

# Policy Manual

WINKLER SENIOR CENTRE

# Winkler & District Multipurpose Senior Centre

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## Section 1 - Purpose & Goals

### *Definition*

Winkler & District Multi-Purpose Senior Centre, hereafter known as Centre

### **Mission Statement**

It is the philosophy of the Centre (By-Laws Article 111:2) that Senior Citizens, as vital members of the community, have the right and responsibility to be involved in determining and influencing their own and their community's destiny and to provide services for the Senior Citizens which are necessary for their well-being.

### **Goals**

- a) To deliver programs and services that respond to the diverse and changing needs of seniors in the community
- b) To develop innovative approaches to programming using a participatory model
- c) To provide opportunities for companionship and friendship
- d) To provide opportunities to use the skills, experiences and resources that seniors bring from life experiences to help themselves, associates and the whole community
- e) To attract seniors with an atmosphere of warmth, comfort and encouragement
- f) To provide training and education in new technology
- g) To reach out to isolated seniors so they can connect with health promotion services in times of need
- h) To develop partnerships and collaborate with agencies in developing an integrated system of services
- i) To advocate change on behalf of seniors
- j) To provide a forum for identification of issues concerning seniors
- k) To market the centre as a possible site for appropriate service delivery
- l) To coordinate service provision within the centre and throughout the community that meets the basic needs of seniors
- m) To promote positive intergenerational relations
- n) To develop and provide programs and services in the categories of:

### **Individual Services**

- a) to serve as an information centre where the older person can locate and learn how to use resources for personal needs
- b) to give encouragement and support to less active, less motivated members through the support of paid and volunteer staff
- c) to assist in maintaining or rebuilding a person's self-respect as an adequate person whose life has meaning and dignity

## **Group Services**

- a) to provide experiences in a place conducive to the establishment of companionship and friendship
- b) to find useful ways in which the skills, experience and resources each individual member brings from his life experience can be used to help himself, his associates and his community
- c) to stimulate the renewal of discarded hobbies and interests and the development of new pursuits
- d) to provide an atmosphere of self-help and self-government
- e) to provide entertainment and purposeful activity in small or large groups

## **Education and Lifelong Learning**

- a) To stimulate and challenge intellectual capacities
- b) To help people explore activities they have longed to do
- c) To rekindle interest in learning

## **Health Promotion, Illness Prevention and Physical Activity**

- a) To increase knowledge, understanding and application of healthy coping patterns when dealing with the changes that occur during the later adult years
- b) To maintain or modify lifestyles in order to reduce the risk of illness or disability where self-imposed risks are a contributing factor
- c) To maximize capabilities of those older adults who are chronically ill or disabled by increasing their understanding and acceptance of their condition and any limitations imposed by it
- d) To provide opportunities to participate in physical activity appropriate to the individual's abilities

## **Outreach**

- a) To reach out to the community in order to identify isolated older persons, and if possible, to involve them as centre participants
- b) To provide a base from which services are delivered to older persons who cannot come to the centre
- c) To extend the senior centre's programs to people who may be in most need of it yet least likely to seek it

**Social, Cultural, Interpersonal and Recreational**

- a) To foster good interpersonal relations
- b) To reduce the incidence of isolation and loneliness
- c) To learn new skills or renew lost ones
- d) To create a feeling of belonging, warmth and unconditional acceptance

**Information, Referral and Counseling Services**

- a) To provide access to information on services, resources, and opportunities
- b) To eliminate confusion and frustration when seeking out appropriate services
- c) To reduce the incidence of personal problems

**Leadership and Volunteer Opportunities**

- a) To promote the continued use of skills acquired through life and work experience
- b) To enhance the potential qualities of leadership in individuals
- c) To offer feeling of self-control in the government of the centre
- d) To promote the continued use of skills acquired through life and work experience, but for non-payment
- e) To enhance the feeling of self-worth and usefulness
- f) To provide opportunities for new experiences
- g) To provide an opportunity for older persons to render services to the community



## **Section 2 – Role, Structure and Selection of Centre Board**

### **Role of Board of Directors**

1. Hire Director
2. Responsible for Budget approval
3. Responsible for the Orderly Operation of the Centre
4. Responsible for the Provision of the facility

### **Lines of Communication**

(Refer to Appendix 1 for diagram)

Community Seniors, that are members of the Centre and who attend the Annual Meeting, elect

the Board of Directors. The Board is organized into various committees.

The Board hires a Centre Director who hires Centre staff (with the Board approval). The Centre

staff are supervised by the Centre Director.

Community Volunteers are a vital part of every program and are responsible to the supervisor or leader of that program.

### **Election and Terms of Board Members**

The Board shall consist a minimum of 8, to a maximum of 12 members, consisting of at least 8 seniors.

The Board members shall be elected for three (3) year terms. The terms of the Board members shall

be staggered.

## **Responsibilities and Duties of Board Members**

Serving as a member of the Board of Directors of the Centre requires the acceptance of both general

responsibilities and specific duties, each of which necessitates the donation of time and energy.

### **Responsibilities**

1. To participate actively and energetically in the provision of needed services to the Seniors.
2. To gain a knowledge of the aims and objectives, functions and programs, services and facilities of the Centre, and of the particular human and social needs of the Seniors.
3. To place personal experience and expertise at the service of the Board and of the Centre, as circumstances may require.
4. To make informed decisions respecting the Centre's policies and direction, funding and expenditures.
5. To represent and promote the Centre in community and public relations.

### **Duties**

- A. To attend meetings of the Board and to participate constructively in its deliberations and decisions.
- B. To participate actively in the work of the Board committees when requested.
- C. To maintain a current and active knowledge of the Centre's ongoing activities.

- D. To develop working relationships with the staff, volunteer workers and clients of the Centre to the greatest extent possible.

## **Orientation**

To assist the members of the Board to fulfill these duties and responsibilities, the Centre will provide training and orientation sessions for Board members involving:

1. The role of the Board
  - accountability
  - responsibility
  - structure
2. A review of the Centre's previous year of operations
3. A review of the Centre's financial situation
  - principal funders
  - current budget
  - financial planning
  - special projects
4. An orientation session devoted to the means by which the Centre delivers its services to the Seniors.
5. Occasional workshops devoted to the study of issues of concern to staff and board members.
6. The provision of written material relating at the Centre's operations. (By-laws, Annual Report, Board Minutes, Orientation Manual, Financial Statement, etc.)

## **Time Commitment**

When Board Members attend workshops or seminars written reports shall be presented to the Board.

Board members could expect to spend approximately 120 hours per year (120 hours per year = 10 hours a month) on the various aspects of Board service. Committee chairpersons should expect additional time spent in this commitment.

## **Qualifications**

1. An interest in the philosophy, purpose and goals of the Centre.
2. The interest, ability, time, and energy to fulfill the duties and responsibilities of a Board Member

## **Signing Authority**

Centre cheques and other documents require the signature of the Treasurer of the Board and one of the Presidents or Secretary of the Board.

A petty cash fund shall be established and the vouchers to disperse the petty cash shall be approved by the Centre Director

## **Rights and Privileges**

\* WSC BOARD POLICY ADDITION \* December 2015

1. All elected/ appointed Board Members have the exclusive right/ responsibility to make motions and vote. Any non-elected, Liaison Member, and or Centre Staff have the option to ask questions and enter discussions.
2. Only Board Members and Centre Staff comprise Centre committees, except by invitation of the Board.
3. In-camera meetings are open only to elected Board Members and Centre Director or designate.

## **Conflict of Interest**

1. The Board must be made aware of any item of conflict of interest. That person must excuse him/ herself for the duration of the discussion and decision-making. See Conflict of Interest Policy.

## **Functions and Duties of Board Members**

The Board shall organize the following various committees at its first organizational meeting:

- Executive Committee (Personnel committee)
- Finance Committee
- Program Planning/Fundraising Committee
- Policy & Review Committee
- Nominating Committee

And such other committees as the Board requires from time to time. Each committee shall organize internally. The Chairperson of the committees shall call the monthly meetings.

### **Executive Committee**

Shall consist of the board President, past President (as needed), vice-President, second vice-President, secretary, and treasurer.

Duties: The Executive committee shall:

- a) meet at the call of the President of the board, who is also the President of the executive committee,
- b) consider all questions referred by the board,
- c) may act for the board between meetings,
- d) constitute the personnel committee,
- e) meet regularly as needed with the director to monitor the direction of the Centre

### **Personnel Committee**

The Executive shall constitute the personnel committee.

Duties: The personnel committee shall:

- a) define job descriptions for the director
- b) consider and respond to staff concerns that are presented in writing,
- c) ensure that the personnel policy manual is followed.

### **Finance Committee**

shall consist of the treasurer and two other members of the board.

The chairperson of the finance committee shall be appointed by the board.

Duties: The finance committee shall:

- a) report to the board monthly,
- b) verify the bills and present them to the board for approval and payment,
- c) prepare the budget
- d) monitor and manage the finances of the organization,
- e) be responsible to ensure that records are being kept.

### **Policy and Review Committee**

shall consist of a minimum of two (2) members from the Board and a minimum of two (2) staff members.

Duties: the policy and review committee shall:

- a) develop and review policies as required to run the organization.

### **Nominating Committee**

shall consist of a minimum of two (2) board members and the Centre Director.

Duties: The nominating committee shall:

- a) draw up a slate of nominees for the annual meeting,
- b) nominate seniors and non-seniors in accordance with the by-laws,
- c) inform nominees of board members' duties,
- d) fill any vacancies in the board during the year,
- e) establish an ongoing recruitment strategy.

### **Program Planning/Fund Raising Committee**

shall consist of five (5) members of the board.

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Duties: the program planning committee shall:

- a) determine the health, education, problem solving and referral needs of seniors in the community
- b) develop programs within the centre to address the above,
- c) implement said programs,
- d) assess the effectiveness of the above,
- e) develop the Senior Centre as a focal point for information about the aging process, consult with the Centre Director and Community Resource Coordinator.

### **Participant Council Committee**

A participant council is seniors representing the various programs within the Centre, who work with the staff and Board of Directors in the planning, implementations and assessment of the leisure, recreational, social programs and services.

Membership:

- a) must be a member of the Winkler Senior Centre,
- b) one (1) member shall be appointed (or may volunteer) from each program area. Appointments should be made by program participants, but by default, will be made by the Centre Director,
- c) member numbers will be limited by number of programs active within the Centre,
- d) interested non-member program participants may, at the discretion of the chair, attend meetings and express opinions,
- e) members of the Board of Directors are eligible to be Council members,
- f) Senior Director and/or Resource Coordinator shall be included.

Organization: The Council shall elect/appoint a chairperson and a secretary.

Terms: Appointments of council members are to be made annually after the Annual meeting.

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Finances: If various program areas have income/expense considerations, these are to be channeled through the Winkler Senior Centre accounts and shall be included in the Annual Budget prepared by the Board Treasurer.

Frequency of Meetings: shall meet monthly or more frequently as called by the Chair.

Reporting: Council members who are also Board members will report to monthly meetings of the Board, or the Board chairperson may request the Council chair to report directly

Duties:

a) represent existing program areas:

- keep program statistics
- plan activities
- implement plans
- monitor programs
- monitor program memberships
- involve new participants

b) Develop new programs:

- identify potential programs
- recruit volunteer leadership
- support program implementation

All committees have the option of involving community members on any committees as deemed necessary.



## **Section 3 - Financial Policy**

### **Purpose**

The Board of Directors is legally accountable for the sound management of the Multi-Purpose Senior Centre. The purpose of the Financial Policy is to provide guidelines to enable a Multi-Purpose Senior Centre to practice sound fiscal planning, management, record keeping and reporting, so that it may allocate its resources to implement the goals and program objectives of the Centre.

### **Assets**

All assets acquired by the Centre, are the property of the Centre and shall not be sold or otherwise disposed of without the approval of the Board of Directors.

The Centre shall have on record, an inventory of its assets. The inventory shall be updated annually.

### **Auditor**

The Board of Directors shall appoint an auditor.

The remuneration of the auditor shall be fixed by the Board of Directors.

The Treasurer shall supply the auditor with a copy of the balance sheet and it shall be the auditor's duty to examine the same with the accounts and vouchers relating thereto.

The auditor shall at all reasonable times have access to the books and accounts of the Centre.

The auditor's report shall be presented at the Centre's annual general meeting, and shall state whether in his or her opinion the balance sheet is a full and fair balance sheet and properly drawn up so as to exhibit a true and correct view of the affairs of the Centre.

### **Borrowing Powers**

The Board of Directors may, with the authorization of the members:

- a) borrow money on the credit of the Centre
- b) issue, re-issue, sell or pledge debt obligations of the Centre, owned or subsequently acquired, to secure any debt or obligation of the Centre

### **Collecting, Receipting and Banking of Monies**

All income shall be recorded by paid staff on a holding envelope.

These amounts shall be entered under the correct category on the Daily Deposit Sheet and shall be transferred to the Computer Accounting Program under the correct account numbers.

Revised Policy Adopted May 2021

## Winkler & District Multipurpose Senior Centre

Receipts for income shall record the date, amount, name of payee, explanation or purpose of money, and signature of receiver of cash.

Receipts for non-donation income shall be issued from a general receipt book and not a tax-deductible receipt book.

All cash shall be placed in a safe locked place by paid staff prior to closing the Centre at the end of the working day.

Paid staff shall be responsible for locking a safe locked place prior to closing the Centre at the end of the working day.

The Bookkeeper shall prepare the bank deposit, make the deposit, record the transaction and complete the monthly bank reconciliation.

The Centre Director shall review and approve the monthly bank reconciliation.

### **Donations**

Any individual donating \$10 or more is eligible to receive a receipt for income tax purposes, signed by one of the following: President of the Board, Secretary, Treasurer, Centre Director or Bookkeeper.

The receipt must be issued from the book that has the Centre's registration number printed on it.

### **Donations in Kind**

Paid staff shall ensure that all donations-in-kind are properly recorded and ensure that those who make donations-in-kind receive a receipt that is eligible for income tax purposes.

A small donation-in-kind shall be accepted at the discretion of the Centre Director and its value shall be determined between the donor and the Centre Director.

A cheque for the agreed upon value of a small donation-in-kind shall be issued by the Centre Director, which in turn shall be endorsed and returned to the Centre Director.

An income tax deductible receipt for the small donation-in-kind shall then be issued to the donor.

A donation-in-kind of large furniture or equipment shall be presented to the Building Committee of the Board, and then brought before the Board of Directors for approval.

Revised Policy Adopted May 2021

## Winkler & District Multipurpose Senior Centre

If approved, the value of a large donation-in-kind shall be determined between the donor and the Board President.

A cheque for the agreed upon value of a large donation-in-kind shall be issued by the Board President, which in turn shall be endorsed and returned to the Board President. An income tax deductible receipt for a large donation-in-kind shall then be issued to the donor.

### **Financial Control**

If the Centre Director should feel a need to consult another person with regard to a purchase, one of the executives of the Board of Directors may be contacted. Such a consultation shall be documented.

All committee expenditures shall be channeled through the Centre Director.

In case of emergency, the Board of Directors shall incur the necessary expenditure and report such expenditure at the next general meeting of the members.

The Board of Directors shall provide approval to borrow from a designated account.

All funds shall be accounted for with balanced monthly statements accompanied by appropriate receipts.

All invoices shall be paid for by the due date stated.

### **Financial Reporting**

The Board of Directors shall present a budget for approval of the members present at the Annual General Meeting of the membership.

The Treasurer shall present a financial statement at each Board of Directors meeting and at each general meeting of the membership, showing assets, liabilities and a reconciliation to the most recent bank statement.

The Treasurer shall, after each quarter, present to the Board of Directors a financial statement showing income and expenses as compared to the annual budget.

### **Fundraising**

All funds acquired through fund raising efforts at the Centre shall be used solely for the purpose and promotion of the Multi-Purpose Senior Centre's operations, programs, and services.

All fund-raising efforts shall be carried out in a manner approved by the Finance Committee.  
Revised Policy Adopted May 2021

## Winkler & District Multipurpose Senior Centre

Proceeds from fund raising efforts shall be deposited in accounts approved by the Finance Committee and all receipts and reimbursements shall be handled in a manner consistent with the financial policies of the Centre.

An accounting of all proceeds from commissions earned from the sale of goods at the Centre shall be provided to the Treasurer and reported at Finance Committee meetings. Proceeds shall be deposited in accounts as prescribed by the Finance Committee.

### **Honorariums and Commissions**

All honorariums and/or commissions paid to Centre members for performances or work shall be deposited into accounts designated by the Finance Committee.

