**DRAFT I**

**Policies and Procedure’s Guidelines Manual**

**Operational Overview**

This Policies and Procedures Handbook covers the operational policies and procedures of the JPMOC including standards and regulations for members, directors, committees, and staff, as well as other stakeholders. Where a specific policy applies to a particular operational category, the application is defined in this handbook.

The procedures contained in this Handbook are intended to serve as guidelines only when addressing related situations for the Jimmy Pratt Memorial Centre Inc. The policies contained in this Handbook will apply unless a written exemption has been granted either as detailed in a specific policy or by the approval of the Board of Directors in consultation with the general membership where necessary.

From time to time, through the passing of motions at meetings of the Board of Directors and/or general membership, new operational policies or modification to existing policies may take place. Every effort will be made to incorporate these new additions or changes in the guidelines. In the meantime, these policies and changes shall come into effect on the date they are passed.

**Process for Amending**

Recommendations for changes in this Handbook will be processed as follows:

a) New sections may be added with the approval of the Board of Directors but no new sections may be added which will violate any clause in Corporate Contracts, the Corporations Act, or the rights of the membership and stakeholders.

**JMPOC Primary Function**

The JPMOC Inc. was formed in 2001 as a social services agency of George St. United Churches outreach programs. The corporation has as its mandate the support of those in need of a helping hand to address the daily requirements of living. We serve hot meals, provide small food hampers and offer a friendly environment for those that need our services.

**1.0 Board of Directors**

**1.1 Board Roles and Responsibilities**

The JPMOC is a not-for-profit organization. The Board reports to and is answerable to its membership and stakeholders. Members of the board must agree and abide by all decisions, rules and regulations of the JPMOC.

**1.2 Election Requirements**

All members wishing to stand for election to the Board must meet all the requirements as set forth in the Corporation’s Act, the Corporation’s By-Laws and in addition, be prepared to serve on working committee from time to time. Those wishing to run for office may do so, if the organization they represent is in good standing.

**1.3 Chair’s Role**

The Chair is a member of the Board of Directors and works very closely with the Executive Committee and the Programs Coordinator to move the Corporation toward the achievement of its goals and objectives. The Chair:

i) is a partner with the Programs Coordinator in achieving the Corporation's mission;

ii) provides leadership to the Executive Committee and the Board of Directors who set policy and to whom the Programs Coordinator is accountable;

iii) chairs meetings of the Board;

iv) encourages Board's role in programs and strategic planning;

v) appoints the chairpersons of committees in consultation with other Board members;

vi) serves as ex-officio member of all committees and may attend any and all meetings;

vii) discusses issues confronting the Corporation with the Programs Coordinator;

viii) helps guide and mediate Board actions with respect to organization’s established priorities;

ix) reviews any issues of concern to the Board with the Executive Committee;

x) monitors financial planning and financial reports;

xii) communicates, through regular reports given annually, the performance of the Corporation in achieving its mission and other issues of concern;

xiii) and performs other responsibilities assigned by the Board.

**1.4 Vice Chair Job Description**

In addition to the responsibilities outlined in the committee member job description, this position:

i) is a member of the Board;

ii) performs Chair responsibilities when the Chair cannot be available (see chair job description);

iii) reports to the Board of Directors;

iv) works closely with the Chair and Programs Coordinator;

v) participates closely with the Chair and Programs Coordinator to develop and implement officer transition plans (where applicable);

vi) performs other responsibilities as assigned by the Board.

**1.5 Board Secretary**

As a member of the board the Secretary is responsible for the following:

i) maintains records of the Board and ensures effective management of Corporation's records, where desirable this function may be delegated;

ii) manages minutes of board meetings (same as above);

iii) ensures minutes are distributed to members shortly after each meeting;

iv) is sufficiently familiar with legal documents (articles, by-laws, policies, etc.) to note applicability during meetings.

**1.6 Board Treasurer Position Descriptions**

i) chairs Finance Committee;

ii) manages finances of the Corporation;

iii) administrates fiscal matters of the Corporation;

iv) helps prepare and presents the annual budget to the Board for approval;

v) ensures development and board review of financial policies and procedures;

vi) presents financial reports to the board on a regular basis.

