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## **Policies Committee Draft IV**

## **Policies and Procedure’s Guidelines Manual**

# 1.0 Operational Overview:

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

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 the 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 new additions or changes in the guidelines. In the meantime, these policies and changes shall come into effect on the date they are approved by the Board of Directors.

## 1.1 JMPC Primary Function:

The Jimmy Pratt Centre was established in 2001 as a social support agency of George St. United Church’s outreach programming. The Centre 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.

# 2.0 Board of Directors:

## 2.1 Board Roles and Responsibilities

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

## 2.2 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.

## 2.3 Chair’s Role

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

The Chair:

i) Is a partner with the Operations Manager in achieving the Corporation's mission.

ii) Provides leadership to the Executive Committee and the Board of Directors to set policies and to whom the Operations Manager 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 all meetings.

vii) Discusses issues confronting the Corporation with the Operations Manager.

viii) Helps guide and mediate Board actions with respect to organization’s established priorities.

ix) Reviews any issues of concern 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.

xiv) Serves as the official spokesperson for the board.

## 2.4 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 as outlined in 1.3 of these guidelines.

iii) Reports to the Board of Directors.

iv) Works closely with the Chair and Operations Manager.

v) Participates closely with the Chair and Operations Manager to transition new directors.

vi) Performs other responsibilities as assigned.

## 2.5 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) Ensures minutes are distributed to members within one (1) week after each meeting.

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

iv) ensures that the minute book is available at each and every meeting of the board.

## 2.6 Treasurer:

 i) Chairs Finance Committee.

ii) manages finances of the Organization.

iii) Administers fiscal matters of the Organization.

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. This requires quarterly financial statements and any financial issues.

## 2.7 Operations Manager

The Operations Manager assists the Board with the overall management and role of the Corporation. This position reports to the Board of Directors through the Executive Committee. Additionally, the position provides the board with written reports at regular board meeting.

This position may 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 and approved by the Board of Directors. This is a shared position with George St. United Church as agreed within the operational agreement.

# 3.0 Meetings:

##  3.1 Board Meetings

The Board **shall** meet monthly and 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. The rationale for such cancellations will be provided to the directors at the time of cancellation.

## 3.2 Executive Meetings

Where necessary, 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 Report 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 issues and concerns regarding the Centre’s operation.

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.

## 3.3 Membership Meetings

Where practical a semi-annual membership meeting will be held to discuss financial matters, planning issues and other matters that need to be addressed by the organization’s membership.

## 3.4 Decorum at Meetings

Roberts Rules of Order shall be the guiding principles for general membership meetings. Where ***Roberts Rules of Order*** are silent, common sense and adherence to these Policies and Procedures as well as our By-laws and the NL Corporation’s Act shall be applied.

## 3.5 Minutes of Board and Membership Meetings

All directors shall be provided minutes prior to the next scheduled board meeting. Minutes will be distributed by email. Copies of minutes will be available at board meetings.

# 4.0 Conflict Resolution:

## 4.1 Dispute Resolution Committee

The Board of Directors shall appoint a chairperson for a "Dispute Resolution Committee”, when and as may be needed from time to time. 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 Jimmy Pratt Centre and the remaining two committee members shall be appointed from the membership.

## 4.2 Selection Criteria

Appointments are open to any person prepared to invest the necessary time and energy to facilitate the smooth and consistent operations of the Jimmy Pratt Centre.

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

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

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

## 4.3 Procedures

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

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

ii) Complaints and/or concerns presented to the committee chair will be assessed and discussed based on the programs and policies of the Jimmy Pratt Centre.

iii) 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 Jimmy Pratt Centre. This mediation process will review the issue and provide advice to resolve the perceived problem.

iv) 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.

v) 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.

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

vii) 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 Jimmy Pratt Centre.

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

## 4.4 Arbitration

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.

# 5.0 Procurement Supply and Services:

## 5.1 Purpose

The purchase of goods and services is necessary for the efficient operation of the Centre. The intention of the supply 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 and price, to ensure purchases made do not exceed the budget provided and to ensure purchased goods conform to the quantity and price specified.