An accounting of all honorariums and/or commissions shall be provided to the Treasurer.

### **Petty Cash**

Cash for small expenses shall be kept in a petty cash account, in the amount of \$200.

Expenditures paid from the petty cash account are not to exceed \$50 per expenditure. Two signatures are required for each transaction.

Receipts or a petty cash voucher must be provided before reimbursement is made from petty cash.

A record of all petty cash expenditures shall be recorded in the petty cash record book.

The petty cash account shall be managed by the Centre Director/Resource Coordinator.

### **Signing Authority**

All cheques, drafts, notes etc. requiring signatures shall be signed by the Treasurer and either the President of the Board, or by persons designated by the Centre's by-law or by resolution of the Board of Directors.

Signature stamps shall not be used, nor shall a signing officer sign blank cheques.

### **Work-Related Expenses**

Paid employees shall be reimbursed for mileage expenses incurred while performing their duties, at current government mileage rates.

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Employees reporting to the Centre Director shall fill out mileage expense forms and submit them to the Centre Director for reimbursement.

The Centre Director shall submit mileage expense forms to the Finance Committee for reimbursement.

Use of personal vehicle for Centre purposes will be reimbursed at the current government mileage rates.

Other sundry work-related expenses such as luncheons, conference fees, etc. to be incurred by staff reporting to the Centre Director, must be authorized by the Centre Director in advance.

Staff reporting to the Centre Director shall attach receipts to the Employee Expense Claim form and submit them to the Centre Director for reimbursement on a monthly basis.

The Centre Director shall attach receipts to the Employee Expense Claim form and submit them to the Finance Committee for reimbursement on a monthly basis.

Forms must be submitted no later than the Monday prior to the last pay period of the month.

Purchases made for the Senior Centre should be charged to an approved credit card.

The Director of the Centre **IS NOT** allowed to spend over \$500. On sundry expenses without Executive Board Approval. Any capital expenditures require Board Member's approval.

## **Section 4 - Membership Policy**

### **Membership Requirements**

Membership in a Multi-Purpose Senior Centre shall be open to the general public.

Membership dues are set by the Board of Directors and shall be paid annually.

Membership dues paid within three months of expiry date shall be retroactive to the previous membership due date.

The Centre Director may waive/adjust the membership fee and/or activity fee of any person based on financial need.

Only the Board of Directors may appoint a person an Honorary Member for a set term.

Membership dues are non-refundable.

Membership in the Multi-Purpose Senior Centre is not compulsory to participate in the programs or use the services of the Centre.

### **Membership Benefits**

Membership shall entitle members to:

- a) vote at Centre elections and at general, special or annual meetings
- b) be elected to the Board of Directors
- c) receive special benefits as set by the Board of Directors (ie: reduced program fees for members)
- d) priority enrolment in programs

### **Membership Lists**

Membership lists shall be kept confidential and shall be for internal use only. Names, numbers, addresses shall not be released, except by permission of the Centre Director and/or approval of the Board of Directors.

### **Cancellation of Membership**

*For causing a disturbance:*

Members causing disturbances shall be issued two warnings by the Centre Director, which shall be recorded in an unusual incident report.

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If the problem persists, the member shall be asked to appear before the Board of Directors.

If the member refuses, or the problem cannot be resolved, the Board of Directors, by a two-thirds majority vote, shall revoke the membership and the membership dues shall not be refunded.

*For defaulting on membership dues:*

Membership shall be automatically terminated if the member fails to pay the membership fee within 90 days after it is due.

Such termination of membership shall not prejudice the member's right to apply for membership in the future and shall not prejudice the member's right to apply for readmission in the current year.

*At the member's request:*

A member may cancel his or her membership in the centre upon request. Unused portions of the membership period shall not be refunded.

### **Liabilities of Members**

No person who is now or later becomes a member of the Centre shall be personally liable to its creditors for any indebtedness or liability. Any and all creditors of the Centre shall look only to the assets of the Centre for payment.

### **Grievance for Members**

Staff, volunteers or members that are aware of a situation that needs facilitation shall bring it to the attention of the Centre Director. The Centre Director shall follow these steps to resolve the situation:

- a) Discuss, listen to the issue or complaint informally with the complainant. If this does not resolve the issue:
- b) Offer to facilitate a meeting with the complainant and the accused to discuss and resolve the issue together. Have the complainant formalize the complaint in writing before the meeting.
- c) If such a meeting still doesn't resolve the issue, the complainant shall be advised to submit a letter to the Personnel Committee if it involves a staff person, or the Executive Committee of the Board of Directors if it involves a member.
- d) A response from the Centre shall be forwarded to the complainant with a decision or plan within three weeks.
- e) The formalized written complaint shall be kept on file with the Centre Director. Both the complainant and a representative of the centre shall sign it.

## Section 5 - Personnel Policy

(Some information in this policy is taken from the publication A Guide to Employment Standards: (1-800-821-4397, or [www.manitoba.ca](http://www.manitoba.ca)) Working Together, produced by Manitoba Labour and Immigration. All centres are encouraged to obtain a copy of the publication, available at 604-410 York Ave., Winnipeg. For further information concerning the Human Rights Code, please call the Human Rights Commission at: 204-945-3007, or 1-888-884-8681.)

### Purpose

A Multi-Purpose Senior Centre recognizes that a well-qualified staff and a full complement of staff, are essential if the members of the Centre are to be served effectively and efficiently. The Centre, through its Personnel Committee, is responsible for the development of personnel policies and procedures that contribute to the effective management of the Centre. The policies and procedures shall be adopted by the Board of Directors and be reviewed from time to time; at least once annually. These policies shall be maintained as a matter of official record and shall be contained in a handbook that is the property of the Centre.

### Staff

#### Categories of Staff

*Regular Employee* means full time or part time with permanent status as a staff member. The employee is engaged to perform tasks and handle responsibilities on an on-going basis and is assigned to an established position for an indeterminate period of time and works the days and hours as specified.

*Term Employee* means an employee hired for a specific term, which may be based on a specific period of time or the completion of a specific job.

*Contract Employee* means an employee hired to perform a specific job for a specific period of time for a contracted rate of pay.



## **Job Descriptions**

### **Centre Director**

#### **Reports To: Board of Directors**

#### **Purpose:**

1. To direct the operation of the Centre in accordance with the goals, standards, and policies of the Senior Centre Board.
2. To assess the needs and interests of the community being served and promote relevant program development.
3. To provide individual services and counseling to the target population.
4. To promote the development of leadership with the Senior Centre.
5. To participate with the Senior Centre Board and users in evaluating services being offered by the Centre.

#### **Duties and Responsibilities:**

#### **Summary of Responsibilities:**

The Centre director is responsible for the overall Management of the Centre's operations and programs. The director is responsible to the Executive Committee of the Senior Centre Board; the Centre Director directs the Centre, in accordance with the purpose, goals, policies and philosophy of the Board of Directors.

**N – Needs Improvement      S – Satisfactory      G – Good      VG – Very Good**

#### **1. Board Relations**

- Keep the Board of Directors informed on issues that affect the programs of the Centre.
- Presenting monthly reports and statistics
- Presenting annual long-term program plans
- Provide orientation to new Board Members at the discretion of the Board.
- Attend regular board meetings.
- Act as an agent of the Board as designated.

#### **2. Administration Management**

- Organize and monitor the day-to-day office operation
- Maintains a current Policy Manual for the Centre
- Maintains a yearly updated inventory of the physical assets of the Centre.

### **3. Human Resource Management**

- Ensuring job descriptions are being followed.
- Review work assignments regularly.
- Handling any staff grievances.
- Evaluating Employees annually.

### **4. Financial Management**

Provides control and direction of the revenue and spending in accordance with the approved budget for the Centre by:

- Monitoring income and utilization of resources
- Assisting the Finance Committee in maintaining appropriate budgeting, accounting and financial reports.
- Ensure capital expenditures have Board members approval
- Record and compile statistical information and ensure preparation of monthly and annual report.
- Participate in meetings of the Centre membership and/or Senior Centre Board and facilitate effective decision making.
- Supervise and evaluate other hired staff.
- Ensure quarterly reports are sent to the Department of health, if necessary
- Ensuring that the charitable status is upheld in accordance with the policies of Canada Customs and Revenue Agency.

### **5. Program Responsibilities**

- Interview Centre users for membership and program planning.
- Provide information, referral and counseling services to target population and do follow-up to assure delivery of service.
- Accept referrals appropriate to service mandate.
- Design programs that recognize, encourage and enable the renewal and development of skills of Centre users.
- Initiate and maintain contact with appropriate services and resources.
- Encourage Centre users to be aware of and involved in issues relevant to the target population in the community.
- Meet at least quarterly with staff of other agencies providing services to seniors.
- Monthly meeting with Participating Council – Board.
- Meet with Senior Centre Resource Coordinators to-
  - Inform Coordinator about needs in the community
  - Give feedback about programs
  - Be a resource to the resource coordinator

### **6. Other Responsibilities**

- To collaborate with the Board in interpreting the Centre's philosophy to the individuals and groups in the community.
- To participate in relevant educational roles in the community.
- To assist in training and/or supervising students using the Centre as a field placement.

Winkler & District Multipurpose Senior Centre

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

Comments/Goals: \_\_\_\_\_

_____ Employee Name	_____ Start Date
_____ Board Chair Signature	_____ Employee Signature
_____ Date	_____ Date

## **Community Resource Coordinator**

### **Reports To: Executive Director**

#### **PURPOSE:**

The Resource Coordinator is responsible for ensuring that seniors are made aware of and are provided access to support services which will assist them in maintaining their independent living status. This is accomplished through the management of a range of types and intensities of services in the basic living category such as transportation, escorts, handyman, telephone reassurance, friendly visiting, social and recreational activities. Receiving program guidance from the Senior Centre Board of Directors, the Coordinator is accountable for the planning, implementation, evaluation and administration of a comprehensive project. Resources may be accessed through the coordinator, by seniors themselves or by referral from a human service agency, concerned citizen or family member.

**N – Needs Improvement**

**S-Satisfactory**

**G-Good**

**VG-Very Good**

#### **RESPONSIBILITIES & DUTIES:**

##### **1. General Duties**

- Establish a budget for Resource needs.
- Orders and purchases office supplies as needed.
- Receives phone calls and individuals as they come through the centre requesting resource services.
- Assesses and records the resources already available in the community.
- Assesses the needs of seniors so as to improve their quality of life.
- Maintains necessary records in confidentiality.
- Ensures completion of monthly statistics.

##### **2. Referrals**

- Provides information, referrals, and outreach services as needed by matching needs with services.
- Provides referrals for Clinics (foot care, hearing, blood pressure etc.)
- Interviews clients so as to best determine the services they need and provides support to members as required. (forms, ERIKs, etc.)

##### **3. Provide Services**

- Offers assistance with form completion
- Assists with rental equipment and ensures equipment is maintained.
- Promotes "Support Services for Seniors" and makes available information concerning the program to all members of the participating communities especially those who will access the services of the programs. (brochures, newsletter, etc.)

Winkler & District Multipurpose Senior Centre

- Develops services identified by needs and approved by the Senior Centre Board such as workshops on health promotions (fitness programs, health fairs, support groups, etc.)
- Provides Life Long Learning Services/Education (e.g. workshops, videos or presentations such as mature driving course, computer training, retirement planning, etc.)
- Identifies persons who can offer aid that may be required by seniors. Arranges training, provides supervision, evaluates and recognizes such volunteers.
- Organizes Friendly Visiting program for older adults who may be isolated and unable to leave their homes.
- Supervises delivery of day-to-day programs and fee for service providers such as Transportation and Home Maintenance services.

**4. Professional Development**

- Demonstrates a commitment to continual professional development.
- Maintains current knowledge of trends and issues pertaining to seniors.
- Attends and participates in workshops pertaining to seniors.

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

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Comments:

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\_\_\_\_\_

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

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

\_\_\_\_\_

Board Chair Signature

Executive Director Signature

## **Volunteer Program Coordinator**

**Reports to: Centre Director**

### **Summary of Responsibilities**

The volunteer program coordinator shall ensure that people who are interested in contributing to the Centre as a volunteer are provided with a well-structured volunteer program.

**N – Needs Improvement**

**S-Satisfactory**

**G-Good**

**VG-Very Good**

### **Responsibilities and Duties**

#### **1. Volunteer Program Coordination**

- With the Centre Director, develop a budget for the volunteer program
- Advertise available volunteer opportunities
- Develop promotional materials on the volunteer program
- Liaise with other community agencies when necessary to recruit volunteers
- Attend volunteer fairs, events, etc. to promote the volunteer program
- Ensure an appropriate screening procedure is developed and implemented, including policies and procedures
- Develop and implement a standard volunteer orientation to the Centre
- Coordinate training opportunities for volunteers
- Identify areas for volunteer involvement, and to develop positions
- Plan and organize recognition events for volunteers
- Recognize volunteers regularly via the volunteer display board and the newsletter
- Assign and coordinate work responsibilities to volunteers
- Supervise volunteers
- Assist in identifying areas for volunteer input

#### **2. Administration**

- Maintain statistics on programs and volunteers
- Maintain a system of records on volunteers
- With the Centre Director develop a formal method of recognition of volunteer
- Produces and ensures distribution of monthly newsletters, media screens, website, social media, advertising events, etc. with assistance from volunteers as needed.
- Handle sales of memberships and maintain membership files.

#### **3. Working with Volunteers**

- Organize volunteer power when needed
- Be an advocate for volunteers
- Regularly contact volunteers to offer support and ask for feedback

Winkler & District Multipurpose Senior Centre

**4. Other**

- Develop expertise related to volunteerism and Senior Centres (professional development)
- Carry out from time-to-time other tasks as mutually agreed upon with the Centre director
- Attend workshops and training as required.

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

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Comments:

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Name

\_\_\_\_\_

Start Date

\_\_\_\_\_

Date

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Board Chair Signature

\_\_\_\_\_

Executive Director Signature

**Office Support Person**

**Reports To: Executive Director**

**Summary of Responsibilities:**

The office support person shall provide support to the members and staff by being the front line of the centre and processing meal and membership requests.

**DUTIES & RESPONSIBILITIES:**

**N – Needs Improvement      S – Satisfactory      G – Good      VG – Very Good**

- Receives and directs phone calls and guests as they come through the Centre.
- Multitask and excel in a fast-paced environment.
- Maintains necessary records in confidentiality.
- Handles Sales of memberships and maintains membership files.
- Prepares monthly meal program billing information for bookkeeper.
- Types meal menus and distributes accordingly.
- Distributes invoices and menus (by Email/Fax/mail).
- Collects payments and forwards to bookkeeper.
- Coordinates meal registrations for meal program.
- Ensures meals on wheels are picked up and delivered.
- Order supplies/cleaning products, as needed
- Prepare monthly stats for meal programs.
- Willing to learn new software as needed.
- Preparing bank deposits.
- Making posters for holiday hours, etc.

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

\_\_\_\_\_

Comments:

\_\_\_\_\_



Winkler & District Multipurpose Senior Centre

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Name

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Start Date

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Date

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Employee Signature

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Board Chair Signature

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Executive Director Signature

**Meal Coordinator**

**Reports To: Centre Director**

**Summary of Responsibilities:**

The meal coordinator is responsible for planning, preparing and coordinating the meal program, and meals for fund raising events at the Centre; and encouraging seniors to be involved in all aspects of the meal program.

**N – Needs Improvement**

**S-Satisfactory**

**G-Good**

**VG-Very Good**

**Responsibilities and Duties:**

- Coordinates, prepares and supervises the preparation of meals.
- Maintains cleanliness and safety in the work area.
- Is responsible for preparation of nutritious, well balanced menus for members and guests.
- Plans and supervises banquets when necessary. (e.g. volunteer appreciation)
- Is responsible for shopping and ordering groceries from the wholesaler and grocery stores, taking advantage of best prices.
- Is responsible for weekly check of freezer and storeroom to ensure rotation of food stocks.
- Is responsible for periodic costing of foods to assess if changes may be necessary in prices charged, and to ensure quality and variety in the meal program
- Maintains sanitations standards as per the Manitoba Food and Food Handling Establishments Regulations
- Ensures cleaning schedule is maintained for kitchen and food storage areas.
- Is available to participate in any training programs that may arise, such as a food handlers license course, RHA workshops, etc.
- Complies with all standards as set by local public health authority.
- Supervises and directs daily kitchen volunteers.

