

# **THE NOURISH AND DEVELOP FOUNDATION**

## **POLICY MANUAL**

[First Edition: November 2012]

[Review 1: December 2015]

[Review 2: December 2016]

# THE NOURISH AND DEVELOP FOUNDATION

## POLICY MANUAL

### Table of Contents

Advocacy .....	4
Cash Management .....	5
Charge Accounts with Local Businesses.....	6
Clients Rights and Responsibilities .....	7
Complaint Protocol .....	8
Conduct .....	9
Confidentiality – Employees, Volunteers, Students .....	10
Confidentiality Agreement .....	11
Conflict of Interest .....	12
Criminal References Check .....	13
Discipline .....	14
Email Etiquette .....	16
Employee Records .....	18
Employment Terms .....	19
Equipment Use by Outside Groups and Clients .....	20
Expenses .....	21
Food and Beverages.....	22
Fraud Prevention .....	24
Fundraising.....	25
Gifts, Hospitality, Other Benefits .....	27
Hours of Operation .....	28

<b>Hours of Work .....</b>	<b>29</b>
<b>Identification .....</b>	<b>30</b>
<b>Incident Reporting .....</b>	<b>31</b>
<b>Internet Access .....</b>	<b>32</b>
<b>Media Relations.....</b>	<b>33</b>
<b>Offsite Services .....</b>	<b>34</b>
<b>Overtime and Lieu Time .....</b>	<b>35</b>
<b>Payroll .....</b>	<b>36</b>
<b>Performance Evaluations .....</b>	<b>37</b>
<b>Physical Assets.....</b>	<b>38</b>
<b>Probation Period .....</b>	<b>39</b>
<b>Program and Service Development.....</b>	<b>40</b>
<b>Public Holidays .....</b>	<b>41</b>
<b>Purchasing .....</b>	<b>42</b>
<b>Recruitment (Staff) .....</b>	<b>43</b>
<b>Risk Management .....</b>	<b>44</b>
<b>Sick Leave .....</b>	<b>45</b>
<b>Social Media .....</b>	<b>46</b>
<b>Student Placements .....</b>	<b>48</b>
<b>Termination of Employment .....</b>	<b>49</b>
<b>Travel .....</b>	<b>51</b>
<b>Vacations (Staff) .....</b>	<b>52</b>
<b>Workplace Harassment .....</b>	<b>53</b>
<b>Workplace Health and Safety .....</b>	<b>54</b>
<b>Workplace Violence .....</b>	<b>56</b>

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Advocacy</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 1</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Advocacy is a proactive position taken on an issue of concern that is important to TNDF, its clients or the community it serves.**
- 2. By definition, a formal advocacy position taken by TNDF will result in the formulation and/or promotion of a stance that may put the organization in a position to challenge or defend the status quo.**
- 3. Any staff, volunteer or student may identify an advocacy issue for consideration.**
- 4. When an advocacy issue has been identified, the Director of Operations, in consultation with the Chair of the Board of Directors and/or other management staff, will determine if, and when, further consideration will be given to the issue, and, if so, in what timeframe.**
- 5. Recognizing that there are numerous approaches to advocacy, if the decision is made to proceed, a determination will be made on what strategies will be used to develop the advocacy position.**
- 6. TNDF Board of Directors shall approve all advocacy positions taken by the organization, at least the board chooses to delegate this task to a TNDF's management (i.e. Director of Operations).**
- 7. Once an advocacy position has been approved, only the Chair of the Board, or his/her delegate, and the Director of Operations, and his/her delegate shall speak publicly on behalf of the organization regarding the advocacy position.**
- 8. TNDF may issue a position paper, a policy statement or a communiqué, or some combination thereof, regarding an advocacy position approved.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Cash Management	Effective Date: Dec 1, 2016
Section: 2	Date of Approval: Nov 1, 2016

Policy:

1. For the purposes of this policy “cash” is defined as cash (i.e., coins and bills in various denominations) or cheques.
2. Cash received through TNDF programs shall be collected and counted by the employee organizing/coordinating the program/project.
3. Cash received by mail (usually cheques) shall be given to the Director of Operations or delegated staff (i.e. bookkeeper) the same week it is received.
4. All cheques received shall be photocopied for file records.
5. Deposits of cash amounts over \$200 shall be made the same day as received. If this is not possible (e.g., cash received at the end of the day), the deposit shall be made the next banking day. Deposits of lesser amounts may be held to be deposited by the end of the week received.
6. Any cash being held for deposit will be marked and placed in the locked petty cash box and secured in a locked cabinet for safekeeping.
7. Deposit slips will be attached to appropriate back up (i.e., photocopies of cheques or Deposit Record Forms for cash) and kept in chronological order in a donation binder/journal.
8. All cash received must be deposited. Expenses for a program/event shall not be deducted from the cash amount or expenses paid directly from the cash collected/received.
9. An accessible ledger/journal should be kept within reception, recording all donations (cash, cheque, in kind) received, indicating: date, amount, the name of the donor, contact information (address, phone, email), the destination of donation, and the name of staff/volunteer who received the donation. The Director of Operation will review these entries each month to ensure accuracy.
10. A receipt must be given to the donor for any funds (cash or cheque) received, with a carbon copy to remain in the donation receipts booklet.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Charge Accounts with Local Businesses</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 3</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Charge accounts may be established by TNDF at local businesses in accordance with their regulations to facilitate ease of purchasing for programming and general office requirements.**
- 2. A list of local business charge accounts and a list of employees with charging privileges will be maintained by the TNDF Bookkeeper and/or Director of Operations. Only those employees on the authorized list may make charge account purchases.**
- 3. Any proposed charge account purchase under \$50.00 made for approved existing programming does not require pre-approval.**
- 4. Any charge account purchase in excess of \$50.00, whether for approved existing programming or other purposes, requires pre-approval and a purchase requisition should be submitted to the supervisor or Director of Operations, as appropriate.**
- 5. Any charge account purchase under \$50.00 for standard office related items, such as garbage bags, light bulbs, toilet paper, etc., does not require pre-approval.**
- 6. Any unique purchase (i.e. gift) on a charge account, regardless of amount, that is not related to approved existing programming or standard office related items, requires pre-approval and a purchase requisition should be submitted to the supervisor or Director of Operations.**
- 7. Purchase receipts related to charge accounts are to be submitted to the Director of Operations as soon as possible after the purchase is made and the purchaser shall write an explanation of the purchase on the receipt and initial it.**
- 8. If an unauthorized purchase is made on a charge account, TNDF employee shall be required to reimburse TNDF forthwith for the purchase.**
- 9. The TNDF will pay all charge accounts upon receipt of monthly statements from the business to maintain accounts in good standing.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Client Rights and Responsibilities</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 4</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

1. TNDF is committed to ensuring that client rights are respected and understood.
2. TNDF will ensure that clients are informed about their rights and responsibilities.
3. Every client has the right to:
  - be treated with courtesy, dignity, and respect; privacy and confidentiality;
  - prompt and appropriate services by qualified staff;
  - be informed about all program rules and guidelines;
  - be treated equally and fairly, without prejudice and regard for his/her faith, cultural background, language or personal identity or sexual preferences;
  - appropriate and timely responses to requests for services and/or information;
  - assistance and/or counsel and/or advice, within the limits of TNDF resources and expertise, related to his/her socioeconomic status, individuality, family, ethno cultural circumstances, or other related matter;
  - express concerns regarding services or treatment received;
  - complain informally or formally in accordance with the TNDF complaint protocol;
  - a prompt, reasonable and courteous response to any concern or complaint;
  - a safe and secure environment.
4. Every client has the responsibility to:
  - treat others with courtesy, dignity, and respect;
  - respect the privacy of others;
  - be considerate of and respectful of the rights of other clients, staff, and volunteers;
  - not exploit or take advantage of other clients;
  - seek clarification about information regarding services or programs when needed;
  - give consent freely, as appropriate, to assist with services decisions and options;
  - take full advantage TNDF activities and programs;
  - read material provided related to programs and services;
  - state opinions and make preferences clear;
  - bring concerns or complaints forward to a TNDF employee in a timely manner;
  - fully disclose information, as appropriate, so that concerns or complaints can be thoroughly investigated and responded to;
  - keep oneself and others safe;
  - look after his/her possessions and not steal or damage TNDF or the property of others;
  - Abide by the policies and guidelines established by TNDF to maintain a safe and secure environment.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Complaint Protocol	Effective Date: Dec 1, 2016
Section: 5	Date of Approval: Nov 1, 2016

