



BGC Dovercourt

Volunteer Manual  
2023



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## BGC Dovercourt Ideology

### History

BGC Dovercourt is a nonprofit organization that provides after school, summer, winter and March Break programs for over 800 children and youth at two locations in Toronto's west end (Dovercourt Village: situated north of Bloor Street between Ossington Street to the east, the CPR railway lines to the north and Dufferin Street to the west; and Junction Triangle: located in West Toronto, roughly in the area of Bloor Street, Dupont Street, Lansdowne Avenue, and Dundas Street West. The "triangle" shape of the neighbourhood is formed by the three sets of railroad tracks on the north, west, and east sides).

The Club's membership is made up of the families in and around the neighbourhoods surrounding the two main locations in Dovercourt Village and the Junction Triangle. Despite its tremendous growth and evolution, the Club has remained true to its original goal of providing service and opportunity to boys and girls aged 2 ½ to 12 and youths aged 13 to 17.

BGC Dovercourt evolved from Dovercourt Boys' Club which was established in 1957 as an alternative to rampant gang activity in the area bounded by Bloor Street, Ossington Avenue, Dupont Avenue and Lansdowne Avenue. Dovercourt Boys' Club offered a variety of services to both boys and girls, ages 7 to 17. The Club changed its name in 1967 to Dovercourt Boys and Girls Club to recognize its provision of social and recreational services to both boys and girls.

BGC Dovercourt is a member of BGC Canada, one of the largest youth-serving agencies in Canada. The national organization is an association of over 100 Clubs providing programs and services where they are most needed, in 700 service locations across Canada including all 10 Provinces and Yukon. BGC Dovercourt is also affiliated with Boys & Girls Clubs of Toronto and supported by Boys & Girls Clubs of Ontario. DBGC is a member of High Five®; Canada's only comprehensive quality standard for organizations providing recreation and sport to children aged 6 to 12.

Since its inception, BGC Dovercourt has been an essential community resource. The Club has successfully provided positive alternatives to anti-social activities, crime and substance abuse for neighbourhood children and youth.

The Club's services have expanded significantly over time. In 1983, the Club developed a School-Age Daycare and a Youth Job Experience program. Pre-school was added to the Club's program in 1984. A Seniors Social Program was added in 1986 and the Club reached out to single parents in 1988 with its Lone Parent Support Program. A Drug Abuse Prevention Program was added in 1991 and satellite programs were developed in 1992. The Club founded Club 180, an in-house radio station, in 1995. In 1996, the Club opened its Technology Learning Centre. A permanent satellite Club was established at 21 Randolph Avenue in 1998. The Club implemented the KickStart Program, aimed at children 7 to 9, in 1999.

In 1998, due to overwhelming demand, BGC Dovercourt opened a satellite location at 21 Randolph Avenue. This new location was so successful it soon outgrew its capacity. In the spring of 2011, DBGC was the successful bidder and acquired a brand new space through the City of Toronto at 1379 Bloor Street West. This is the new permanent home of DBGC's second facility, the Junction Triangle Clubhouse. This move enabled the Club to strengthen its positive influence in the area by reaching out to additional families and children who will truly benefit from this community focused partnership.



In the summer of 2011, BGC Dovercourt Clubhouse celebrated the grand opening of a newly renovated second floor addition. The new community space includes a computer lab, teen lounge, green house, planetarium and theatre aimed at delivering new and exciting environmental, arts and drama focused programs. Not only does this expansion offer the opportunity to provide new and innovative children and youth programs, it also enables the Club to meet the needs and concerns of new community families and members.

Since 2012 the Club expanded its Family Programming and partnered with local Colleges and Universities to implement internship programs. Outreach initiatives became a priority as the Club utilized community resources and partnerships to target at risk youth and bring them into safe and positive environments. In 2013 the Club opened membership to children age 4 and 2014 saw the introduction of the SMILE program, which affords youth with exceptionalities support in their pursuit of academics, socialization and staying active.

Most recently, in February of 2016 Prime Minister Trudeau visited the Club on his 100<sup>th</sup> day in office. He announced the federal government's commitment to increasing summer jobs for youth ages 15 to 30, which will help connect local youth with employment at the Club over the next few summers.



## Mission, Goals, and Objectives

Dovercourt Boys and Girls Club is a non-for-profit organization committed to providing fun and rewarding programs for children of all backgrounds. Since 1957, we provide a safe and supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life. DBGC's mission, vision and core values fully align with the Boys and Girls Clubs of Canada. All staff should be familiar with, and agree to operate in accordance with each component.

### **Mission Statement**

Dovercourt Boys and Girls Club's mission is to provide a safe and supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

### **Vision**

All children and youth discover and achieve their dreams and are healthy, successful and active participants in society.

### **Core Values**

#### Inclusion & Opportunity

We strive to offer children and youth from all economic, cultural and social backgrounds access to the resources, supports and opportunities that will enable them to overcome barriers and achieve their full potential in life.

#### **Respect & Belonging**

We provide a safe, supportive place, where every child is listened to, respected and valued in an environment of inclusion and acceptance. Our staff and volunteers model honesty, fair play, positive attitude, cooperation and respect for self and others.

#### **Empowerment**

We believe all young people can grow into responsible, contributing and self-reliant members of society. Children and youth are at the centre of everything we do. Through adventure, play and discovery, we encourage and empower them to develop healthy lifestyles, a life-long passion for learning, leadership and life skills, and a sense of social responsibility.