**1.7 Programs Coordinator**

The Programs Coordinator assists the Board with the overall, primary management and role of the Corporation and therefore reports to the Board of Directors through the Executive Committee.

This position shall be filled on a part time basis with reassessment of task functions as deemed necessary by the Board of Directors. A position description has been established for approval by the Board of Directors. This may be a shared position with George St. United Church as agreed within the operational MOU. (See attached position description appendix a).

**2.0 Meetings**

**2.1 Board Meetings**

The Board will meet on a monthly. In the event of postponement, the meeting shall be rescheduled for the following week. Cancellation of Board meetings shall be based on consultations between the Board Chair and the Executive Committee and rationale for such cancellations will be provided to the directors at the time of cancellation notification.

**2.2 Executive Meetings**

The Executive shall meet on a monthly basis or more often should circumstances dictate.

Notes of these meetings shall be included in the Executive Committee Reports to the board of directors. The Executive meeting should be dedicated to planning for the board meeting as well as the provision of information on Jimmy Pratt Memorial Outreach Centre Inc. issues and concerns.

Executive Committee takes on the role of the board when the board is in recess in summer months and ensures that minutes and motions are duly recorded.

**2.3 Membership Meetings**

In each and every year the JPMOC will hold a membership orientation not later than June 18th. At this Meeting annual reports will be presented, appointment of auditors, election to fill vacant seats, budget projections and other business that would normally be conducted at an Annual General Meeting. Where practical a semi-annual membership meeting will be held to discuss financial matters, planning issues and other matter that need to be addressed by the Operations membership.

**2.4 Decorum at Meetings**

Roberts Rules of Order shall be the guiding principles for Corporation meetings. Where ROBERT’S RULES OF ORDER are silent, common sense and adherence to these Policies and Procedures as well as our By-laws and the JPMOCs Act shall be utilized.

**2.5 Minutes of Meetings**

All directors will be provided with meeting minutes prior to the next scheduled board meeting and shall be responsible for bringing copies of these minutes to all board meetings. Utilization of binders would allow for a minute book of all board meetings. This will allow for back tracking to previous minutes on issues needing clarification. Minutes will be distributed by email or regular mail where email is not available.

**3.0 Conflict Resolution**

**3.1 Dispute Resolution Committee**

The Board of Directors shall appoint a chairperson for a "Dispute Resolution Committee, when and if needed. This committee will be comprised of three members including the chairperson. The chair, wherever possible, shall be a member of the Board of Directors of the JPMOC and the remaining two committee members shall be appointed from the membership.

**3.2 Selection Criteria**

Appointments are open to any person prepared to invest the necessary time and energy in an effort to facilitate the smooth and consistent operations of the JPMOC.

1) Persons appointed to the committee shall have extensive knowledge of the Corporation’s Structure and its programs and policies.

2) Persons appointed should possess considerable skills in objective problem solving and demonstrated the desired background in dispute resolution.

3) Persons appointed must be prepared to meet on short notice and devote considerable time to the process as required.

**3.3 Procedures**

In the event of a complaint or dispute regarding the implementation of the rules and regulations of the JPMOC, attempts to resolve the issue shall follow these dispute resolution procedures.

1) Complaints submitted to the Board of Directors or membership should be in writing and forwarded to the committee chair for review and action.

2) Complaints and/or concerns presented to the committee chair will be assessed and discussed based on the programs and policies of the JPMOC.

3) In the first instance, an informal process will be employed through discussion by the Board of Directors based on the By-Laws and Policies of the JPMOC. This mediation process will review the issue and provide advice in an effort to resolve the perceived problem.

4) Should an impasse be reached and further action is desired by either party, the complainant will be required to provide written details of the issue in question and submit them to the committee for formal review and action.

5) The committee shall forward a copy of any formal complaint along with its recommendations to the Board of Directors and shall keep the Board informed of all progress in reaching a satisfactory solution.

6) All formally presented issues will be reviewed and a response forwarded to the complainant within thirty (30) days of receipt.

7) If no resolution is reached through this mediation process, the dispute will be referred to a mutually agreed upon arbitrator. The arbitrator's decision will be non-binding but will remain as part of the public records of the JPMOC.

8) Any costs incurred through this process will be shared by the parties in question.