## 5.2 Bulk Purchasing

In order to avail of quantity pricing and to decrease frequent purchases for the same commodities, wherever possible, purchases will be in bulk (possibly for up to a month’s supply where practical) Goods to be considered in a bulk purchase would be nonperishables such as can goods and mainly items that are in use on a weekly monthly basis.

5.2.1 A list of staple items utilized in regular weekly meal programs will be developed and adjusted on a quarterly basis to ensure that bulk purchases can be made based on utilization within a four-to-six-week period.

5.2.2 Utilization of products that are included in 5.2.1 will have a regulated maximum and minimum order and reorder figure.

## 5.3 The Process

Jimmy Pratt Memorial outreach Centre Inc*.* shall follow approved methods in purchasing goods, equipment and services required for the operation and maintenance of the organization as well as 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 over $500.00, a quotation/invoice shall be obtained from three suppliers.
* All purchases over 500.00 require board approval unless included in the budget.

• Where emergency purchases are from a sole source, the rationale 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.

Each purchase order shall list the items to be purchased and only those items shall be permitted or included in the respective purchase or invoice. Purchase order should match up with the supplier’s invoice.

##  Purchase Orders

Order Forms – The program purchaser will utilize an order form for all goods and services required. This form will be attached to the receipt or invoice and submitted to the office for inclusion in each program file***.*** Wherever possible, the form shall be itemized. This will allow accurate tracking of program costs. The order form book will be available in a designated area of the centre.

All receipts along with the order form are to be submitted to the Programs Manager’s office. Where the office is unattended, the documentation is inserted into the mail slot at the main office.

# 6.0 Travel:

## 6.1 Travel Approval

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

6.1.1 Based on the current agreement with our Operations Manager, routine travel in the immediate office area (within 20 kms) is included in the cell phone and vehicle monthly allowance. Travel outside the immediate area requires prior approval.

This authorization must be obtained for travel not considered as normal or position-based by submitting a Request to Travel Form and will 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.

## 6.2 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 will apply.

## 6.3 Transportation

Transportation will be via the most economical and practical means available. Exceptions must have prior approval and provide a detailed reason for request.

## 6.4 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 will 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.

#

# 7.0 Financial Management:

## 7.1 Budgetary Procedures

The development of the annual budget will be the responsibility of the Finance Committee under the direction of the Treasurer with support from the Operation’s Manager. 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.

## 7.2 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.

## 73 Budget Adjustments

Where funds have not been allocated for an unforeseen item or service, or costs exceed the allocation as set out in the budget, board approval and identification of necessary funds is required. Budget adjustments with approved envelopes should be monitored and changes approved by the board of directors.

## 7.4 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 Jimmy Pratt Centre.

### 7.4.1 Cheque Preparation and Signing

* 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 enough time to be disbursed by their due date.

This means enough time to ensure signing by the due date is taken into consideration.

* 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.
* Where possible a third signing officer will be identified and shall be authorized to sign only after the second signature (Treasurer or Chair) is in place.
* 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.
* Cheques will be available for signing twice monthly (normally the 15th and the last of every month). Where the preparation of a cheque is situationally considered an emergency, permission will be required for the issuing of the cheque by the Chait or Treasurer.

## 7.5 Expenditures and Procurement Financials

Expenditures must reflect the Jimmy Pratt Centre’s guidelines wherever possible. The Treasurer and one of the remaining two designated signing officers will sign on all financial documents. Applications for funding and project agreements must be signed by the Chair, Treasurer of the Operations manager. Documents requiring two signatures, any two of the above may sign.

## 7.6 Invoicing - Sponsorship

With respect to corporate or individual sponsors, invoices are to be presented either via mail or e:mail prior to the day of service or given in person on the day of service.

 Tax receipts will be issued for all donations regardless of source for amounts of $20.00 or greater.

Invoices are to be issued from the office and in the case of corporate donations, prepared by the Office Administrator and entered in the system as donations.

Excel spread sheet to be developed including name of sponsor, contact info and payment date.

### 7.7 Expenditures

Small dollar value items (not to exceed $100.00) may be paid from petty cash. All other payments on behalf of the Jimmy Pratt Centre will be via cheque, duly signed and recorded.