#### **Collaboration**

We work together with families and volunteers in each community, in partnership with the public and private sector, to create healthy community solutions to providing children and youth with what they need for optimal development.

#### **Speaking Out**

We speak out on behalf of children, youth and their families to reduce disadvantage, enhance their lives and enable their voices and ideas to be heard.



## Code of Conduct

The primary goal of the Club is that each and every member has **FUN**, makes **FRIENDS** and **FULFILLS** themselves to their potential.

Most youth programs emphasize the first two and while **FUN** and **FRIENDS** are most important, we take pride in allowing children to also **FULFILL** themselves. Many achieve this by learning skills in arts and sports or outdoor adventure; others, by growing socially and emotionally in dealing with peers without their parents to guide them. If you can give members all three, the result will be that members develop self-worth, increase their confidence, enhance their relationships and will have a great time! We call these **the three F's**.

As a reputable child-serving organization, BGC Dovercourt has developed the following code of conduct to guide our employees/volunteers. While every employee/volunteer is valued and unique, we come together as an organization in the best interests of children and their families. The safety, rights and well-being of children we serve are at the core of our daily operations. We nurture supportive relationships with children while balancing and encouraging appropriate boundaries.

Employee/volunteer misconduct will not be tolerated, especially as it relates to the well-being of the children in the organization's care.

**Misconduct refers to inappropriate behaviour in the organization and includes but is not limited to any/all of the following:**

- Communication that goes beyond the employee/volunteer's employment responsibilities with the child and/or does not occur within the context of their duties and responsibilities such as:
  - Writing personal letters or text messages to a child.
  - Making personal phone calls to a child.
  - Having personal Internet exchanges with a child (email, instant messaging, chatting, social networking, etc.).
  - Sending personalized gifts to a child.
  - (Note: It is not misconduct to give a contextually appropriate thank-you card, birthday card, seasonal card, or other nominal gift to a child, where such a gesture would be considered reasonable in the circumstances provided that all gestures, taken together, are not excessive in number and any such exchanges are carried out within the workplace, in the presence of others and with the knowledge of the organization.)
- Offering unauthorized rides to an individual child.
- Spending time with a child outside of designated work times and activities (except where such activity results from a parent-initiated request and the activity has been disclosed to and approved by the organization in advance).
- Favouring a child.
- Telling sexual jokes to a child.
- Showing a child sexually explicit or sexist material, signs, cartoons, calendars, literature, photographs, or displaying such material in plain view.
- Taking pictures of a child, except when specifically requested to do so by the organization and provided that only cameras owned or under the control of the organization are used to take such pictures.



**Note: Under no circumstances may an employee ever use his/her cellular phone or personal camera to take pictures of a child, nor upload or copy any pictures he/she may have taken of a child to the Internet or to any personal storage device.)**

**Employees/volunteers of DBGC MUST:**

- Always adhere to the Club's policies and procedures in dealing with children.
- Treat children with respect and dignity.
- Treat all allegations or suspicions of sexual misconduct seriously. It is an employee/volunteer's responsibility to report allegations or suspicions.
- Follow established procedures when reporting any allegations of misconduct or potential policy violations.
- Consider the final outcomes of any behaviour, as well as a child's reaction to any activities, conversations, or interactions so as to avoid embarrassing, shaming, or humiliating the child.
- Before attending a special event of a participant, employee must ask their supervisor
- Establish, respect, and maintain boundaries with all children.

**Employees/volunteers of DBGC MUST NOT:**

- Engage in any activity that endangers a child or makes a child feel uncomfortable.
- Engage in any activity that goes against the organization's mandate, policies, or code of conduct.
- Make any sort of remark, comment, or joke to/regarding a child that is in any way suggestive, explicit, or sexual.
- Engage in any sort of physical contact with a child that may make the child feel uncomfortable, or that violates reasonable boundaries.
- Conduct their own investigation into allegations or suspicions of sexual misconduct — it is an employee/volunteer's duty to report, not to investigate.
- Place a child in danger from anyone, either within or outside of the organization.
- Offer any child "special" treatment that falls outside of the organization's mandate, or that may (or may appear to) place a child at risk of exploitation.
- Possess, consume or be impaired in any manner by alcohol or drugs, except prescription drugs prescribed by a physician and supported with documentation, while fulfilling official duties or representing DBGC in any capacity.

**Employees/volunteers of DBGC should consider whether:**

- The activities they are engaging in with a child are known to, or approved by, supervisors and/or parents. Child interactions should not be kept secret. They should be transparent.
- Activities would raise concerns in the mind of a reasonable observer as to their appropriateness.
- The organization may be detrimentally affected by the employees/volunteers activities.
- The activity may be reasonably regarded as posing a risk to the personal integrity or security of a child.
- The activity may contribute to a child's discomfort.
- The activity may appear inappropriate to the organization, the child's family, or the public.



Failure to adhere to the code of conduct by any employee/volunteer will result in an investigation and disciplinary action if necessary. Appropriate consequences/disciplinary actions are to be determined by management, and will be based on the nature and severity of the incident.

I agree to comply with the code of conduct for DBGC.