3.4 Any arbitration shall be limited to issues of fact consented to by both parties and will not be construed to involve any public law questions.

**4.0 Procurement Supplies and Services**

**4.1 Purpose**

The purchase of goods and services is necessary for the efficient operation of the Corporation. The aim of the internal control system for the supplying of goods and services is to ensure orders are handled in a consistent and fair value manner. Purchases are required from suppliers offering the best service, to ensure purchases made do not exceed the budget provided and to ensure purchased goods and services conform to the quantity and price specified in the order.

**4.2 Methodology**

***JIMMY PRATT MEMORIAL OUTREEACH CENTRE INC.*** shall follow approved methods in purchasing goods, equipment and services required for the operation and maintenance of the organization or its programs and projects. Use of competitive bidding shall be a priority practice. The first criterion in choosing a supplier shall be the lowest bid.

However, if a supplier does not provide the required level of service or an adequate guarantee, then other criteria shall also be considered. JIMMY PRATT MEMORIAL OUTREACH CENTRE INC. shall specify in the purchase file the reasons the lowest bid was not chosen.

* For purchases under $500.00, a price survey by telephone of two suppliers will be sufficient for determining the supplier.
* For purchases above $500.00, a quotation/invoice shall be obtained from three local suppliers.

• Purchases from a sole source shall be explained in the purchase file.

All programs and service requirements shall utilize purchase orders due signed. Prior to payment each invoice from suppliers must be attached to a copy of the original purchase order for review and analysis.

The purchase order file shall contain all the documents pertaining to each transaction, i.e. the purchase order, quotations, contact information of suppliers purchase contracts or orders, invoices, delivery slips and any other pertinent documents.

**4.3 Purchases**

Employees making purchases as part of programs and project activity or organizational work shall follow these mechanisms:

1. Purchase Order – the employee requesting a purchase fills this form, has it approved and sends it to finance division.

b. Order form – the finance division issues the order form, after it is signed by the Executive Director. The concerned employee or the finance division will make the purchase successful on the basis of the order form.

c. Delivery slip – After the purchase has been made, a delivery slip will be issued by the finance division for the supplier, who will sign it and give it back to the finance division.

**5.0 Travel**

5.1 Travel Approval

All travel on corporate business, whether accompanied by a claim for associated costs or not, must have prior authorization.

This authorization must be obtained for travel not considered as normal or position based by submitting a Request to Travel Form and shall provide:

1. Reason for travel 4. Time of departure and return

2. Destination 5. Mode of travel

3. Applicable dates 6. Estimate of cost

All claims properly prepared and having prior approval for travel will be paid within thirty (30) days of submission.

**5.2 Travel Departures**

Staff/consultants travel will be paid based on the office location as the departure point when travelling on corporate business. Where an employee departs on corporate travel from their home community, reimbursement will be accrued based on the lesser of the two. Wherever possible or unless otherwise indicated, regulations as provided by the Provincial Government Travel Policy shall apply.

**5.3 Transportation**

Transportation shall be via the most economical and practical means available. Use of other than the above must have prior approval and provide a detailed reason for request.

**5.4 Private Vehicle**

Where a private vehicle is used as the means of travel, the owner/operator will be reimbursed at the rate decided by the Board of Directors for its employees and volunteers, and shall be payable on presentation of a properly prepared Travel Claim.

All other road travel will be based on official receipt and the most economical and practical means possible. All travel will be reimbursed with the starting point being the employee’s office. Volunteer’s travel will be from their principal home address.

**6.0 Financial Management**

**6.1 Budgetary Procedures**

The development of the annual budget will be the responsibility of the Finance Committee under the direction of the Treasurer. This budget will be based on the principle of a balanced budget, and therefore a deficit approach will not be a consideration. Final approval of the annual budget will be the responsibility of the Board of Directors.

**6.2 Budget Allocations**

While the approval of an annual budget contains category allocations for all operations, internal transfers will be permitted where board approval is provided based on a detailed request from the Finance Committee.

**6.3 Signing Authority**

All expenditures not previously approved by the Board of Directors must first receive the approval of the Treasurer where the amount of the expenditure exceeds $500.00 and is not purchased via the tendering policy of the JPMOC.

