



BGC Dovercourt

# Workers Health and Safety Manual 2023



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## General Health and Safety Statement:

BGC Dovercourt is committed to ensuring the safety of its personnel, members and all individuals on its premises. The Club is also committed to building and preserving a safe, productive, and healthy working environment based on mutual respect. All individuals will be treated with respect and dignity.

BGC Dovercourt will ensure the best practices are implemented and all personnel and members interact in safe and healthy environments. BGC Dovercourt does not condone and will not tolerate acts of violence, harassment, or sexual harassment against or by any company employee. Workplace harassment and/or discrimination will not be tolerated from any person in the workplace.

Facilities will also go through internal and external inspections to enhance and maintain health and safety practices.

## Workplace Health and Safety

**Policy Statement:** BGC Dovercourt is committed to ensuring the safety of its personnel, members and all individuals on its premises. The Club will exceed the requirements outlined in the *Occupational Health and Safety Act, 1990*, ensure best practices are implemented and all personnel and members interact in safe and healthy environments.

**Purpose:** To comply with the Ontario *Occupational Health and Safety Act, 1990* and uphold applicable safety measures.

### **Procedure:**

#### General

- BGC Dovercourt will routinely inspect facilities to ensure safety and cleanliness. All unsatisfactory conditions are noted and are to be addressed prior to the next inspection.
- The Joint Health and Safety Committee (comprised of managerial and non-managerial staff) are responsible for making recommendations for improvement to management.
- Club personnel who have health and safety concerns or identify potential hazards should contact their supervisor and/or Program Director(s).

#### Preventative Measures

Universal Precautions: An approach to infection control to treat all human body fluids as if they were known to be infectious.

- i) All staff, volunteers, and clients will strive to practice universal precautions.
- ii) Protective gloves will be worn when dealing with bodily fluids or diapering. After discarding the gloves, wash hands with soap and water. Diapering surfaces and adaptable toilet seats are sanitized after each use.
- iii) Regular disinfecting of furnishings, equipment and play materials will occur and noted on any checklists if required.
- iv) Soiled diapers and linens are placed in closed garbage containers.
- v) Bodily fluids are disposed of in a bio-hazard receptacle or double bagged and placed in garbage with a lid.

Personal Health: Staff, volunteers, and members will be encouraged to use preventative measures to limit the spread of infectious diseases. Preventative measures include, but may not be limited to:+

- i) Practice effective hand washing techniques.
    - (1) Wash with warm water and soap before and after:
      - (a) Eating;
      - (b) food preparation and handling;
      - (c) feeding a small child;
      - (d) administering medication and applying first aid;
      - (e) toileting;
      - (f) diapering;
      - (g) wiping noses;
      - (h) sneezing or coughing;
      - (i) whenever hands are soiled.
  - ii) Encourage individuals to cover mouth and nose when coughing or sneezing, into your arm, not your hand.
  - iii) Individuals will not share personal items, such as: bed linens, bottles, toothbrushes, needles, body jewelry, combs, and hats.
  - iv) All bottles and cups belonging to children will be members with their names
  - v) Members will have a new hand towel that is discarded after each use
  - vi) Stay home and avoid contact with other people when ill
- A safety inspection of the indoor and outdoor environment is conducted to ensure that potential hazards are addressed.
  - \*Members are provided with the equipment and information they need to ensure their own personal safety when indoors and outdoors.
  - \*First Aid Training: At minimum one (1) staff on shift must have First Aid Certification and a minimum ratio of 1 in 2 staff on shift must have First Aid Certification.
  - First Aid Kit will be kept in designated program areas and brought by program staff to every active vehicle that transports members. The following First Aid Kits will be available:  
BGC Dovercourt Clubhouse – Kits will be kept in the  
Junction Triangle – Type 3 First Aid Kit (1)  
The last person using the kit will ensure that any used items are replaced as soon as possible.
  - Managing Illness and Disease:
    - i) Protective equipment including gloves and disposal containers for contaminated items will be available. Items should be disposed of in such a manner to ensure that others will not come in contact with them. Disposal containers may include: labeled plastic bags, rubber bins, sealed containers, covered garbage containers.
    - ii) Staff must wear protective gloves when contacting broken skin, blood, bodily fluids, or any contaminated items.

- iii) gWhen cleaning up bodily fluids a fresh bleach solution of 1:10 concentration (1 part bleach to 10 parts water) will be used as a disinfectant for this purpose
- iv) Sanitizers will be provided

#### Provision of Healthcare to children

- a) The Club may provide or allow for the provision of health care to a child only if the written consent of the child's parent/guardian has been obtained, or the health care provided is in the nature of first aid.
- b) The program may determine that a child is ill and the parent/guardian will be contacted to remove their child from care if they exhibit any of the following:
  - i) Vomiting
  - ii) Fever (a temperature greater than 38 degrees C or 100.4 degrees F)
  - iii) Diarrhea
  - iv) A new and unexplained persistent cough or rash

Staff will use visual observations to determine if a child is exhibiting any of the symptoms in either point above. Staff will use a thermometer in point ii) to determine if a child has a fever.

- c) If, in the opinion of staff, a child is not well enough to be in care, the parents/guardians will be notified and requested to make immediate alternate child care arrangements. If unable to contact parents/guardians, the child's emergency contacts will be called
  - o Sick children will be directed to a chair/mat/rug away from the other children to await their parent's/guardian's arrival. They must be supervised by a staff until they are picked up
  - o A child may not return to programming until they are symptom free for at least 24 hours or if the parent/guardian has a physician's note.
  - o A license holder may provide or allow for the provision of health care to a child only if: The written consent of the child's parent/guardian has been obtained, or the health care provided is first aid.

#### Reporting Hazardous Material & Unsafe Work

- All BGC Dovercourt personnel are encouraged to report and refuse unsafe work. BGC Dovercourt will take all the necessary steps to correct the conditions and/or procedures and prevent future unsafe scenarios.
- As per the CBA:
  - o Employees shall report any work related accident/injury to his/her immediate supervisor as soon as it occurs and follow through with all responsibilities outlined in the Workplace Health and Safety Act.

- Employees returning from sick leave must provide a cleared fitness for duty report by a medical practitioner to ensure they are physically able to perform their duties and maintain their safety at work.

### Posting

- BGC Dovercourt management will post explanatory material prepared by the Ministry of Labour, in English and in a conspicuous place that is available to all staff, volunteers and interns.
- BGC Dovercourt management will post;
  - copy of Ontario *Occupational Health and Safety Act, 1990*; and
  - copy the OSHA outlining the rights, responsibilities and duties of workers.

### Training

- BGC Dovercourt will ensure that all personnel complete a basic occupational health and safety awareness training program.
- BGC Dovercourt occupational health and safety awareness training will include instructions on:
  - the duties and rights of workers under the *Occupational Health and Safety Act, 1990*;
  - the duties of employers and supervisors under the *Occupational Health and Safety Act, 1990*;
  - the roles of health and safety representatives and the joint health and safety committees under the *Occupational Health and Safety Act, 1990*;
  - the roles of the Ministry of Labour, the Workplace Safety and Insurance Board and entities designated under section 22.5 of the *Occupational Health and Safety Act, 1990* with respect to occupational health and safety;
  - common workplace hazards; and
  - the requirements set out in *Regulation 860 of the Occupational Health and Safety Act*, (Workplace Hazardous Materials Information System (WHMIS)) with respect to information and instruction on controlled products.

### Health and Safety Committee

- As per the OHSA, The Joint Health & Safety Committee will be composed of at least one staff representative and one management representative, there is to be a staff Chair and management Co-Chair.
- Committee members will be trained in the appropriate standards and regulations.
- The Committee's duties include, but are not limited to:
  - consulting with workers and BGC Dovercourt management on health and safety issues;
  - considering and dealing with health and safety requests and complaints;
  - annually reviewing and updating safety practices and equipment;
  - reviewing of legislative and accreditation requirements related to health and safety within the Club;
  - analyzing incident reports and tests of emergency plans;
  - reviewing posting of emergency procedures and evacuation routes;
  - ensuring fire and emergency drills are conducted;

- ensuring accident investigations and inspections are performed as required; and
- arranging external and internal safety inspections and following-up on recommendations.
- The names and work locations of the members shall be posted in the workplace by the Club
- Committee members are required to meet at the workplace at least once every three months

### **Ontario First Aid Requirements**

Reg. 1101: FIRST AID REQUIREMENTS, Section 10

1) Every employer employing more than fifteen and fewer than 200 workers in any one shift at a place of employment shall provide and maintain at the place of employment one stretcher, two blankets and a first aid station with a first aid box containing as a minimum,

- (a) a current edition of a standard St. John Ambulance First Aid Manual;
- (b) 24 safety pins;
- (c) 1 basin, preferably stainless steel; and
- (d) dressings consisting of,
  - (i) 48 adhesive dressings, individually wrapped,
  - (ii) 2 rolls of adhesive tape, 1 inch wide,
  - (iii) 12 rolls of 1-inch gauze bandage,
  - (iv) 48 sterile gauze pads, 3 inches square,
  - (v) 8 rolls of 2-inch gauze bandage,
  - (vi) 8 rolls of 4-inch gauze bandage,
  - (vii) 6 sterile surgical pads suitable for pressure dressings, individually wrapped,
  - (viii) 12 triangular bandages,
  - (ix) splints of assorted sizes, and
  - (x) 2 rolls of splint padding. R.R.O. 1990, Reg. 1101, s. 10 (1).

(2) The employer shall ensure that the first aid station is at all times in the charge of a worker who,

- (a) is the holder of a valid St. John Ambulance Standard First Aid Certificate or its equivalent; and
- (b) works in the immediate vicinity of the box. R.R.O. 1990, Reg. 1101, s. 10 (2)

## Additional Requirements

- Workplaces must have at least one employee on site at all times that has a valid first aid certificate from a [WSIB-approved training organization](#).
- Employers must cover any costs for first aid equipment and services.
- Employers must inspect first aid equipment at least once every three months.
- First aid stations must be easy to find and near an employee who has a valid first aid certificate.
- Employers must post the "[In case of injury poster \(Form 82\)](#)", first aid certificates and kit inspection card in an area that all employees can easily access.
- Employers must keep a detailed record of all incidents and any first aid treatment given.

First aid requirements apply to all employees regardless of their employment status and for all workplaces, including off-site work locations

## Workplace Hazardous Materials Information System (WHMIS)

**Policy Statement:** BGC Dovercourt values the safety and wellbeing of our workers and works to provide every reasonable safety measure possible. In pursuit of high safety standards and in compliance with applicable regulations, the Club adheres to WHMIS 2015 requirements under the *Occupational Health and Safety Act*. This policy outlines the responsibilities associated with complying with WHMIS 2015.

**Purpose:** To adhere to WHMIS and *Occupational Health and Safety Act* standards and provide a safe working environment for Club staff.

### Definitions:

**Safety Data Sheet (SDS):** document that contains information about a hazardous product, including information related to the hazards associated with any use, handling or storage of the hazardous product in a workplace.