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

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Winkler & District Multipurpose Senior Centre

Comments:

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Name

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Start Date

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Date

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Employee Signature

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Board Chair Signature

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Executive Director

**Book Keeper**

**Reports To: Centre Director**

**N – Needs Improvement      S – Satisfactory      G – Good      VG – Very Good**

**RESPONSIBILITIES AND DUTIES:**

**1. Financial Recording and Reports**

Provides control and direction of the revenue and spending in accordance with the approved budget for the Centre by:

- Recording all payables and receivables
- Issuing cheques for payables
- Make inquiries with payables as required.
- Assisting the Finance Committee in maintaining appropriate budgeting, accounting and financial reports.
- Ensure capital expenditures have Board members approval.
- Record and compile statistical information and ensure preparation of monthly and annual report.
- Prepare quarterly SPA reports and send to the Regional Health Authority
- Prepare information for year-end financial statements.
- Dealing with accountants regarding year end.
- Payroll
- Bank Reconciliation
- Billing for meals, etc.

Attendance: \_\_\_\_\_

Sick Leave: \_\_\_\_\_ Other Leave: \_\_\_\_\_

Holiday Time: \_\_\_\_\_

Relationship with Staff: \_\_\_\_\_

Relationship with members and public: \_\_\_\_\_

\_\_\_\_\_

Comments/Goals:

\_\_\_\_\_

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Winkler & District Multipurpose Senior Centre

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Employee Name

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Start Date

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Director

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Employee Signature

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Date

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Date

## **Recruitment of Staff**

### **Recruitment of Centre Director**

**Purpose:** To obtain the services of the best-qualified Centre Director for the Centre

**Policy:** The Centre Director shall be recruited by the Personnel Committee.

#### **Administration of Policy:**

When a vacancy occurs, the Personnel Committee shall review the position description, update as deemed necessary and determine whether the position should be filled.

Vacancies and new positions shall be posted internally for at least seven working days.

If no staff applies for the position, or if there is no qualified staff to fill the position, the Personnel Committee shall advertise the position locally and in other areas through the media and/or federal and provincial employment center.

The Personnel Committee shall review the applicants, determine the applicants to be interviewed, conduct the interviews, and select one applicant for the position.

The Personnel Committee shall prepare a report to the Board of Directors which shall include:

- a) Title of the position
- b) Classification of position (full or part time)
- c) Summary of general responsibilities and duties of the position
- d) Salary range
- e) Names of Personnel Committee members
- f) Number of applications received
- g) A copy of the criteria used for pre-interview screening
- h) Number and names of applications interviewed
- i) A copy of the criteria and questions used for the interviews
- j) Name of successful applicant
- k) Reasons for selecting and appointing the applicant

The Personnel Committee shall send the successful candidate an employment offer letter. The letter of offer shall include:

- a) A statement that the job is being offered
- b) Starting date

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- c) Starting salary
- d) Period of probation
- e) Performance appraisal policy and salary grid
- f) Vacations, statutory holidays, sick leave, bereavement leave, maternity leave, paternity leave, etc.
- g) Requirements for joining a pension plan and group insurance plan, if applicable
- h) Date by which the candidate must advise of the decision regarding acceptance or rejection of offer

Unsuccessful interviewees shall be advised in writing.

The name of the successful applicant shall be announced by appropriate means, such as an internal bulletin and newsletter announcement.

If any person on the Personnel Committee is unable to act during the hiring process, the Board of Directors may designate another appropriate person to act on the committee.

All employees must be appointed in compliance with Provincial Human Rights Legislation. The Personnel Committee shall develop criteria for pre-interview screening of applicants for the position of Centre Director.

Applicants selected for interview shall be notified by telephone of the date, time, and location of interview.

Each person interviewed shall be given:

- a) A clear understanding of the duties of the position applied for
- b) The conditions of employment
- c) Opportunities for career development
- d) Salary range
- e) The frequency of increment adjustment

The Personnel Committee shall ensure interviewees sign the authorization form for a criminal check and authorization form for checking with named references.

After completion of interviews and the successful applicant has been chosen, the Personnel Committee shall conduct a reference check, cause a criminal check to be conducted, and verify professional registration and/or license with the appropriate body.

Information from Third Parties shall be guided by:

- a) If still employed, the applicant's present employer shall not be contacted without the consent of the applicant
- b) Verification may be sought verbally or in writing or both

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- c) Verbal references should be documented, signed by the individual obtaining the reference and placed in the file of the successful applicant
- d) References shall not be released to any other third party nor form part of future references given by the employer, except with the permission of the employee.

Information to Third Parties shall be guided by:

- a) All requests for references shall be referred to Personnel Committee.
- b) Information released shall be limited to factual information, not opinion, hearsay or innuendo.
- c) Requests for reference information must be made by persons of sufficient authority. The identity of the person requesting references must be verified before such information is released.

### **Recruitment of All Other Staff**

**Purpose:** To obtain the services of the best-qualified staff for the Centre.

**Policy:** The Centre Director shall be authorized to recruit all other paid staff, following the same policies and procedures used for recruiting the Centre Director, and shall report his/her decision to the Personnel Committee. In the event that the Centre Director is not available to recruit other staff, the Personnel Committee shall oversee the hiring process.

### **Probationary Period**

**Purpose:** To enable the new or promoted employee to obtain feedback on the quality of the job performance and to identify the strong points of performance and identify areas that may require improvement

**Policy:** Every new employee or promoted employee shall be on probation for a six-month period, during which time formal, written job performance evaluations shall be conducted every three months until such time the employee is granted permanent employment.

### **Administration of Policy:**

The Board of Directors shall develop a performance evaluation form to be used in the evaluation of staff.



## Winkler & District Multipurpose Senior Centre

The Personnel Committee shall formally assess the performance of the Centre Director while on probation and the Centre Director shall formally assess the performance of all other staff while on probation. Regular and on-going discussions must also take place with the employee so that the employee has an opportunity to understand and improve their performance.

### **Probationary Period**

The Personnel Committee or Centre Director must discuss the evaluation with the employee. If deficiencies are evident, the employee shall be encouraged to correct these immediately.

A performance evaluation shall be conducted every three months during the probationary period. At the conclusion of the probationary period, the employee shall be informed of a decision to grant permanent employment status, extend the probationary period by a further three months, or terminate employment. Permanent employment shall only be offered to an employee who has successfully completed the probationary period.

An employee who is being dismissed during, or at the end of the employee's probation period, shall be provided with two weeks' notice or payment in lieu thereof.

### **Orientation**

**Purpose:** To provide a new employee with information on the operation and procedures, programs and services, etc. of the Centre.

**Policy:** All new employees shall receive an orientation of a one-week period to assist the employee in adjusting to the policies, philosophy, and method of operation of the program.

### **Administration of the Policy:**

Design and delivery of orientation of new employees shall be the responsibility of the Centre Director. The Personnel Committee shall provide orientation for the Centre Director.

As part of their orientation, employees will be informed of the Code of Confidentiality and will be asked to sign a pledge of confidentiality prior to starting their duties.

Orientation may take the form of classes, personal training by fellow employees, the "buddy system" or job shadowing.

## Personnel Files

**Purpose:** To have a precise list of all documents to be included in personnel files

**Policy:** Personnel files shall be maintained on all employees and shall be accessible only to the Centre Director and President of the Board.

The personnel file for each new employee must contain:

- Application for employment and/or resume. Prior to hiring, a candidate shall properly complete and sign an application for employment.
- Letter of application
- Offer of employment
- Interviewer's comments
- Job posting or advertisement
- Income Tax information
- New employee information forms
- Criminal Record Check
- Adult Abuse Record Check
- Photocopies of licenses, registration or affiliation documents, if applicable
- All other relevant files

A periodic review of employee's registration, license, etc. shall take place where such documents are subject to renewal. Failure to maintain/obtain appropriate credentials may result in an employee's immediate removal from the position.

All employee records/documents shall be considered confidential and handled accordingly.

### **Administration of Policy:**

All employee files shall be maintained in the Centre Director's office.

Only the Centre Director and/or President of the Board shall have access to employee files.

All employees shall have the right to see their own file.

An employee may request a copy of specific documents on the employee's file by writing to the Centre Director or President of the Board. This provision shall not be unreasonably requested or denied. Only the Centre Director and/or the President of the Board have the authority to release the contents.

## **Professional Development**

**Purpose:** To ensure employees have up-to-date skills and knowledge and to ensure their professional licenses and registrations are valid.

**Policy:** Employees working in positions where professional or academic standards are established shall possess and maintain proper licenses, registration or affiliation, as set out in the position's job description.

### **Administration of Policy:**

Employees shall at the beginning of the year, provide a professional development program for themselves. In the case of the centre director, the program shall be submitted to the Personnel Committee for consideration and approval, within budget provisions. In the case of other employees, the requests shall be reviewed by the Centre Director and a decision made in accordance with policies and procedures in place and within budgetary provisions.

The board shall pay for those courses it deems specifically essential for their centre, and upon application the employee shall submit a requisition for the tuition fees and other related costs.

## **Confidentiality of Files**

**Purpose:** To maintain confidentiality where appropriate

**Policy:** Personal and confidential matters pertaining to the employer, participants and employees shall only be discussed during the course of duty as required. Confidentiality regarding these and all other matters must be maintained. Discussions at staff or office meetings are confidential and shall be kept within the confines of the meetings.

### **Administration of Policy:**

All personnel evaluations will be filed in the individual personnel files. The employee at any time, can request to see the files and make comments on the files.

Discussion of a confidential nature must take place in a discreet manner. Any breach of confidence is a serious matter and may result in disciplinary action.

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Staff notes and records about individual members shall be restricted to staff only. Information contained within membership lists, including names and addresses, shall not be shared with other individuals unless prior authorization is given by that member.

### **Job Performance Reviews**

**Purpose:** To ensure staff have an opportunity to discuss concerns, goals and achievements, and that they meet the requirements of the job.

**Policy:** Each employee shall have their performance reviewed on the anniversary date of their employment and the new staff shall have their performance reviewed every three months for the first six months. Term employees shall have their performance reviewed at the end of their term.

### **Administration of Policy:**

A written evaluation and review shall be conducted annually upon successful completion of the probationary period, by the Personnel Committee for the Centre Director, and by the Centre Director for all other paid staff.

Job performance is appraised on the basis of the job description and/or list of duties. Employees are expected to take the initiative to develop areas identified as needing improvement. Follow up shall be done to recognize any improvements.

*(See copy of performance appraisal for each position under Job Descriptions)*

### **Salaries**

**Purpose:** To ensure all staff people are paid a fair wage and paid in accordance with the responsibilities of the job

**Policy:** The centre shall establish salaries for every position and update them annually.

### **Administration of Policy:**

The Centre Director shall meet with each employee at the beginning of every calendar year to review their salary. The Centre Director, upon review of the salary information, shall make a

## Winkler & District Multipurpose Senior Centre

recommendation to the Personnel Committee. The Personnel Committee shall in turn review the recommendation and present it to the Board of Directors for discussion and decision.

The Centre Director shall advise the employee of the Board's decision and shall implement the recommendation on the first pay period following the decision.

Wages and salary scales shall be maintained for all categories of employees and shall be based upon evaluation of the position in terms of job requirements, taking into consideration the rates currently paid elsewhere for similar positions.

A salary range shall be assigned to each position, showing the normal starting and increment steps. These ranges may be adjusted from time to time as general cost-of-living adjustments are approved.

Salary increments shall be provided according to salary range, conditional upon satisfactory performance. Increments are not to be considered as part of any annual cost-of-living adjustment.

The determination of performance shall be documented by completion of the employee performance appraisal.

A full-time employee must complete a minimum of one year of service to qualify for an increment and may receive annual increments on the anniversary date of employment.

Employees shall be paid bi-weekly based on actual hours of work. Wages shall be calculated based on 26 pay periods.

All employees shall be provided with a written statement of their wages earned, rate of pay, legal deductions, and the net amount paid to the employee.

### **Vacation**

**Purpose:** To set guidelines for determining vacation entitlement

**Policy:** Each employee shall be entitled to vacation leave annually.

### **Administration of Policy:**

*The following information is taken from **A Guide To Employment Standards**, which outlines Manitoba's employment standards code. Centres may increase vacation entitlement for their employees, but must not decrease vacation entitlement to less than the minimum requirements of the code. (An updated copy of the guide can be found at [www.gov.mb.ca/labour/standards/](http://www.gov.mb.ca/labour/standards/))*

Revised Policy Adopted May 2021

All employees covered by the Employment Standards Code are entitled to annual vacations with pay.

**Vacation – All Staff (Board Minutes of July 9, 1991)**

- a) Shall receive 2 weeks holidays in the second year of work.**
- b) Shall receive 3 weeks holidays in the third year of work.**
- c) Shall receive 4 weeks holidays in the fifth year of work.**

**Vacation time may not accumulate without special authorization from the Board of Directors.**

**Any banked hours shall be taken as “time off” within that year.**

**Vacation Allowance Payment:**

Employees who are entitled to a two-week paid vacation must be paid a vacation allowance equal to 4% of gross wages earned during the qualifying year (excluding overtime.) For employees who are entitled to a three-week vacation, the vacation allowance rises to 6% of gross wages earned during the qualifying year. For employees entitled to four-week vacation, the vacation allowance rises to 8% of gross wages earned during the qualifying year. (excluding overtime)

Unless the employee agrees otherwise, the employer must pay the vacation allowance by the last working day before the employee's annual vacation begins.

**Vacation Allowance Upon Termination of Employment:**

If employment terminates before the employee is entitled to take his or annual vacation, the employer must pay the accrued vacation allowance.

**Setting Annual Vacation Dates:**

If an employer and employee are unable to agree on annual vacation dates, the employer is required to provide at least 15 days notice of the date the employee's vacation is to begin. The employee must take the vacation at that time. If a business has a customary annual shut down period, the employer may require employees to take their annual vacations during that time. Employers cannot require an employee to take less than one week of vacation time.

**General Holidays:**

The eight annual general holidays in Manitoba are:

- New Year's Day
- Louis Riel Day
- Good Friday
- Victoria Day

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- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day

Easter Sunday, the August Civic Holiday, and Boxing Day are not general holidays. (The Winkler Senior Centre acknowledges the same as City of Winkler)

### **Eligibility For General Holiday Pay:**

To be eligible for general holiday pay, employees must:

- earn wages for part or all of the 15 out of 309 calendar days prior to the holiday
- be available for work on their regular working days before and after the holidays, and report to work on the holiday if the employer requires it.

If a general holiday falls on a non-working day, eligible employees are entitled to a holiday with pay no later than the time of their next annual vacation, or a time mutually agreed on by the employer and employee.

If Canada Day, New Year's Day or Christmas Day fall on a Saturday or Sunday that is a non-working day, eligible employees are entitled to holiday with pay immediately after the general holiday.

### **Leaves**

**Purpose:** To provide leave for employees to deal with personal or family matters, in accordance with the requirements of Manitoba's *Employment Standards Code*.

**Policy:** Employees shall be granted leave upon application to the Centre Director.

### **Types of Leave:**

#### ***Leaves Without Pay***

Leave with or without pay shall be granted at the discretion of the Centre Director.

The Centre Director, at the discretion of the Board of Directors, shall be granted a leave of absence with or without pay for a reasonable time period, for the purpose of professional development, or for personal reasons.

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Except in the case of emergencies, employees wishing to obtain a leave of absence of one week or more shall present such requests in writing to their immediate supervisor at least four weeks in advance of the requested leave.

The employee shall receive in writing, a response to the application for a leave of absence at least two weeks prior to the intended leave of absence.

### *Sick Leave*

Employees who shall be absent due to illness or injury must inform their supervisor before the start of their scheduled shift. Failure to do so may result in the loss of sick leave benefits.

Employees who become sick while at work, must report their illness to their supervisor before leaving the Centre.

Any illness causing an absence of more than three consecutive days must be supported by a medical certificate and be forwarded to the supervisor on the day the employee returns to work.

Employees shall earn one sick day per month.

Sick leave shall accumulate during the period of employment to a maximum of 20 working days.

An employee who has been absent on sick leave with pay, upon returning to work shall continue to accumulate sick leave up to a maximum of 20 days.

An accumulated record of sick leave shall be documented and provided to the employee at the end of each fiscal year.

Sick leave accumulated cannot be used for vacation purposes.

Employees shall not be paid in lieu of accumulated sick leave.

Part time employees' sick leave shall be prorated based on the number of hours worked. Sick leave benefits shall not be paid during an employee's probationary period.

### *Maternity Leave*

A pregnant employee, or adoptive parent, who has been employed by the same Centre for at least 7 consecutive months is entitled to 17 weeks of unpaid maternity leave.