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Employee/volunteer's signature                      Date





## Programs and Clients Served

BGC Dovercourt is a non-profit organization that is dedicated to giving back to the community through various programs and initiatives. The club currently offers a wide array of programs:

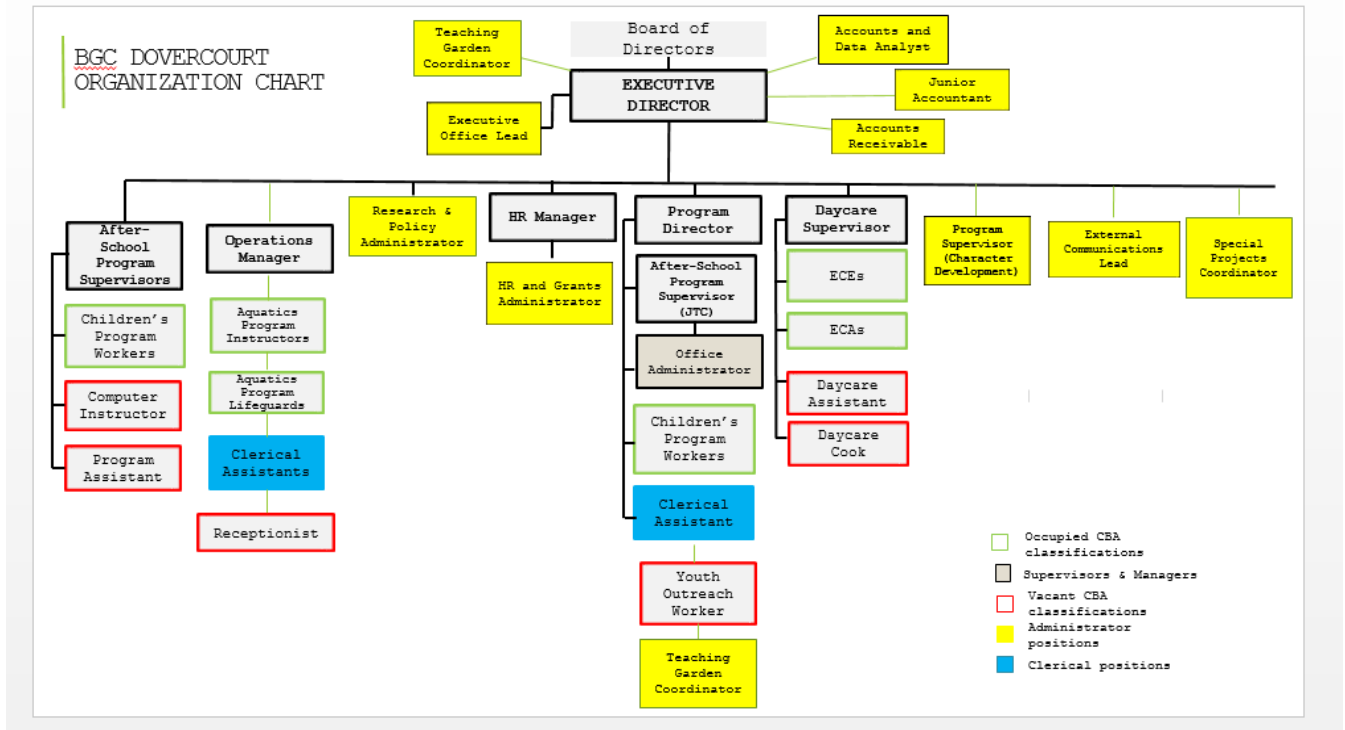
- **After School Program** – offers a safe and engaging environment for children and youth after their regular school hours. This program includes a range of activities such as homework help, arts and crafts, and physical activities. It aims to support the academic, social, and emotional development of young individuals while ensuring their safety and well-being.
- **Summer Camp** – provides a fun and enriching experience for children during the summer months. This program includes activities such as sports, arts and crafts, outdoor exploration, and field trips. BGC Dovercourt (and JTC) provides a wide range of amenities for campers to have an enriching and comprehensive experience, including sports field, pool, art room, gardening area, and various facilities for character-building activities such as Master Chef Junior.
- **Safe Walk** – demonstrates a commitment to ensuring the safety of club members. This program involves BGC staff members accompanying club members from their schools to the BGC Dovercourt/JTC location. By providing a safe walk, the organization helps ensure that children and youth can travel securely to the club, fostering a sense of security and trust among club members and their families.

Over the years we have partnered up with numerous corporations – TD Canada Trust, CIBC, Loblaws United Way to name a few, who made our programs possible such as Easter Hamper, Christmas Hamper, Back to School Kit, and Harvest Festival to name a few. These programs collectively contribute to BGC Dovercourt’s mission and vision of giving back to the community and making a positive impact on the lives of children and youth.



# Organizational Structure

## Organizational Chart





## Position Description

### Volunteer Job Description

**Job Title:** After-School Volunteer

**Volunteer Name:**

Dovercourt Clubhouse

Junction Clubhouse

**Reports To:** Volunteer Coordinator

**Hours** \_\_\_\_\_ / **Weeks** \_\_\_\_\_

Long-Term

Short-Term

#### GENERAL DESCRIPTION

##### Key Programs

##### Key Responsibilities

**Tots Program/Explorers Program/Rangers Program/Teen Program**

- Support staff program in ensure a safe and appropriate environment for Club members

**Healthy Eating**

- Supports program staff in the preparation of daily snack for members

**Safe-Walk**

- Support program staff in the escorting of members to and from their before- and after-school programs.

