitive information, such as permitting only organization-issued devices to be used.

Please note that requirements under this policy apply to the role that an employee performs. If an employee’s role changes, then the requirement for a mobile device would be reviewed.

All other eligibility must be approved by the employee’s manager and the SVP of IT.

4.2 Acquisition

- a) Only YMCA-authorized standard devices and services will be purchased.

If the employee request a non-standard device, the employee is responsible for the full cost of the device. The employee must purchase a mobile device outside of any carrier term and activate it under the YMCA’s carrier plan. Employee will not be bound to any term with the carrier should they leave the YMCA.

- b) Where a personally owned mobile device is used, the YMCA will not be responsible for the support or replacement of the device.
- c) A budget code must be provided to charge all future additional costs.
- d) Upgrades must meet refresh cycle criteria. Exceptions require approval by the employee’s manager and SVP of IT.

4.3 Use

By accepting a YMCA mobile device or wireless plan, the employee agrees to the following use requirements as well as responsibilities outlined in section 5 below:

- a) Employees must follow local, provincial and federal laws that govern the device’s use, including, but not limited to the Ontario Highway Traffic Act, both during business and personal use.
While operating a motor vehicle, employees must not use hand-held YMCA or personal hand-held wireless communication devices to conduct YMCA business. The employee is solely responsible for any tickets, fines, charges against the employee under the Highway Traffic Act.
- b) If using a mobile device to send electronic communications on behalf of the YMCA, staff must follow procedures outlined in the **Electronic Communications Policy 5.VS.7**, in order to meet requirements under Canadian Anti-Spam Legislation (CASL).
- c) The devices’ mobile nature makes them much more likely to be lost or stolen than other devices, so their data is at increased risk of compromise. Employee use shall adhere to the YMCA’s **Acceptable Use of Technology Policy** and other relevant policies and procedures.
- d) Employees acknowledge that the YMCA retains the right to conduct electronic searches of mobile devices without notice and consent to ensure compliance with the YMCA’s **Acceptable Use of Technology Policy 5.VS.6**.
- e) All mobile devices MUST be password protected.

- f) The employee is responsible for all additional costs related to personal use, and shall be charged for such use on a regular basis.
- g) All purchases of mobile applications for work purposes must be pre-approved by a manager or vice president. Applications must be purchased from the BlackBerry Apps Store, Apple Apps Store, or Google Apps Store in order to avoid malicious software. In order to make purchases from these stores, staff will be required to create a personal account and provide credit card information. The YMCA's claims expense (LTM) process shall be used for reimbursement.
- h) Employees may loan their mobile devices to fellow staff. However, the employee who is assigned the mobile device must ensure they protect the information found within those devices. As well, the employee who is assigned the mobile device is responsible for all additional costs related to personal use of that device.
- i) If the mobile device is lost or stolen, the employee must immediately report the loss, misplacement or theft of a mobile device to their manager as well as to the IT department. The program manager or IT department shall determine any other notice requirements in consultation with the YMCA's Privacy Officer.

5. Roles and Responsibilities

Managers and Supervisors Responsibilities

Managers and supervisors are responsible for ensuring that employees are aware of and understand this policy and all related procedures regarding the use of mobile devices.

Employee Responsibilities

The following employee responsibilities apply to use of a YMCA supplied mobile device. Failure to comply with these procedures may result in loss of use privileges, or disciplinary action.

- a) The device is intended to facilitate work as an employee of the YMCA. The assigned device is to be used only as authorized and outlined within this policy, and the YMCA's **Acceptable Use of Technology Policy 5.VS.6** and all other relevant procedures.
- b) The employee must comply with local, provincial and federal laws while using a mobile cellular device, including, but not limited to the *Ontario Highway Traffic Act* (includes provision restricting use of handheld devices noted in 4.3 a) above).
- c) The assigned device must be surrendered upon termination of employment, whether for retirement, voluntary separation, resignation, or dismissal or if a leave of absence. Other reasons for an employee to surrender the mobile device may relate to a role change or re-structuring, or other circumstances that require surrender of an assigned device upon request.
- d) The YMCA may conduct a search of a mobile device to determine an employee's compliance with this policy and the **Acceptable Use of Technology Policy** and all other relevant procedures.
- e) The employee shall take appropriate precautions to prevent damage to or loss/theft of the device. Any repair or replacement cost due to the employee's misuse of the assigned device will be the responsibility of the employee.
- f) The employee shall properly safeguard their assigned mobile device with a Password. If the device is misplaced, lost or stolen, the employee will immediately report this loss to their manager and to the IT department. The program manager or IT department shall determine any other notice requirements in consultation with the YMCA's Privacy Officer.

- g) The employee may use the mobile device for reasonable personal use but is responsible for any additional costs associated with that use and shall reimburse all costs related to their personal use, in a timely manner. Failure to pay for costs related to personal use in a timely manner may result in discontinued privilege of using the device for personal use.
- h) When requested, the employee shall review their mobile device charges and reimburse the Association for personal use.
- i) The employee is solely responsible for any personal use of a mobile device. This may include:
 - Any roaming charges that are not business related. I understand that using my mobile device for personal use while out of the country may have unusually high additional costs. When traveling internationally, the employee shall acquire a travel plan for this device OR leave the device secured (locked) at work or at home.
 - Long distance charges;
 - Other services that have additional charges such as, but not limited to, directory assistance (411), 976, text, picture/video messaging, and mobile apps.
- j) Charges associated with use of a mobile device will be charged to the designated budget code.
- k) All charges will be billed directly to and paid directly by the YMCA, except for personal use charges outlined above.
- l) The employee will avoid or minimize the use of fee services (for business use) as outlined above and endeavor to keep within the YMCA Wireless Corporate Plan's voice or data allocation.