**Policy:**

1. TNDF encourages the informal resolution of any complaint by a client, employee, volunteer, representative of another agency or member of the public about any aspect of the organization's operations or services. In these circumstances, the individual initiating the complaint should first seek to resolve the difficulty by discussing the matter with the TNDF employee(s) involved.
2. TNDF staff must advise the Director of Operations when a complaint is lodged.
3. In the event that informal resolution is not possible, the individual initiating the complaint must provide in writing the full nature of the complaint and submit the formal complaint to the TNDF employee(s) involved. If a satisfactory resolution is not arrived at within seven days, the formal complaint must be referred in writing to the Director of Operations.
4. Once a complaint has been referred in writing to the Director of Operations he/she will undertake an investigation into the nature of the complaint. Normally this will involve interviewing both the complainant and the employee(s) involved. The Director of Operations is required to respond to the complaint within 14 days.
5. In the event the Director of Operations fails to act on the formal complaint, the complaint will be referred to the Chair of the TNDF Board of Directors who will use whatever means he/she deems appropriate to resolve the matter. The decision of the Board Chair is final.
6. In the event, the complaint involves the Director of Operations, and informal resolution is not achieved, the formal complaint will be referred to the Chair of the TNDF Board of Directors who will use whatever means he/she deems appropriate to resolve the matter. The decision of the Board Chair is final.

Reference: TNDF Complaint Form.

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Employee Conduct</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 6</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF acknowledges the significance and value of employees who represent the interests of the organization responsibly and accountably in providing services to clients and their families, in liaising with other organizations and in communicating with the public.**
- 2. TNDF employees by virtue of their position are expected to practice the principles and philosophy of care promoted by TNDF and to function within the spirit and letter of the mandate and mission of TNDF at all times.**
- 3. TNDF employees are expected to uphold a high standard of conduct at all times by demonstrating: professionalism; courtesy and respect; honesty and integrity; dignity; and promoting a work environment free of harassment, abuse or intimidation.**
- 4. Any complaints about the conduct of a TNDF employee will be thoroughly investigated.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Confidentiality — Employees, Volunteers, Students</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 7</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Recognizing that confidentiality is regarded as a trust and is a legal obligation in the community and social services field, and further, that clients have the right to the protection of personal disclosures to employees, volunteers, and students, all TNDF employees, volunteers and students are required to sign the TNDF Confidentiality Agreement and abide by the terms of the agreement at all times.**
- 2. TNDF employees have a right to confidentiality of all matters pertaining to their personal employment status. Disclosure shall be strictly on a “need to know” basis.**
- 3. All employees, volunteers, and students shall maintain the confidentiality of all information about other employees, volunteers and students held in human resource files and other records.**
- 4. Volunteers and students have a right to confidentiality of personal information pertaining to their involvement with TNDF.**
- 5. The obligation of confidentiality with respect to information pertaining to employees, volunteers and students remain in effect even after termination of employment.**
- 6. A breach of confidentiality shall be considered a serious matter and shall result in discipline ranging from a verbal reprimand to dismissal, depending on the severity of the breach.**

**Reference: TNDF Confidentiality Agreement.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Confidentiality Agreement</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 8</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. All TNDF employees, volunteers and students are required to sign TNDF Confidentiality Agreement before beginning their role with the organization, and it is updated from time to time.**
- 2. All TNDF employees, volunteers and students are required to abide by the terms of the Confidentiality Agreement at all times during their employment or association with the organization, and these expectations and obligations continue after ceasing employment or association with the organization.**

**Reference: TNDF Confidentiality Agreement.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Conflict of Interest	Effective Date: Dec 1, 2016
Section: 9	Date of Approval: Nov 1, 2016

