

# **General Policies and Procedures**

## **Atmosphere, Attitude, and You**

A safe and friendly environment and exceptional teamwork is what the KIDS Place is about. Your dedication to helping participants enjoy their session/study at the KIDS Place talent of organization and flair for communication makes the KIDS Place unique. You need to love what you do and do it to the best of your ability

## **Telephone**

Phones in the KIDS Place are for business and emergency use only. You are not to place or receive personal calls in the facility without prior permission from the Director of Programs.

## **Cell Phones/Pagers**

Cell phones and pagers are to be turned off at all times while in the facility (staff).

## **Fire Safety**

In the event of a fire, gas leak, or any other emergency which may require evacuation of the facility, it is important to follow the steps listed below for the safety of all staff and participants.

- a. Follow the Director of Program instruction or manager on duty to assist in evacuation of all staff and participants.
- b. Exit the building immediately using the nearest fire exit. Do not retrieve any personal belongings
- c. If possible the director of program or manager on duty will extinguish the fire with a portable fire extinguisher, if not; the overhead sprinklers will be activated.
- d. Do not under any circumstances put your personal safety in jeopardy. The director of programs or a staff must immediately call the fire department from an outside phone.
- e. Be sure to provide all the following information to the fire department
  - Name and address of facility
  - Map of exit
  - Nearest major street/intersection
  - Facility phone number and back up number
  - Full name and the full name of the director of program or designated staff on duty

## **Work Place Responsibility**

Everyone in the workplace is legally responsible for health and safety. Don't leave injured/hurt child unattended, call for backup. Don't assume a slight injury/hurt, always report situation. These responsibilities are not transferable. All staff must report any accidents and incident to the director of program. All staff are to comply with all health and safety regulations at the KIDS Place.

### **Confrontation/Robbery Prevention**

- All staff are mandated to go through the general staff training where other information on safety and health will be given
- Be alert at all times

### **Incident Report & Procedure (manual)**

- The name of the child should never be used in the incident report form, use child "A" or "B".
- CPR/First Aid- Ask "Can I help"

### **Public Relations**

A robbery, theft or other emergencies makes sensational news and could attract the attention of the media to the facility. Unless otherwise instructed, do not make statements to the press. Statements will be released by a designated officer by the approval of the board. Making a statement without thinking could damage the reputation of The Kids Place which could take years to overcome. All media inquiries should be directed to the board of directors/director of programs or manager on duty.

### **Privacy Policy**

Subject to applicable law The Kids Place will identify the purpose for which personal information is collected, use or disclose before that information is as the case maybe. It is important that we protect our participants/parents/guardian, and their private information. Names of participants must never be used outside of the facility.

### **Evaluation/Performance Review**

From time to time a formal review of staff accomplishments and developments will be discussed. The first sixty days will be a chance to see how things are going with staff roles/responsibilities. Employee Performance Evaluation will happen at least once a year.

### **Harassment and Discrimination**

The Kids Place supports personal dignity and self esteem. Every employee will be treated fairly, in an environment free from harassment and discrimination. The Canadian Human Rights Act prohibits an employee from discriminating against or harassing a co-worker, or a candidate on the basis of:

- Race

- National/Ethical Origin
- Colour
- Religion/Creed
- Age
- Sex: Sexual harassment due to pregnancy
- Political Beliefs
- Marital Status
- Physical or mental disability
- Conviction for criminal or summary conviction charge that is unrelated to employment
- Sexual orientation

Acts of discrimination or harassment by directors, managers, supervisors, and co-workers and volunteers is considered inappropriate conduct and runs against the Kid's Place policy. For practice to be considered discriminatory within the eleven prohibitive grounds of discrimination, it must be:

- reasonably perceived as a condition of employment (including availability or work; promotion or training opportunities) or of the provision of goods, services, facilities or accommodation available to the general public or
- influence decisions or such matters or
- interfere with job performance or access to or enjoyment of goods, services, facilities or accommodations or humiliate, insult, or intimidate any individual

### Sexual Harassment

Sexual harassment is not the accepted social behavior that occurs regularly in the work environment, nor is it related to flirtation, or a work place romance between two consenting persons. Sexual harassment is deliberate and unsolicited. It comprises offensive sexual comments, gestures or physical contact that are objectionable or offensive either in a first time basis or as a continuous series of incidents. It may also involve favors or promised favors, or advantages in return for submission to sexual advances or alternatively the threat of reprisal for refusing them. Sexual harassment is coercive and one-sided and both males and females can be victims of it.