All expenditures must reflect the JPMOCs guidelines wherever possible. The Treasurer and one of the remaining two designated signing officers will sign on all financial documents, cheques and monitory transactions of the JPMOC.

6.3.1 Cheque Preparation and Signing

1. all regularly scheduled cheques such as telephone, hydro, monthly or bi-monthly vehicle allowances etc. shall be prepared for disbursement by the bookkeeper and in sufficient time to be disbursed by their due date. This means sufficient time to ensure signing by the due date is taken into consideration.
2. Cheques will be placed in the file folder designated for cheque signing and will be signed on the last Tuesday or Thursday before the middle month or month end.

c). Where possible a third signing officer will be identified and shall be authorised to sign only after the second signature (Treasurer or Chair) is in place.

d) The bookkeeper shall be responsible for the preparation of all cheques that are considered routine in nature. However where a cheque is required in an urgent or timely fashion (emergencies such as repairs) the cheque may be prepared by the administrative assistant and details recorded and an email sent immediately to the bookkeeper outlining all details required for inclusion in the journal entries.

**6.4 Expenditures**

Other than small dollar value items (not to exceed $100.00) paid from petty cash, all payments on behalf of the JPMOC will be via cheque, duly signed and recorded.

**6.5 Financial Reports**

The Board of Directors will be provided with quarterly financial reports which will include a copy of the current balance sheet, income statement and the Treasurers comments. These reports will be prepared by the Treasurer in consultation with the Finance Committee.

**6.6 Financial Records**

The maintenance of financial records shall utilize Simply Accounting and all reports will be generated based on a Simply Accounting format.

**6.7 Auditors**

The JPMOC will appoint an auditor to provide an annual audit of the financial records. The Finance Committee will ensure that the following documentation is provided by the auditor and presented by the Treasurer at the Annual Operations Meeting.

An Audited Financial Statement addressing:

1. Bank Balance

2. Revenue and Expenditures

3. Financial Practices

4. Recommendations

**7.0 Committees**

The JPMOC operates on the basis of working committees. Committees will be established or modified from time to time and shall meet based on a predetermined schedule that shall outline a minimum number of meetings.

Staff and consultants including the Operational Manager will work closely with committees where appropriate. All committee reports shall be presented to the Board of Directors for information, discussion and decision where necessary. The content should be simple as it pertains to the committee mandate.

**7.1 Committee Functioning**

As stated, the Board of Directors operates based on functional working committees. While the decision making will be the responsibility of the Board of Directors, working committees will be mandated by the board to do specific tasks from time to time.

This process is intended to help make board meetings efficient as well as ensure decision making is more effective. By having committees do much of the research and leg work between meetings, better decisions should be the result.

This process also permits the involvement of groups and individuals from outside the Board of Directors as a means of assisting in the decision making process.

Committees shall have their mandate clearly defined. The level of authority and to whom and when they report are some of the issues which shall be addressed in a working committee approach to gathering information to assist the board in decision making.

**7.2 Standing and Task Committees**

JPMOC Inc. has identified a number of working committees that shall serve as effective vehicles to ensure all action items and the mandate of the JPMOC are being addressed. Committees shall be considered either standing or task in function and design.

Committees shall include but not be limited to:

Membership and Partnership Development

Finance

Member and Partnership Development

Executive Committee

Ways and Means Committee

**7.3 Guidelines in Mandating Committees (template)**

In establishing the mandate for committees the Board shall include the following guidelines:

1. Committee Title: What is the name of the Committee?

2. Mandate: What is the committees’ main purpose or function?

3. Terms of Reference: Specific objectives and functions?

4. Term of Authority: How long does the committee stand?

5. Committee Make-up: Size, who may serve?

6. Authority: What authority does the committee have? Does it study and recommend issues which are approved by the Board?

7. Duties & Responsibilities: Once the committee is given its mandate it should develop its action plan along with report procedures for board approval.

8. Corporation: How will the committee identify a chairperson and secretary, etc.? Are there policies which govern these issues?