Maternity leave may begin any time during the 17 weeks before the expected delivery day, and end no later than 17 weeks after the date of delivery.



## Winkler & District Multipurpose Senior Centre

The employee must provide written notice to her employer at least 4 weeks before the start of maternity leave.

A woman who has not worked long enough to qualify for maternity leave under Employment Standards laws may still be entitled to a reasonable maternity leave under Human Rights laws.

*The Human Rights Code* requires reasonable accommodation of pregnancy, circumstances related to pregnancy and family status, to the point of undue hardship.

Another factor to consider is whether the employer allows other employees who have worked comparable lengths of time to have other kinds of leave, such as vacation and educational leave. For further information concerning the Human Rights Code, please call the Human Rights Commission at: 204-945-3007, or 1-888-884-8681.

### ***Parental Leave***

An additional 37 weeks unpaid parental leave is available to mothers and fathers, including adoptive parents, who have been employed by the same Centre for at least 7 consecutive months.

A mother's parental leave must follow immediately after her maternity leave unless she and her employer agree to a different arrangement.

Fathers may take parental leave at any time within 52 weeks of the child's birth or adoption.

Written notice is required at least 4 weeks before the date on which parental leave shall start.

An employee may end her maternity leave or his/her parental leave early by giving the employer written notice of at least two weeks, or one (1) pay period (whichever is longer) before the day he/she wishes to end the leave.

### ***Compassionate Leave***

The supervisor shall grant leave with pay, to a maximum of three days, in case of the death of any immediate family member. Immediate family consists of spouse, child or ward of employee, mother, father, brother, sister, mother-in-law, father-in-law, legal guardian, or relative permanently residing in the employee's household or with whom the employee permanently resides.

An employee shall be entitled to compassionate leave of one (1) working day without loss of salary in the event of the death of an employee's grandparent, son-in-law, daughter-in-law,  
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brother-in-law, sister-in-law, aunt, uncle, or grandchild, or in the event that the employee must act as pallbearer or mourner, or at the discretion of the Board President.

An employee shall be entitled to additional compassionate or special leave up to a maximum of two (2) days without loss of salary requested for the purpose of attending a funeral at a distance.

### *Compassionate Care Leave*

Human Resources Development Canada shall provide six weeks compassionate care benefits to employees that need to care for an ill family member. A medical certificate is required.

### *Reinstatement After Leave*

Following maternity or parental leave, the employee must be reinstated to his or her former position or a similar position. Wages and benefits must not be lower than prior to their leave.

## **Discipline, Suspension and Dismissal of Employees**

**Purpose:** To provide a guide for disciplining, suspending or dismissing employees in a fair and respectful manner

**Policy:** Employees shall be treated in a fair and equitable manner and shall be given an opportunity to improve their performance and/or behaviour before being suspended or dismissed.

The following conditions may lead to disciplinary action, suspension, or dismissal:

- Unsatisfactory job performance as evaluated by the supervisor
- Theft of property of a client or the employer
- Being on the job under the influence of alcohol or drugs including **cannabis**
- Making false entries on the organization's records
- Acting violently, except in cases of self defense
- Absence without leave
- Negligence and/or misuse of equipment
- Charge and/or conviction of a criminal offence
- Obtaining employment under false pretenses
- Abuse of a client or fellow employee
- Insubordination

### **Administration of Policy:**

Prior to suspension or dismissal, and depending on the circumstances and seriousness of the situation, the Centre Director may employ oral and/or written reprimands of an employee who is performing below expectations or who has committed an act unbecoming of an employee of the Centre.

Prior to suspension or dismissal, and depending on the circumstances and seriousness of the situation, the President of the Board, in consultation with the Personnel Committee, may employ oral and/or written reprimands of a Centre Director who is performing below expectations or who has committed an act unbecoming of an employee of the Centre.

When a verbal or written reprimand has not achieved the expected result, an employee shall be suspended for a specific length of time, with or without pay, and shall be advised in writing.

All disciplinary action taken against an employee shall be noted in the employee's file.

Whenever appropriate, alternatives to dismissal, for example treatment for alcohol abuse, shall be approved by the Board of Directors.

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Prior to initiating action to dismiss an employee, full written documentation of incidents must be on the employee's personnel file.

The Personnel Committee shall give final approval to the dismissal of any employee except the Centre Director.

The Board of Directors shall give final approval to the dismissal of the Centre Director.

The Centre Director is responsible for serving the employee with a notice of dismissal. The President of the Board of Directors is responsible for serving the Centre Director with a dismissal notice.

Employees may be dismissed outright for "just cause." In the event of a dismissal for "just cause" there is no requirement for one pay period in lieu of notice.

In the event of dismissal for other than "just cause," the Centre shall give two weeks notice in writing or two weeks pay in lieu of notice, and shall provide a written reason for the dismissal.

An employee who fails to report to work for five consecutive working days without notifying the supervisor, and without satisfactory reason, shall be deemed to have abandoned the position and the employee shall be deemed to be dismissed. An employee who is deemed to have abandoned the position shall be notified by certified mail that employment has been terminated as of the last date on which the employee was at work.

All dismissal notices shall be delivered directly to the employee being dismissed or be delivered by certified mail to the last known address of the employee being dismissed.

In the case of temporary or casual employees, the termination of employment date shall be established upon commencement of employment and no further notice shall be required except where the term is extended. In such cases, the employee shall be advised in writing at least a week prior to the end of the term and the new dismissal dates shall be clearly stated in the extension notice.

An employee who wishes to appeal a suspension or dismissal shall advise the appropriate supervisor in writing at least two weeks prior to the date on which the dismissal is to take effect.

Upon receipt of notice of an employee's appeal of dismissal, the Personnel Committee shall review the appeal within ten working days of the appeal.

An employee appealing the dismissal shall be entitled to be present or be represented by another person at the hearing called to consider the appeal, examine any witness called in support of the appeal, and to produce witnesses to provide evidence in support of this appeal and have them examined.

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A supervisor called to present evidence at the hearing may also be represented by another person at the hearing called to consider the appeal, examine any witnesses and produce witnesses to provide evidence in support of the decision to terminate employment.

The Personnel Committee shall advise the employee of its decision within five working days of the date of the appeal hearing.

Upon receipt of an appeal from an employee by the Board of Directors, the Board shall follow the same procedures as followed by the Personnel Committee and employees and supervisors shall have the same rights during hearings held by the Board of Directors as those held by the Personnel Committee.

### **Resignations**

**Purpose:** It is recognized that when an employee decides to terminate employment, that the Board of Directors or Centre Director requires reasonable notice of termination of employment in order to plan for the orderly filling of the vacancy.

**Policy:** Employees shall give written notice of resignation to their immediate supervisor as far in advance of the termination of employment as possible. Where possible, the Centre Director shall give two to three months notice and professional staff one month, exclusive of any vacation due. Other employees are required to give two weeks notice.

### **Administration of Policy:**

When notice of resignation is received, the employee's supervisor shall determine appropriate action. Reasons for resignation are to be investigated and if there is a possibility of retaining a capable employee, the alternatives to separation are to be explored.

When alternatives to separation are not realized, and upon acceptance and acknowledgement of resignation, the immediate supervisor is required to initiate the separation procedure immediately. The number of regular working days schedule up to and including the last day of work should be correctly determined in order to avoid delays in processing the final pay cheque.

A resignation interview shall be conducted between the employee and his or her immediate supervisor. A written report on the reason for an employee's resignation shall be made by the employee's supervisor and shall be filed in the employee's personnel file. Final cheques covering salary for actual days at work during the last two weeks of employment and pay in lieu of unused vacation credits, shall be available to the employee on the next schedule pay day.

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## **Grievances**

**Purpose:** To provide for a clear and fair procedure for employees to resolve grievances.

**Policy:** A grievance is a complaint by an employee concerning the application, interpretation or alleged violation of any section of this personnel policy. All employees who feel aggrieved shall have their grievance heard and resolved in the shortest time possible.

### **Administration of Policy:**

An employee who feels aggrieved shall advise the supervisor of the grievance in writing.

The supervisor shall meet with the employee and the individual against whom the grievance is laid to discuss the grievance and how it may be resolved.

During the meeting, the person grieving and the person against whom the grievance is filed may be represented by another individual.

The Centre Director or immediate supervisor shall advise the individual involved, of the decision in writing.

If the employee is not satisfied with the decision of the Centre Director, the employee can appeal to Personnel Committee in written form. Personnel Committee has 15 days to investigate, take action, and respond in writing.

If resolution fails, grievances of all other nature shall be presented to the Board of Directors in written form. The Board has 15 days to investigate, take action, and respond in writing.

## Respectful Workplace

Date Established: 2020

Date Revised

### Policy

Every employee is entitled to work in an environment that is respectful and free of all forms of harassment, including sexual harassment. Every employee has the responsibility to refrain from participating in behaviour that is, or could be reasonably perceived to be, disrespectful in nature. Disrespectful behaviour and harassment will not be tolerated.

A respectful workplace requires the cooperation and support from each and every employee in the organization. Everyone has a responsibility to set a positive example and behave in a manner which will not reasonably offend, intimidate, embarrass, or humiliate others, whether deliberate or unintentional.

### Application

This policy applies to all employees of the Winkler & District Multipurpose Senior Centre (the employer) regardless of employment status. It also applies to all volunteers, contractors and service providers to the Winkler & District Multipurpose Senior Centre.

This policy applies to the workplace itself in addition to activities connected to the workplace such as travel, conferences, work related social gatherings. It also applies to interactions between employees and clients/general public.

This policy does not limit the employer's right to manage. Performance reviews, work assignment and evaluations, and disciplinary measures taken by the employer for any valid reasons does not constitute disrespectful behaviour or harassment in the work place.

### Definitions

A **respectful workplace** is one that values diversity and inclusion, dignity of the person, courteous conduct, mutual respect, fairness, and equality, positive communication between people and collaborative working relationships.

**Harassment** is any objectionable or offensive behaviour that is known, or ought to be reasonably known, to be unwelcome. It includes objectionable actions (e.g., touching, pushing), comments (e.g. jokes, name-calling) or displays (e.g. posters, cartoons) made on either a one-time or continuous basis that demean, belittle, or cause humiliation or

embarrassment. Harassment can also take place electronically (e.g. text messages, social media, email or screen savers).

Inappropriate conduct will be deemed “disrespectful behaviour” or “harassment” depending on the circumstances of the particular incident. Disrespectful behaviour which continues or increases in severity and frequency may become harassment.

**Sexual harassment is:**

- a. a course of abusive remarks or behaviours based on gender sex; or
- b. a series of objectionable and unwelcome sexual solicitations or advances; or
- c. one single sexual advance by a person in an authority position who should have known it was not welcome by the recipient; or
- d. a reprisal, retaliation or threat of retaliation for rejecting a sexual solicitation or advance; or
- e. a reprisal for filing a sexual harassment complaint.

The unwanted behaviours may be physical or verbal. Examples of behaviours that may constitute sexual harassment include, but are not limited to:

- unnecessary physical contact such as touching patting or pinching
- demands for sexual favours in return for a promise of reward or threat of reprisal
- unwelcome sexual remarks or jokes that put down one’s gender

**Resolution Process**

**Speak to the Other Person**

An impacted employee should approach the person who made them feel uncomfortable, calmly explain how their behaviour affected them and ask that the behaviour stop. The other person may not realize their behaviour has been offensive and the feedback may give them the opportunity to change their actions.

Should an employee require advice or support on how to approach the other person, the Centre Director may be able to assist. Should an employee wish, the Centre Director or other support person may accompany them when they approach the other person.

Employees who witness behaviour that may be contrary to this policy should safely and appropriately intervene. If it is not possible to do so, the employee must report their observations to their immediate supervisor. The employer cannot address a problem unless they are aware that a problem exists.



## **Report It**

If an employee is unable to approach the other person, or if the employee has approached the other person, but the issue remains unresolved, the employee must report their concern.

The concern can be reported verbally or in writing to Centre Director. If the issue involves the Centre Director, the employee may report the incident to the Senior Centre Board Chairman.

Issues should be reported as soon as reasonably possible, normally within 6 months of the incident occurring.

## **Participate in the Resolution Process**

The director to whom the issue is reported will determine if the allegations constitute a breach of the policy and if so, will endeavor to resolve the matter in an expeditious and confidential manner. Every issue reported and all actions taken to resolve the issue must be documented on an Incident Form.

Most issues can be resolved between the parties involved with subsequent monitoring by management to ensure there is no recurrence or retaliation. Options for resolution may include facilitated discussion, mediation or education, depending on the circumstances.

Not every reported issue warrants a formal investigation. In situations that pose a serious threat to the health and safety of the employee or others, or where allegations are denied or discipline is likely, a formal investigation may be required.

In these cases, the Winkler Senior Centre Board Chairman would be consulted to determine whether involvement of the Provincial Labour Relations Division of the Provincial Government should be consulted and or brought in to investigate.

An investigation generally includes:

- interviewing the employee who reported the concern (the complainant)
- interviewing witnesses
- meeting with the person alleged to have acted inappropriately (the respondent) to present the allegations and receive their response
- determining the facts
- providing findings to senior management
- advising all individuals involved in the investigation, including witnesses, of the requirement to maintain confidentiality

The complainant and respondent may be accompanied during the investigation process.

If a person is found to have engaged in activities contrary to this policy, whether through an investigation of direct observation, the employer will take corrective action, which may include disciplinary measures up to and including dismissal.

Following the conclusion of an investigation, the employer will advise the complainant and the respondent of the results of the investigation in writing, while respecting privacy. The employer has the authority to dismiss the complaint, determine appropriate discipline and/or take any action which may be necessary to resolve the issue. The details of any discipline administered will not be provided to the complainant or any witnesses interviewed in the investigation.

A summary of the investigation report will be provided to the applicable workplace safety and health committee without disclosing the circumstances relating to the complaint or any information that could identify the employee/person involved with the matter.

## **Resolution Practices**

### **Timeliness**

Reported issues will be resolved as soon as reasonably possible. Investigations, where required, will be completed and results communicated as soon as reasonably possible. Should significant delays in the investigation be unavoidable, the respondent and complainant will normally be advised.

### **Workplace Restoration**

Following the resolution of a reported issue, the Centre Director is responsible for ongoing monitoring to ensure this policy is followed.

Should the complaint be substantiated, a note shall be made to the harasser's personnel file. Any disciplinary action resulting from the investigation of this complaint shall be documented on the personnel file.

### **Confidentiality**

Managers and investigators will keep the details of any reported issue confidential to the best of their ability. However, confidentiality does not mean anonymity. Confidentiality is subject to the following limitations:

- A manager is responsible for addressing every reported issue
- The person alleged to have acted inappropriately (the respondent) is informed of the allegations in sufficient detail to make a full answer and defense
- It may be necessary to interview witnesses

These limitations of confidentiality should not discourage employees from reporting a concern. The employer will not disclose the name of a complainant, and alleged respondent or the circumstances related to the issue to any person except where the disclosure is necessary to investigate, take corrective action, or is required by law.

At the request of the respondent, the employer may inform individuals who were involved with the investigation that inappropriate conduct was not to have taken place. This may be necessary where the reputation of the respondent was negatively affected by the complaint or investigation.

**Reprisal**

There shall be no reprisal against an employee who in good faith exercises rights under this policy. Reprisal is an actual or threatened act. Reprisal not only involves penalizing someone, it can also be the withholding of a benefit.

**False Allegations**

If it is determined that a complaint was deliberately made for frivolous or vindictive reasons, the employee making the allegation may be subject to discipline. This does not apply to complaints made in good faith but are not proven.

**Rights**

This policy is not intended to discourage or prevent an employee from exercising any legal right, including filing a complaint with the Manitoba Human Rights Commission or contacting the Police.

I Certify having read and fully understand the content and nature of this document and agree to abide by all aspects therein:

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20

Employee:

\_\_\_\_\_

Name (signature)

\_\_\_\_\_

Name (print)

Witness:

\_\_\_\_\_

Name (signature)

\_\_\_\_\_

Name (Print)

## **Conflict of Interest**

Date Established: 1983  
Last Date Revised: 2021

### **Summary**

This conflict of interest policy is designed to help Directors, volunteers and employees of the Winkler & District Multipurpose Senior Centre to identify situations that present potential conflicts of interest and to provide Winkler & District Multipurpose Senior Centre with a procedure which, if observed, will allow a transaction to be treated as valid and binding even though a director, volunteer or employee has or may have a conflict of interest with respect to the transaction.