### Examples of Sexual Harassment

- unwelcome remarks, jokes, innuendoes, or taunting about a person's body, sex or sexual orientation
- unwelcome or intimidating invitations or requests with sexual overtones
- displaying pornographic or offensive pictures or other materials
- leering, ogling or obscene gestures
- unnecessary physical contact such as touching, patting, or pinching

- someone persistently using sexual suggestive language which another person finds offensive, demeaning or otherwise inappropriate
- a suggestion indicating that job security could suffer if the request for sexual favors is denied

Employee Responsibility- if you believe that you are the subject of any type of harassment you should:

1. Ask the harasser to stop
2. Tell the harasser that his/her action or words are not welcome. The person may not realize that their action is offensive. to avoid ambiguity, clearly state that you perceive his/her action/behavior as harassment under the terms outlined in the policy

TKP has a zero tolerance policy for harassment or discriminating acts and will be subject to discipline or termination.

## **Training Policy**




It is the policy of the KIDS PLACE that all staff complete the schedule staff training session prior to being engaged. See training schedule page for more details.

It is the responsibility of the program director to plan, develop, and deliver all training sessions with assistance from other engaged external agencies staff, board members, Evaluation forms will be collected from each training session for the purposes of evaluating/improving the content of the trainings and trainer performance. Certificate must be awarded for the training completion

## **Confidentiality Policy**

It is the policy of the KIDS PLACE to protect the confidentiality of its participants and their families. With the exception of the limitations listed below, program staff will only share information about program staff, children, and their families with other Kids Place professional staff and the Board of Directors. Further, all prospective staff, participants, and parents/guardians should be informed of the scope and limitations of confidentiality by program staff. Additionally, staff are required to keep information about their participants and his/her family confidential.





In order for the Kids Place to provide a responsible and professional service to participants, it is necessary to ask staff, participants parents/guardians, and other outside sources to divulge extensive personal information about the prospective participants and their families, including:

-  Information gained from staff and participants, written or otherwise, about themselves and/or their families, in application to and during program participation
-  Participants' names and images gained from participants themselves, program meetings, training sessions, and other events
-  Information gained about participants from outside sources including confidential references, school staff, employers

Records are, therefore, considered the property of the Kids Place and are not available for review by staff participants, or parents/guardians.

### **Limits of Confidentiality**

Information from staff and participant records may be shared with individuals or organizations as specified below under the following conditions:

-  Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed "release" forms from staff, participants, or parents/guardians.
-  Identifying information (including names, photographs, videos, etc.) of program participants may be used in the Kids Place publications or promotional materials only upon written consent of the staff, participant and/or parent/guardian.
-  Members of the Board of Directors have access to participant files only upon authorization by a formal motion of the board. The motion shall identify the person(s) to be authorized to review such records, the specific purpose for such review, and the period of time during which access shall be granted. Such members of the board granted access shall be required to comply with the agency policies on confidentiality and may use the information only for purposes stated by the approved action of the Board of Directors. Known violations shall be reported to the Board chairman. A violation of the agency's confidentiality policy by a Board member shall constitute adequate cause for removal from the Board.
-  Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.

- Information may be provided to legal counsel in the event of litigation

### **Mandatory Reporting Policy**

It is the policy of the KIDS PLACE that all staff, mentors, volunteers and other representatives of the program must report any *suspected* child abuse and/or neglect of clients or program participants and or any other incidence/accident within the facility of the KIDS Place that may be detrimental to the safety of the participants or goal of the KIDS Place immediately. All such suspected reports must be made to appropriate state and/or local authorities. Program staff must follow the mandatory reporting of child abuse and neglect procedure.