9. Budget: Where necessary.

**7.4 Committee Chair Job Description**

a) Is a member of the Board!

b) Sets principles for the committee work and assists in the development of Terms of Reference.

c) Ensures that members have the information needed to do their jobs.

d) Oversees the coordination of committee operations.

e) Reports to the board on the activities of the committee and subsequent recommendations.

f) Works closely with the Programs Coordinator and other staff as assigned by the Programs Coordinator.

g) Assigns work to the committee members, sets the agenda, runs the meetings, and ensures distribution of meeting minutes.

h) Initiates and leads the committee's periodic evaluation.

**7.5 Committee Members (directors or members at large)**

a) Attends board meetings on a regular basis and other related meetings.

b) Makes serious commitment to participate actively in committee work.

c) Volunteers for, and willingly accepts assignments and completes them thoroughly and on time.

d) Stays informed about committee matters, prepares themselves well for meetings, and reviews and comments on minutes and reports.

e) Gets to know other committee members and builds a positive working relationship that contributes to consensus.

f) Is an active participant in the committee's self-evaluation and planning efforts?

**7.6 Utilizing the Policy Guidelines**

These guidelines shall be applied consistently for all committees. The JPMOC shall utilize two types of working committees:

**Standing Committees** – are appointed annually and operational throughout the year.

**Task Committees** - address specific tasks to complete and disband when task is accomplished.

**7.7 Committees**

All committees shall establish a regular meeting schedule with a written agenda, proper committee meeting minutes, as well as a schedule for reports for the Board. These meetings shall conclude with an action plan of tasks for completion prior to the next meeting. Minutes at these meetings shall be prepared by the elected secretary.

**7.8 Policy**

The committee members shall be replaced through the regular appointment by the Board of Directors. Annual Executive reports (Chairperson and Treasurer) shall be presented to the general membership.

**7.9 Committee Evaluation**

Once committees have been established and are functioning as a regular part of the Corporation, an annual evaluation of their effectiveness shall be employed. This evaluation shall be undertaken by the Board of Directors and shall be based on the mandate and terms of reference of each committee.

**8.0 Establishing Committees**

**8.1 Executive Committee**

1. JPMOC Chair

2. Vice Chair

3. Secretary

4. Treasurer

5. Programs Coordinator (Ex-officio)

6. Immediate Past Chair (Ex-officio)

This committee works together based on their collective roles to ensure topics for discussion at the board table is presented in a timely and orderly fashion. They provide an advisory service based on the individual role as officers and report at every board meeting.

Duties

Through regularly scheduled meetings the committee shall:

1. Works with staff as a coordinating task committee to establish procedures, provide direction, and monitor progress as well as carry out the day to day administrative action decisions of the JPMOC.

2. Manages the affairs of the JPMOC as provided in the mandate for committee operations within the organization.

3. Prepares reports along with recommendations to the Board of Directors regarding continued operations and actions.

4. Provides assistance in the implementation of an organizational needs analysis for individual directors and the Board as a whole.

5. Ensures that all aspects of corporate operations scheduled for completion in the Performance Contracts are achieved based on the best interests of the JPMOC.

6. Works with all other committees in an effort to keep them informed on important issues and seeks assistance in areas impacting on corporate operations and success.

7. Presents information for discussion at board meetings especially in areas requiring board approval.

**8.1.1 Other Duties and Responsibilities**

The committee shall provide reports to the Board of Directors on a regular basis to ensure that the Board of Directors are kept informed on all details to assist in the decision making process.

The committee shall ensure that all operations that are Jimmy Pratt Memorial Outreach Centre Inc. on a day to day basis are addressed and action taken in a timely and consistent basis.

**8.2 Finance Committee**

a) Treasurer (Committee Chair)

b) Director (2)

**Duties and Responsibilities**

The committee meets monthly and at each board meeting presents a balance sheet and income statement. Each quarter, a comprehensive financial report shall be presented which includes expenditures to date, suggest modification of original allocations and issues needing board approval. The report will be given by the secretary/treasurer

**8.3 Governance (Policy/Procedure Committee)**

a) Two directors

b) Board Chair

c) Programs Coordinator

**8.4 Ways and Means Committee**

a) Two Directors

b) Programs Coordinator

**8.5 Occupational Health and Safety**

**8.5.1** In compliance with the Health and Safety Act of the province’s section E25 governing the operations of the operational health and state committee, representatives and designates

*Subsection E25 (1)(d)*refers to the term “easily accessible”. For the purposes of this section, the term “easily accessible” means that a worker or workers shall have immediate and unrestricted access to a copy of the Act and Regulations.