## 7.8 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.

## 7.9 Maintaining Financial Records

The maintenance of financial records shall utilize Sage Accounting software and all reports will be generated as .pdf file format.

## 7.10 Auditors

The Jimmy Pratt Centre 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.

A Reviewed Financial Statement addressing:

1. Bank Balance

2. Revenue and Expenditures

3. Financial Practices

4. Recommendations

## 7.11 Emergency Measures

From time to time it may be necessary to invoke emergency measures as a result of specific issues that are deemed a high risk to volunteers, and staff as well as patrons.

# 8.0 Committees:

The Centre operates based on functional working committees, both standing and ad hoc. Committees meet based on a predetermined schedule that outlines a minimum number of meetings.

Staff and any consultants including the Operational Manager will work closely with committees where appropriate. All committee reports are 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.

## 8.1 Committee Functioning

Ad hoc working committees will be mandated by the board to do specific tasks from time to time and their purpose will be clearly defined by the board.

This process is intended to help make board meetings efficient and to ensure effective decision making by the board.

Working committee members may include individuals from outside the Board of Directors.

## 8.2 Standing and Task Committees

Jimmy Pratt Centre has identified several working committees that serve as effective vehicles to ensure that the mandate of the Centre is being addressed. Committees are either standing or task in function and design.

Standing Committees:

 Executive Committee

 Finance

 Ways and Means Committee

 Some examples of Ad hoc committees include:

 Membership and Partner Development

 Policy/Guidelines

 Social Media

##  8.3 Guidelines in Mandating Committees

All committees will be given a written mandate by the board. The committee will establish a regular meeting schedule with a written agenda, as well as a schedule for reports for the Board. A budget may also be necessary. Meetings conclude with an action plan of tasks for completion prior to the next meeting. Meeting minutes are prepared by the elected secretary or chair.

## 8.4 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 Operations Manager and other staff as required.

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.

8.5 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?

## 8.6 Committee Evaluation

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

# 9.0 Establishing Committees:

9.1 Executive Committee- Standing

1. Chair

2. Vice Chair

3. Secretary

4. Treasurer

5. Operations Manager (Ex-officio) check on change needed for 5 & 6

This committee works together based on their collective roles to ensure topics for discussion at the board table are presented in a timely and orderly fashion.

Duties: Through regularly scheduled meetings the committee:

1. Works with staff to manage the day-to-day affairs of the Jimmy Pratt Centre.

2. Prepares verbal and/or written reports along with recommendations to the Board of Directors regarding continued operations and actions.

3. Ensures that all aspects of corporate operations scheduled for completion in the Performance Contracts are achieved based on the best interests of the Jimmy Pratt Centre.

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

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

## 9.2 Finance Committee-Standing

a) Treasurer (Committee Chair)

b) Director (2)

### 9.2.1 Duties and Responsibilities

The committee meets at least quarterly 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, suggests modification of original allocations and issues needing board approval. The report will be given by the Treasurer.

9.3 Governance (Policy/Procedure Committee)

a) Two directors

b) Board Chair

c) Operations Manager

###

### 9.3.1 Occupational Health and Safety

### Employees and volunteers should be aware that amendments are made to the Occupation Health and Safety Act and Regulations from time to time. Official copies are available from the Jimmy Pratt Office. Online versions are not “Official”. The tasks and functions of the OHS Committee shall rest with the executive committee.

### The Jimmy Pratt Centre is not required to have a committee due to not having the number of staff that is required, the membership and/or the Board of Directors. However, the Board should be familiar with rules and regulations that are contained in the NL Government Policy, especially section E 25

**See the link:** [**https://www.servicenl.gov.nl.ca/ohs/legislation\_summary.html**](https://www.servicenl.gov.nl.ca/ohs/legislation_summary.html)

##  9.4 Incident Report Form

Operating our Centre will sometimes experience critical incidents that will involve volunteers and staff in issues that need to be addressed and reported to senior staff and at times to the Board of Directors. On such occasions, an incident report should be completed and may require immediate action. The attached ***Appendix “A”*** is intended to ensure that we have a safe and properly functioning workplace for all volunteers, sponsors staff.