All employees, volunteers, and mentors of the Kids Place are required to undergo training as to what constitutes child abuse and neglect, what the law requirements are, and how to properly report such cases (dates T.B.A).

Any staff, volunteers, or mentors accused of child abuse or neglect will be investigated by the Kids Place. Contact with program youth will be restricted or constrained and/or the person in question suspended from employment or program participation per the decision of the executive director and board of directors until such investigation is concluded.

### **Use of Alcohol, Drugs, Tobacco, and Firearms Policy**

It is the policy of the KIDS PLACE to prohibit and discourage the use of drugs, alcohol, and firearms. Staff and participants are prohibited from using drugs or alcohol or possessing firearms while engaged in any of our program. Any suspected violations should be reported to the program director coordinator.

**Alcoholic Beverages:** No participant of any of the Kids Place Program will possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in the program, nor shall any participant endorse the use of alcohol. .

**Drugs:** No participant of the Kids Place will manufacture, possess, distribute, or use any illegal substance while engaged in any of our program.






**Tobacco:** The intent of the Kids Place is to create a smoke- and tobacco-free environment. To that end, smoking and the use of all tobacco products is prohibited on the premises of Kids Place and those involved with the program must refrain from the use of such products while engaged in our program. The use of tobacco products includes but is not limited to cigarettes, cigars, pipes, chewing tobacco, snuff, or other matters or substances that contain tobacco.

**Weapons, Firearms, and Other Dangerous Materials:** The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in any of our program is strictly prohibited.


Any violation of this policy will result in the immediate suspension and/or termination of the program participation. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action, and may be punishable by fine and/or imprisonment.

## Unacceptable Behavior Policy

It is the policy of the KIDS PLACE that unacceptable behaviors will not be tolerated on the part of staff and participants while participating in the program. This policy in no way is intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

-  Confidentiality Policy
-  Transportation Policy
-  Overnight Visits and Out-of-Town Travel Policy
-  Mandatory Reporting of Child Abuse and Neglect Policy
-  Use of Alcohol, Drugs, Tobacco, and Firearms Policy

A number of behaviors are regarded as incompatible with Kids Place Program goals, values, and program standards and therefore are considered unacceptable and prohibited while participants are engaged in our program:

-  Unwelcomed physical contact, such as inappropriate touching, patting, pinching, punching, and physical assault

- 📄 Unwelcomed physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual
- 📄 Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior
- 📄 Display of demeaning, suggestive, or pornographic material
- 📄 Known sexual abuse or neglect of a child
- ⌚ Denigration, public or private, of any child parent/guardian or family member
- 🗣️ Denigration, public or private, of political or religious institutions or their leaders
- 🚫 Intentional violation of any governmental law
- 🍷 Drinking while driving under the influence of alcohol
- 📁 Possession of illegal substances

Any unacceptable behavior, as specified but not limited to the above, will result in a warning and/or disciplinary action including suspension or termination from participation in all of our program.

### **Health Policy**

It is the policy of the KIDS Place to maintain a facility in an environment free of contamination, diseases and contagious illnesses. Participants who fall ill during the course of the program will be withdrawn. Prior to being engaged in our program applicants must show proof of good health and no indication of any infectious diseases or illnesses.

The program director shall follow the guidelines outlined in the health procedure manual to maintain a contamination free environment. The facility of the Kid's Place shall be subject to quarterly sanitation by cleaning professionals.

The Kids Place is a peanut free environment. Child should be symptom free for at least 24 hours before being allowed back into the program.

### **Staff Ethics Policy**

It is the policy of the Kid's Place to uphold and maintain a strictly professional environment. Relationships between all program staff and participants, between tutor and student or mentor, coach and players. The director of program shall put in place a system to enforce the staff ethic code.



**Dress Code and I.D Requirement**

Standard uniforms will be used for all facilitators. They are to be worn at all times within the facility. I.D tags must be clearly visible on each person.