**Policy:**

- 1. A conflict of interest is a situation in which an employee's private or personal interests may be incompatible or in conflict with their responsibilities to the organization. Conflict of interests may include, but are not limited to the following: other work or business that interferes with the individual's ability to perform his/her duties and responsibilities; situations in which an advantage is derived from other external work or business; use of organizational premises, equipment or resources for private interests; use of an employee's position to gain direct or indirect benefit for him/herself or spouse or children; solicitation or acceptance of favours or economic benefits from individuals, organizations or entities known to be seeking business or contracts with the organization; acceptance of gifts, hospitality or other benefits that could influence an employee's judgment and performance of organizational responsibilities.**
- 2. The Director of Operations is the organization's designated official who is responsible for applying the conflict of interest provisions, for assessing employee real or potential conflict of interests and for issuing decisions with respect to employee real or potential conflict of interests.**
- 3. If there is a real or potential conflict of interest involving the Director of Operations, the Chair of the Board is responsible for applying the conflict of interest provisions, for assessing real or potential conflict of interests and for issuing decisions with respect to real or potential conflict of interests.**
- 4. An employee who determines that he/she may be in a potential conflict of interest must ask the Director of Operations for an assessment and determination of whether a conflict exists.**
- 5. An employee who is determined to be in a conflict of interest must remove him/herself from the conflict of interest immediately.**
- 6. An employee who does not remove him/herself from a situation involving a conflict of interest will be subject to disciplinary measures which may include termination.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Criminal Reference Checks	Effective Date: Dec 1, 2016
Section: 10	Date of Approval: Nov 1, 2016

Policy:

1. All prospective employees and volunteers, with the exception of members of the Board of Directors, shall provide a criminal reference check dated within the last six months.
2. As a matter of prevention, all formal TNDF staff, consistent volunteers and active contractors must update their criminal reference check every second year, and submit it to TNDF. TNDF will reimburse them for the related costs.
3. The criminal reference check, including vulnerable sector, shall be obtained from any recognized Canadian police service before the Offer of Employment and/or confirmation of employment takes place. This also applies to volunteer placement confirmation. If a volunteer commitment is clear, TNDF will reimburse the costs of the police check.
4. In the event a criminal reference check reveals a history of criminal activity or convictions (e.g., homicide, sexual abuse/assault/exploitation, domestic violence, hate crimes, etc.) incompatible with the responsibilities of the position to be assumed by the prospective employee or volunteer, TNDF will not proceed with the confirmation of the employment contract / volunteer agreement.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Staff Discipline	Effective Date: Dec 1, 2016
Section: 11	Date of Approval: Nov 1, 2016

**Policy:**

1. In the event of unacceptable behavior or misconduct, all TNDF employees are subject to the organization's disciplinary procedure.
2. TNDF managers and employees share responsibility for ensuring that work rules and possible penalties are known and understood by all employees.
3. TNDF managers are responsible for imposing any discipline and will follow a progressive disciplinary procedure to deal with unacceptable behavior or misconduct. The progressive disciplinary process exists to support or induce an employee to change his/her behavior or conduct.
4. Incidents that give rise to discipline shall be investigated thoroughly in a timely manner and the employee shall have the opportunity to respond to any alleged unacceptable behavior or misconduct.
5. Under normal circumstances, the continuum of discipline will follow the following procedure:
  - Step 1: Verbal reprimand or counsel;
  - Step 2: Letter of reprimand, to be placed in the employee's human resource file;
  - Step 3: Suspension, without pay for a period up to a three weeks;
  - Step 4: Dismissal, when other disciplinary measures have failed or when the misconduct is severe.
6. Employees may choose to have another employee present during disciplinary procedures noted in #5 above. The role of the employee who accompanies the employee being disciplined is: to accompany the employee, to advise the employee on issues that may require clarification, and to consult with the employee, as requested by the employee in question, during the disciplinary meeting.
7. In the event of the issuance of discipline, an employee has the right to appeal the disciplinary action in writing within seven days. The appeal shall be made to the Director of Operations who will undertake a review of the facts involved in the circumstances leading to the discipline. The Director of Operations shall reply in writing within seven days of the appeal.
8. Only the Director of Operations has the authority to issue a letter of reprimand, to suspend an employee or to dismiss an employee.
9. Any discipline issued in writing will be removed from the employee's human resource file after one year if there have not been any further occurrences of the nature leading to the discipline.
10. When an employee's behavior or presence in the workplace appears to put in jeopardy the well-being of clients, other staff or the organization, the Director of Operations may suspend an employee with pay pending completion of an investigation.