**Homework Help Program**

- Support program staff in assisting members with school homework and after-school tutoring.

**Gym/Physical Literacy**

- Support program staff with game days, theme days and tournaments

**Games Room**

- Support program staff in the supervision of members and ensure a safe environment for Club members

**Art & Expression**

- Coordination with program staff in implementing visual art activities, including; figure drawing, painting, and cartooning

**Computer Room**

- Support program staff in the supervisor of members while using Club computers and ensure safe use of equipment.

#### Volunteer Requirements

Volunteer are required to be responsive, self-motivated and adaptive to changing conditions.

Skills: Time-management, communication, leadership and critical thinking.



## Procedures

### Compensation and Volunteer Standards

Arrangements for breaks, meals and refreshments

**Policy Statement:** BGC Dovercourt volunteers are entitled to unpaid breaks once they have worked a minimum of, or in excess of five (5) hours.

**Purpose:** BGC Dovercourt has implanted this policy to ensure that staff are free from work during outlined breaks and to provide staff with reasonable opportunities to eat and rest.

#### **Procedures:**

- All DBGK staff who work a five (5) hour shift, are entitled to a fifteen (15) minute unpaid break.
- All DBGK staff who work in excess of five (5) hours, are additionally entitled to a thirty (30) minute unpaid lunch break. The supervisor and volunteer can agree that the eating period can be split into two periods within every five consecutive hours. Together these periods must total a minimum of thirty (30) minutes. This agreement can be oral or in writing.
- All DBGK staff who work an eight (8) hour shift, are entitled to two (2) fifteen (15) minute unpaid breaks and a thirty (30) minute unpaid lunch break.
- Immediate supervisors are responsible for scheduling, monitoring and enforcing all staff breaks/lunches

### Attendance Policy

**Policy Statement:** BGC Dovercourt volunteers are expected to maintain regular attendance and are required to adhere to sign in/out procedures.

**Purpose:** To ensure accurate evaluation of performance by the Volunteer Coordinator.

#### **Procedure:**

- Volunteers are expected to sign in upon arrival and remain on duty in accordance to established agreements. Conditions may vary and can be altered at the discretion of the Volunteer Coordinator.
- Volunteers must provide notification of planned absences to the Volunteer Coordinator.
- Volunteers that are inactive for a period of 24 months without approved notice will be required to re-apply to BGC Dovercourt and re-submit required documentation including new police reference checks, if applicable.

### Leaves of Absence Policy

**Policy Statement:** BGC Dovercourt is committed to ensuring all BGC Dovercourt volunteers are provided consideration for personal leaves on compassionate grounds, as well as responsibilities volunteers have to let staff know about their absence.

**Purpose:** BGC Dovercourt is committed to providing a work–life balance for its volunteers and understands that situations can and will arise that call for immediate, emergency leave.



### Procedures:

- The volunteer is responsible for notifying the Special Projects Coordinator if they are taking a personal leave at least 48 hours before the shift they will be missing.
- Emergency and sick days must be notified as soon as possible to the Special Projects Coordinator
- TBD...

### Sick Days

**Policy Statement:** BGC Dovercourt provides the following program to assist volunteers who are absent from the workplace due to illness or injury. Volunteers have a responsibility to make every effort to ensure that they return to work in a state of health and well-being which will enable them to perform their job to the best of their abilities.

**Purpose:** BGC Dovercourt recognizes sick leaves are important as it ensures that volunteers are able to perform their duties at the best of their abilities

### Procedure:

- If a volunteer is sick, they should contact their immediate supervisor as soon as possible to give notice of their absence.
- Volunteers are required to notify management of their intention to take a sick day. Notification of the intention to take a sick day must be provided as soon as is reasonably possible, but not less than 3 hours before the start of the volunteer's scheduled shift.
- Management may at its sole discretion approve or deny a volunteer request to use a sick day. There may be circumstances where the volunteer contacts their supervisor on extremely short notice to explain that they cannot attend work that day because of the defined reasons.

**Note: BGC Dovercourt Club may require that a volunteer who takes a sick day provide evidence that is reasonable under the circumstances of the reason for which they are taking the sick day.**

Failure by a volunteer to provide appropriate evidence related to the use of a sick day when requested by management may result in disciplinary action.

### Additional Leaves

DBGC will abide by the ESA and provide other leaves as set out by ministry standards i.e. Domestic/Sexual Violence leave and Family Medical Leave or the CBA when it prevails.

## Responsibilities and Behaviours

### Dress Code Policy

**Policy Statement:** DBGC program staff/volunteers/interns/FOY must wear their assigned shirts for all shifts at any DBGC site, if applicable. All DBGC personnel must present themselves in a professional manner and not wear any inappropriate items while representing DBGC during shifts or at any events. They may wear clothing that is casual and comfortable as long as it is appropriate for the workplace and not distracting or offensive to others.



**Purpose:** Dovercourt Boys and Girls Club has adopted this policy to ensure that DBGC staff present themselves in a professional and acceptable manner. Wearing DBGC branded clothing also allows for parents/guardians to quickly/easily identify and distinguish between DBGC personnel.