### Procedure:

All BGC Dovercourt employees must participate in WHMIS 2015 training and education. This ensures everyone in the workplace is prepared in the event of an incident involving hazardous materials. All employees should report any violation of safe work procedures connected to WHMIS 2015 to their immediate supervisor or manager.

Employees should also inform their immediate supervisor or manager if they cannot access the proper information on a hazardous product, such as in situations where the SDS is missing, damaged, or illegible or when a label has been damaged.

*Employer Responsibilities:*



- Ensure the safe storage and handling of hazardous waste through a combination of identification and worker education
- Responsible for workers who work with or may be exposed to a hazardous product, produced or supplied, is informed about all hazard information the employer receives concerning the product and all further hazard information in regards to use, storage and handling
- May store a hazardous product received from a supplier without having a label on it, without obtaining a safety data sheet for it and without conducting a program of worker education about it while the employer is actively seeking a supplier label and a supplier safety data sheet for it
- Shall not alter a supplier label on a container which contains a hazardous product
- If an employer receives significant new data from a supplier about a hazardous product, employer shall, as soon as practicable, attach to every relevant supplier label required under this section, new information that reflects the significant new data
- If employer who imports and receives a hazardous product without a supplier label or with a supplier label that does not meet all the labelling requirements of the *Hazardous Products Regulations* shall stick a product label that meets the requirements for that product
- An employer who receives an unpackaged hazardous product without a supplier label or a hazardous product transported as a bulk shipment without a supplier label shall stick to the product a label that meets requirements for that product
- If a hazardous product that an employer receives in a container from a supplier is transferred to another container, the employer shall ensure that the other container has a workplace label
- Employers should receive a safety data sheet from the supplier for a hazardous product unless the supplier is exempted under the Hazardous Products regulations from providing a safety data sheet for the product
- Employer shall update a supplier safety data sheet obtained as soon as practicable after new data is provided
- Employer may provide a safety data sheet in a different format from that of the supplier safety data sheet for the hazardous product or containing additional hazard info if
  - The safety data sheet provided by the employer contains no less content than the supplier safety data sheet
  - Supplier safety data sheet is available at the workplace and the employer-provided safety data sheet indicates that fact
- Employer shall maintain a record of the basic occupational health and safety awareness training
- Employer shall provide the worker or supervisor with written proof of completion of the training – at the request of worker or supervisor
  - Worker or supervisor can request for proof within 6 months after leaving the Club

*Training and Education:*

Worker must be instructed on the following:

- Contents required on the labels and the purpose and significance of the information contained on WHMIS labels
- Contents required on a safety data sheet and the purpose and significance of the information contained on a SDS

- Procedures for the safe use, storage, handling and disposal of a hazardous product
- Procedures for the safe use, storage, handling and disposal of a hazardous product when contained or transferred in,
  - A pipe
  - Piping system
  - Process vessel
  - Reaction vessel
  - Tank car, tank truck, ore car, conveyor belt, or a similar conveyance
- Procedures to be followed when fugitive emissions are present
- Procedures to be followed in case of an emergency involving a hazardous product

Program of worker education is developed and implemented for the workplace and is related to any other training, instruction and prevention programs at the workplace

Training for workers must be completed within the first week of performing their duties

*Regulations:*

- Every hazardous product not in a container and every contained hazardous product is labelled with a supplier label
- If a label to a hazardous product becomes ineligible or is removed the employer shall replace the label with either a supplier label or a workplace label
- Supplier label may be removed from a container with a capacity of 3ml or less if the label interferes with the usage of the hazardous product
- No Label is required on a hazardous product if
  - It is not in a container
  - Is in a container or in a form intended for export
  - Is in a container that is intended to contain it for sale or distribution and the container is not about to be appropriately labelled as referred to in subsection 9(2) but it to be appropriately labelled within the normal course of the employer's business and without undue delay
  - If the employer posts a placard that discloses the information required on a workplace label for the hazardous product and is of such size and in such a location that the information is conspicuous and clearly legible to workers
- Copy of current safety data sheet required shall be
  - Made available by the employer in the workplace in such a manner as to allow examination by the workers
  - furnished by the employer to the committee or health and safety representative
  - furnished by the employer on request or if so prescribed to the medical officer of health of the health unit in which the workplace is located
  - furnished by the employer on request or if so prescribed to the fire department which serves the workplace location
  - filed by the employer with a Director on request or if so prescribed
  - readily available to workers who may be exposed to the hazardous materials

*Right to Refuse or to Stop Work Where Health or Safety are in Danger:*

Workers may refuse to work or do particular work where they have reason to believe that,

- any equipment, machine, device or thing the worker is to use or operate is likely to endanger themselves or another worker
- physical condition of the workplace or the part thereof in which they work or is to work is likely to endanger themselves
- workplace violence is likely to endanger themselves
- any equipment, machine, device or thing they use or operate or the physical condition of the workplace in which they work or regulations is likely to endanger themselves

After refusing to work, the worker shall report the circumstances of the refusal to the employer or supervisor who shall investigate the report in the presence of the worker and the presence of one of

- Committee member who represents workers
- Health and Safety representative
- Worker, who because of knowledge, experience and training is selected by a trade union that represents the worker, or if there is no trade union, representative is selected by the workers to represent them

Until investigation is completed, worker shall remain,

- In a safe place that is as near as reasonably possible to their work station
- Available to the employer or supervisor for the purposes of the investigation

Steps following the investigation or steps taken to deal with the circumstances and worker has reasonable grounds to believe that:

- Equipment, machine, device or thing that was the cause of the refusal to work or do particular work continues to be likely to endanger themselves
- Physical condition of the workplace or the part in which they work continues to be likely to endanger themselves
- Workplace violence continues to be likely to endanger themselves
- Any equipment, machine, device or thing they use to operate or the physical condition of the workplace or part in which they works continues to be likely endangering
- Worker may refuse to work or do particular work and an inspector is to be notified

Inspector will determine if there is an actual endangerment.

Pending the investigation and decision of the inspector, no worker shall be assigned to use or operate the equipment, machine, device or thing to work in the workplace or in the part of the workplace being investigated.

## Workplace Violence

**Policy Statement:** BGC Dovercourt is committed to building and preserving a safe, productive, and healthy working environment based on mutual respect. BGC Dovercourt does not condone and will not tolerate acts of violence, harassment, or sexual harassment against or by any company employee.

BGC Dovercourt will take every reasonable precaution and implement measures to prevent violence and harassment and protect all employees from these situations.

**Note: Canada's Criminal Code deals with matters such as an assault, sexual assaults, threats of bodily harm and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence.**

**Purpose:** : BGC Dovercourt has implemented this policy to create a safe work environment where all staff treat each other with civility, are respected and entitled to fair and equitable treatment.

**Definitions:**

Workplace Violence: the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an: attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence may include (but not limited to):

- verbally threatening to attack a worker;
- leaving threatening notes at or sending threatening e-mails to a workplace;
- shaking a fist in a worker's face;
- wielding a weapon at work;
- hitting or trying to hit a worker;
- throwing an object at a worker;
- sexual violence against a worker;
- kicking an object the worker is standing on, such as a ladder; or
- trying to run down a worker using a vehicle or equipment such as a trolley.

**Note \* Accidental situations are not meant to be included under the aforementioned definition.**

**Procedure:**

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all persons on/in any Club property and/or service location. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

BGC Dovercourt as the employer, will ensure this policy and the supporting program are implemented and maintained. All workers and supervisors will receive appropriate information and instruction on the contents of the policy and program.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. There will be no negative consequences for reports made in good faith.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

## **Workplace Violence Program**

### **Responsibilities and Duties**

#### Employee

Employees are entitled to work free from workplace violence. Employees are responsible for working together in a professional manner and resolving issues in a non-violent manner. Employees are to bring issues to their supervisor, if they cannot be mutually resolved.

Employees must report incidents of workplace violence to their supervisor. They must also cooperate in the investigation of a violent incident. Anyone who gives evidence or information in an investigation or is involved in the process must keep this information confidential, except when it is necessary to deal effectively with the issue.

Any employee that is experiencing any type of workplace violence (including threats of violence in their personal life that could affect the workplace) is encouraged to report this information to their supervisor, the Executive Director, or if the employee is not comfortable reporting this to their supervisor and/or the Executive Director, a report should be made to the Chair of the Board of Directors. Appropriate steps will be taken to ensure the safety of the particular employee and their fellow employees in the workplace.

#### Employer

BGC Dovercourt management must ensure, as much as reasonably possible, that no employees are subjected to workplace violence.

Management will take corrective action with anyone under their direction who subjects an employee to workplace violence.

Management will not disclose the name of a complainant or the circumstance of the complaint to anyone except where disclosure is:

- Necessary to investigate the complaint,
- Required to take corrective action, or
- Required by law.

Management will ensure that all employees are aware of the risks of workplace violence and are properly trained and equipped to protect themselves.

**Note: The Club's Workplace Violence Policy is not intended to discourage or prevent anyone from exercising any other legal rights under any other law.**

BGC Dovercourt, its managers, supervisors and coordinators are responsible for creating a safe working environment, free from workplace violence. Anyone aware of workplace violence must bring it to the attention of management so that the issue can be addressed immediately.

### **Risk Assessment**

BGC Dovercourt, in conjunction with third party consultants, will conduct a risk assessments to assess the risks of workplace violence that may arise from the nature of the work, the type of work or the

conditions of the work. This information will be provided to the Joint health and Safety Committee or safety representative. This assessment takes account:

- Circumstances that would be common to similar workplaces; and
- Circumstances specific to our workplace.

The results of this assessment are documented in a formal report and will be communicated to employees at staff training sessions.

BGC Dovercourt shall reassess the risks of workplace violence as often as is necessary, at least annually, to ensure that the Workplace Violence Prevention Policy and Program continue to protect workers from workplace violence.

Date of Latest Risk Assessment: **August 2023**

### **Procedures to Control Risks**

Safe work procedures have been developed to inform and instruct employees about the risks of workplace violence. These risks were identified in the risk assessment. The safe work procedures have been reviewed with all affected employees. Documented safe-work procedures on violence prevention include:

- personal altercations;
- City of Toronto parks;
- neighbourhood and street safety;
- security breaches; and
- theft/robbery prevention.

As a result of the risks identified in the assessment, risk response strategies have been developed and implemented.

**Note \* See complete 'Workplace Violence Risk Assessment'**

### **Satellite Location Employees**

1. Where appropriate, supervisors and/or coordinators must develop a plan for working alone with employees who work alone. Employees must adhere to this plan, supervisors and/or coordinators must ensure the plan is adhered to.
2. Radio or cell phone communication must be set up with all employees who work alone.

### **Procedures for Seeking Immediate Assistance**

Canada's *Criminal Code* addresses violent acts, threats, and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened by a co-worker, volunteer, contractor, student, vendor, visitor, client, or customer, an immediate call to "911" is required. Employees who are subjected to workplace violence and who need immediate assistance should yell "help".