### **Purpose**

#### *Definition of Conflict of Interest*

A conflict of interest is any situation in which a Board member/volunteer has an employment, business or personal interest sufficient to appear to influence the objective exercise of his or her official duties as a member of the Board of Directors or a volunteer of the Winkler & District Multipurpose Senior Centre.

#### *Board members/volunteers are expected to:*

Achieve and maintain high standards of integrity, impartiality and ethical conduct and vigilance to prevent actual, perceived or potential conflicts of interest.

Conduct their personal business affairs so as to avoid an obligation to any person who might benefit from special consideration or favour on their part.

Circumstances deemed to create Conflicts of Interest:

#### *Outside Interests*

A Contract or Transaction between Winkler & District Multipurpose Senior Centre and a Responsible Person or Family Member.

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- ii. A Contract or Transaction between Winkler & District Multipurpose Senior Centre and an entity in which a Responsible Person or Family Member has a Material Financial Interest or of which such person is a director, officer, agent, partner, associate, personal representative, or other legal representative.

### **Outside Activities**

- i. A Responsible Person competing with Winkler & District Multipurpose Senior Centre in the rendering of services or in any other Contract or Transaction with a third party.
- ii. Responsible Person's having a Material Financial Interest in; or serving as a director, officer, employee, agent, partner, associate, personal representative, or other legal representative of, or consultant to; an entity or individual that competes with Winkler & District Multipurpose Senior Centre in the provision of services or in any other Contract or Transaction with a third party.

### **Gifts, Gratuities and Entertainment**

A Responsible Person accepting gifts, entertainment or other favours from any individual or entity that:

- i. does or is seeking to do business with, or is a competitor of Winkler & District Multipurpose Senior Centre; or
- ii. has received, is receiving or is seeking to receive a loan or grant, or to secure other financial commitments from Winkler & District Multipurpose Senior Centre;
- iii. under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of Winkler & District Multipurpose Senior Centre.

### **Definitions**

- a. A "Conflict of Interest" is any circumstance described on Page 1 of this Policy.
- b. A "Responsible Person" is any person serving as a volunteer, employee or member of the Board of Directors of Winkler & District Multipurpose Senior Centre.
- c. A "Family Member" is a spouse, domestic partner, parent, child or spouse of a child, brother, sister, or spouse of a brother or sister, of a Responsible Person.

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- d. A "Material Financial Interest" in an entity is a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect a Responsible Person's or Family Member's judgment with respect to transactions to which the entity is a party. This includes all forms of compensation.
- e. A "Contract or Transaction" is any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or review of a charitable organization by Winkler & District Multipurpose Senior Centre. The making of a gift to Winkler & District Multipurpose Senior Centre is not a contract or Transaction.

### **Requirements of Conflict of Interest Disclosure**

Members of the Board/volunteers are responsible for disclosure of any situation or matter where they may have an actual or perceived conflict of interest or the potential for a conflict of interest.

Board members/volunteers should file a Conflict of Interest Compliance Statement at a minimum of once per year and are expected to update their Compliance Statement at any time during the year that the information requested on the form changes. The administration and maintenance of the Disclosure Forms shall be the responsibility of the President of the Board of Directors, or his/her designee.

Where a Board member/volunteer is unsure whether any conflict of interest may exist, that person is responsible for obtaining clarification from the Board of Directors. The Board member/volunteer should disclose in writing to the Board of Directors or have requested to be entered in the Board meeting minutes the nature and extent of his/her interest.

Depending on the complexity of the policy, the policy area may be broken down into subsections

### ***SCOPE***

This policy applies to all Board Members, Staff, Volunteers, General Membership or a combination of the above mentioned.

### ***PROCEDURE***

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- A. Prior to board or committee action on a Contract or Transaction involving a Conflict of Interest, a director, or a committee or working group member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting.
- B. A director or committee or working group member who plans not to attend a meeting at which he or she has reason to believe that the board, working group or committee will act on a matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.
- C. A person who has a Conflict of Interest shall not participate in or be permitted to hear the board's, working group's or committee's discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.
- D. A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote. The person having a conflict of interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting. For purposes of this paragraph, a Board member of the Winkler & District Multipurpose Senior Centre who has a Conflict of Interest may not stand for election as an officer or for re-election as a member of the Board.
- E. Responsible Persons who are not members of the Board of Winkler & District Multipurpose Senior Centre (e.g. volunteer), or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of Board or committee action, shall disclose to the President any Conflict of Interest that such Responsible Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Responsible Person. The Responsible Person shall refrain from any action that may affect Winkler & District Multipurpose Senior Centre's participation in such Contract or Transaction. In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the President or the Chair of the committee or working group, who shall determine whether there exists a Conflict of Interest that is subject to this policy.

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### *Confidentiality*

Each Responsible Person shall exercise care not to disclose confidential information acquired in connection with such status or information the disclosure of which might be opposed to the interests of Winkler & District Multipurpose Senior Centre. Furthermore, a Responsible Person shall not disclose or use information relating to the business of Winkler & District Multipurpose Senior Centre for the personal profit or advantage of the Responsible Person or a Family Member.

### *Disposition of Conflict of Interest*

In response to a request for clarification of whether a conflict of interest exists:

The Board should decide by majority vote whether a perceived or actual conflict of interest exists.

The Board member/volunteer potentially in conflict should be absent from the discussion and vote.

The disclosure and decision as to whether a conflict exists should be recorded in the minutes of the meeting along with the time the affected Board member/volunteer has left and returned to the meeting.

The minutes of meetings at which such votes are taken shall record such disclosure, abstention, and rationale for approval.

When an actual conflict of interest has been found to exist, the Board member/volunteer should be required by the Board to take steps to avoid the conflict of interest.

The Board member/volunteer should not be present during any discussions of the Board or vote on any matter where it has been decided that an actual conflict of interest exists.

Where a perceived or potential conflict situation may exist, the Board should provide the Board member/volunteer with advice on how to proceed to remove the perception of or the potential for a conflict of interest

### *Appeals*

A Board member/volunteer who disputes the findings following a conflict-of-interest disclosure may appeal the findings.



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The Board member/volunteer shall be allowed to present his/her views to a minimum of four (4) officers of the Board of Directors, none of whom is the party that is alleged nor the complaining party. If the matter can be resolved, the resolution will come to the Board as information.

If the matter cannot be resolved, it will come to the Board for a decision. The complaining party must be identified. If the complaining party is a board member, volunteer, he/she and the respondent board member, volunteer shall absent themselves from the vote on resolution or censure or other action that may be brought by the Board of Directors.

Should there be no resolution an independent arbitrator, agreed to by both parties, may be sought to hear and decide on the appeal.

### *Disciplinary Action*

Departure from any of the constituents of this policy by a Board member/volunteer, without prior approval of the Board of Directors, may be cause for removal of the Board member from the Board of Directors and/or the volunteer from the volunteer position.

## Section 6 – Policy Program

### Purpose

A multi-purpose senior centre shall provide a broad range of group and individual activities and services designed to respond to the interrelated needs and interests of older people in its service area.

### Program Scope

A multi-purpose senior centre shall offer a broad range of services and activities:

- a) within the centre
- b) at other appropriate locations
- c) through linkages with other agencies

A multi-purpose senior centre shall recognize individual needs and interests (social, intellectual, cultural, economic, emotional and physical.)

Activities and services shall promote personal growth and improve the self-image of older people by providing opportunities to:

- a) participate in activities of interest
- b) learn new skills
- c) develop satisfying interpersonal relationships
- d) develop leadership capabilities
- e) develop creative capacities
- f) develop cultural enrichment
- g) assume responsibilities
- h) increase independence

A multi-purpose senior centre's program recognizes individual differences, such as lifestyle, ethnicity, values, experiences, needs, interests, abilities, skills, age and health status by providing opportunities for a variety of types and levels of involvement, including:

- a) small and large group activities
- b) active and spectator participation
- c) intergenerational programs
- d) involvement in the general community
- e) services to individuals

A multi-purpose senior centre shall include outreach to:

- a) inform older people about available services
- b) encourage older people in its service area to participate in its program
- c) extend activities and services to those who cannot come to the centre, such as friendly visiting, Meals on Wheels, nursing and rest home programs, etc.

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A multi-purpose senior centre's program shall be flexible and responsive to changes in:

- a) the needs and interests of individual participants
- b) the characteristics of the older population in the service area

### **Program Planning and Development**

The planning and development of a multi-purpose senior centre's program shall involve the participants, staff and governing body in each stage of the planning process.

Program planning shall be an ongoing process including:

- a) identification of the population and geographic area to be served
- b) examination of information from an assessment of the needs and interests of older people in its service area conducted by the centre or obtained from another organization. This shall include an examination of:
  - demographic information
  - survey needs and interests of older persons in the service area
  - needs identified by other service providers, community agencies and leaders
  - a survey of community resources available to strengthen centre's activities and service or provide additional activities and services
- c) determination of priorities for the development of activities and services that will enhance older people's efforts to cope with daily living and will help them to participate in community life
- d) determination of resources needed to modify or add new activities and services
- e) development of program statements that explain the objectives, content and method of implementation for each activity and service
- f) have all programs monitored and evaluated

The findings from monitoring and evaluation activities shall be utilized as a basis for program modification and future planning.

### **Staff and Participant Relationships**

Staff relationships with participants shall be consistent with the multi-purpose senior centre philosophy.

Staff shall encourage participant's personal growth by:

- a) developing warm friendly relationships
- b) respecting individual needs, interests, rights and values
- c) encouraging responsible assumptions of obligations
- d) assisting with personal problems and coping skills
- e) supporting involvement in centre decision making

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## Program Fees and Charges

The following guidelines will provide consistency in the means of determining program fees and charges:

### *Fee determinants*

- a) Recreation/social programs and activities must recover expenses. Charges or fees are calculated on the cost to the Centre with consideration of the members involved.
- b) Health Education and Support Service section presentations are considered to be community outreach programs and therefore not subject to set fees. A silver collection may be taken to help offset any related costs.
- c) Participants of programs operating on a drop-in basis that have related expenses will pay a set fee each time they participate.
- d) Programs operating on a drop-in basis that do not generally incur expenses will be offered at no charge and are considered a benefit of membership.
- e) Visitors/members may attend most programs **once** as a guest and will not be subject to a charge. Exceptions are specialty programs and/or programs with limited attendance capacity.
- f) Non-members will be charged up to 25 percent more for Centre recreation/social programs and activities.

### *Program registration*

- a) Fees must be paid upon registration.
- b) Registration fees that occur once a program is in session will be pro-rated.
- c) Drop-in fee for a specialty program must be paid in advance of the class.
- d) Fees and any conditions related to a program will be identified in all promotional materials.
- e) If there is insufficient registration prior to the start of a program to cover its costs, the program may be cancelled.

### *Refunds*

- a) If a program is cancelled by the Centre:
  - Before start of first class – 100 per cent monies refunded.
  - After the first class – pro-rated monies refunded.
- b) If a registrant withdraws:
  - A pro-rated refund will be given subject to a \$5.00 administration fee if the program is less than eight weeks.
  - For programs eight weeks or longer, no refund will be given after the second class.
  - Refunds for special events will not be given within five days prior to the event.
  - If there is a waiting list, arrangements may be made to transfer fee.

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### *Exceptions*

- a) Exceptions to these guidelines may be made by the Centre Director, but will only be considered in recognition of extraordinary circumstances and for Centre- sponsored programs only.
- b) Programs offered in partnership with another organization are subject to that organization's 'Fees and Charges' policies.

### **Program Records and Reports**

A multi-purpose senior centre shall keep a system of records on its services and activities in order to document current operations, meet funding requirements, promote community support and guide future planning.

These records shall include at least the following:

- a) Descriptions of services and activities
- b) Rosters of persons served
- c) Number of persons served, by type of service and activity
- d) Number of service and activity units (referrals, meals served, interview hours, socialization hours) for each type of service and activity
- e) Participant assessments of services and activities

A multi-purpose senior centre shall submit program reports to the governing body or its designee at regular intervals (at least quarterly). These reports shall describe:

- a) Number of persons served during the period
- b) Type of activities and services provided during the period
- c) How many persons use the centre each day and for how long
- d) How many attend each activity or service
- e) A profile of participation patterns for each special and regular activity and service indicating how many are regular participants and how often, whether new participants are being attracted, etc.

A multi-purpose senior centre shall prepare an annual report providing an overview of the centre's programs and operation for presentation at the Annual General Meeting. Upon request, copies shall also be made available to funders, sponsors and the general public.

Program records and reports shall be reviewed periodically by appropriate staff to evaluate their adequacy and continued usefulness.

### **Program Evaluation**

#### **Responsibility**

Ongoing monitoring and assessment of activities and services shall be conducted as part of the program planning process.

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A formal evaluation of the multi-purpose senior centre's program and operation shall be conducted at least annually by an evaluation committee composed of participants, staff, and Board of Directors, or an advisory committee.

### **Areas of Evaluation**

A senior centre evaluation shall include arrangements to review and examine at least the following:

- a) The participant's evaluation of each activity and service
- b) The extent to which the activity and service achieves stated qualitative and quantitative objectives, and the barriers to their fulfillment
- c) The extent to which the program is meeting the centre's stated goals
- d) The extent to which the centre is meeting the needs and interests of the community's older people
- e) The relationship between the centre and community service organizations
- f) The effectiveness of linkages with other agencies in making services more accessible to older people
- g) The adequacy of the facility, equipment and furnishings
- h) The costs and resources required for each activity and service
- i) The effectiveness of communication within the centre, with other organizations, and with the community
- j) The extent to which the participants are involved in the centre's operation

### **Sources of Evaluation Information**

Information from on-going monitoring and assessments of activities and services shall be used in evaluation in addition to information from the centre's records and through special information collection efforts.

In all cases, safeguards shall be maintained to protect the privacy of the participants.

### **Evaluation Report**

The centre executive committee shall prepare a report on its findings containing a description of achievements and recommendations for improving the center's operation or program.

Information on the results of the centre's evaluation efforts shall be used in planning and program development and shall be presented to the participants, staff, board, advisory committee and appropriate organizations.

### **Funds for Evaluation**

Adequate funds for evaluation shall be included as part of the multi-purpose senior centre's operating budget.

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## Accessible Services

**Date Established:** 2020

**Date Last Revised:**

### Summary

We are committed to complying with the [Accessibility Standard for Customer Service](#) under The Accessibility for Manitobans Act. Our policies, practices and measures reflect the principles of dignity, independence, integration and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service. This policy applies to all employees and volunteers.

### Purpose

#### **Definition of Conflict of Interest**

A conflict of interest is any situation in which a Board member/volunteer has an employment, business or personal interest sufficient to appear to influence the objective exercise of his or her official duties as a member of the Board of Directors or a volunteer of the Winkler & District Multipurpose Senior Centre.

#### **Board members/volunteers and staff are expected to:**

### Meet Communication Needs

#### **Policy Statement**

We meet the communication needs of our members or any individuals that wish to access our services.

#### **Practices and Measures**

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
  - o Keep paper and pens available to write things down
  - o Offer a chair when longer conversations are needed

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- o Offer a quieter space
- o Sit down to engage with someone using a wheelchair
- We use signs and documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write signs and documents in plain language.

## **Accommodate the Use of Assistive Devices**

### **Policy Statement**

We accommodate the use of assistive devices when individuals are accessing our facilities.

### **Practices and Measures**

We do not touch or move anyone's assistive devices without permission.

We are trained in how to use the assistive devices that we provide, including automatic doors and wheelchairs.

In cases where the assistive device presents significant and unavoidable health or safety concerns, we attempt to use other measures to ensure the person with disabilities can access our facilities. (i.e. no flame candles as oxygen tanks cannot be near flames.)

## **Welcome Support Persons**

### **Policy Statement:**

We welcome support persons and we let the public know in advance if support persons have to pay admission or service fees.

### **Practices and Measures:**

We address the individual wishing to access the service, not the support person, unless requested by the individual requesting the service to do otherwise.

We make space for support persons on-site and ensure the individual accessing the service have access to their support persons at all times.

We waive admission or service fees for support persons.

We let the public know in advance if admission or service fees cannot be waived or reduced.

We share information about fees for support persons with the public in the following ways:



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Posted on website, on social media, and/or in newsletters

Posted at our building entrance, service reception desk, and reader boards

Included in posters, brochures, pamphlets and/or advertisements

Through employees, volunteers or management (in person, or by phone)

### **Allow Service Animals**

#### **Policy Statement**

We allow service animals on our premises.