**Procedure:**

- All staff who interact **directly** with members, or have a Lead/Coordinator/Supervisory, etc. role are **required** to wear DBGC branded shirts.
- Upon hire, staff who interact directly with the members will be provided 1 (one) DBGC shirt at no cost. If staff would like more than one provided shirt, they may purchase additional shirt(s) at a cost, currently \$8.00.
- If staff are hired for the summer season, they will be given 2 (two) shirts at no cost. If staff would like more than the provided shirts, they may purchase additional shirt(s) at a cost, currently \$8.00.
- At no point after initial hire, with the exception of summer, will staff be given any additional shirts at no cost. (E.g. working two consecutive ASP seasons with no summer in between will warrant only the one initial shirt.) Therefore, to the best of their ability, staff are expected to keep their shirts in a professional state and well maintained.
- Staff issued shirts are not to be altered in any way (e.g. no cutting, tying up, etc.). They are to be worn appropriately, not held, worn around necks, etc.
- Staff shirts are readily available in sizes: S, M, L & XL. If staff require a shirt outside of these sizes, a special order will be processed as quickly as possible.
- Staff who do not work directly with members are not required to purchase/wear DBGC merchandise. Staff who at times work directly with members, and at times do not work with members must wear a DBGC branded shirt for the portion of their shift when they are with the members.
- All staff are expected to present themselves professionally and must not wear any prohibited/inappropriate items. Examples of prohibited clothing include, but is not limited to:
  - short shorts, thin strapped shirts, halter and/or tube tops, backless shirts/dresses, muscle shirts, short shorts, miniskirts, short midriff tops, bare backs, tube tops, plunging necklines, shirts with inappropriate/'funny' sayings, shirts made with see-through materials, sagging or low-cut pants, shirts depicting foul language, drugs, sexuality, and/or violent images, etc.
- Staff should ensure they are wearing activity appropriate attire, including footwear. (Eg. running shoes in the gym, and weather appropriate attire for outdoor activities)
- Staff are not permitted to wear hats indoors.
- Volunteers will be given a lanyard and a name tag, free of charge, which must be worn during their shifts as they work directly with members
- Volunteers are free to wear their personal clothing, but it must follow the previously mentioned requirements in order to work.
- The employer acknowledges that dress code calls for a judgement on the part of the employer, but employees will be asked to co-operate when reasonable explanations for clothing requirements are provided.

**Disciplinary** action may follow if staff do not adhere to this policy.



- First Offense: Verbal warning
- Second Offense: Written warning
- Third Offense: Final Warning
- Fourth Offense: Dismissal

### Sign-in/Out Policy

**Policy Statement:** Volunteers are required to record time worked and submit their hours to their immediate supervisor if they wish to have their volunteer hours approved.

**Purpose:** Dovercourt Boys and Girls Club has implemented this policy to ensure that both supervisors and volunteer are accurately recording hours worked and remuneration is distributed appropriately.

### Procedure

#### Timesheet Requirements

All Dovercourt Boys and Girls Club volunteers are required to:

- Update their individual time sheet at the beginning and end of each shift with exact time.
- Immediate supervisors are responsible for collecting completed timesheets

It is imperative that volunteers accurately complete and submit their time sheets to ensure that they are compensated for their efforts in an accurate and timely fashion.

If volunteers are found to be recording false timestamps, discipline will be given on a case-by-case basis.

### Recreational Cannabis Policy

**Policy Statement:** The employees and volunteers of Dovercourt Boys and Girls Club are our most valuable resource, and for that reason their health and safety is of paramount concern. Cannabis will be treated the same as all other recreational drugs.

**Purpose:** Dovercourt Boys and Girls Club has adopted this policy to communicate its expectations and guidelines surrounding cannabis use, misuse, and abuse.

### Procedure:

All Dovercourt Boys and Girls Club employees and volunteers are expected to adhere to the following:

- The recreational use of cannabis is **not permitted** on DBGC property or any of the Outreach schools;
- Under the Ontario Human Rights Code, smoking, consumption or vaping of cannabis/cannabis products is prohibited in an enclosed workplace. DBGC prohibits consumption:
  - at the club, on club grounds, and all public areas within 20m of these grounds; this includes Dovercourt Park beside the club;
- All DBGC employees and volunteers are **prohibited** from reporting to work while under the influence of recreational cannabis and any other non-prescribed substances;
- Use, possession, distribution, or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly **prohibited**;



- Employees and volunteers are expected to arrive to work fit for duty and able to perform their duties safely and to standard;
- Employees and volunteers are expected to abide by all governing legislation pertaining to the possession and use of cannabis





## Medical Cannabis Policy

**Policy Statement:** The employees and volunteers of Dovercourt Boys and Girls Club are our most valuable resource, and for that reason their health and safety is of paramount concern. Medical cannabis will be treated the same as any regularly prescribed medication. Dovercourt Boys and Girls Club has the same expectations from employees and volunteers who use medical cannabis as those who use all other types of medication and will accommodate individuals up to the point of undue hardship.

**Note \* DBGC will strictly abide by all polices applied by the Ontario Human Rights Code**

**Purpose:** Dovercourt Boys and Girls Club has implemented this policy to establish a process for the administration of medication to employees.

### **Procedure:**

DBGC authorizes prescribed medication for employees and volunteers only when medication is essential to the quality of the employee's job performance or wellbeing.

- Employees and volunteers may only use medical cannabis with appropriate documentation in their names from a qualified health care practitioner as defined by the [Access to Cannabis for Medical Purposes Regulations](#).
- If an employee or volunteer must use medical cannabis while at work and requires accommodation to do so, they must inform (his/her immediate supervisor and HR representative). An employee/volunteer does not have to disclose their specific medical diagnosis; however, they must provide a note from their doctor and a copy of the appropriate documentation if accommodation is required to be kept in employee/volunteer files.