### **Reporting Incidents of Workplace Violence**

If you are either directly affected by or witness to any violence in the workplace, it is imperative for the safety of all BGC Dovercourt employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to management, or the Human Resources department, verbally or in writing. When submitting a written complaint, please use the

Workplace Incident Complaint Form (See Appendix E). When reporting verbally, the reporting contact, along with the worker complaining of violence, will fill out the complaint form.

#### Procedure

1. Report all incidents of workplace violence (including threats), to your immediate supervisor (or to the Executive Director, or to the Chair of the Board).
2. You and your supervisor (or the Executive Director, or to the Chair of the Board) should assess the risk associated with the situation and complete a written statement describing the risk and/or incident. A written statement called a "Workplace Incident Complaint Form" must be completed for all incidents.
  - a. The report should include, at minimum, the following information:
    - i. The approximate date and time of each incident you wish to report;
    - ii. The name of the person or persons involved in each incident;
    - iii. The name of any person or persons who witnessed each incident; and
    - iv. A full description of what occurred in each incident.
3. If you have notified your supervisor of the incident, the supervisor will report all incidents of workplace violence (including situations that could result in future workplace violence), to the Executive Director as soon as possible. The Executive Director will immediately notify the Chair of the Board.
4. The violent incident report form must be submitted by the supervisor/Executive Director to the Chair of the Board within 24 hours of receiving the report.
5. If any injury or mental trauma occurs, the worker and supervisor must complete an injury report form and submit it to the Executive Director.

**Note: Please See Workplace Incident Complaint Form (See Appendix E).**

Whether the employee uses the complaint form or not, the employer is still obligated to ensure an appropriate investigation is conducted into an incident of workplace violence. When the person complaining of a violent incident does not write their own Workplace Incident Complaint Form, they must sign to validate the reporting as an accurate depiction.

#### **Investigating Incidents/Complaints of Workplace Violence**

Once a written complaint has been received, BGC Dovercourt will complete a thorough investigation. The organization will ensure that, where practicable, the investigation is completed within 90 days of the complaint being filed.

BGC Dovercourt will ensure that all information obtained during the course of an investigation will not be disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

#### Procedure

- An employee involved in workplace violence, and their supervisor, must complete a written statement, also known as a "Workplace Incident Complaint Form" including for situations that cause a reasonable fear of future workplace violence.
- The Executive Director (and/or the Chair of the Board of Directors) will review all incidents that pose a risk of future workplace violence. The current procedures will be reviewed and additional steps may be taken to prevent future workplace violence.
- The Executive Director (and/or the Chair of the Board of Directors) will investigate all reported incidents of actual workplace violence. The existing procedures will be reviewed and revised as necessary to prevent a repeat occurrence. The investigation will include:
  - i. Informing the respondent of the complaint;

- ii. Interviewing the complainant, any person involved in the incident, and any identified witnesses; and
- iii. Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

**Note: This Workplace Violence Prevention Policy and Program will be posted on the staff bulletin in the staff room, where all staff are permitted and encouraged to review it.**

## Workplace Harassment and Anti-Discrimination

**Policy Statement:** BGC Dovercourt is committed to providing a work environment in which all workers, volunteers, visitors and members are treated with respect and dignity. Workplace harassment and/or discrimination will not be tolerated from any person in the workplace (*including customers, clients, other employers, supervisors, workers and members of the public, as applicable*).

Under the Ontario Human Rights Code, every person has the right to freedom from harassment and discrimination. Harassment and discrimination will not be tolerated, condoned, or ignored at the Club. If a claim of harassment or discrimination is proven, disciplinary measures will be applied, up to and including termination of employment.

**Purpose:** BGC Dovercourt has adopted this policy to create a safe work environment where all staff are respected and entitled to fair and equitable treatment.

### Definitions:

**Discrimination:** any form of unequal treatment, including action, behaviour or attitude, based on a Code ground which negatively affects or could negatively affect the employment or volunteer activities of an individual or the service of a member.

The Ontario Human Rights Code prohibits discrimination on the basis of the following grounds: age, creed (religion), sex (including pregnancy and breastfeeding), gender identity, gender expression, family status (such as being in a parent-child relationship), marital status (including the status of being married, single, widowed, divorced, separated, or living in a conjugal relationship outside of marriage, whether in same sex or opposite sex relationship), disability (including mental, physical, developmental or learning disabilities), race, ancestry, place of origin, ethnic origin, citizenship, colour, record of offences (criminal conviction for provincial offence, or for an offence for which a pardon has been received), association or relationship with a person identified by one of the above grounds, and perception that one of the above grounds applies.

**Vexatious:** causing or tending to cause annoyance, frustration or worry.

The following definitions are taken from the *Occupational Health and Safety Act, 1990*:

### Workplace harassment

(a) *engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or*

(b) *workplace sexual harassment.*



Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers, in a workplace. It can also include behaviour that intimidates, isolates or even discriminates against the targeted individual(s).

This may include:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend;
- displaying or circulating offensive pictures or materials in print or electronic form;
- bullying;
- repeated offensive or intimidating phone calls or e-mails; or
- workplace sexual harassment.

Workplace Sexual Harassment:

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or*
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;*

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

Workplace sexual harassment can involve unwelcome words or actions associated with sex, sexual orientation or gender that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers, in a workplace. It can also include behaviour that intimidates or isolates individual(s).

Workplace sexual harassment may include (but not limited to) :

- asking questions, talking, or writing about sexual activities;
- rough or vulgar humour or language related to sexuality, sexual orientation or gender;
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form;
- leering or inappropriate staring;
- invading personal space;
- unnecessary physical contact, including inappropriate touching;
- demanding hugs, dates, or sexual favours;
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes;
- verbally abusing, threatening or taunting someone based on gender or sexual orientation; or
- Threatening to penalize or otherwise punish a worker if they refuse a sexual advance.

**Note \* If conduct or behaviour includes inappropriate sexual touching, it may also constitute a criminal offence such as sexual assault. In such cases, the police should be notified.**

Procedure

- Immediately ask the harasser to stop the unwelcome and offensive behaviour and remind the person that such behaviour is not tolerated by the Club.
- Workers, volunteers and members are encouraged to report any incidents of workplace harassment/discrimination to their immediate supervisor.
- Management will investigate and deal with all complaints or incidents of workplace harassment/discrimination in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers,

to investigate the complaint or incident, to take corrective action or as otherwise required by law.

- Managers, supervisors and workers are expected to adhere to this policy, and will be held responsible by the employer for not following it. Workers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment/discrimination.
- If a worker needs further assistance, they may contact **[LIUNA LOCAL 183 Steward and/or Representative, JHSC or health and safety representative, or Human Rights Legal Support Centre]**.
- Should a member be the target of the harassment or discrimination, refer to the Club's Serious Occurrence and Child Abuse policies.

Any worker, volunteer or member enduring harassment in the Club has the right to contact the Ministry of Labour or the Ontario Human Rights Commission directly.

### **Workplace Harassment Program**

This workplace harassment/discrimination program applies to all workers including managers, supervisors, temporary employees, students, subcontractors, visitors and volunteers. BGC Dovercourt will ensure that all employees are trained and educated on violence and harassment and that they are clear about their roles and responsibilities.

#### Procedure

### **Reporting Workplace Harassment/Discrimination**

#### **A. How to report workplace harassment/discrimination**

Workers can report incidents or complaints of workplace harassment/discrimination verbally or in writing. When submitting a written complaint, please use the Workplace Incident Complaint Form. When reporting verbally, the reporting contact, along with the worker complaining of harassment/discrimination, will fill out the complaint form.

The report of the incident should include the following information:

Name(s) of the worker who has allegedly experienced workplace harassment/discrimination and contact information

Name of the alleged accused, position and contact information (if known)

Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)

Details of what happened including date(s), frequency and location(s) of the alleged incident(s)

Any supporting documents the worker who complains of harassment/discrimination may have in their possession that are relevant to the complaint.

List any documents a witness, another person or the alleged accused may have in their possession that are relevant to the complaint.

Note: Whether the worker uses the complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of workplace harassment/discrimination. When the person complaining of a harassment/discrimination incident does not write their own Workplace Incident Complaint Form, they must sign to validate the reporting as an accurate depiction.

#### **B. Who to report workplace harassment/discrimination to**

An incident or a complaint of workplace harassment/discrimination should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report a workplace harassment/discrimination incident or complaint to **your immediate supervisor**. If the worker's supervisor or reporting contact is the person engaging in the workplace harassment/discrimination, contact **the Executive Director**. If a senior manager is the person engaging in the workplace harassment/discrimination, contact **the Chair of the Board of Directors or the Board of Directors' Executive Committee**. (Note: The person designated as the reporting contact should not be under the direct control of the alleged harasser. **An external third party investigator may be consulted at any time.**)

The Executive Director shall be notified of the workplace harassment/discrimination incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves senior management or the Board of Directors, an external person qualified to conduct a workplace harassment/discrimination investigation who has knowledge of the relevant workplace harassment/discrimination laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment/discrimination shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

## **Investigating Workplace Harassment/Discrimination**

### **A. Commitment to investigate**

BGC Dovercourt will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of workplace harassment/discrimination or receives a complaint of workplace harassment/discrimination.

### **B. Who will investigate**

The Executive Director will determine who will conduct the investigation into the incident or complaint of workplace harassment/discrimination. If the allegations of workplace harassment/discrimination involve senior leadership and/or the Board of Directors the employer will refer the investigation to an external investigator to conduct an impartial investigation.

### **C. Timing of the investigation**

The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

### **D. Investigation process**

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.

The investigator must thoroughly interview the worker who allegedly experienced the workplace harassment/discrimination and the alleged accused, if the alleged accused is a worker of the employer. If the alleged accused is not a worker, the investigator should make reasonable efforts to interview the alleged accused.

The alleged accused must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the workplace harassment/discrimination should be given a reasonable opportunity to reply.

The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the workplace harassment/discrimination, the alleged accused or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer if there are any identified.

The investigator must collect and review any relevant documents.

The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced workplace harassment/discrimination, the alleged accused and any witnesses.

The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment/discrimination, the response from the alleged accused, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment/discrimination was found or not.

### **E. Results of the investigation**

Within 10 days of the investigation being completed, the worker who allegedly experienced the workplace harassment/discrimination and the alleged accused, if they are a worker of the employer, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address workplace harassment/discrimination.

### **F. Confidentiality**

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment/discrimination, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment/discrimination, the alleged accused and any witnesses should not discuss the incident, complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

### **G. Handling complaints**

If harassment/discrimination is found, the investigator is responsible for making recommendations, and the employer is responsible to act. Depending on the infraction, immediate dismissal may be warranted, or an employee correction notice will be issued.

The worker who made the complaint will be de-briefed after the investigation process has been concluded. They will only be made aware of whether or not the complaint was or was not substantive.

False allegations made in ill-faith will have repercussions for the worker who made the harassment/discrimination complaint, including corrective measures, up to termination. The Collective Bargaining Agreement will be closely adhered to, when applicable.