#### **Practices and Measures**

- We:

- Treat a service animal as a working animal

- Do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so

- Know how to identify a service animal by its harness or vest and by the assistance the animal is providing.

- If we have concerns, we may ask if the animal has been trained to help a

- Person with a disability-related need.

- We do not inquire about the disability.

- We expect the person who is handling the service animal to maintain. Control of the animal physically or through voice, signal or other means.

- If the service animal is showing signs of not being controlled (i.e., by barking, whining or wandering), we may provide a warning to the handler to control the animal.

- If the service animal continues to misbehave, we may ask the handler to leave.

- If another law prohibits service animals (e.g., food preparation areas), we explain why the animal cannot enter the space and discuss with the person another way of providing goods or services.

## **Maintain Accessible Features**

### **Policy Statement**

To ensure barrier-free access to our goods, services or facilities, we maintain our accessibility features so they can be used as intended.

### **Practices and Measures**

- We organize our space so that there is room for people with wheelchairs, electric scooters and walkers.
- Our seating accommodates people of varying sizes and abilities.
- We keep hallways, aisles, entrance and reception areas, waiting rooms and meeting rooms clear of clutter.
- We ensure our entrance area is clear of ice and snow.
- We place standing signs out of the way to avoid tripping hazards.
- We use both audio and visual cues to inform customers it is their turn to be served.
- We take our goods and/or services to the member when our premises and structures are not accessible.
- Alternatives to our accessibility features include:
  - Meal delivery
  - Providing service at alternate locations, such as the member's home.
- Our accessibility features affected by this policy include:
  - hallways, entrance and reception areas, meeting rooms, accessible washrooms, automatic doors, ramps, and multipurpose space.

## **Let the Public Know When and Why an Accessible Feature is Unavailable**

### **Policy Statement:**

We let the public know when and why an accessibility feature is temporarily unavailable, how long it will be unavailable, and other ways to access our goods and services.

### **Practices and Measures:**

- If one of our accessibility features becomes temporarily unavailable, we prepare and post a notice and/or announcement about the disruption, the reason for the disruption, how long it will last, and whether there are other ways we can provide access to our goods and services (e.g., by using an alternate entrance).
- If requested, we work with the customer to find other ways to provide goods and services.
- We let the public know about disruptions in the following ways:
  - posted on website, on social media, and/or in newsletters

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- o posted at our building entrance, and in high traffic areas
- o included in posters, brochures, pamphlets and/or advertisements
- o through employees, volunteers or management (in person or by phone)

### **Welcome and Respond Promptly to Feedback**

#### **Policy Statements:**

We welcome and respond promptly to feedback we receive on the accessibility of our goods and services.

We document the actions we take to respond to the feedback we receive, and that information is available on request in a format that meets the individual's communication needs.

#### **Practices and Measures:**

- We invite feedback through a visit to our reception desk, or contact us by phone, email, website or feedback form.
- All feedback is directed to the Executive Director, who determines what action, if any, should occur.
- If the feedback requires us to follow-up, the individual is notified that the request is being reviewed and when they can expect a response.
- We let the member know what action we will take to address their feedback, if any.
- We respond to feedback in a way that meets the communication needs of the individual.

### **Provide the Required Training to Employees**

#### **Policy Statements:**

We provide the required training on accessible customer service to employees and volunteers. We are trained on:

- How to interact and communicate with people who face barriers to accessing services, use assistive devices, are assisted by a support person and/or are assisted by a service animal.
- How to use any equipment or assistive devices that are available on-site.
- An overview of The Accessibility for Manitobans Act, The Human Rights Code (Manitoba), and the Customer Service Standard.
- Our organizational policies, practices and measures, including updates or changes.

#### **Practices and Measures:**

- We train new employees [specify timeframe: two weeks, one month or other] after hiring.
- We provide refresher training regularly, including updates to policies, practices and measures.
- Training is offered [specify timeframe: every year, six months, three months or other].
- [Specify position: Supervisors or staff specific to your organization]

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- Record who has taken training and when.
- Feedback on the accessibility of our services is addressed in regular staff meetings.

## **Section 7 - Safety Policy**

### **Purpose:**

Appropriate safety measures enhance a multi-purpose senior centre's capacity to deliver programs and services and protect its members and staff.

### **Safety goals:**

- a) The centre shall be designed, constructed and maintained in compliance with all applicable federal, provincial, and municipal building safety and fire codes, including the Occupational Health and Safety Act.
- b) The centre shall make arrangements, as necessary, for the security of the participants and their possessions in the facility, and on their way to and from the centre (e.g., supervised building entrances and exits and arrangements with local authorities for adequate patrols.)
- c) The facility shall be free of hazards, such as high steps, steep grades, etc. Where necessary, arrangements shall be made with local authorities to provide safety zones for those arriving by vehicle and adequate traffic signals for pedestrian crossings.
- d) The exterior and interior of the facility shall be safe and secure, with well-lighted areas, paved exterior walkways, all stairs and ramps equipped with handrails.
- e) Bathrooms and kitchens shall include safety features appropriate to their special uses (such as non-skid floors, kitchen fire extinguishers, bathroom grab-bars.)
- f) Procedures for fire safety shall be adopted, including provision for fire drills, inspection and maintenance of fire extinguishers and periodic inspection and training by fire department personnel.
- g) The centre shall be equipped with adequate supplies and equipment for emergency first aid. Personnel trained in first aid shall be on hand whenever the centre is open.
- h) There shall be sufficient maintenance and housekeeping personnel to assure that the facility is clean, sanitary and safe at all times.
- i) Provision shall be made for frequent safe and sanitary disposal of trash and garbage.
- j) Provision shall be made for regular pest control.

### **Medical Emergencies**

The telephone number for the ambulance, fire department, police and hospital shall be posted on the wall close to all phones in the centre.

All staff employed by the Centre shall be required to take CPR training every three years, at the expense of the Centre.

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A first aid kit is to be on the premises at all times and the contents shall be restocked on a monthly basis.

### **Procedure:**

The Centre Director, other staff persons or trained volunteers, shall be alerted to the emergency and shall be authorized to call an ambulance when it appears to be warranted. Should collection of ambulance fees prove to be a difficulty for the patient, the centre shall pay the costs.

The Centre Director, other staff persons or trained volunteers, shall not move the patient but keep him or her as comfortable as possible, check for an "alert" bracelet and the possible need for medication, loosen clothing and keep patient warm until professional assistance arrives.

First aid or CPR shall be administered only by a staff person or volunteer trained in first aid or CPR.

If a medical emergency does not require going to the hospital, the Centre Director, other staff or volunteer as designated, shall call for a taxi or family member to pick up the patient and take him or her home. If the patient is unable to pay for a taxi, the centre shall pay the costs.

The Centre Director shall follow up with a family member, or discuss the problem with the patient to make an assessment and referral to the appropriate health professional.

The Centre Director shall record the incident as an Incident Report.

If the Centre Director, other staff person or volunteer as designated is unavailable at the time of an emergency, whoever is able to take control of the situation shall do so.

### **Fire Emergencies**

The telephone number for the fire department, ambulance, police and hospital shall be posted on the wall close to all phones in the centre.

Fire extinguishers shall be available in all rooms in the building.

Maps showing appropriate Fire Escape exits shall be posted throughout the building.

All exits shall be clearly marked.

Fire drills are to be staged at least twice annually.

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Fire drills are to be staged according to an evacuation plan approved by the Fire Commissioner's office.

Fire extinguishers, emergency lighting systems, fire alarms, sprinkler systems, shall be checked monthly by the building committee. Systems requiring a professional inspection shall be done annually by a licensed inspector.

Exit doors shall be kept clear of obstacles.

The building committee shall check the building monthly for possible fire hazards, including storage of flammable material.

The fire department shall have the alarm code for the building plus a master key for all rooms in the centre.

The fire department shall have the phone number of the executive director, president of the board, and chair of the building committee in the event of a fire emergency after hours. The contact list shall be updated as necessary.

### **Procedure:**

Upon activation of the fire alarm, the Centre Director, other paid staff or volunteer as designated, shall be authorized to call the fire department, then use the fire extinguisher.

In the event of a fire in the kitchen, the cook shall be authorized to call the fire department, then use the fire extinguisher. If the cook is not available, the Centre Director, other paid staff or volunteer as designated, shall be authorized to call the fire department, then use the fire extinguisher.

Upon activation of the fire alarm, the Centre Director, other paid staff or volunteer as designated shall:

- a) announce over the public address system that the building must be evacuated using the stairs.
- b) lock the elevator.
- c) Help people down the stairs
- d) investigate the total building to ensure that all persons have been evacuated.

If the Centre Director, designated person, or other staff person or volunteer as designated is unavailable at the time of an emergency, whoever is able to take control of the situation shall do so.

## **Robberies**

Staff and volunteers shall co-operate fully and relinquish whatever is requested by the robber. The victim shall try to observe all details so that a good description of the robber is obtained. When the robber has left, the victim or a designated person shall alert the police immediately.

## **Disturbing Behaviour (ie: drunkenness, excessive anger, cursing, etc.)**

### **Procedure:**

Volunteers or staff who observe disturbing behaviour shall:

- a) Try to assist the person and determine his or her needs.
- b) If the inappropriate behaviour continues, don't talk or debate with the person. Refer the matter to staff to address the problem situation.
- c) Staff will try to diffuse the situation by determining the person's needs.
- d) Call the police for assistance in removing the individual from the premises if no success is reached.
- e) Staff shall fill out an incident form and keep it on file.

If no staff are available, volunteers shall then immediately call police for assistance in removing the individual from the premises.

Paid staff shall use discretion and take appropriate action to rectify the problem.

Where necessary, paid staff shall call the police to attend to the situation.

If paid staff are unavailable, the volunteer shall consult with others in the centre for assistance at the time of the incident, and shall call the police if necessary.

## **Keys**

Anyone who requires a key for the entrance doors to the centre shall sign their name, phone number and date of removal on the appropriate page of a sign-in book.

A deposit may be charged to those requiring a key for the entrance doors to the centre. This deposit will be refunded when the key is returned.



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Designated key-holders, as listed in the maintenance file, shall not have duplicate keys made, or let the key out of their possession. Loss of a key shall be reported immediately (same day) to the Centre Director.

### **Security Alarms and Doors**

A list of personnel having access to alarm codes shall be kept up to date and shall be provided to the police and fire department for emergency use.

Those having access to the alarm system, with codes, shall be:

- a) Centre director
- b) other staff, volunteers or renters as authorized by the building committee

In the event of an alarm, personnel will be contacted by the security company in the order listed above.

Those having access to the alarm system shall be responsible for turning off the alarm in the morning and turning it on at the end of the work day.

Renters shall be shown how to turn on the alarm so that the building will be secure when they leave.

During centre operating hours, designated staff shall be responsible for ensuring the back exit doors are properly secured. After regular hours, renters using the facility shall see that all doors are properly secured.

### **Use of Centre as an Emergency Shelter**

The contact persons for use of the centre as a shelter during emergency situations (ie: evacuations due to flood, fire, contamination, etc.) shall be:

- a) centre director
- b) president of the board

Together these persons will make the decision on the use of the building for a particular emergency and, if so decided, be responsible for opening the building for the authority making the request.

(i.e., Fire department, Emergency Measures Organization, Health Department, etc.)

The Board of Directors shall request that the following areas be off limits to the general public during the emergency situation: offices, medical rooms, board room, computer room, gift shop, supplies room.

Security of the building and contents at the time of the emergency situation will be the responsibility of the authority that has requested the use of the building.

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The authority that has requested the use of the building shall reimburse the centre for any damage to the centre or the contents during the time of the emergency situation.

The building committee shall set an appropriate level of rent for use of the facility during an emergency.

The centre's janitor should be given first choice in the clean up of the building following use for an emergency situation. The premises are to be left in the same condition as found.

If necessary, the cooks in the centre may be contacted to help with meals during the emergency situation.

### **Emergency Closing Due to Weather and Road Conditions Policy**

Date Established: 2020

Date Last Revised:

#### **Purpose**

To provide for the orderly closure of programs and discontinuation of delivery services in severe weather conditions.

#### **Scope**

Staff, volunteers and all patrons of the Winkler & District Multipurpose Senior Centre.

#### **Policy**

The Board of the Winkler & District Multipurpose Senior Centre is committed to the provision of the centre that are conducive to the health and safety of volunteers, patrons and employees. Accordingly, it is the desire of the Board to keep the centre open and provide programs and meal delivery services during regular operating hours when it is safe to do so and to close the centre and/or discontinue services and programs when weather and road conditions are such that it is not advisable to provide these services.

#### **Procedure**

##### **Closure due to Weather and Road Conditions**

In the event of adverse weather and road conditions, the Executive Director of the Centre shall determine if the local schools cancel classes due to inclement weather or road conditions.

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The Board Chair shall immediately be contacted to confirm the closure and/or cancellation of programs and meal deliveries.

Staff, volunteers and patrons shall be promptly notified of cancellations of programs and centre closure.

Centre closure announcements shall be broadcast on all local radio networks by approximately 7:00 a.m.

On days when the Centre is closed due to weather the office employees are required to be at work if it is possible to do so.

Salary employees unable to report to work may access a vacation day or make up the lost time.

Hourly employees unable to report to work may access a vacation day or have the day off without pay.

All programs of the Centre will be cancelled on these days.

In the event of adverse conditions arising during the course of the work day, the centre shall remain open. Meal deliveries will not be provided in adverse weather conditions. Storm contact policy shall be implemented.

Volunteers have the right to stay home if the weather and/or road conditions are severe, regardless of the decision of the Winkler & District Multipurpose Senior Centre.

### **Closures Due to Extreme Cold**

The Winkler & District Multipurpose Senior Centre will be closed for cold weather when it is too cold to be exposed to the elements for even a short period of time. The Centre may close for cold weather reasons when the wind chill factor in most locations in the region is forecast to be minus 45 degrees Celsius or colder as recorded by Environment Canada – Morden location.

The Centre will cancel all programs on these days.

All office staff are expected to work their regular shifts if they are able to make it in.

## **Covid-19 Operation Policy**

Date Established: June 2020

Date Last Revised: April 2021

### **Summary**

Winkler Senior Centre will take all precautions possible for reopening the Centre during the Covid-19 Pandemic to make it as safe as possible for all staff, volunteers and participants to attend and take part in Winkler Senior Centre activities.

### **Purpose**

To protect employees, volunteers and participants of the Centre to the best of our ability from becoming exposed to COVID-19 during the pandemic.

### **Scope**

This Policy applies to Board Members, Staff, Volunteers and General Membership who work at or attend the Winkler Senior Centre.

### **Procedure**

#### ***Sick Employees and Volunteers:***

All Employees and volunteers who are ill shall contact their supervisor prior to their shift and stay home until all symptoms of illness are gone.

Employees shall earn one sick day per month. Sick leave shall accumulate during the period of employment to a maximum of 20 working days as per Personnel Policy.

#### ***Operations of the Centre:***

The east entrance (6<sup>th</sup> Street) will be used as the designated entrance. Wheel chair parking access only will be accessible from the west entrance while limiting congregating at the designated entrances.

Participants will be informed of physical distancing measures, hand hygiene, and cough etiquette. Signs will be placed at the entrance to remind staff, volunteers and participants of these measures, and ensure they are followed.

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Entrances will have hand sanitizer and social distancing reminders posted and distancing markers on the floor as required by public health.

Volunteers will be present at main entrance to screen volunteers and participants when they enter the building. Lists of participants will be maintained for 21 days to ensure appropriate public health follow-up can take place if a participant be exposed to COVID-19 during these activities.

Occupancy will be monitored at the entrance and limited to current Public Health Regulations.

Space will be set up (e.g. chairs, tables) to allow for physical distancing. Limited chairs will be set up based on number of occupants allowed in the space. No additional chairs may be added.

Tables and chairs will be cleaned with appropriate cleaning solutions after each use and after all participants have left. Serving counter will be cleaned frequently. Hand sanitizer will be available at serving counter as well.

Enhanced cleaning measures are in place at the site where services are being provided including washrooms where increased frequency of cleaning will occur.

Serving protocol will be based on current health orders.

Staff and Volunteers may be required to wear a mask pending on public health orders, to help protect participants who attend the Centre. Masks will be provided for staff and volunteers. Participants need to bring their own if they wish to wear a mask unless supply is available.

As recreational programs resume such as line dancing, floor curling, floor shuffling, pickle ball etc, occupancy will be limited to meet the current COVID-19 restrictions. A plan will be established for each event to minimize physical contact and the risk of Covid-19 transmission between participants.