Employees and volunteers should be aware that amendments are made to the Act and Regulations from time to time. Official copies are available from the Queen’s Printer. Online versions are not “Official”. The tasks and functions of this committee shall rest with the executive committee.

**9.0 Conflict of Interest**

a) Any person(s) directly or indirectly associated with the JPMOC as a director, committee member, employee etc. interested in applying for or having a member of their immediate family wishing to apply for a paid position shall:

1. States their interest in writing to the Board of Directors immediately.

2. Shall excuse themselves from any discussion, committee, or meeting where the issue is a topic for review and consideration.

3. Shall not be present at a vote on the awarding of the position, contract, or tender for supply.

b) All members, directors, stakeholder groups, employees, and others seeking employment or to supply goods and/or services either directly or indirectly to the JPMOC shall enjoy the same rights and privileges as any other applicant or bidder not affiliated.

The awarding of a tender, contract or employment shall not be influenced due to holding such position. Additionally, as stated, hiring and awarding of tenders will be based on merit, suitability, market, and the financial resources of the JPMOC in gaining the best possible staff, goods, and/or services.

The Board of Directors shall be responsible for and ensure that all staffing positions, goods and services awarded did not constitute a conflict of interest and fairness and consistency in the process is adhered to in all cases.

**10.0 Directors**

10.1 Directors may serve on other boards based on their own interests and are not considered to be representing the JPMOC. In these cases, it is the choice and responsibility of the individual and the JPMOC has no legal or other liability.

10.2 Based on current insurance policies, coverage governing the JPMOC and potential liability, the JPMOC’s Directors, if appointed to an external board, are not permitted to serve in executive positions based on our liability insurance coverage.

10.3 The JPMOC will accept appointments or requests for appointments to external boards where the activities of the requesting board are similar in nature to that of the and the requesting board carries director’s liability insurance and is duly incorporated either federally or provincially.

10.4 All such appointments will be reviewed annually.

10.5 Consideration to all of the above will be on a case by case basis and shall be at the pleasure of the Board of Directors of the JPMOC.

10.6.1 Appointment to External Committees

This policy will also apply to appointments to external committees but not committees where the JPMOC is the lead agency or is a major partner. Consideration will be on a case by case basis.

**11.0 Public Relations**

**11.1 News Releases**

a) The Chairperson of the JPMOC shall be the chief spokesperson and no press releases or Interviews shall be granted without prior approval and review of details has been approved by the board chair.

b) All press releases shall be in writing and any editing for the media must be approved prior to print or broadcast.

c) In the case of interviews, the edited broadcast release must be reviewed and approved prior to broadcast.

**11.2 Communications**

The Corporate Communication Strategy addressing internal and external communications is being prepared for adoption by the board. Extra work has been commissioned with emphasis on the communication at the board table and in board member reporting.

All directors representing stakeholder groups must present regular reports to their respective groups and ensure all wishes and concerns are brought back to the JPMOC’s Board of Directors.

**12.0 Membership**

**12.1 Membership Orientation**

A membership orientation for new members will offer the opportunity to learn what it is your Corporation is proposing to do and how he/she, as a director or committee member might help. An orientation handout will provide details to new members along with copies of the By-laws and Policies and Procedures Handbook.

These materials shall include:

1. The need for a Corporation such as this one;

2. a brief history of the JPMOC;

3. current objectives, plans, and programs;

4. accomplishments thus far;

5. future plans and projects;

6. the organizational structure, both legal and working;

7. major policies of the Corporation;

8. how policies are developed and decisions are made;

9. the responsibilities of the members, directors, and committees; and

**13.1 Posting of Vacancies**

Every effort will be made to find suitable candidates for vacant positions within the Corporation prior to advertising. If suitable candidates are not available internally, then employment opportunities shall be advertised publicly for a period of not less than two weeks for permanent jobs and not less than five days for part time or temporary jobs.