### DBGC Responsibility

- Dovercourt Boys and Girls Club will work with the individual who requests accommodation to ensure that the measures taken are both effective and mutually agreeable.
- Dovercourt Boys and Girls Club will ensure that the use of medical cannabis does not adversely affect the safety of the employee/volunteer or their co-workers and DBGC's members.
- Dovercourt Boys and Girls Club will ensure all information provided in regard to medical cannabis use is considered confidential and will be treated as such, keeping an employee's privacy as a top concern second only to safety.

### Use of Medical Cannabis While at Work

- Employees/volunteers who choose to smoke medical cannabis must abide by all provincial smoking regulations.
- Ontario prohibits smoking or vaping cannabis for a recreational or medical purpose in an enclosed workplace. Dovercourt Boys and Girls Club asks that where possible employees who require medical cannabis use a method of consumption other than smoking.
- Employees/volunteers who choose to smoke medical cannabis are not permitted to smoke in the presence of other employees and or DBGC's members.



## Personal Electronic Use

**Purpose:** DBGC acknowledges that participants may have access to technology which can be used in various ways. Dovercourt Boys and Girls Club has created this policy to ensure equality among participants, while maintaining the privacy of all participants, such devices shall not be used during programs.

### Definitions:

Personal electronics/devices: cell phones, music players (iPods, mp3s etc.), personal gaming devices (Nintendo, PSP etc.), iPads, headphones, cameras and recording devices, and any future devices that may be developed.

Inappropriate: not suitable for children and youth (persons under 18 years old), deemed so by federal/provincial legislation and/or DBGC senior management, and/or that conflicts with DBGC's core values.

### Procedure:

#### Staff

- Staff are not permitted to operate their personal electronic devices during their program shifts.
  - Cell phones are not an appropriate tool for displaying the time. Staff should wear a watch or use one of the many clocks posted around the site. Moreover, cell phones are not to be used as calculators, timers, flashlights, etc. If staff require tools/resources for program purposes, they must notify their immediate supervisor.
- If staff wish to keep their electronic devices on their persons, they retain all liability of any theft/loss/damage etc. DBGC is NOT responsible for lost/damaged/stolen items.
- Staff are **STRICTLY PROHIBITED** from using social media during their shifts. They MUST NOT reference the names of and/or display images of any members on their own personal social media pages/apps AT ANY TIME; even after termination of employment. Absolutely no recordings (photographs, video clips or sound recordings) of members are to be taken on any personal electronic devices. DBGC owns Club cameras that may be signed out to capture member activities, performances, etc.
- Staff are not permitted to sync their personal devices to DBGC's Wi-Fi network. Only Club owned and issued equipment should be synced to the Club's Wi-Fi network.
- As per DBGC's Staff Code of Conduct, disciplinary action may follow if staff do not adhere to this policy.
  - First Offense: Verbal Warning
  - Second Offense: Written Warning
  - Third Offense: Final Warning
  - Fourth Offense: Dismissal



## Members

- Members are not permitted to operate their electronics during programs. They may keep their electronics with their belongings, but all electronics must remain out of sight. The Club is not liable for any damage, loss and/or theft.
- Disciplinary action may follow violations of this policy, including the notification of parents.

## Outreach Locations

Members and staff are allowed to have their cellphones turned on, but placed out of sight. Members are only permitted to use their electronic devices, in the case of an emergency or if granted permission. Staff may use their cell phones for emergency phone calls and/or for coordinating logistics with DBGC staff. They are not allowed to be on their phones for any other reason.

- Clubhouses' have staff who operate phones where parents/guardians can reach members in case of emergency, and vice versa.

**Note: Operation of personal devices in bathrooms/change rooms is STRICTLY PROHIBITED by all persons at any DBGC location. DBGC will comply with all relevant legislation in the case of any criminal proceedings.**

### Staff Responsibility:

- All members are instructed to put their electronics away during programs. If staff see a member using his/her electronics, DBGC staff are permitted to confiscate the device until the end of programming, at which time the item must be returned.
- Persisting issues will be relayed to the appropriate supervisors (Program Directors).
- If certain members continue to use their phones, against DBGC policy, the Program Director can take disciplinary action, including 'time outs' and speaking to members' parents.
- All DBGC parents/guardians are made aware of this policy via letters sent home with members and the annual Parent Welcome Package.

### Technology Learning Centre (TLC)

- Members in the TLC are strictly prohibited from using social media, playing violent video games and accessing inappropriate websites.
- TLC staff monitor the members' usage and their privileges will be revoked if they continually do not follow the TLC rules.
- DBGC uses an ad blocker and image blocker to filter out inappropriate content.
- No electronics are permitted in the TLC. Exceptions can be made for headphones, if a member requires them to complete his/her homework (eg. watch a video).
- Permission from the TLC staff must be granted prior to using headphones, and the member's use of headphones will be monitored accordingly.

**Note\* any changes to the aforementioned personal electronic device procedures can only be done by, or with approval from, the Executive Director.**



## Discipline Policy

**Policy Statement:** Dovercourt Boys and Girls Club managers are responsible for enforcing disciplinary action when staff do not follow policies and procedures.