### **Record Keeping**

The employer will keep records of the investigation including:

1. a copy of the complaint or details about the incident;
2. a record of the investigation including notes;
3. a copy of the investigation report (if any);
4. a summary of the results of the investigation that was provided to the worker who allegedly experienced the workplace harassment/discrimination and the alleged accused, if a worker of the employer;
5. a copy of any corrective action taken to address the complaint or incident of workplace harassment/discrimination.

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment/discrimination, take corrective action or otherwise as required by law. Records will be kept for: 10 years

## Clean Workspace Policy

**Policy Statement:** BGC Dovercourt staff will adhere to reasonable privacy steps in their assigned work area to protect sensitive information from misuse, loss, unauthorized access, unintended modification and/or disclosure. Club staff must also maintain hygienic cleanliness throughout Club facilities

**Purpose:** BGC Dovercourt staff are to provide a level of cleanliness which provides a safe and socially acceptable environment for members, visitors and staff.

### Procedures

#### Program Staff

- Upon member dismissal program staff are required to remove all misplaced toys, damaged materials and objects from their respective departments.
- Program staff are required to tidy up program materials and clean any tables or surfaces a child comes in contact with upon member dismissal.

#### Office Staff

##### *Unsecured Areas*

- Staff expecting extended periods away from their desk, such as a lunch break, are to remove sensitive working papers and placed them in locked drawers. Computer workstations must be locked when workspace is unoccupied.
- Any sensitive information must be removed from the desk and locked in a drawer when the desk is unoccupied and at the end of the work day.
- At the end of the working day staff are expected to tidy their desk and to put away all office papers. All cups/plates, etc. are to be removed from desk areas.
- Staff must be conscientious of sensitive information on desktops and other work areas in the course of their daily work. Only sensitive information currently being used should be visible on the desktop and should be protected when dealing with Club members. When not being used by staff, sensitive information is protected by covering or securing in a manner to prevent incidental disclosure.

##### **Secured Areas**

- File cabinets containing sensitive information must be kept closed and locked when not in use or when not attended.
- Staff are to always clear their desktop before you go home that includes removing cups, dishes, glasses, etc.
- Staff are to lock door(s) when the office is unattended, if applicable.
- Sensitive materials including member information, employee information, and/or other personal data shall be disposed of appropriately, by shredding or utilizing appropriate locked containers.
- If possible, desks and furniture should be positioned so that sensitive material is not visible from either the windows or the hallway. Otherwise, use a screen filter to minimize the viewing angle on a computer monitor, and/or close blinds on windows. Precautions must be taken by staff to ensure the sensitive information on computer screens cannot be seen by individuals who do not have a legitimate need-to-know
- Confidential files need to be handled and dealt with in a suitable way. Only work on one confidential file at a time, remove it from the locked cabinet, use it and return it. Never leave it out unattended or let it migrate into a pile of other paperwork, never remove it from the office.

## Clean Department Policy

**Policy Statement:** BGC Dovercourt staff will clean and sanitize their assigned work areas to maintain hygienic cleanliness throughout Club facilities. BGC Dovercourt program staff must routinely clean, sanitize and disinfect their respective departments to reduce the number of disease causing germs and thus, reduces the spread of communicable disease.

**Purpose:** Club staff are to maintain a level of cleanliness which provides a safe and socially acceptable environment for members, visitors and staff.

### Procedures:

#### *Definitions*

**Cleaning** - Physically removing all dirt and contamination, oftentimes using soap and water. The friction of cleaning removes most germs and exposes any remaining germs to the effects of a sanitizer or disinfectant used later.

**Sanitizing** - Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. Sanitizing may be appropriate for food service tables, chairs, toys, and pacifiers.

**Disinfecting** - Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfecting may be appropriate for diaper tables, door and cabinet handles, toilets, and other bathroom surfaces.

**Germs** - Microscopic living things (such as bacteria, viruses, parasites and fungi) that causes disease.

### General

- Upon the discovery of an unidentified substance and/or material, program staff must halt programming and adhere to the cleaning procedures.
- Staff must use disposable towels for all cleaning and all cleaning supplies must be inaccessible to children.
- All Club staff, interns and volunteers must be responsible for their own personal items, food, drinks, containers and any additional items stored in the Club staff room.
- Any item stored in the staff room for an extended period of time will be considered expired and/or no longer desired and will be discarded immediately.
- Any Club staff, intern and/or volunteer whom is found repeatedly misusing the staff room facilities and/or in violation of this policy will be permanently banned from using the Club staff room.
- Front-desk staff must conduct daily visual spot checks and report any departments and/or areas requiring additional cleaning to the Administrative Assistant.

### ***Program Staff***

- Upon member dismissal:
  - designated staff are required to remove all misplaced toys, damaged materials and objects from their respective departments; and
  - designated staff are required to tidy up program materials and clean any tables or surfaces a child dirties.
- Program Directors and/or Afterschool Coordinator(s) must inform staff members which designated staff are responsible for cleaning and sanitizing/disinfecting each department.
- Designated program staff performing cleaning duties must adhere to the cleaning procedures, know the appropriate use and location of supplies.
- Upon completion of cleaning duties designated staff will issue the 'Daily Cleaning Checklist' to keep records

### **Infection Control**

#### ***General Cleaning***

- BGC Dovercourt staff must adhere to the '[Universal Sanitary Precautions](#)' for dealing with any bodily fluids including; blood, urine, bowel movement and vomit.
- 'Universal Sanitary Precautions' procedures including the following:
  - Use of Latex or Surgical Gloves
    - Gloves must be worn in the following circumstances and disposed after:
      - administering first aid;
      - changing a child who has had an "accident" (urine or bowel movement);
      - cleaning up blood spills and disinfecting surfaces;
      - laundering wet or soiled clothing or linen;
      - changing children's diapers; and
      - disposing of garbage.
  - Hand Washing

- Both members and staff must wash their hands with soapy water in the following situations:
  - before handling food;
  - before and after eating;
  - before and after using the toilet;
  - before and after assisting members with toilet use;
  - before and after contact with bodily fluids;
  - after coming in from the playground;
  - after contact with animals;
  - before and after removal of gloves; and
  - before and after participating in sensory activities.

### ***Bodily Fluids***

- Designated Club staff must adhere to the following bodily fluids procedure including; blood, urine, bowel movement and vomit.

Procedures:

1. Use latex gloves
2. Fill a bucket with 50ml of bleach to 450 ml warm water
3. Use paper towels to clean up any solid matter and discard in a plastic bag
4. Use a mop and bleach solution to clean affected floor area
5. Use paper towels and bleach solution to clean any other contaminated surfaces
6. Flush the pail's contents down the toilet
7. Mark sealed garbage bag to prevent re-opening and place it out for disposal
8. Disinfect toilet
9. Wash hands

## Covid-19 and Respiratory Illnesses Policy

**Policy Statement:** BGC Dovercourt is committed to providing members and staff a safe environment. The Club is setting out the following procedure to ensure that safety measures and precautions are in place to avoid Covid-29 and other illnesses in the workplace.

**Purpose:** Limit the impact Covid-19 and other respiratory illnesses have on the Club and ensure that staff are able to come back to work in full health.

### **Procedure:**

#### *Basic Control:*

- Make sure you are washing your hands after activities such as using the bathroom, blowing your nose etc.
- Practice good hand hygiene: avoid touching your eyes, nose, or mouth with unwashed hands
- Cough and sneeze into the bend of your arm or into a tissue
- Do not sneeze out in the open/in your hands
- Make sure standard scheduled cleaning and sanitization occurs



- Masks are encouraged but are not mandatory as they help reduce the spread of Covid-19 and other respiratory illnesses
- Monitor yourself and ensure there are no symptoms before starting your shift
- If you become sick at work:
  - Immediately wear a mask
  - Inform your supervisor that you feel sick and are going home
  - Isolate yourself from others in a designated space if you cannot leave immediately
  - Leave as soon as possible

*Symptoms in Staff:*

**Staff MUST stay home if they are feeling unwell and will return once they are feeling better**

*If Staff have the following symptoms they must stay home and isolate as they might have Covid-19:*

- fever or chills
- cough
- shortness of breath
- decreased or loss of taste or smell
- runny nose or nasal congestion
- headache
- extreme fatigue
- sore throat
- muscle aches or joint pain
- Gastrointestinal symptoms (vomiting or diarrhea)

*Staff can only return from Covid-19 or illness if:*

- Your symptoms have been improving for at least 24 hours or 48 hours if you had nausea, vomiting and/or diarrhea
- You do not have a fever
- You have not developed additional symptoms

**Staff have a duty to inform a supervisor or HR if they have potentially exposed others to Covid-19**

*Steps when there is an exposure at the Club:*

- A claim needs to be filed with the Workplace Safety and Insurance Board (WSIB)
- Club must give notice within four days to a Director of the Minister of Labour, workplace's joint health and safety committee or the worker's trade union (if applicable)
- It is at the discretion of Toronto Public Health to conduct individual level case management if an outbreak were to occur throughout the Club and it is their responsibility for investigation

BGC Dovercourt will also provide a Work Safety Plan to tackle potential Covid-19 outbreaks at the Club

## BGC Dovercourt Vaccination Policy

**Policy Statement:** BGC Dovercourt is committed to providing a safe working environment for our employees, volunteers, and community members with whom we interact regularly. As per directives from the Province of Ontario and Chief Medical Officer (CMO) we are implementing a Vaccination Policy for all applicable individuals who enter the Club.

**Purpose:** The purpose of the Vaccination Policy is to provide guidelines pertaining to the requirements and exemptions of staff with respect to COVID-19 vaccinations. In our day-to-day site operations, we have a responsibility to protect all workers and the community in which we operate. It is for this reason that it is critical for the Club and its staff to take any and all precautions to protect against COVID-19.

### **Procedure:**

BGC Dovercourt requires that all employees/individuals entering the Club, including temporary workers, independent contractors, and visitors for whom the COVID-19 vaccine is authorized, by the Federal government, get vaccinated against COVID-19 and show proof of vaccination, unless an exemption from this policy has been granted as an accommodation or otherwise.

- Individuals can prove they are fully vaccinated by showing the physical or emailed receipt that was provided to them at the time of vaccination. [Vaccination receipts can also be downloaded or printed through the provincial portal](#) or by calling the Provincial Vaccine Booking Line at 1-833-943-3900. This version of the vaccine receipt contains a watermark and a digital signature to deter forgery.
- Individuals for whom a vaccine has not been approved and therefore are not eligible to receive the vaccine (for example, individuals under certain ages) are [entitled to an exemption/not covered by this policy].
- Information relating to an employee's proof of vaccination and/or the reason(s) for not receiving a COVID-19 vaccination will remain in their confidential Human Resources file for the purposes of ensuring the safety of the Club's employees, contractors, and local communities, in the event of a COVID-19 outbreak.

Employees who fail to comply with these requirements will be barred from entering the worksite and subject to disciplinary measures, up to and including termination of employment, placed on unpaid leave, required to work from home, and other consequences, subject to reasonable accommodation and other requirements of applicable federal, provincial, and local law.