- 11. The Director of Operations reserves the right to impose any form of discipline up to and including dismissal if warranted, depending on the nature of an infraction. In making a decision, he/she must be satisfied as follows: that the employee committed the offense; that discipline was warranted; and that the level of discipline imposed was appropriate under the circumstances.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Email Etiquette	Effective Date: Dec 1, 2016
Section: 12	Date of Approval: Nov 1, 2016

Policy:

1. Email is an effective, efficient and essential means of communication for all TNDF staff and communication between TNDF staff and other community and social service providers. An email is an important tool in promoting and advancing the mandate of TNDF.
2. TNDF staff must ensure that all email communication is business-like and professional at all times. This assumes emails will be written: concisely and clearly; in complete and properly constructed sentences; using proper punctuation and grammar; using an appropriate subject line; without the use of text capitalization throughout; and in compliance with normal standards of personal courtesy and conduct. It also assumes all emails are proof-read before sending.
3. TNDF staff shall ensure that they check their email in a timely and consistent manner so that they are aware of important updates, announcements, and other organizational communication and so that they can fulfill essential business and role-oriented tasks associated with their position. Email should be checked, at a minimum, once per work day.
4. As appropriate and as resources permit, provisions will be made so that TNDF staff can securely access their email accounts remotely.
5. TNDF staff shall respond to emails in a timely manner, normally within 24 hours and no later than 48 hours. If a complete response is not possible within 48 hours, TNDF staff shall acknowledge the email indicating when a complete response will be provided.
6. TNDF staff must not produce, receive, convey or forward any email that, in whole or part, is: discriminatory, harassing, derogatory, defamatory, threatening, obscene, pornographic, hateful, racist, sexually degrading, violent, illegal or in violation of any other TNDF policies and/or interests.
7. TNDF staff shall not convey confidential information in any email (with/without attachment) unless there is proper consent to do so. If it is necessary to transmit documents that contain personal, clinical, client, human resource, or other confidential information, the information should be sent as an attachment and password protected, as appropriate. Such emails and any attachments should be deleted as soon as possible after transmission. Under no circumstances a person's name should be used as the name of the attachment.
8. TNDF staff must use judgment and discretion at all times in determining to whom emails should be sent, who should be "carbon copied" and who should be "blind carbon copied". Use of "blind carbon copying" is discouraged except in extenuating circumstances only.
9. TNDF staff shall ensure that all emails contain an appropriate subject line. The subject line must not contain a person's name.

10. TNDF staff must assume responsibility for correcting any errors and clarifying any misrepresentations or statements in emails they have transmitted. In these circumstances, it is encouraged that the TNDF employees apologize for the error, misrepresentation or lack of clarity.
11. The Director of Operations must be informed immediately about the receipt of any emails that are: from a suspicious or undisclosed source; from an anonymous source; harassing, intimidating, discriminatory, threatening, racist, defamatory, derogatory, hateful, sexually explicit, obscene or illegal in nature; or referring to any potential legal action.
12. Each TNDF employee shall ensure that his/her email account is managed effectively by regularly deleting old and unnecessary emails and electronic files, and by organizing emails regularly.
13. TNDF staff shall ensure that "Out of Office" replies are setup before going on vacation, or when one is going to be out of the office for more than a day. For vacations, the "Out of Office" feature and outgoing message shall indicate a return date and the name and contact information of anyone designated to provide interim coverage. The person named in the "Out of Office" message to provide interim coverage must be notified in advance.
14. "Reply All" should be used only when TNDF staff are familiar with all potential recipients.
15. A legal disclaimer shall be added at the base of all emails. This disclaimer will be a common disclaimer that will be used by all TNDF staff. It will be provided by the Director of Operations.
16. TNDF staff must not participate in any chain mail letters or emails. These should be deleted immediately upon receipt.
17. To avoid potential transmission of a virus or spyware, TNDF staff must not, under any circumstance, open an email that comes with an attachment that is of questionable nature. Such emails should be deleted immediately.
18. Use of "Undisclosed Recipient" in the "To:" field of an email is discouraged when sending to more than one recipient or a group. If consent has not been obtained to share email addresses or is not implied, the preferred method is to use your name in the "TO:" field and then put their email addresses in the "BCC:" field.
19. Email groups lists are an efficient means of disseminating information to a large number of individuals. For ongoing communication with a group (e.g., TNDF staff, TNDF Board of Directors, etc.), and there is consent or implied consent of the members of the group, a "distribution group" should be created and placed in the "To:" field. If consent has not been obtained or is not implied, the "distribution group" should be created but used in the "CC" or "BCC" field.
20. TNDF staff must ensure that documents protected by copyright are not transmitted by email unless the appropriate permission is provided or document has been posted publically.
21. To prevent unauthorized access to their email account, TNDF staff shall log out of the TNDF/their email program or apply a screen saver with a password when away from their computer.
22. TNDF staff must not use the email system for personal gain or private business under any circumstances; this may not include personal correspondence.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Employee Records</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 13</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF will maintain a confidential file for each employee.**
- 2. Employee files will contain, but are not limited to the following: resumé /curriculum vitae; job offer or contract letter; acceptance letter; position description, personal and vital statistical information required for the purpose of tax calculations, insurance, etc.; personal tax credit return (TDI); performance evaluations; proof of professional licences and malpractice insurance, if appropriate; police reference check; reports of disciplinary action; letters of recommendation/commendation, awards, letters of complaint; reports of new training, educational qualifications or credentials; dated and signed confidentiality agreement.**
- 3. The employee file will be maintained in a locked cabinet in a secure area.**
- 4. Each employee has the right to review his/her employee file by making such a request to the Director of Operations.**
- 5. An employee is not permitted to remove any documentation from his/her file. A copy of a document in the file may be requested.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Employment Terms—Permanent Part-Time Employees	Effective Date: Dec 1, 2016
Section: 14	Date of Approval: Nov 1, 2016