**Purpose:** To ensure all DBGC employee's and volunteers operate in a consistent manner than aligns with the Club's policies and core values.

### **Procedure:**

DBGC employees and volunteers receive adequate training and notice of all policies and procedures. Staff are expected to fulfil their duties accordingly.

As per the CBA, any staff who commits and act, while in duty, as defined in the Criminal Code of Canada, the Child Welfare Act of Ontario, the Ontario Human Rights Code or the DBGC Workplace Harassment and Anti-Discrimination Policy, will be immediately dismissed.

Although prescribed in the CBA, this procedure applies to all staff, even if not part of the union.

Disciplinary action taken on behalf of the Club is up to managerial discretion. Managers will follow the following escalating procedure:

1. First Offence = Verbal Warning
2. Second Offence = Written Warning
3. Third Offence = Final Warning
4. Fourth Offence = Termination

### Behaviour Management

**Policy Statement:** Dovercourt Boys and Girls Club is committed to zero tolerance for bullying, racism, sexual harassment, substance abuse and disrespectful behaviour displayed by members towards others, equipment and DBGC facilities. DBGC staff, interns and volunteers will take preventative measures at all times and are to intervene appropriately as required. Cases that cannot be resolved may result in the removal of a non-compliant member from a program or facility.

**Purpose:** To provide members with an environment free of harassment and enforce the core values of DBGC. This policy also clearly articulates to members, parents and staff that bullying, racism, sexual harassment, substance abuse and disrespectful behaviour are unacceptable in programs and facilities and will not be tolerated.

### **Procedure:**

#### **General Guidelines**

- DBGC staff, volunteers or students will operate in accordance with the 'Prohibited Practices' provisions of Child Care and Early Years Act, 2014.
- Prohibited practices in accordance with the *Child Care and Early Years Act, 2014, O. Reg. 137/15, s. 48* include:
  - corporal punishment of the child;
  - physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself,



- herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
  - use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
  - depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding; or
  - inflicting any bodily harm on children including making children eat or drink against their will.
- The use of discipline shall be recorded by staff in through an incident report and notified supervisors as soon as possible.

### Disciplinary Decision Making

- The necessary consequences for misconduct or negative behaviour can be constructive if they:
  - are consistently imposed at the time of the incident;
  - do not exceed the frustration tolerance of either the member(s) or the staff;
  - are not arbitrarily imposed at the whim or impulse of the staff;
  - are not accompanied by hostility or motivated by frustration or a sense of revenge; and
  - are applied as a learning experience.
- Staff should consider the following before deciding upon a course of disciplinary action:
  - Shall it help to decrease the negative behaviour?
  - Is it logical?
  - Does the punishment fit the crime?
  - Does it focus on the unacceptable behaviour rather than the person?
  - Does it give a clear message?
  - Is it excessive?
- Consequences should be administered as soon as possible after the unacceptable behaviour, by the staff involved.
- Group consequences should be generally avoided unless the misconduct is done as a group or the group has knowledge of the action and condones it (e.g. destruction of property or assault).
- Time-outs may be used upon the discretion of program staff.

### Types of Behaviour Requiring Discipline

- The following types of behaviour will result in the use of disciplinary measures:
  - unauthorized absence from a program;
  - aggressive behaviour;
  - damaging facilities or property; and
  - Illegal activities.

### Acceptable Disciplinary Practices

- Acceptable disciplinary practices will exhibit the following:



- be related to the nature of the behaviour with logical consequences being used whenever possible;
- be appropriate to the developmental level of the member;
- be used in a positive and consistent manner;
- be designed to assist the youth to learn the appropriate behaviour; and
- be administered as soon as possible after the undesirable behaviour has occurred.

### Acceptable Forms of Discipline

- Acceptable forms of discipline are as follows:
  - reward for appropriate behaviour;
  - natural/logical consequences;
  - verbal reprimand;
  - time-out – maximum five (5) minutes; and
  - loss of program privileges (e.g., computer room, game room).

### Unacceptable Disciplinary Practices

- Unacceptable disciplinary practices will involve the following:
  - deliberately harsh or degrading comments and/or responses that could result in the humiliation of a member or the undermining of a member's self-respect;
  - deprivation of basic needs including food, water, clothing, shelter, or bedding;
  - placing or keeping a member in a locked room;
  - corporal punishment ;
  - punching, shaking, shoving, or other forms of aggressive physical contact; and
  - threatening the individual with any of the above.

### Recording/Reporting/Debriefing

- The use of disciplinary measures must be recorded in an incident report.
- Program Director(s) will view the incident report and inform the Executive Director where there may be some concern.
- Program Director(s) must:
  - ensure that policy was followed; and
  - follow-up and determine the effectiveness of the disciplinary action chosen.
- A discussion will be held with the members in order to prevent a recurrence of a similar incidents and other members may be debriefed as required.

## Health and Safety

### Workplace Violence

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

Dovercourt Boys and Girls Club 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:** : Dovercourt Boys and Girls Club 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 DBGK 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.

Dovercourt Boys and Girls Club 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 his or her personal life that could affect the workplace) is encouraged to report this information to his or her supervisor, the Executive Director, or if the employee is not comfortable reporting this to his/her 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 his or her fellow employees in the workplace.

#### Employer

Dovercourt Boys and Girls Club 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.**





Dovercourt Boys and Girls Club, 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**

Dovercourt Boys and Girls Club, 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.