All applicable BGC Dovercourt community members will be required to disclose and provide proof of vaccination status by September 13. Staff who have not been vaccinated or who do not disclose their vaccination status by September 13 will be required to attend mandatory education on the benefits of vaccination. These unvaccinated individuals will then need to provide proof of first dose no later than September 30.

As of October 30, all applicable Individuals will be required to have received their first and second doses of a COVID-19 vaccine. The Club will comply with its human rights obligations and accommodate employees who are legally entitled to accommodation.

BGC Dovercourt will pay non-exempt employees for time travelling to or spent getting the vaccine (if done during your regular work hours).

BGC Dovercourt will pay all employees for vaccine costs not fully covered by insurance, including any unreimbursed vaccine administrator fees, and other expenses incurred getting the vaccine, such as parking at vaccination sites, and other incidental costs. BGC Dovercourt will pay all employees a stipend of [Dollar amount or hourly pay reasonably calculated to cover employee's time and costs]. If your actual costs exceed the stipend amount, you may request reimbursement of the additional amount by providing the appropriate documents/invoice to the Human Resources Department.

### Accommodation and Exemption Request

#### *Disability Accommodation:*

In accordance with BGC Dovercourt's [Accessibility Policy](#), the Club provides reasonable accommodations, absent undue hardship, to qualified individuals with disabilities that enable them to perform their job duties. Reasonable accommodation may include appropriate adjustment or modifications of employer policies, including this Vaccination Policy. If you believe you need an accommodation regarding this policy because of a disability, you are responsible for requesting a reasonable accommodation from the Human Resources Department.

#### *Religious Accommodation:*

BGC Dovercourt's provides reasonable accommodations, absent undue hardship, to employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. If you believe you need an accommodation regarding this policy because of your sincerely held religious belief, you are responsible for requesting a reasonable accommodation from the Human Resources Department.

#### *Medical Exemption:*

Exemptions for other medical reasons may be available on a case-by-case basis for conditions such as pregnancy, breastfeeding, history of certain allergic reactions, and any other medical condition that is a contraindication to the COVID-19 vaccine even if they do not qualify as a disability under federal, provincial, or local law. BGC Dovercourt will engage in an interactive dialogue with applicable individuals to determine whether an exemption is appropriate and can be granted without imposing an undue hardship on BGC Dovercourt or posing a direct threat to the employees or others at the Club.

### Request an Accommodation or Other Exemption

To request a reasonable accommodation or other exemption from this policy complete BGC Dovercourt's Request for Exemption from Vaccination Policy Form and return it to the Human Resources Department. The form is attached to this policy and available at the BGC Dovercourt Clubhouse. Please include all relevant information, including:

- A description of the accommodation or exemption requested.
- The reason for the requested accommodation or exemption.

BGC Dovercourt reserves the right to request additional documentation supporting the need for an accommodation or request for any other exemption.

The Club will keep confidential any medical information obtained in connection with your request for a reasonable accommodation or other exemption. However, we ask that you not provide any genetic information to the Club when responding to a request for additional information, or providing proof of vaccination, in compliance with this policy.

#### Interactive Process

BGC Dovercourt will engage in an interactive dialogue with all non-exempt employees to determine the precise limitations of their ability to comply with this mandatory vaccination policy and explore potential reasonable accommodations that could overcome those limitations. BGC Dovercourt encourages employees to suggest specific reasonable accommodations. However, the Club is not required to make the specific accommodation requested and may provide an alternative effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on BGC Dovercourt or posing a direct threat to the employee or others in the workplace.

#### Determination

BGC Dovercourt makes determinations about requested accommodations and exemptions on a case-by-case basis considering various factors and based on an individualized assessment in each situation. The Club strives to make these determinations expeditiously and in a fair and non-discriminatory manner and will inform you after we make a determination. If you have any questions about an accommodation or exemption request you made, please contact the Human Resources Department.

#### Policy Modification

Government, public health guidelines and restrictions, business and industry best practices regarding COVID-19 and COVID-19 vaccines are changing rapidly as new information becomes available, further research is conducted, and additional vaccines are approved and distributed. BGC Dovercourt reserves the right to modify this policy at any time in its sole discretion to adapt to changing circumstances and organizational needs, consistent with its commitment to maintaining a safe and healthy workplace.

#### Enforcement and Non-retaliation

Failure to comply with or enforce this policy may result in discipline, up to and including termination of employment. BGC Dovercourt prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting a violation of this policy or any other health and safety concern. Employees also have the right to report work-related injuries and illnesses, and the Club will not discharge or discriminate or otherwise retaliate against employees for reporting work-related injuries or illnesses or good faith health and safety concerns.

#### Contact for Interpretation/Questions:

Please contact Human Resources with any questions.

**Note\* Employees and Community Members who are not fully Vaccinated may book their appointments using the [Provincial booking system](#)**

## BGC Dovercourt Vaccination Policy

### Agreement

I, \_\_\_\_\_ (employee name), acknowledge that on \_\_\_\_\_ (date), I received and read a copy of BGC Dovercourt's Vaccination Policy, dated [EDITION DATE] and understand that it is my responsibility to be familiar with and abide by its terms. I understand that the information in this policy is intended to help BGC Dovercourt's employees to work together effectively on assigned job responsibilities. This policy is not promissory and does not set terms or conditions of employment or create an employment contract.

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**Signature**

**Date**

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**Printed Name**

#### **Workers Health and Safety Manual:**

- Workplace health and safety policy
- WHMIS Policy
- Workplace violence
- Workplace harassment and anti-discrimination
- Ratio policy
- Clean workspace policy
- Clean department policy
- Vaccination policy

## Concussion Procedure Policy Sign-Off

**Policy Statement:** BGC Dovercourt will ensure that concussion incidents will be dealt with appropriately in order to preserve the safety and health of both staff and members. Concussion incidents will be reported to designated staff and/or Executive Director and the details will be filled out in an incident report form. BGC Dovercourt will keep up with *Ontario Physical Activity Safety Standards in Education* in order to provide the best care for our participants and staff.

**Purpose:** This policy has been put in place to ensure that the right precautions are taken when dealing with a member or staff who may have a concussion. It also serves the purpose of mitigating the risks of the concussion developing into a serious medical issue.

**Definitions:**

*Concussion:* Traumatic brain injury that causes changes in how the brain functions, leading to signs and symptoms that can emerge immediately or in the hours or days after the injury. It is possible for symptoms to take up to 7 days to appear.

*Red Flag Scenario:* a situation where the member or staff affected goes through serious concussion symptoms, like losing consciousness and requiring immediate medical attention.

*Quick Memory Function Check:* Questions asked to those who are suspected to have a concussion and failure to answer any of them correctly indicate a suspected concussion

*Quick Memory Function Check Questions:* Questions to conduct the Quick Memory Function Check. Failure to answer the questions listed below correctly indicate a suspected concussion.

- What room are we in right now?
- What field are we playing on today?
- Is it before or after lunch?
- What is the name of your designated staff/supervisor/coach/teacher?
- What school do you go to/Where do you work?
- Questions may need to be modified for very young members, the situation, and or members/staff receiving special education programs and services

### **Symptoms:**

*Signs and Symptoms:*

- physical (headaches, dizziness)
- cognitive (difficulty focusing irritability)
- Related to sleep (drowsiness, difficulty falling asleep)
- social (isolation, inappropriate behaviour)
- emotional (depression and anxiety)

*Red Flag Signs/Symptoms:*

- Deteriorating conscious state
- Double vision
- Increasingly restless, agitated or combative
- Loss of consciousness
- Neck pain or tenderness
- Seizure or convulsion
- Severe or increasing headache
- Vomiting
- Weakness or tingling/burning in arms or legs

*Other Concussion Signs and Symptoms:*

- Balance, gait difficulties, motor incoordination, stumbling, slow laboured movements
- Blank or vacant look
- Disorientation or confusion – inability to respond appropriately to questions

- Facial injury after head trauma
- Lying motionless on the playing surface while still conscious
- Slow to get up after a direct or indirect hit to the head
- Member or staff states phrases like:
  - “Don’t feel right”
  - “Pressure in head”
  - Feeling like “in fog”
- Blurred vision
- Difficulty concentrating and remembering
- Drowsiness
- Fatigue and low energy
- Emotional and irritable
- Nausea
- Nervous or anxious
- Sadness
- Sensitive to light and noise

**Procedure:**

*Removal-From-Sport:*

- Once a member or staff is takes a hit to the head, face, neck or body staff must remove them from the activity (unless they are unconscious, if they are refer to the Red Flag procedure) and set them somewhere isolated away from bright and loud environments
- Check for Red Flag signs and/or symptoms
- If any Red Flag signs and/or symptoms (listed in Symptoms document) are found follow Red Flag Procedure:
  - Staff must immediately stop the activity and move the rest of the members away from the activity
  - Call 911
  - If there has been any loss of consciousness, assume there is a possible neck injury and do not move the member/staff
  - Stay with member/staff until emergency medical services arrive
  - Contact a supervisor
  - Supervisor’s must contact parents/guardians/emergency contact to inform them of the incident and that emergency medical services have been contacted
  - Monitor and document any changes in the member/staff
  - Fill out Accident Report form for documentation procedures
  - If the member/staff has lost consciousness and regains it encourage them to remain calm and lie still
  - Do not administer medication (unless the member/staff requires medication for other conditions)
- Observe and question member or staff to determine if other concussion signs or symptoms are present

- If any of the signs or symptoms are present, a concussion should be suspected and a full check should be completed - can be completed with the Quick Memory Function Check, which a direct staff will conduct (listed in symptoms document)
- When signs and symptoms are reported and the person fails to answer any of the Quick memory Function questions correctly the following actions must be completed:
  - Concussion should be suspected
  - Member or staff must stop participation immediately and must not be allowed to return to play that day even if they state they are feeling better
  - Member or staff must not leave without a parent/guardian/emergency contact supervision
  - Should not drive a motor vehicle until cleared to do so by a medical doctor or nurse
  - Take medications (except for life threatening medical conditions)
  - Staff will inform parent or guardian that the member needs an urgent medical assessment
- If there are no signs or symptoms and member/staff is able to answer all the questions correctly:
  - Member or staff must stop participation immediately and must not be allowed to return to play that day even if they state they are feeling better
  - Staff fill out an accident report and provide the documentation to a supervisor and let them know about the circumstances
  - Supervisor informs the parent/guardian/emergency contact of the incident and member or staff requires monitoring for 24 hours as signs and symptoms can appear hours or days after incident
    - If red flags emerge after the incident, call 911
    - If other signs and symptoms arise after the incident, urgent medical assessment is required
  - Parent/guardian/emergency contact must communicate results of medical assessment to the Club

*Return-to-Sport:*

- If there are no signs or symptoms after 24 hours, the parent/guardian/emergency contact should communicate the results to the Club and the member/staff could be permitted to resume physical activities. Medical clearance by a medical doctors or nurse practitioners are not required to bring a member/staff back into physical activities.