6. YMCA Related Policies/Procedures and Reference Documents

- **Acceptable Use of Technology Policy 5.VS.6**
- **Electronic Communications Policy 5.VS.7**
- **Protecting the Privacy of Personal Information Policy 3.VS.2**

7. Contacts and other Resources

For more information, staff should speak with their general manager or vice president, or contact the Senior VP of IT or designate for further advice and guidance.

YMCA Procedural Manuals:

YMCA Management Practices Manual (for staff in a supervisory role)
YMCA Safety and Emergency Procedures Manual (for all staff and volunteers)
YMCA Business Continuity Program for Senior Managers
YMCA Disaster Recovery Plan, and Pandemic Plan for Senior Managers
YMCA Brand Guidelines, and YMCA Digital Engagement Guidelines
YMCA Fundraising and Community Fundraising Events Guidelines
YMCA Volunteer Development Guidelines
YMCA Volunteer Operating Policies Manual
YMCA Cleaning and Maintenance Manual

YMCA Program Manuals:

The following Program Manuals are not exhaustive of all program related materials. For more information about program specific procedures and practices, please speak with your supervisor.

YMCA Camp Pine Crest Procedures Manual
YMCA Day Camp Directors Manual
YMCA Day Camp Program Manual
YMCA Day Camp Waterfront Manual
YMCA Child & Family Development Procedures Manual
YMCA Child Custody Information Reference Guide
YMCA Health and Fitness Manual
YMCA Fitness Leadership Manual
YMCA Lifeguarding Pool Standards and Guidelines
YMCA Employment and Community: Excellence in Serving Participants Manual
YMCA Resident/Staff/Operating Handbooks

Contacts and Other Resources

For more information about policies and procedures contained in this manual, please contact:

	416-928-3362
Communications & Marketing	ext. 22476
Finance	ext. 22424
Financial Development	ext. 22533
Human Resources / Volunteer Development	ext. 22404/22583
Information Technology	ext. 22402
Property Management	ext. 22415
Risk Intelligence	ext. 22581

YMCA Operating Policies Learning is a policies training and self-study module available for all staff and volunteers. Refer to YMCA's intranet and link to access the YMCA Policies e-learning module.

Other Resources regarding YMCA policies and procedures are available for staff and supervisors by visiting the YMCA's intranet - **Information Y-Way**.



YMCA Operating Policies and Procedures

Acknowledgement Letter

An important part of your role at the YMCA of Greater Toronto is to understand **YMCA Operating Policies and Procedures**. As part of your orientation, you are required to review all YMCA Policies. A Policy e-Learning Session and self-study module is available as a resource (on YMCA intranet - Information Y-Way). In addition, staff in a supervisory role are required to review **YMCA Management Practices**.

When reviewing YMCA Operating Policies, please pay particular attention to the following:

- **Programs and Services Policies Section #1:** includes Human Rights Policy (1.VS.1); Protection of Children and Vulnerable Persons Policy (1.VS.2); Universal Precautions/Infection Control Policy (1.VS.3); Accessibility and Customer Service Policy (1.VS.5); Volunteer Development Procedure (1.S.1); Incident Reporting Procedure (1.S.3)
- **Human Resources Policies Section #2:** includes Police Records Check Procedures (2.S.7, 2.S.8, 2.S.9); Health & Safety in the Workplace Policy (2.S.1); Workplace Violence & Harassment Policy (2.S.2); Human Rights in the Workplace (2.S.3); Mandatory Training Procedure (2.S.10)
- **Ethical Conduct Policies Section #3:** includes Confidentiality Procedure (3.VS.1); Protecting the Privacy of Personal Information Policy (3.VS.2); Ethics Reporting Policy (3.VS.8); Travel, Meals & Hospitality Expense Policy (3.VS.10); Conflict of Interest Procedure (3.S.1)
- **Emergency Readiness Policies Section #4:** includes Safety and Emergency Response Procedure (4.S.1); Business Continuity Planning (BCP) Procedure (4.S.2)
- **Asset Protection Policies Section #5:** includes Acceptable Use of Technology Policy (5.VS.6); Electronic Communications Policy (5.VS.7); Identifying and Managing Risks Procedure (5.S.1); Crisis Communications Procedure (5.S.3); Mobile Devices Policy (5.S.6)

In addition, I understand:

- YMCA Operating Policies and Management Practices are revised from time to time, and that I am responsible for reading all updates;
- As a condition of employment, I agree to abide by YMCA policies and procedures. I understand that failure to follow a YMCA policy or procedure may lead to disciplinary action up to and including termination.

I have read the YMCA policies manual(s) and I have been provided an opportunity to discuss with my supervisor YMCA Policies and Procedures.

Employee Full Name (please print)

Employee Signature

Date

Supervisor Signature

Note: Original copy to be placed in employee file