# 10.0 Emergency Situations

10.1 When an emergency arises or is declared that affects the Centre and its operations, the Executive Committee and the Operations Manager will meet within 24 hours or sooner, if possible, to provide information and discuss the best approach to maximize safety and adherence to the identified emergency.

10.2 The Executive Committee will make a recommendation to the JP Board for a decision on how best to manage the situation. All board members will be notified by e:mail, telephone, or a meeting either in person or by Zoom. Special meetings to deal with emergencies will be governed by a “one item agenda”

10.3 All decisions will be based on having gathered all relevant and up to date information pertaining to the emergency at hand.

NOTE: *See Covid Reopening guidelines as referenced in Appendix “B”*

# 11.0 Conflict of Interest:

a) Any person(s) directly or indirectly associated with the Jimmy Pratt Centre that is 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 must:

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

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

3. 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 Jimmy Pratt Centre 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 Jimmy Pratt Centre in gaining the best possible staff, goods, and/or services.

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

# 12.0 Directors Terms:

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

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

c) The Jimmy Pratt Centre 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.

d) All such appointments will be reviewed annually.

e) Consideration to all the above will be on a case-by-case basis and shall be at the pleasure of the Board of Directors of the Jimmy Pratt Centre.

f) Appointment to External Committees

Note: This policy will also apply to appointments to external committees but not committees where the Jimmy Pratt Centre is the lead agency or is a major partner. Consideration will be on a case-by-case basis.

#  13.0 Public Relations:

## 13.1 News Releases

a) The Chairperson of the Jimmy Pratt Centre 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.

## 13.2 Communications

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

# 14.0 Orientation:

A Jimmy Pratt Centre orientation for all members, directors, volunteers and sponsor will offer the opportunity to learn more about the centre and the operations of the Board of Directors. An orientation package will be specific to the person’s role within the organization. An orientation package for new directors will include copies of the By-Laws and policies and Procedure’s guidelines.

These materials will include:

1. The need for an organization such as this one.

2. A brief history of the Centre.

3. Current objectives, plans, and programs.

4. Accomplishments thus far.

5. Future 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.

# 15.0 Human Resources:

## 15.1 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.

## 15.2 Operations Manager

An Operations Manager 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 the Selection Committee.

The Operations Manager 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 Operations Manager and Board Chairperson.

16.0 Grievance Procedures

## 16.1 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 Operations Manager of his/her intention

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

b) The Operations Manager 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 Operations Manager.

4. Review policy.

5. Seek legal advice if desired.

6. Rule on a grievance.

##  16.1 Principles of Conduct

The Jimmy Pratt Centre will ensure 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.

##  16.2 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 to 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.

## 16.3 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 Centre will take whatever measures it deems appropriate in the circumstances against anyone who has been found to have engaged in such conduct. Further, Jimmy Pratt Board agrees that victims of harassment shall be protected where possible from the repercussions which may result from a complaint.

## 16.4 Handling Complaints

Anyone wishing to lodge a complaint may do so by contacting the Operations Manager 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 Operations Manager/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.

While some critical issues may be only directly related to our programs and activities, others may be broader with respect to the City of St. John’s, the province or possible the nation. These guidelines are intended to provide the procedures necessary to provide prompt action and maximum safety.

# 17.0 Confidentiality

17.1 Rationale

It is the policy of the Jimmy Pratt Memorial Outreach Centre Inc., that the board and committee members will not disclose confidential information. This policy is not intended to prevent disclosure where disclosure is required by law or is permitted in By Laws.

17.2 Process

Confidentiality is the preservation of privileged information. Board members and other volunteers are cautioned to demonstrate professionalism, good judgment, and care always in handling any information related to the Jimmy Pratt Centre to avoid unauthorized or improper disclosures of confidentialinformation***.***

17.3 Signing

Each Board member is required to sign a confidentiality affidavit one appointed or elected to the board or serving on a committee of the board.