*Only medical doctors or nurse practitioners are qualified to provide a concussion diagnosis. If a participant or member is suspected to have a concussion one should advise them to seek evaluation by one of the professionals mentioned*

*Definition, Procedures, and Symptoms were retrieved from the Ontario Physical Activity Safety Standards in Education.*



*Staff Sign-Off:*

By signing this document, I am aware of the responsibilities I have as a BGC Dovercourt staff in regards to concussion treatment while on the job. I understand I have a duty of care when a concussion incident occurs and will take the due diligence to mitigate the effects of the concussion from being lethal.

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

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

## Emergency Response Codes Policy:

**Policy Statement:** In order to keep the BGC Dovercourt Club a safe environment, the Club implemented Emergency Response Codes so members and staff are aware of emergency scenarios and the according actions to be taken for the codes.

**Purpose:** To ensure that staff are aware on how to respond to emergencies and mitigate risks.

**Procedure:**

The following will contain the various codes the Club will use along with their meanings and procedures:

*Code Red:*

- A Fire is present in the building
- The *Fire Safety* policy and procedures will be followed upon the alarms and statement of the Code Red
- Code Red's will be called when there are Fire Drills or when the fire alarm is not working

*Code Green:*

- Evacuation is required
- This will be called in any circumstances that require an evacuation other than a fire as that is a different code
- Evacuation will be done in the same manner as an evacuation for a fire
- Evacuation procedure can be found in the *Fire Safety*

*Code Brown:*

- A Hazardous material is present either in the building or outside of the building
- If the hazardous material is located outside of the building: A *Shelter in Place* procedure will be followed
- If the hazardous material is inside the building: an evacuation procedure will be instructed

*Code Yellow:*

- Missing member or staff during hours they are expected to be present
- If a member is missing, the *Missing Child* procedure will be followed, which can be found in the Children’s Safety Manual
- The code can only be used for staff if the staff goes missing during their shift
- If a staff is missing, the procedures of a missing child will be used, but instead of contacting parents/guardians, emergency contacts will be contacted

*Code Blue:*

- A respiratory issue amongst a member or staff
- Emergency services must be called immediately
- CPR and/or First Aid procedures must be followed
- Direct Staff, a supervisor, the Operations Manager or any other personnel with first aid and CPR training will perform CPR or First Aid and a critical incident report will be filled following the event

*Code Black:*

- A bomb threat was sent to the Club
- The Club will follow their Bomb Threat Response Plan once the code has been announced

*Code White:*

- A violent act has erupted in BGC Dovercourt facilities
- The Code must be called when the situation has escalated to the point where no staff can dissolve the conflict
- A critical incident or non-critical incident procedure shall be done (based on the scenarios)
- Incident or Accident forms must be filled out after the Code
- Parents, Guardians, legal authorities, supervisors, and/or the Executive Director will be involved depending on the severity of the situation

*Emergency Codes Staff Sign-Off:*

By signing this document, I am aware of the responsibilities I have as a BGC Dovercourt staff in regards to emergency codes while on the job. I understand I have a duty of care when it comes to emergency code procedures and will take the due diligence to mitigate the effects of emergency situations to ensure safety amongst members, staff and the community.

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

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

## Safe Drinking Water Policy

**Policy Statement:** BGC Dovercourt provides a variety of services to members and staff. Safety is a top priority to the Club so ensuring the services we provide, like basic drinking water, is up to code and suitable for all.

**Purpose:** ensuring water quality at the Club is up to the standards set out in the *Safe Drinking Water Act 2002*, as it is the right of members and staff to have access to clean drinking water.

### **Procedure:**

#### *Drinking Water Quality Standards:*

Depending on the type of substance found, there are a variety of standards which include:

#### *Microbiological standards*

- Escherichia Coli (E.coli) must not be detectable
- Total Coliforms must be detectable

#### *Chemical Standards:*

Reference Schedule 2 in Regulation 169/03 *Ontario Drinking Water Quality Standards* under the *Safe Drinking Water Act*.

#### *Radiological Standards:*

#### Natural (Expressed in Maximum Amounts)

Item	Radiological Parameter	Standard (expressed as a maximum in becquerels per litre)
1.	Beryllium-7	4000.0
2.	Bismuth -210	70.0
3.	Lead-210	0.1
4.	Polonium-210	0.2
5.	Radium-224	2.0
6.	Radium-226	0.6
7.	Radium-228	0.5
8.	Thorium-228	2.0
9.	Thorium-230	0.4
10.	Thorium-232	0.1
11.	Thorium-234	20.0
12.	Uranium-234	4.0
13.	Uranium-235	4.0
14.	Uranium-238	4.0

#### Artificial (Expressed in Maximum Amounts):

Reference Schedule 3, Table 2 in Regulation 169/03 *Ontario Drinking Water Quality Standards* under the *Safe Drinking Water Act*.

**Note:** Radionuclide concentration that exceed the standard may be tolerated for a short period, as long as the annual average concentrations remain below the standard and the restriction for radionuclides is met.

If two or more radionuclides are present and the sum of the quotients of the observed concentration in Becquerel's per litre for each of the radionuclides detected must be less than or equal to one.

*Lead Testing Requirements:*

- Lead testing must be at least done annually between the following time periods: May 1<sup>st</sup> - October 31<sup>st</sup>
- Samples for lead testing must consist of two one-litre samples of cold water taken from the same tap or fountain.
- Tap or fountain from which the samples are to be taken has an aerator, the aerator must not be removed while the samples are being taken

*Sample Requirements:*

- Samples must be taken from:
  - Any drinking water fountain
  - Any tap that is used in the preparation of food or drink for people or to provide drinking water for consumption by anyone.
  - If a filter or other device that treats water and is certified for lead reduction is installed on or near the drinking water fountain or tap, must ensure that:
    - Water from the drinking water fountain or tap has been sampled and tested for lead at least once following the installation, and the test results show lead levels from the first litre of treated water at or below one microgram per litre
    - The filter or device is properly maintained and the filter cartridges are replaced at least as frequently as set out in the instructions provided by the device's manufacturer
    - Record is made of the date, time and location of every maintenance activity and filter cartridge replacement and of the name of the person who carried it out

*Sample Procedures:*

- If it is practicable to take the sample immediately after a period of six hours or more when the plumbing is not used, the sample must be taken immediately after that period
- Or sample must be taken immediately after the longest period when the plumbing is not used for which it is practicable to take the sample
- These samples must be taken before plumbing is flushed
- Second litre samples must be taken immediately after the first sample, if the first sample can be retrieved after a period of six hours or more when the plumbing is not used
- Before taking the second sample, the tap or fountain must be turned on for at least five minutes, and then turned off and left unused for a period of at least 30 but not more than 35 minutes if plumbing could not be used for six hours or more

- In the unused period, Plumbing must not be used during
- The second sample must be taken immediately after the period

*Post-Testing Procedures:*

- Record must be made of the date and time each sample was taken, an estimate of the length of the period, location of water supply in the Club, name of the person who took the sample
- If a laboratory conducts a test of water and it exceeds any of the standards the laboratory shall within 24 hours report the result in writing to:
  - The Executive Director
  - Medical officer of health
  - Ministry Spills Action Centre
- Executive Director needs to report to:
  - Medical officer of health
  - Ministry's spills action centre
  - Ministry of education or any successor of that ministry if the report related to a school or a child care centre

*Resolution Procedures:*

- A summary of the actions taken and results achieved must be reported in a notice to:
  - Medical officer of health
  - Ministry's spills action centre
  - Ministry of education or any other Ministry that is a successor of that ministry
- *Reports Shall Not be Resolved until*
  - Tests results from the second litre of the most recent set of water samples taken from the fountain or tap show lead levels that do not exceed the standard prescribed
  - A filter or other device that treats water and that is certified for lead reduction is installed on or near the drinking water fountain or tap, water from the fountain or tap has been sampled and tested for lead at least once since the report was made, and the test results from the first litre of treated water show lead levels at or below one microgram per litre
  - All steps the medical officer of health directs to be taken have been completed
- For more corrective measures, reference Schedule 17 in Regulation 170/03 *Drinking Water Systems* under the *Safe Drinking Water Act*.

*Information and Records:*

- Information available for inspection by any member of the public.
- Copy of every record made for
  - Lead inspection and testing (annual and Director instructions)
  - Copy of every test result obtained in respect of a test required by Director or annual testing
  - Copy of every director's direction
  - Copy of this regulation

### *Retention:*

- The following records must be kept at least for 6 years:
  - Record made for lead testing
  - Every test result obtained in respect of a test required annually or by a director
  - Test result when a report was required
  - Copy of every director's direction
  - Copy of every report provided or received

## Working Alone

**Policy Statement:** BGC Dovercourt is committed to supporting their staff with a safe work environment. The Club will ensure that it takes the right steps to support staff the best way possible.

**Purpose:** In order to take the right precautions when a staff member is working alone. This ensures that the safety of the individual is a top priority when they are away working alone.

### **Procedure:**

BGC Dovercourt will limit the amount of times employees have to work alone, but in the case an employee is required to work alone, the following provisions will be followed.

If an employee's position fits the following criteria, they will require a Working Alone Procedure:

- Do they work alone in your home office?
- Do they work alone for periods of time, including before or after normal working hours?
- Do they work away from their regular work location to meet stakeholders, staff, or those in the community without another employee?
- Will they ever be on remote routes (such as rural roads) where assistance may not be accessible and are not with another employee?
- Does the position require the employee to be in remote areas alone?
- Does the position have the individual perform hazardous activity alone?
- Does the position require the employee to work or travel in extreme weather conditions without another employee?
- Does the employee work in places isolated from public view where they are vulnerable to violent attacks?
- Face-to-face contact with clients alone?
- Compliance or enforcement duties while alone?
- Does the employee work with valuables when they are alone (money, confidential information etc.)?

If the employee is not a BGC Dovercourt employee, but an employee from another agency working in BGC Dovercourt facilities, the Club will work alongside the agency of the employee to decide a working alone procedure to ensure the safety of the individual.

### *Employer Will:*

- Before an employee is assigned to work alone, BGC Dovercourt must put reasonable precautions in place to provide a safe and healthy workplace
- Supervisor must let employee know about any potential risks and the employee must vocalize comfort level in the situation
- Provide effective communication for the employee who works alone, who will be assigned to another employee, to check in with them and respond to emergencies
- An individual safety plan is required for checking the well-being of an employee assigned to work alone or in isolation
- Plan must include:
  - Checks at a predetermined interval including a check at the end of the work shift
  - Procedure to follow in case the employee cannot be contacted – includes provisions for emergency rescue

*Check In Procedures:*

- Check in must be done in a reasonable interval until the shift of the working alone employee is completed.
- Frequency of intervals will be determined based on the hazards present for the job. This will be determined by the supervisor of the employee in conjunction with the Health and Safety committee
- Check-in's must be documented and handed in to the immediate supervisor of the employee
- If a check-in is missed, the missed check-in must be documented and will include why the check-in was missed and how long after a missed check in did the designated employee contact the employee
- A Check-in may be done by email, texting, or phone call.
- Supervisor of the working alone employee must designate an employee who will conduct the check-in. A backup employee must be designated as well as the original employee conducting check-ins could potentially be absent
- Working alone employees must inform their designated employee when they start and end their shift

*Risks to Avoid in the Community:*

- Dress in a professional manner by wearing clothing and footwear that allows you to be physically active
- Park in a supervised or well-lighted area
- Lock your vehicle doors
- Store valuable items in the trunk
- Minimize the number of valuables carried with you
- Employees who do not feel safe in any situation should leave immediately in a calm fashion and report circumstances to supervisor
- Employees should not place themselves in an isolated area with a potentially aggressive child, parent, or volunteer

*Risks to Avoid in Office or on Site:*

It may be required for employees to work alone in a facility operated by BGC Dovercourt, depending on the role and their responsibilities.