### *Non-Compliance Procedure:*

If a staff, volunteer or participant is not following distancing protocol the following protocol will take place:

**Infraction 1** - If the individual refuses to follow public health orders they will be asked to leave the premises and given a warning – incident report will be filed.

**Infraction 2** within 30 days – participant who does not follow public health orders will be asked to leave and given a second warning which could result in being barred from the Centre for one month – incident report will be filed.

**Infraction 3** within 30 days – participant who does not follow the rules will be told to leave and given a third warning – incident report will be filed. Third warning could result in membership or access to the centre being withdrawn by the Board of Directors.

If a second infraction occurs after the 30 days then the process starts again.

Also see:

- Respectful Workplace and Harassment Prevention Policy
- Accessible Services Policy
- Personnel Policy

## **Workplace Safety and Health**

Centre boards are encouraged to obtain a copy of the Workplace Safety and Health Program Committee Manual. Phone Workplace Safety and Health, at 1-800-282-8069, or 204-945-3446, to order a copy or to speak to a customer service representative.

Manitoba's approach to workplace safety and health legislation stems from the philosophy that responsibility for workplace safety and health is shared in the workplace. *Workplace safety and health committees* are required in workplaces with twenty or more workers. *Worker safety and health representatives* are required in workplaces with between ten and nineteen workers.

Although Manitoba's multi-purpose senior centres normally do not have ten or more paid workers, they are places where volunteers "work" and combined with paid staff, their numbers do exceed ten. Both paid workers and volunteer workers must be assured the centre's Board of Directors is acting pro-actively to provide a safe and healthy workplace for them. Therefore, while not legally bound to do so, they are strongly encouraged to create a workplace safety and health committee, or assign a worker safety and health representative. As a legal requirement of having a committee or representative, one person on the committee, or the representative, must attend a two-day safety course through the provincial Workplace Safety and Health department.

The Workplace Safety and Health Program Committee Manual is intended to help committees and employers understand their responsibilities for establishing and maintaining safe and healthy workplaces.

Committees and representatives are the primary mechanisms for employers and workers to work together in identifying and resolving safety and health concerns. Experience with committees has proven they reduce injuries and illnesses in the workplace.

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## Section 8 – Volunteer Program Policy

“The volunteer program exists to empower a Multi-Purpose Senior Centre to achieve its mission statement efficiently and successfully while providing meaningful ways for individuals to contribute to society in their own unique way.”

### Introduction

Volunteering in the Millennium is very different from the “good old days” when anyone who wanted to help just rolled up their sleeves and worked on the task at hand. The volunteer sector has undergone remarkable change over the last three decades.

The number of non-profit organizations has increased and as a result the competition for funds has also increased. Volunteers are asked to perform more complex duties on behalf of organizations. The more complex and direct the work, the greater the liability to the volunteer, the clients, the organization and its management. Volunteers make critical financial and service decisions. They are on the front lines, side by side with staff, working directly with clients and members.

Policies and procedures reduce the dangers and risks by:

- establishing rules and setting guidelines about what is expected and what will be done.
- defining the boundaries of volunteer positions
- defining what is and what is not acceptable
- outline what volunteers should do in the event of trouble

### Recruitment

**Policy:** Volunteers will be recruited from a wide range of age groups, backgrounds and experience. Recruitment practices will agree with the Manitoba Human Rights Code.

**Overview:** The Centre recognizes a rich source of potential volunteers available in the community. Volunteers will be selected solely for their skills and suitability to perform a task on behalf of the organization.

**Procedures:**

1. In agreement with the Centre’s goal to provide opportunities for older adults to use their skills and develop their potential, interested members will be recruited first.
2. Members who are interested in exploring volunteer opportunities will be contacted by the Volunteer Coordinator for an initial interview. If a member is

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not reached after three attempts, a letter will be sent, asking them to confirm their interest by contacting the office.

3. When the right match is not made from the membership, volunteers will be recruited from the public.

Partnerships with businesses and educational facilities will be encouraged to involve all age groups.

### Position Descriptions

**Policy:** Every volunteer job will have a written position description.

**Overview:** Volunteer positions are created to assist the Centre in achieving its goals and mission. A written description defines what the volunteer is supposed to do and states the boundaries around those duties. These duties will determine the type of screening necessary to lessen the risk to vulnerable clients, to the organization and to the volunteer. Volunteers will know what skills and qualifications are required for the position.

**KEY:** Levels of risk:

**Low risk:** client is an able-bodied adult; activity takes place on site with others; activity is safe; property damage is minimal; risk of financial loss is minimal; risk of loss of reputation/goodwill of the Centre is minimal.

**Medium risk:** client may be somewhat vulnerable; sometimes the activity is done with others but sometimes client and volunteer are alone; where activities are not inherently risky; where there is minimal supervision or where a staff person is the supervisor; risk of property damage is somewhat a concern; risk of financial loss is somewhat of a concern; and risk of loss of reputation/goodwill of the Centre is somewhat of a concern.

**High risk:** client is vulnerable; activity takes place off-site, usually involving only client and volunteer; where the activity is inherently risky; risk of property damage is high; risk of financial loss is high; and risk of loss of reputation/goodwill of the Centre is high.

**Procedures:**

1. Volunteers will receive a position description before placement. Expectations, responsibilities and any risks will be explained.

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2. Position descriptions will be reviewed periodically, as needed by the Volunteer Coordinator with feedback from volunteers.

### **Screening**

#### **Policy**

Prior to placement, applicants will be screened for suitability for available positions.

Overview: Screening applicants helps to identify individuals who would pose an unacceptable risk if placed in certain situations. Applicants will be informed of the level of screening necessary for the available position. Screening practices will agree with the Manitoba Human Rights Code.

#### **Procedures**

1. The Volunteer Coordinator or a delegate will contact applicants and conduct an initial interview. This will provide an opportunity for both parties to learn about each other. Applicants will be informed of the screening process.
2. During the interview, candidates will complete an application form, submit three personal and/or professional references (with their consent), and sign an oath of confidentiality. The Volunteer Coordinator will check references.
3. Applicants for high-risk positions, who are performing administrative duties or providing direct service to seniors in their homes, will be required to obtain a police record and criminal record checks. Reimbursement for the cost of these check will be available from the Centre. Record checks obtained for positions outside the agency will be accepted within six months of issue.
4. Students from a volunteer program, applying for low-risk positions, will be screened by their school supervisor, in cooperation with the Volunteer Coordinator.
5. Corporate applicants may be required to supply a letter of reference from their manager.

#### **Placement**

Policy: The Volunteer Coordinator will be responsible for the placement of approved applicants with feedback from the Volunteer Interviewer.

Overview: During the initial interview applicants will have the opportunity to discuss their interests, skills, expectations and availability with the Volunteer Coordinator. This will enable the Volunteer Coordinator to make a good decision on finding the best-suited applicant to fill the available position. It is also important to rotate requests of volunteers

## Winkler & District Multipurpose Senior Centre

to avoid burnout. In this way volunteers and the Centre will achieve a more mutually-satisfying partnership.

### Procedures:

Anyone who requires the assistance of volunteers will complete a request form and submit it to the Volunteer Coordinator. Request forms are available from the Volunteer Coordinator. The Volunteer Coordinator will arrange placement of the volunteers or will provide a list of suitable candidates for the assigned task.

## Orientation

**Policy:** New volunteers shall attend a general orientation session upon acceptance.

**Overview:** Volunteers need a clear understanding of their role and responsibilities. It is the Centre's duty to supply them with the tools for success. Background information on the Centre will enable them to become good ambassadors. Evaluations of each session will monitor the success of the orientation.

### Procedures:

The Volunteer Coordinator will be responsible for the design and delivery of orientation of volunteers.

## Supervision

**Policy:** Volunteers will have a clearly identified supervisor who will be responsible for day-to-day consultation, support, and direction.

**Overview:** Supervision of volunteers will address the needs of both the volunteer and the organization. Supervisors will be a link between the volunteers and the Volunteer Coordinator. In this way, concerns/problems and informal recognition will be addressed in a timely manner.

### Procedures:

1. Position descriptions will state a designated supervisor.
2. Supervisors will connect with their volunteers for feedback on their tasks.
3. Supervisors will inform the Volunteer Coordinator of any problems or concerns regarding a volunteer's ability to perform their tasks.

## Evaluation

**Policy:** Volunteers will receive on-going support and constructive feedback on the performance of their assignment.

**Overview:** Regular feedback sessions will confirm the value the Centre places on volunteers and will act as a form of informal recognition.

**Procedures:**

1. Volunteer Administrative Assistants will have an annual feedback session with the Centre Director or the Volunteer Coordinator.
2. Volunteer Program Leaders will have an annual feedback session with the Centre Director or Volunteer Coordinator.
3. The Volunteer Coordinator or a delegate will contact all other volunteers annually for feedback.
4. Upon a volunteer's resignation, the Volunteer Coordinator shall provide references and total hours worked, if requested by the volunteer. A copy of same shall be attached to the volunteer's file.

## Training and Continuing Education

**Policy:** Volunteers will receive initial training specific to their position and on-going education to keep current.

**Overview:** In order to ensure success in performing the duties of their position, volunteers have the right to complete, up-to-date and timely training. Volunteers will have a more enjoyable experience when they feel confident.

**Procedures:**

1. Paid staff and/or experienced peer volunteers will be responsible for the design and delivery of training for office volunteers and supervisors.
2. With the assistance of paid staff, supervisors and/or peer volunteers will be responsible for training new recruits prior to placement.
3. As part of their training, volunteers will be informed of the Code of Confidentiality and will be asked to sign a pledge of confidentiality prior to starting their duties.
4. Volunteers, once provided with orientation and training, will be provided with a volunteer kit detailing the duties assigned, code of conduct for volunteers, and pertinent information about the Centre.

5. Volunteers will attend regular meetings scheduled by their supervisor for on-going support, feedback and education.

## **Volunteer Records**

**Policy:** Any personal information on volunteers will be kept confidential in accordance with provincial statutes and regulations.

**Overview:** Personal information on volunteers includes paper documents and computer files. This information will be protected in locked cabinets and by computer passwords. A volunteer is entitled to review any of this information by request and on-site in the presence of paid staff.

**Procedures:**

1. The Volunteer Coordinator will be responsible for keeping records accurate and current.
2. Inactive volunteer files will be kept for two years, after which they will be disposed of by shredding and/or deletion from the computer.
3. Volunteers will be given access to their file within thirty days after a written request has been received by the Volunteer Department.

## **Recognition**

**Policy:** Volunteers may be acknowledged regularly for their contributions through informal and formal recognition.

**Overview:** The Centre values the involvement of volunteers as we work together to achieve our mission and goals. Volunteer recognition is a way for us to express our appreciation, motivate volunteers to keep coming back, promote and encourage involvement, and prevent burn-out in volunteers. Volunteers respond differently to what type of recognition is meaningful to them. It is important to offer appreciation in many ways.

**Procedures:**

1. The Volunteer Coordinator may host an annual celebration of volunteer involvement.
2. Paid staff and supervisors may publicly acknowledge the efforts of volunteers through the newsletter, weekly announcements, volunteer display board, and at the Annual General Meeting.

## Winkler & District Multipurpose Senior Centre

3. Paid staff and supervisors may deliver timely expressions of gratitude personally through caring conversations, in writing by sending greeting cards, and /or informal gatherings with refreshments.
4. Volunteers may be reimbursed for expenses (pre-approved by the Executive Director), e.g. mileage, bus fare or parking incurred while performing assigned duties.

### **Grievance**

**Policy:** Paid staff or volunteers who are aware of a situation requiring conflict resolution will bring it to the attention of their supervisor.

**Overview:** Conflict is inevitable. Whenever people work together, they will have different viewpoints, based on their personal experiences and goals. The Centre requires volunteers to be respectful of each other and handle any conflicts in a courteous manner.

**Procedures:**

Volunteers in conflict will try to discuss their concerns with each other. If, failing a satisfactory resolution, the following chain of assistance will be used: supervisor, Volunteer Coordinator, and lastly Centre Director. Where appropriate, a volunteer shall be given the opportunity to work in another area in an effort to reconcile difficulties in a personality conflict or to provide new challenges.

### **Discipline and Dismissal**

**Policy:** Volunteers who do not adhere to the rules and procedures of the Centre and/or show inappropriate behaviour are subject to dismissal.

**Overview:** Volunteers deserve the same respect and treatment as paid staff, including the right not to be wrongfully dismissed. Dismissal will be a last resort, applied when other appropriate attempts have failed. Inappropriate behaviour includes: disrespect for the Centre and fellow volunteers, extreme negativity, consistent unreliability, exceeding the boundaries of their position and refusing to accept supervision. Volunteers will be tactfully dismissed if the performance of their duties is below expected standards.

**Procedures:**

1. Supervisors will notify the Volunteer Coordinator immediately of any problems or concerns.
2. If there is a case for dismissal, the appropriate steps to follow are:

## Winkler & District Multipurpose Senior Centre

- i) A supportive meeting to discuss the concern will be arranged between the volunteer and the Volunteer Coordinator. An action plan for improvement with a time line will be set.
- ii) If there is no improvement within the time line, a written reprimand complete with a new plan and time line will be issued. Copies will be signed and given to both parties.
- iii) If there is unsatisfactory improvement again, a personal interview will be held to formally dismiss the volunteer. The volunteer may be dismissed permanently, or for a specific length of time, and shall be advised in writing as to the reason. The reason for the dismissal shall also be recorded in the volunteer's file. The Centre Director shall be consulted on all dismissals.
- iv) In cases of theft, gross misconduct, or insubordination, the volunteer may be subject to immediate dismissal.
- v) Possible grounds for dismissal may include, but are not limited to, the following:
  - Unsatisfactory job performance as evaluated by the supervisor
  - Theft of property of a client or the employer
  - Being on the job under the influence of alcohol or drugs
  - Making false entries on the organization's records
  - Acting violently, except in cases of self defense
  - Absence without leave
  - Negligence and/or misuse of equipment
  - Charge and/or conviction of a criminal offence
  - Obtaining the volunteer position under false pretenses
  - Abuse of a client, employee or fellow volunteer
  - Insubordination

## **Section 9 - Service to Seniors Provider**

### **Housekeeping Program – Fee for Service**

The purpose of the Housekeeping Program through Winkler & District Multi-Purpose Senior Centre is to provide a service to older adults or those who may have physical limitations which prevent them from performing housekeeping tasks safely and effectively.

Services are in place to provide the client with a reasonable rate, as well as the assurance the fee for service worker (housekeeper) has provided satisfactory background checks to the Winkler Senior Centre Resource Coordinator. These records are kept on file.

All Housekeepers shall be registered with the Winkler & District Multi-Purpose Senior Centre, provide references, rate per hour, Criminal Record Check/Vulnerable Sector Check and Adult Abuse Registry Check. They shall sign a Housekeeper Agreement Statement and an Oath of Confidentiality Statement.

Regular Housekeeping may include, but not limited to sweeping and washing floors, vacuuming, dusting, wiping counters, doing dishes, removing garbage, cleaning bathrooms.

Heavy housekeeping may include, but not limited to washing walls and ceilings and cleaning out closets or any other debris that may have accumulated over time.

The Resource Coordinator, the Housekeeper and the Client will have a first initial meeting. The client explains what specific housekeeping tasks are to be performed and how often. A Housekeeping Client Service Agreement form will be completed at this meeting. This process will lessen the possibility of miscommunication between the client and the housekeeper.

Clients pay the housekeeper the mutually agreed amount each time the service is provided.

Housekeepers are expected to report all services to the Resource Coordinator on a monthly basis, by completing a log which will be provided.

## Housekeeping Program

### Housekeeper Agreement statement

I am willing to provide housekeeping duties to clients.

I agree to spend the arranged time allotted, to do the required tasks for client.

I will keep arranged appointment time or call client to reschedule if unable to keep the appointment time.

I will provide my own transportation.

I will familiarize myself with client's home, facilities, supplies and duties. If supplies are needed, I will inform the client.

I will report any contact information changes to the Winkler Senior Centre.

I agree that a new Housekeeping Client Service Agreement will be completed with the Client, Resource Coordinator and myself if there are any changes to duties and rate of pay.

I have provided a copy of a current Criminal Record Check/Vulnerable Sector Check and a copy of a current Adult Abuse Registry Check.

I have signed an Oath of Confidentiality Statement.

I will issue a receipt to clients every time I provide housekeeping services.

I will inform the Resource Coordinator of any concerns or incidents, regardless of the seriousness of the incident and complete an incident report in a timely manner. This report will be kept on file.