17.4 Retiring Members

At the end of the board or committee member’s term or upon his/her
retirement, resignation, or removal from the Board of Directors or committee, he/she shall return, at request of the Jimmy Pratt Board all documents, papers, and other materials, regardless of medium, which may contain or be derived from confidential information, in his/her possession.

## ***18.0 Winding –up:***

## 18.1 The Process

If 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 organization will receive any remaining assets of Centre.

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

## 18.2 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) The Jimmy Pratt Centre 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 the Centre 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.

# 19.0 Process for Amending

Recommendations for changes in these policies will be processed as follows:

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.

# APPENDIX A

|  |
| --- |
| **Incident Report Form** |
| **Particulars of incident:** |
| Date: | Time: | Location: |
| **Type of incident (please circle below):** |
| Injury: Illness: Environmental: Other: |
| Reported by: | Phone: |
| Role in the event: | Email: |
| **The injured person if applicable:** |
| Name: | Address: |
| Age: | Phone: |  |
| **Witness(s):** |
| Name: | Phone: |
| Name: | Phone: |
| Name: | Phone: |
| **Describe the incident: ( including, any near miss that could have resulted in personal injury)**  |
|  |
|  |
| **Describe any property damage:** *What damage was caused and how?* |
|  |
|  |
| **Analysis:** *What do you think caused or contributed to the incident?* |
|  |
|  |
| **Prevention:** *What action has been taken to prevent a reoccurrence?* |
|  |
|  |
| **Have all preventative actions been reviewed by the appropriate staff and implemented? Yes No** |
| Signature: | Date completed: |
| **Reviewed by Executive Committee** |
| Date: | Incident Recorded in Minutes |
| Decision Recorded: in Minutes:: |
| Meeting Chai: |
|  | Date: |
| Investigation conducted by: | Date: |

# APPENDIX “B”

**Life After Covid 19**

***“Jimmy Pratt Centre”***

**For the Safety of All**

In order to be ready to reopen a full service, the Board and Team Leaders of the Jimmy Pratt Centre have taken a number of precautions to ensure the safety of volunteers, patrons, staff, and board. Every team of volunteers that are helping to reopen safely will have a certified Food Handler at each event.

Regulations have been developed by the “Life after Covid Committee” in guidance with Provincial and Federal regulations.

It is critical that these regulations be followed without exception, and in the event that they are not followed, the Board will be forced to revert back to a takeaway process. Also, those violating these requirements will not be permitted to avail of the services provided.

**Regulations**

**Patrons**

Masks must be worn when standing or walking into and out of the facility or visiting the washroom

Sign in sheet must be completed with name and telephone number for the purpose of tracking as set out in government regulations and our need to keep everyone safe.

You are required to restrict their movement while eating meals and must adhere to a 20–25-minute timeframe.

Use of the washrooms should be restricted as much as possible and your mask must me worn when going and returning.

Once you are finished your meal, patrons should move directly to the exit to allow cleaning and another patron to receive their meal. Again, your mask must be worn.

Maximum number being served at any one time is set at 20. Husky Breakfast (8:30 am, 9:00 am, 9:30 am, 10:00 am) Friday Soup Kitchen (10:00 am, 10:30 am, 11:00 am, 11:30 am 12:00 pm)

Setting for a meal is set at two per table.

A volunteer(s) will direct you to your table and you are required to follow the posted signs both to the table and the exit signs once you have completed your meal.

Patrons must adhere to these regulations and refrain from moving to other tables to socialize.

OVER…….

**Volunteers**

Masks must be warn always both in the dining room and the kitchen

You must enter your name and telephone number on the sign in sheet.

Gloves must be warn and changed when you move from one task to another.

Hand washing should be frequent especially when changing gloves.

A clean apron is required at each event.

Regulations require at least one of the volunteers in the kitchen must have the food handling certification.

Maximum number of volunteers in the kitchen has been set at 6 with two additional volunteers in the dining area.

Freshly dry-cleaned aprons will be available to all volunteers. Those with their own aprons must ensure that they are cleaned regularly or use the cleaned aprons that are being provided.

Plexiglass screens have been installed in each wicket and meals must be passed through the designated opening.

Hand sanitizers will be placed in various locations.