- Employee may not conduct business with volunteers or clients while working alone
- Lock the doors when leaving
- Keep the building well lit
- Report, do not investigate, any suspicious activities outside or inside the building
- Keep personal property out of sight or in locked areas
- Ensure another employee is aware they are alone in the facility
- if the employee feels they are in an unsafe situation they must contact their designated employee immediately and leave the premises or call emergency services for assistance
- Employee must check in with designated employee when they wish to leave the facility

*Outside of Regular Office Hours (6pm-7am):*

- Late night activities need to be schedule in advanced with at least 2 employees working together
- Employees working late night must be in the office by the scheduled time
- Employee's supervisor must be notified immediately if the employee is unable to work the late shift or going to be late
- Supervisor, HR, and/or the Executive Director must approve the rescheduling of shifts in advance
- Primary entry doors must be locked to minimize access to agency facilities

If an incident occurs, employees must report to their supervisor as soon as possible and follow the process involved in reporting a risk incident

## Evacuation Policy

**Policy Statement:** BGC Dovercourt is committed to adhering to secure and efficient emergency procedures. The Club will always strive to ensure the safety of all members, staff and other individuals during emergency evacuation

**Purpose:** This policy is meant to inform staff and BGC Dovercourt community members of the Club's emergency evacuation procedures. These procedures will be led by designated staff and strictly followed by all Club community members.

**Definition:** An emergency is defined as any pending, present or imminent event, natural or man-made, which risks endangering the lives of people or damage to property and requires an immediate response.

### Procedures

All BGC Dovercourt community members, volunteers, and staff are responsible for familiarizing themselves with the emergency information regarding their work areas. This includes emergency evacuation plans comprising: exits, alternate routes of exit, the location of pull alarm stations, portable fire extinguishers and respective meeting points (a location for evacuees to assemble upon exiting the building).



Staff and members, where developmentally appropriate will be informed of emergency evacuation procedures. Staff are expected to familiarize themselves with the Emergency Evacuation Policy and are given a tour of their building which include evacuation details during their job orientation. Children will be informed of the Emergency Evacuation procedures by participating in fire drills once every 4 weeks. When possible, visits/presentations from police and fire personnel will be scheduled within the program.

In each program space staff are required to evacuate themselves and all participants in a quick and orderly manner to ensure everyone's safety.

Emergency evacuation drills will be practiced, at minimum, once every 4 weeks with program participants.

#### 1) BGC Dovercourt Clubhouse Evacuation Procedures:

- a) Sound the alarm.
- b) Staff and participants evacuate with portable record ([refer to fire safety policy](#)), cell phone and First Aid kit.
- c) In the process of evacuating close doors.
- d) Go to the designated meeting place (Dovercourt Park Baseball Diamond) or in the case of bad weather go to the St. Anthony's Catholic School.
- e) Call Emergency personnel.
- f) Take attendance.
  
- g) Emergency Personnel will assess re-entry to building. If safe you may re-enter, if not safe or unsure of safety after thirty (30) minutes call parents to pick up children. Staff are to remain on site.
  
- h) Parents/guardians and/or emergency contacts will be contacted with the information provided in the Portable Record
- i) Contact Supervisor.
  - Executive Director
- j) Debriefing will happen as soon as possible.

#### 2) Other Facilities Evacuation Procedures:

- a) Follow the direction of the facility staff.
- b) Take attendance.
- c) Assess re-entry to building. If safe you may re-enter, if not safe or unsure of safety after thirty (30) minutes contact the executive director (if not available, program director or operations manager).
- d) Contact Supervisor.
- e) Debriefing will happen as soon as possible.

Note: BGC Outreach schools will follow the evacuation policy of their designated school site

### Reporting:

The BGC Dovercourt incident reports will be filled out and submitted according to policy.

## Member Bathroom Policy

**Policy Statement:** BGC Dovercourt ensures safety for members during all hours of programming, even when members step away. Staff must be aware of members' whereabouts while respecting the privacy and wishes of members.

**Purpose:** regulations in regards to helping/escorting members to the bathroom in a manner that is not invasive, but regulates the safety of members.

### Definitions:

Gender Identity: each person's internal and individual experience of gender. Gender identity may be the same as or different from their birth-assigned sex.

Outings: a field trip that is off-site from the Club, but is organized and lead by staff from the Club

Tots: group name for members who are between the ages of 4-6

### Procedure:

#### *At the Club:*

- Members (except Tots) will go to washrooms with a buddy and an intern/staff/program worker
- Tots will be accompanied by staff who will wait outside of the bathroom
- Unless an emergency occurs, public bathrooms located outside of the Club are prohibited from use
- Staff will take their entire group to the bathroom during a break from activities when outdoors

#### *During Outings:*

- Staff will take their entire group to the bathroom during a break from the activities of the outing
- If an incident occurs where a member needs to use the bathroom outside of the designated break time, staff must take the member to the bathroom
- Supervisors are also available to escort members to the bathroom if emergencies occur

#### *Transgender and Gender-Neutral Accommodations:*

- Accessible bathrooms are available for non-conforming and transgender members
- Members may choose which bathroom they wish to use according to their gender identity
- Staff are prohibited from stopping a child to use the bathroom they wish to use
- It is not required for staff to know about a member's gender identity
- Staff are prohibited from disclosing a member's gender identity to other staff, members, or any other personnel in their professional or private life

- Disclosing their gender identity is only permitted if it allows the student to acquire an accommodation

***If a member's gender identity is disclosed without their consent, serious actions will be taken as the member's rights were breached under the Ontario Human Rights Code.***

***Staff are prohibited from being alone with members in the bathroom unless extenuating circumstances require the presence of staff.***

## Recreational Drugs and Alcohol Use Policy

**Policy Statement:** Employees of BGC Dovercourt are our most valuable resource, and for that reason their health and safety is of paramount concern.

**Purpose:** BGC Dovercourt has adopted this policy to communicate expectations and guidelines surrounding drug and alcohol use, misuse, and abuse.

### **Definitions:**

Illicit Drugs/Substances: a controlled substance or precursor the import, export, production, sale or possession of which is prohibited or restricted pursuant to the *Controlled Drugs and Substances Act*.

Cannabis: means a cannabis plant, any part of a cannabis plant, including the phytocannabinoids produced by or found in such a plant, any substance or mixture of substances that contains or has on it any part of such a plant, or any substance that is identical any phytocannabinoid produced by or found in such a plant, regardless of how the substance was obtained

*The following are considered illicit drugs which are prohibited from recreational use:*

- Opium
- Amphetamines
- Fentanyl
- Meth
- Cocaine
- Ecstasy
- Heroin
- LSD
- Psilocybin Mushrooms (Shrooms)
- *Any other drugs that fall under the Controlled Drugs and Substances Act*

### **Procedure:**

All BGC Dovercourt employees are expected to adhere to the following:

- Cannabis will be treated the same as all other recreational drugs.
- The recreational use of cannabis is not permitted on DBGC property or any of the Outreach schools;

- Under the Human Rights Code, smoking, consumption or vaping of cannabis/cannabis products/illicit substances are prohibited in an enclosed workplace, BGC Dovercourt prohibits consumption
  - At the club, on club grounds, and all public areas within 20m of these grounds; this includes Dovercourt Park beside the club
- BGC Dovercourt employees are prohibited from reporting to work while under the influence of recreational cannabis and any other non-prescribed substance, such as alcohol or illicit drugs
- Use, possession, distribution, or sale of drugs, alcohol, vapes or cigarettes during work hours, including during paid and unpaid breaks, is strictly prohibited.
- Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard.
- Employees are expected to abide by all governing legislation pertaining to the possession and use of cannabis and illicit drugs like heroin, cocaine, ecstasy, etc.
- BGC Dovercourt is a smoke-free zone, thus on club grounds and all public areas within 20m of these grounds smoking cigarettes, vapes, cannabis or other illicit drugs are prohibited

*Right to Accommodations and Anti-Discrimination and Harassment:*

- BGC Dovercourt have a duty accommodate employees who deal with addiction if requested or is believed to benefit from an accommodation as long as undue hardship is not present
- Every employee has the right to equal treatment with respect to employment without discrimination based on addiction
- Every employee has the right to freedom from harassment in the workplace by the employer or any agent of the employer or by another employee because of an individual's struggle with addiction and substance abuse
- Accommodations and other information surrounding an employee's addiction is confidential. If an employer or another employee breaches confidentiality and discusses an employee's addiction, disciplinary action must be provided.
- Undue Hardship must be determined by the following factors: cost, outside sources of funding, and health & safety requirements
- It is the responsibility of BGC Dovercourt to present objective, real, direct, and quantifiable evidence of undue hardship if the Club cannot provide an accommodation

*Disciplinary Action:*

Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment. Where applicable, Dovercourt Boys and Girls Club may also take legal action in accordance with the law.

## Non-Smoking Policy

**Policy Statement:** All DBGc facilities are designated as a smoke free environment. Management shall ensure that staff, members, volunteers and service providers are prohibited to smoke on/in any of the DBGc facilities.

**Purpose:** DBGc provides a healthy and safe environment for our staff and members. DBGc shall implement this policy to support and make healthy lifestyle choices for our members in accordance to the City of Toronto *Municipal Code Chapter 709 Smoking Bylaw 2013*.

### **Definitions:**

Tobacco: means a tobacco plant, any part of a tobacco plant, including any other plant related to tobacco, any substance mixture or mixture of substances that contains or has on it any part of such a plant, or any substance that is identical to any tobacco produced by or found in such a plant, regardless of how the substance was obtained.

*The following are considered to what Tobacco can be used in:*

- Cigarettes
- Roll-your-own tobacco
- Smokeless tobacco
- Electronic cigarettes
- Cigar Hookahs
- Pipe tobacco
- Nicotine gels
- Dissolvables

### **Procedures:**

#### Facilities

- Smoking or holding a lit cigarette is prohibited throughout the building including hallways, doorways, windows, washrooms, air intakes, playground and the walkway leading into the building.
- Smoking is prohibited within 9 meters of the entrances and exits of the building.
- Smoking in work-related vehicles is prohibited, regardless if not members are present.
- DBGc shall post a notice in all entrance and exits of non-smoking policy.
- Non-Smoking policy shall be posted in an accessible area to all members, visitors and staff members.