**13.2 Programs Coordinator**

A Programs Coordinator shall be retained based on the development and implementation of a written contract approved by the Board of Directors. This appointment will be based on the recommendation of a JPMOC Selection Committee.

The Programs Coordinator is responsible for all staff and management matters, the administration of personnel policies, hiring, and in consultation with the Board, and termination of employees.

At the point of hiring, an employee contract will be prepared and signed by both the Programs Coordinator and Board Chairperson.

**14.0 Grievance Procedures**

14.1 Grievance Procedures

If any employee believes he/she has reason to grieve a decision, the following procedure shall be applied.

a) The employee shall:

1. Advise the Programs Coordinator of his/her intention;

2. Notify the Executive Committee in writing stating the cause for grievance with an official copy to the Programs Coordinator.

b) The Programs Coordinator shall:

1. Refer the complaint to the Executive Committee.

c) The Executive Committee shall:

1. Review the complaint to determine justification;

2. Meet with the employee if necessary;

3. Meet with the Programs Coordinator;

4. Review policy;

5. Seek legal advice if desired;

6. Rule on a grievance.

d) The Executive Committee will administer Section 3.5 (a) in the case of the Operation’s Committee.

**15.0 Harassment**

**15.1 Principles of Conduct**

JPMOC endorses the principle that all volunteers and Board members have the right to work in an environment free from harassment. The code of conduct is as posted in the centre and applies to all volunteers, patrons, directors, members and sponsors.

**15.2 Harassment**

Harassment of a sexual nature unsolicited, one-sided and/or coercive behavior which is comprised of sexual comments, gestures or physical contact that the individual knows, or ought reasonably know, to be unwelcome, objectionable or offensive. The behavior may be on a one time basis or a series of incidents, however minor. Both males and females may be victims.

Harassment of a personal nature is any behavior that endangers an employee’s job, undermines performance, or threatens the economic livelihood of the employee, which is based on race, religion, religious creed, sex, sexual orientation, marital status, disability, political opinion, colour, or ethnic, national or social origin.

15.3 Complaints - Offences

Harassment of any kind is considered a serious offence and any employee, board member, trainee, student, or volunteer engaging in the harassment of another person can expect disciplinary action. Complaints will be investigated and JPMOC will take whatever measures it deems appropriate in the circumstances against anyone who has been found to have engaged in such conduct. Further, JPMOC agrees that victims of harassment shall be protected where possible from the repercussions which may result from a complaint.

15.4 Handling Complaints

Anyone wishing to lodge a complaint may do so by contacting the Programs Coordinator or should circumstances warrant, by contacting the Chair of the Board of Directors. Any such complaint will be handled on a confidential basis in so far as possible.

Where disclosure of the name of the complainant is required for the purpose of investigating the complaint, the matter will be pursued only with the employee’s knowledge and consent. Written complaints will receive a written response within a reasonable time frame after the complaint is received but in any case not longer than 30 days.

If not satisfactorily settled through discussion with the Programs Coordinator/Board Chairperson, the employee may submit the matter in writing to the Chairperson and request a hearing by the Board.

In addition, individuals have the right to lodge a complaint with the Human Rights Commission.

**16.0 Winding –up**

**16.1 The Process**

In the event that the members decide that the Corporation will wind up voluntarily, consideration shall be given to: informing the relevant government departments, client groups, creditors, closing the bank account, and deciding which organisation will receive any remaining assets of JPMOC.

If, however, JPMOC is closing involuntarily it is important to realise the situation far enough in advance to be able to plan a dignified closure while the Corporation is still solvent.

16.2 The Corporations Act

Based on the Corporations Act a liquidator must be appointed and all matters pertaining to liability, insurance, assets will be addressed by that firm or individual. It is essential that, to the best of our ability we pay off old debts and avoid new ones.

a) JPMOC will ensure that, wherever possible unpaid staff and creditors are a priority and all information in this regard will be provided the liquidator. We will make every effort to ensure that JPMOC has enough money in the account or the disposal of assets to cover staff and creditor entitlements.

b) At the time of the decision to cease operations whether voluntary or involuntary all expenditures will cease and await the appointment or a liquidator.

c) All requirement stated in the act regarding the wind-up of a Corporation in Newfoundland and Labrador shall be adhered to in its entirety.