I have reviewed the content of this form and agree to abide by the above requirements

I \_\_\_\_\_ (print name), hereby acknowledge and agree that I am voluntarily providing my personal services to and on behalf of the Winkler Senior Centre and participating in the Housekeeping Program with monetary reward based on an hourly rate. In so doing, I agree, for myself, my heirs and executors, that the Winkler & District Multi-Purpose Senior Centre shall not have responsibility for any loss or damage, however caused, of or to myself or to my property, of any kind, owned or used by me in the course of my voluntary service.

Date \_\_\_\_\_ Signature of Housekeeper \_\_\_\_\_



# Housekeeping Program

## Housekeeping Client Service Agreement

I, \_\_\_\_\_

Agree to hire \_\_\_\_\_

to clean my house (how often/day/time) \_\_\_\_\_

Cleaning will include:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

- I agree to provide all cleaning supplies and necessary equipment.
- I agree to pay \$\_\_\_\_\_ per hour for these services.
- I agree to communicate any concerns to the Senior Resource Coordinator.
- I recognize that any additional cleaning tasks which are not included on this agreement will need to be negotiated separately between myself, the Senior Resource Coordinator and the Housekeeper (fee for service provider).

Agreement Date: \_\_\_\_\_

Signature of Client: \_\_\_\_\_

Signature of Housekeeper:: \_\_\_\_\_

Signature of Coordinator: \_\_\_\_\_

## Housekeeping Program

### Oath of Confidentiality, Conduct and Conflict of Interest, 2019

#### Housekeeping Program

### Oath of Confidentiality, Conduct and Conflict of Interest, 2019

I, \_\_\_\_\_ (*please print name*)

the undersigned, agree that I will not disclose or make known any conversations, observations, information or matter which comes to my knowledge through my volunteer service with the Winkler Senior Centre. Any concerns I have will be relayed to the Volunteer Coordinator/ Resource Coordinator or the Centre Director, who will make the appropriate professional action.

I further acknowledge and agree that I will maintain this Oath of Confidentiality after my volunteer service with the Winkler Senior Centre has been completed.

I will respect the individuality and privacy of all clients, staff and volunteers of and at the Winkler Senior Centre. I will be conscientious and trustworthy, fulfilling my duties with integrity and professionalism. I will fulfill my volunteer duties as agreed upon by being on time for my volunteer shift, and providing as much notice as possible if I am unable to attend a given shift. I will respect the dignity and rights of all others and abide by Winkler Senior Centre policies and by-laws.

I will inform Winkler Senior Centre of any outside interest which might be understood as being a real, potential or apparent conflict with my official volunteer role(s) with the Winkler Senior Centre.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Name

(Parent signature required if volunteer is less than 17 years of age)

## Housekeeping Program

### Housekeeping Incident Report

REPORTED BY CLIENT: \_\_\_\_\_

OR

REPORTED BY HOUSEKEEPER: \_\_\_\_\_

DATE OF REPORT: \_\_\_\_\_

#### INCIDENT INFORMATION

CLIENT OR HOUSEKEEPER: \_\_\_\_\_

DATE OF INCIDENT: \_\_\_\_\_

TYPE OF INCIDENT: \_\_\_\_\_

INCIDENT DESCRIPTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PARTIES INVOLVED/ WITNESSES (names): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ACTION TAKEN: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FOLLOW UP ACTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

REPORTED BY SIGNATURE: \_\_\_\_\_

RESOURCE COORDINATOR NAME: \_\_\_\_\_

RESOURCE COORDINATOR SIGNATURE: \_\_\_\_\_  
Service to Seniors Provider Description

**HANDIPERSON/YARD WORKER:**

Only the hired worker is to be on the premises.

**PRICE RATE**

To be negotiated between the worker and the client depending on the required job and equipment needed.

**DUTIES**

Carpentry (small repair jobs), window cleaning, cleaning eaves, tree pruning, lawn work, gardening, snow removal etc.

**RESPONSIBILITIES**

- Agree to spend the arranged time allotted, to do the required tasks.
- Keep arranged appointment time.
- Call to reschedule if unable to keep the usual time.
- Provide own transportation.
- Keep record of hours worked on each job.
- Take time to befriend the client.
- Respect the privacy of the client.
- Issue a receipt.
- You are hired by the client, but are accountable to the Community Resource Coordinator.
- Report any concerns to the Community Resource Coordinator

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

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

Revised February 2002

Winkler & District Multipurpose Senior Centre  
Service to Seniors Provider Description

## **VOLUNTEER TRANSPORTATION PROGRAM**

*(Southern Health Sante Sud Support to Seniors Transportation Guidelines used as reference to develop this program)*

The purpose of the transportation program offered through Winkler & District Multi-Purpose Senior Centre is to provide seniors with safe, reliable and affordable transportation. The Resource Coordinator is responsible to recruit, screen and refer Volunteer Drivers.

The Winkler & District Multi-Purpose Senior Centre is responsible for setting the mileage rate and or flat rate fees to cover the cost of gas and wear and tear on the vehicle. The Driver's time is Volunteered. Each Driver will receive a copy of the mileage guide that is to be used.

All Drivers shall be registered with the Winkler & District Multi-Purpose Senior Centre by completing a Driver Agreement statement and giving a photocopy of their current Driver's license and insurance policy. Drivers should also provide references, criminal record check, and adult abuse registry check.

Drivers require a minimum of \$1,000,000.00 third party liability insurance in addition to any insurance package (e.g. pleasure, all purpose).

Winkler & District Multi-Purpose Resource Coordinators will give Drivers' names and phone numbers to potential Passengers requesting service. Passenger will contact Driver directly to make arrangements for transportation.

Passenger pays Driver directly with mileage paid from the Driver's home return.

Passenger pays for parking and own meals.

Volunteer Driver is responsible for their own meals and any parking tickets if parked in an unauthorized parking zone, and traffic violations.

Wheelchairs and baggage should be limited to the Driver's ability to manage these items. In some cases, Drivers may refer passengers to a Handivan service.

Drivers shall provide Passenger assistance in and out of the vehicle. However, Drivers will not assume responsibility for personal care, personal transactions, future appointments or the ongoing needs of the Passenger.

Drivers are expected to report all usage of services to the Resource Coordinator on a monthly basis, by completing a log, even if the Passenger makes the arrangement directly with the Driver.

Manitoba Public Insurance recognizes that individuals who use their personal vehicles to volunteer for a not-for-profit organization do not require vehicle for hire insurance coverage, provided they do not receive compensation for their time.

Revised Policy Adopted May 2021

## Winkler & District Multipurpose Senior Centre

The volunteer driver is liable, under the terms of his/her own motor vehicle insurance policy for any injuries sustained by a client, or third party as a result of an accident. It is therefore the responsibility of the driver to ensure that the personal motor vehicle used to provide service is adequately insured.

All incidents are to be reported to the Resource Coordinator regardless of the seriousness of the incident (e.g. Passenger falls while getting out of vehicle, accidents etc.) so that data is on file about the incident in the event that legal action is taken.

## Service to Seniors Provider Description

### FRIENDLY VISITOR PROGRAM

**PURPOSE:** To provide a person who is or feels unable to get out, with social stimulation in order to reduce loneliness and/or isolation and assist that person in living a healthier lifestyle.

**QUALIFICATIONS:** Have an ability to communicate with others on a one-to-one basis.  
Have an ability to listen objectively.  
Have an interest in other people and what is important to them.

### RESPONSIBILITIES:

- Make regular visits with the senior on a day and at a time agreeable to both. 1-2 hours a week or as prearranged with the senior.
- Do not bring any other person(s) with you when you visit.
- Call the senior or the Community Resource Coordinator if for any reason you can not visit at the arranged time.
- Report any concerns you may have to the Community Resource Coordinator.
- Report any changes (address, illness, holidays) to the Community Resource Coordinator.
- Respect the confidentiality of the senior.

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

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

Revised February 2021

Winkler & District Multipurpose Senior Centre  
**Friendly Visitor/ Telephone Friend Program**

**Volunteer Assignment Description**

**Purpose/ Goals:** To provide companionship and build social connections with an older adult

**Time Commitment:**

- A minimum of two visits per month for six (6) months or more
- Visiting schedule is flexible and specific time/ dates to be arranged with the assigned Older Adult and the Resource Coordinator.

**Duties and Responsibilities:**

- Attend training session prior to beginning volunteering.
- Visit assigned Older Adult at least twice monthly. If unable to visit in-person, contact Older Adult by phone, virtually or through other means of correspondence.
- Maintain regular communication with the Resource Coordinator regarding progress of relationship and any changes in the Older Adult's or volunteer's circumstances.
- Report promptly any problems or concerns to the Resource Coordinator
- Encourage positive interactions and conversations, providing a positive experience for the older adult.
- Complete and submit monthly Volunteer Log Sheet to Resource Coordinator by the 2<sup>nd</sup> of the following Month for statistical purposes.
- Maintain confidentiality regarding the older adult, any conversations or observations
- Adhere to Friendly Visitors procedures as described in training and in the Visiting Older Adult Volunteer Information Package

**Skills, Experience and Qualifications Required:**

- Must be a mature adult
- Desire working with and establishing a friendship with an Older Adult needing social connection
- Effective verbal communication skills with assigned Older Adult and Resource Coordinator
- Ability to listen attentively and initiate conversation.
- Ability to fulfill time commitment
- Able to lay aside one's own problems and focus on the client
- Able to respect the privacy and feelings of others
- Ability to work with Older Adults
- Able to read and write well.
- Excellent interpersonal skills and the ability to connect with people from diverse backgrounds and build strong working relationships
- Successful completion of relevant background checks

## Winkler & District Multipurpose Senior Centre

- Sensitivity to the needs and challenges faced by older adults living in the community.
- Reliable and trustworthy; punctual; warm and caring; cheerful, patient and friendly
- Willingness to comply with Winkler Senior Centre policies

### **Inappropriate Activities:**

- Visiting when either Older Adult or Volunteer are ill
- Receiving large gifts, borrowing money or borrowing material items
- Lending money
- Providing financial, banking or legal assistance
- Providing health related advice, medication or supplements
- Providing health related or personal care
- Performing household tasks
- Providing tax assistance
- Acting as representative payee, conservator, legal guardian or power of attorney
- Gaining entrance to the Older Adult's home when they are away
- Performing any type of assistance for pay i.e. Household, financial or transportation assistance
- Promotion of ideas or distribution of literature which is not directed by the agency i.e. religious, political, business cards etc.
- Promoting activities for self gain i.e. buying or selling of products or services

### **Orientation, Training and Support Provided:**

- General orientation and training provided by the Resource Coordinator
- Orientation and support provided by Resource Coordinator

### **Supporting Policies and Procedures**

- Services for Seniors Volunteer/ Fee for Service Application Form
- Friendly Visitor/ Telephone Friend Requirement Sign off Sheet
- Oath of Confidentiality
- Criminal Record Check
- Vulnerable Sector Check
- Adult Abuse Registry Check

Position description reviewed and understood

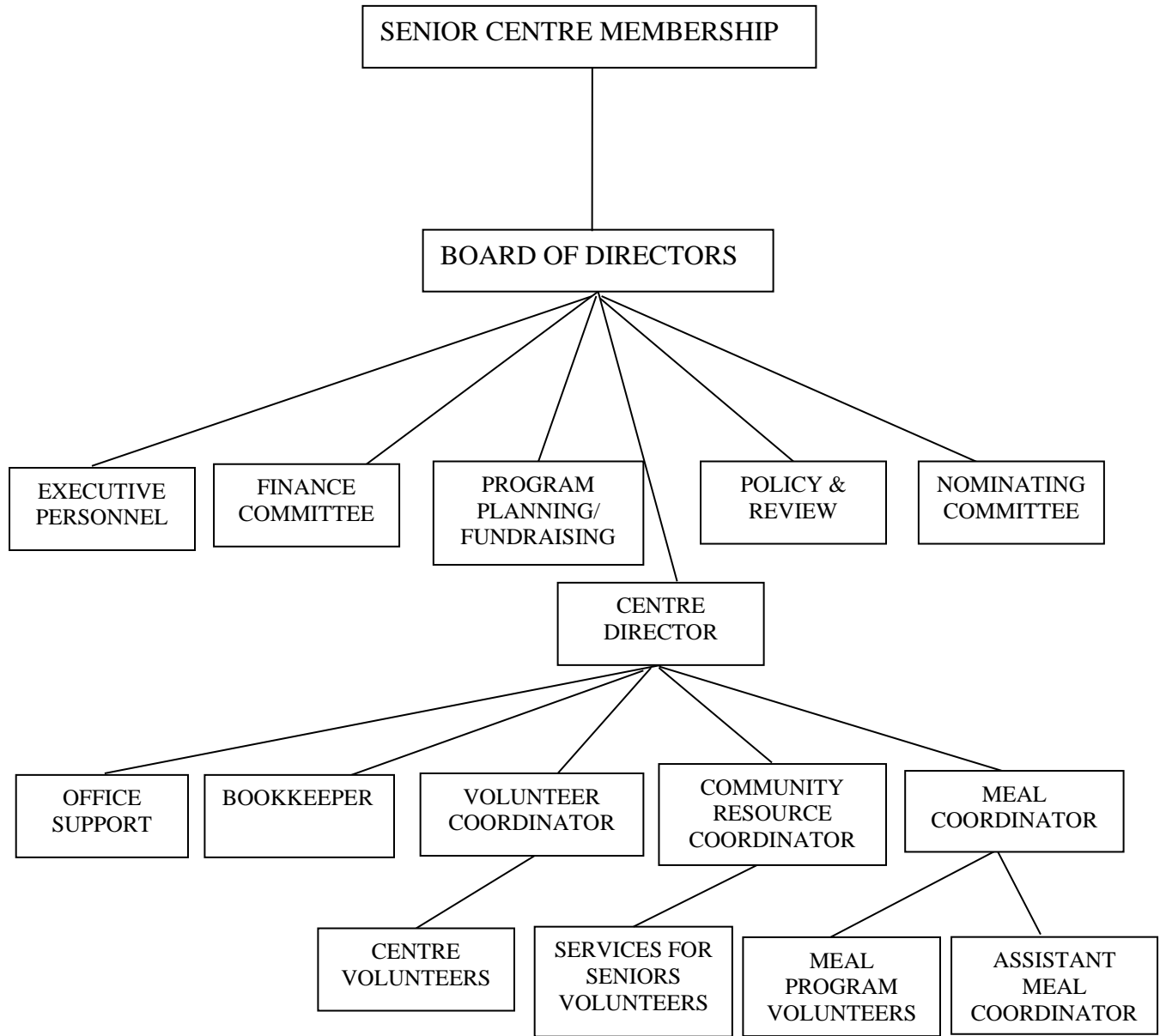
Volunteer signature \_\_\_\_\_ Date: \_\_\_\_\_

Resource Coordinator Signature \_\_\_\_\_ Date: \_\_\_\_\_

*JUNE 2021*



**Section 10 – Appendix**



**APPENDIX 1**  
**LINES OF COMMUNICATION**  
Refer to Section 2, page 1 for explanation

Revised June 2021

## Appendix 2 – Board’s Best Practice Checklist

This checklist provides a guideline for the best practices. The Board should strive to check yes in all of the following areas.

<i>Good Practice</i>	<i>Yes</i>	<i>No</i>
The Board of Directors meets at a regular time and date.		
The Board operates according to the constitution or bylaws under which the organization is incorporated.		
All Board members have a copy of the bylaws under which the organization is incorporated.		
The Board or its Executive Committee normally plans the Board’s meeting agenda.		
We usually cover all the items on our board meeting agenda. ^		
Minutes, committee and staff reports are distributed to directors at least a few days in advance of board meetings.		
There is a written job description or statement of responsibilities for members of the Board. ^		
There is a job description for the President of the Board.		
The Board has approved policies outlining its expectations in the following areas:		
➤ Financial management practices ^		
➤ Personnel management practices		
➤ Conflict of Interest		
➤ Fundraising practices		
➤ Quality of services to users, clients, consumers, or the public		
➤ Safety of staff, volunteers, and clients		
There a policy manual containing all existing policies.		
The Board receives regular financial reports and monitors the performance of the organization in relation to its budget?		

**Appendix 3 - Fundraising Policy for Designated Gifts**

Spending of funds is confined to board approved programs and purchases. Each gift designated toward an approved program will be used as designated with the understanding that when any given need has been met, or where projects cannot be carried out for any reason, designated gifts will be used where needed most.

(Board Motion and approved July 27, 2015)