## Staff

- Staff are prohibited from smoking at DBGC facilities and are not permitted to smoke while participating work related duties.
- Staff and volunteers shall receive a copy of this policy during hiring orientation.
- Staff are prohibited from purchasing or supplying tobacco products to any members. Violation of this policy will result in immediate dismissal and possible criminal proceedings.
- Staff are encouraged to promote healthy non-smoking lifestyles to members.
- Staff usage of smoking shall take place off property, at least 9M away from facilities and out of viewing distance from program members.
- Staff and members must comply with the Smoking Policy, any non-compliance shall receive a written employee incident report.
- Supervisor will conduct a follow up on the incident with both staff and member(s) and determine if any further actions are necessary to be taken.

## Disconnecting from Work Policy

**Policy Statement:** This Disconnecting from Work Policy (the "Policy") was instituted by Dovercourt Boys' and Girls' Club ("BGC Dovercourt" or "Dovercourt") as required by the instructions issued by the Ontario government on December 2, 2021 (the "Instructions") as a result of Bill 27, Working for Workers Act, 2021 pursuant to Part VII.0.1 of Schedule 2 of the *Employment Standards Act, 2000*.

BGC Dovercourt understands that due to work-related pressures, the current landscape of work, or the working environment, employees may feel obligated to perform their job duties outside their normal working hours. Work-related pressure and feeling an inability to disconnect from the job can lead to stress and deterioration of mental and physical health. This policy has been established to support employee wellness, minimize excessive sources of stress, and ensure that employees feel they can disconnect from their work outside their regular working hours.

### **Definitions**

Disconnecting from work: Not engaging in work-related communications, including e-mails, telephone calls, video calls, or the sending or reviewing of other messages, so as to be free from the performance of work.

Regular working hours: The time agreed to by an employee, as stated in their employment contract, when they are meant to complete work for BGC Dovercourt.

### **Guidelines**

An employee's time outside regular working hours is meant for the employee to recharge and spend as they wish and should not be used to complete work-related tasks; however, there may be a lack of separation between home and work that makes it difficult for employees to truly disconnect. Working remotely or from a home office can make employees feel as though they are "always on" or obligated to continue working or respond to communication, regardless of the time of day.

BGC Dovercourt sees employee health and well-being as priorities while working and while away from work. We are committed to increasing overall employee health and wellness and providing employees

with a positive work–life balance. This policy is intended to promote that ideal by specifically detailing the company’s expectations related to disconnecting from work.

### **Disconnecting from Work**

Employees are entitled to disconnect from work outside regular working hours without fear of reprisal. All scheduled breaks should be taken and time off entitlements for non-work-related activities should be used each year. Employees are encouraged to set clear boundaries between work and their personal lives, regardless of their working arrangement, whether that be onsite, flex work, remote work, or hybrid work.

Outside regular working hours and when disconnecting from work, employees:

- Should stop performing their job duties and work-related tasks;
- Are not expected or required to respond to work-related communication outside their regular working hours, while on break, or during any paid or unpaid time off, during public holidays (unless the employee has agreed to work on the day of a public holiday in accordance with the *Employment Standards Act*);
- Will not face repercussion or punishment for not communicating or for ceasing work;
- Should not pressure co-workers for taking the down time afforded to them by law;
- Should Speak to their supervisor/manager if they have any concerns about their mental health and their right to disconnect from work; and
- Should respect co-workers’ time and should not expect them to respond, communicate, or complete work.

### **Email Guidelines**

Employees are expected to respond to emails during their designated working hours only. BGC Dovercourt does not have an expectation that employees will respond to emails during their off-work time and employees will not be penalized in any way for responding to emails only during their regular working hours. Regarding emails:

- Employees are expected to respond to emails received during the workday, prior to the end of the workday, on the same day whenever possible;
- Emails received outside regular working hours Monday through Thursday are expected to be replied to on the next working day or within 24 hours of their receipt; and
- Emails received after regular working hours on Friday, Saturday, or Sunday are expected to be replied to on the Monday following, unless the employee is not working, in which case they may be replied to on the next working day.

In the event that an employee is unable to reply within these guidelines, they are expected to speak with their supervisor/manager to discuss their workload and set updated expectations

### **Phone (Personal and Business) Guidelines**

Employees are expected to respond to phone calls or text messages during their designated working hours only. BGC Dovercourt does not have an expectation that employees will respond to phone calls or text messages during their off-work time and employees will not be penalized in any way for responding to phone calls and text messages during their regular working hours only. Regarding phones:

- Employees are expected to respond to phone calls, voicemails, and text messages received during the workday, prior to the end of the workday, on the same day whenever possible;
- Phone calls, voicemails, and text messages received Monday through Thursday after regular working hours are expected to be replied to on the next working day, or within 24 hours of their receipt; and

- Phone calls, voicemails, and text messages received after regular working hours on Friday, Saturday, or Sunday are expected to be replied to on the Monday following, unless the employee is not working, in which case they may be replied to on the next working day.

In the event that an employee is unable to reply within these guidelines, they are expected to speak with their supervisor/manager to discuss their workload and set updated expectations.

### **Workload and Productivity**

BGC Dovercourt understands that employees may want or need to work outside their regular working hours to meet a time-sensitive deadline or to attend to an urgent matter or emergency; however, employees should not regularly or frequently work outside their scheduled hours to complete or catch up on work.

Employees who cannot manage their workload during their regular working hours should meet with their direct manager to evaluate their workload, priorities, and due dates.

Managers will work with employees to come up with a solution to ensure:

- The current workload does not result in the employee working excess hours and does not contribute to additional stress or burnout;
- Normal job duties can be completed during regular working hours;
- Employees can remain productive and meet company goals and objectives;
- Employees off-duty time is respected and that it is not expected that an employee will respond to a request on their off-duty hours; and
- Support is provided as needed to employees who come forward with concerns regarding their mental health and right to disconnect.

### **Communication**

Employees should not feel obligated to send or respond to work-related communication outside regular working hours. BGC Dovercourt may occasionally send general communication to employees when they are not working, such as on an employee's day off or scheduled vacation. Employees are not expected to respond to any company communication when not at work, apart from unforeseen circumstances, such as an emergency.

BGC Dovercourt acknowledges that there may be special circumstances where communication after working hours may be required; however, we are committed to ensuring that these circumstances are an exception and not a regular occurrence. These situations may include but are not limited to:

- Shortage in staffing levels/fill in for someone who is sick
- in cases of emergency
- Sensitive deadlines
- Managing a crisis or unforeseeable circumstances
- where operational or business needs require such communications and the employee has been given notice in advance
- where the employee's role is managerial or supervisory in nature, in which case operational or business needs may require communications outside of normal working hours
- where the employee has been authorized to work flexible hours

Employees who do not reply to work-related communications outside regular working hours will not be subjected to discipline, face negative effects on their employment, or denied the rights and privileges under the *Employment Standards Act* for failing to do so.



## **Breaks and Time Off**

Breaks are provided in accordance with employment standards and are intended to provide employees with time to recharge and enable them to work productively during regular working hours. Employees should take any scheduled or company-provided breaks during their shift and use that time to disconnect from work.

BGC Dovercourt understands the importance for our employees to have personal time off. Employees are encouraged to use their accrued paid vacation time in full every year and should take the time for rest, relaxation, and personal pursuits. Employees will never be obligated to complete work-related activities during scheduled time off. Knowing that, time management is the responsibility of employees and scheduled time off should not interfere with deadlines. Managers will work with employees to delegate job-specific duties that must be completed while the employee is on vacation to maintain workflow and productivity. Employees should not be reluctant to take vacation due to workload, unless there are limitations or restrictions because of a due date, project priority, scheduling conflict, or unforeseen circumstance that prevent an employee from taking a vacation at a specific time, in which case managers will assist in determining appropriate actions to take to meet deadlines and accommodate time off requests whenever possible.

## **Overtime**

At times, BGC Dovercourt may have a business need that requires employees to work overtime. Overtime will always be approved and scheduled in advance. It may be requested by the employee or required in certain situations to ensure work is completed; however, employees should not work overtime unless directed by their manager. If your manager requires you to work overtime, this policy will not come into effect until your overtime shift is completed. Please see the overtime policy for guidelines on overtime.

## **QUESTIONS OR CONCERNS**

Employees with any questions or concerns about disconnecting during their time away from work or about this policy should speak with their supervisor/manager or Human Resources.

## **Review**

This policy will be reviewed annually and updated as needed. If any changes or updates are made, all employees will be given updated copies within 30 days of the updated version of the policy being prepared. New employees will receive a copy of the policy within 30 calendar days of their date of hire.

## **Effective date**

Policy prepared on: (insert date policy comes into effect).

Policy amended on: (insert date of most recent changes).

## **Acknowledgement and Agreement**

I, (employee name), acknowledge that I have read and understand the Disconnecting from Work Policy of BGC Dovercourt. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: \_\_\_\_\_

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

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

Witness: \_\_\_\_\_

## Electronic Monitoring Practices

**Policy Statement:** BGC Dovercourt will work to collect information through electronic monitoring for a variety of reasons, including protecting BGC Dovercourt's legal and business interests.

**Purpose:** For BGC Dovercourt to electronically monitor employees laptops, monitors, desktop monitors, desktop, computers, tablets, telephones, and cellphone for different legal and business purposes.

### Procedures:

**BGC Dovercourt in different circumstances may electronically monitor employees for these reasons:**

- Endpoint Detection and Response ("EDR") - Monitors the use of workstations (programs run, files read and written, etc.).
- Endpoint Management - Monitors the status of Endpoints.
- Website Filtering Software - Monitors web browsing activity.
- Network Login - Monitors device locations when Endpoints and employees authenticate to.
- Remote Support Tools - Monitors geolocation and access to audit information.
- Mailbox, Online Chat, and File Access - Monitors employee emails, online chats, and files.

**BGC Dovercourt may for which information obtained through electronic monitoring may be used by BGC Dovercourt are as follows:**

- to manage employee performance and misconduct;
- to remotely lock, wipe, or secure an Endpoint if lost, stolen, or access is revoked;
- to detect malicious activity (viruses, malware, etc.) and potential unauthorized use;
- to safeguard the property of BGC Dovercourt;
- to ensure the proper payment of wages to employees;
- to safeguard the personal information of employees and members;
- to regulate entry into the facilities owned or operated by BGC Dovercourt, or into areas of those facilities with restricted access;
- to permit remote troubleshooting of computer-related issues;
- to protect the health and safety of employees, contractors, visitors, and guests at facilities owned or operated by BGC Dovercourt;
- to investigate complaints or allegations of misconduct by employees, including any suspected misconduct or potential unlawful activity concerning the use of BGC Dovercourt devices and personal data on BGC Dovercourt devices; and
- to assist with the prosecution or defense of legal proceedings, disputes, licensing or regulatory matters.