Dovercourt Boys and Girls Club 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 Dovercourt Boys and Girls Club 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 D*). 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 D).**

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 his/her own Workplace Incident Complaint Form, he/she must sign to validate the reporting as an accurate depiction.

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

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

Dovercourt Boys and Girls Club 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. Page | 37

#### Procedure

- An employee involved in workplace violence, and his or her 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:** Dovercourt Boys and Girls Club (DBGC) 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 DBGCC. If a claim of harassment or discrimination is proven, disciplinary measures will be applied, up to and including termination of employment.

**Purpose:** Dovercourt Boys and Girls Club 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. Page | 38

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 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 DBGC.
- 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, he or she 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 DBGC'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. Dovercourt Boys and Girls Club 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 his/her 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 his/her own Workplace Incident Complaint Form, he/she 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 he/she 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**

Dovercourt Boys and Girls Club 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 he or she is 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. He/she 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

## Professional Development

### Training

**Policy Statement:** All new volunteers, regardless of role and duration, must attend a mandatory orientation and training prior to beginning volunteering duties with the BGC Dovercourt.

**Purpose:** Orientation and training enables volunteers to gain valuable insight into BGC Dovercourt organizational mandate and provides the necessary tools to perform required duties and mitigate risk.

**Procedure:**

- Volunteers must receive an overview of BGC Dovercourt’s core programs and values
- The Club will: conduct pre-assignment assessment of volunteer’s needs and skills;
  - provide clarification of duties, responsibilities and limitations to volunteers;
  - provide training to ensure safe and equitable accessibility for volunteers; and
  - provide the purpose and core principles overview of the “Accessibility for Ontarians with Disabilities Act, 2005”

### Volunteer Evaluation Procedure

**Policy Statement:** DBGC will conduct a volunteer performance review in order to assess and acknowledge the volunteers progress in completing their mutually agreed assigned roles and duties.

**Purpose:** To identify volunteer’s effectiveness in the club’s performance and to provide constructive feedback on individual performance.

**Procedure:**

- Completion of self-assessment questionnaire
- Supervisor evaluation of volunteers performance
- Statement of future outcomes and goals
- Volunteer Feedback Form completion

## Glossary of Forms



## Boys and Girls Clubs of Canada Media Consent Form – ADULT

### **ADULT MEDIA CONSENT**

**If the photo/video/audio subject is over 18 years of age, he/she must read and sign this Media Consent Form:**

I (print name) \_\_\_\_\_, hereby give Boys and Girls Clubs of Canada (BGCC) and/or its member Clubs consent to use and reproduce my name/image/likeness/or videotaped interview for promotional purposes related to Boys and Girls Clubs of Canada, its member Boys and Girls Clubs and/or external partners. This information may be used either in whole or in part by Boys and Girls Clubs of Canada, its member clubs, external partners and/or media outlets (newspaper, T.V. & radio stations, web sites etc.) in promotional videos, television commercials, program brochures, posters, on the World Wide Web or otherwise displayed to the public or used for other educational/fundraising purposes. I release Boys and Girls Clubs of Canada and its agents from any and all claims, of any nature, based on any uses of the above.

Any information or images obtained from this activity may be used by the public media for publicity purposes including but not limited to Web sites, publications, videos, print and television news.

I hereby waive any claims I may have and release Boys and Girls Clubs of Canada and its representatives from liability of claims arising out of such activities. I further agree to acknowledge that I will not receive any royalties for my involvement in this project.

I have read and understand the above declaration and release and certify my past, present and future compliance with all conditions outlined in this document.

- I Accept
- I Decline

I verify that I am over 18 years of age and am under no legal or contractual disability to grant the rights and license above.

Print name: \_\_\_\_\_

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



# Media Consent Form – CHILD/YOUTH

Name of Child/Youth: \_\_\_\_\_

Club where Child/Youth is a member: \_\_\_\_\_

Dear Parent or Guardian,

Your child may participate in an event or activity run by BGC Canada or by \_\_\_\_\_ (name of BGC Club) by where photos, video or audio of Club members may be taken for promotional/educational/fundraising purposes. Please read this form carefully and sign SECTION 1 indicate consent or SECTION 2 if you do not grant consent.

### SECTION 1: MEDIA CONSENT for Child/Youth (18 years or under)

I hereby give BGC Canada and/or its member Clubs my consent to use and reproduce photos, video and/or audio of my child/youth \_\_\_\_\_ (print name of child/youth) for promotional purposes related to BGC Canada, its member BGC Clubs and/or external partners. The first name of my child may be published or used in newspapers, promotional videos, television commercials, program brochures, posters, on the Internet or otherwise displayed to the public or used for other educational/fundraising purposes, either in whole or in part by BGC Canada, its member clubs, and/or external partners. I release BGC Canada and its agents from any and all claims, of any nature, based on any uses of the above.

- I Accept
- I Decline

I certify that I am over 18 years of age and am under no legal or contractual disability to grant the rights and license above.

Print name: \_\_\_\_\_

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

Parent/Guardian Signature:

\_\_\_\_\_

### SECTION 2: Confidentiality Concern, NO CONSENT

If I **do not** want the name, image or audio of my child used for the purposes stated above.

\_\_\_\_\_

Parent/Guardian Signature

Date

**\* Note: It is the parent/guardian’s responsibility to notify the BGC Club if the status of this consent changes.**