**Policy:**

1. Permanent TNDF employees who work 19.5 hours or more, but less than 35 hours per week, will be eligible for participation in the organization’s benefits program on the following terms and conditions:
  - a) Vacation time will be pro-rated according to the hours worked per week.
  - b) Sick time credits will be pro-rated according to the hours worked per week.
  - c) Other benefits affected by the part-time hours worked in accordance with the provisions of the benefits carrier or TNDF policies.
2. For all permanent employees who work on a part-time basis, there will be a written agreement specifying what days per week will be worked, how many hours will be worked per day and how many hours will be worked per week. This will also include any terms and provisions for meal breaks in accordance with current legislation.
3. Permanent part-time employees will be eligible for the following public holidays: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.
4. When a public holiday does not fall on a scheduled work day for a permanent part-time employee, he/she is not entitled to the holiday.
5. If a permanent part-time employee is sick, the sick time deducted will be in accordance with the scheduled hours of work and the scheduled day per week of work. Sick time will not be deducted on days when the employee is not scheduled to work.
6. Vacation time for permanent part-time employees must be scheduled and approved in keeping with TNDF policies. Vacation time taken will be in accordance with the scheduled hours of work and the scheduled day per week of work.
7. It is understood that permanent part-time employees, from time to time, in addition to the specified work hours per week, may be required to work additional hours to meet program demands. In this circumstance, the employee must inform the Director of Operations or delegated management staff of the additional work requirement in advance.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Equipment Use by Outside Groups and Clients</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 15</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

1. Consistent with the organization's commitment to the development of a strong and healthy community, to working together with individuals and groups to build community capacity, TNDF equipment (i.e. projector) may be available to non-profit community groups, upon request, on the following conditions:
  - a) No equipment valued at more than \$500 will be removed from TNDF premises;
  - b) All groups or clients using the equipment shall agree to take full responsibility for the cost of replacing the equipment if lost or damaged;
  - c) There is a written record of the organization and/or person who has requested the equipment, contact information pertaining to the organization and/or person; and
  - d) There is a log maintained of the equipment being made available when it was removed from TNDF premises, who removed it, where it will be located, when it will be/was returned, and whether, upon return of the equipment, there was any damage to the equipment.
2. It is expected that TNDF employees, in the course of their work, may utilize TNDF equipment outside TNDF premises in conjunction with other organizations. If TNDF employee is solely responsible for utilizing the equipment, is present for all uses of the equipment and does not leave it unattended at any time, he/she is exempt from the above provision. If these conditions are not met, TNDF employee must ensure that the above protocol is followed.
3. All requests for the use of TNDF equipment by non-profit organizations must be approved by the Director of Operations or delegated management staff in advance.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Expenses	Effective Date: Dec 1, 2016
Section: 16	Original Approval Date: Nov 1, 2016

Policy:

1. TNDF will reimburse employees and volunteers for authorized expenses incurred in the performance of their duties. Original receipts are ordinarily required for all expenses claimed.
2. Expenses incurred must support the goals of the organization and must be work-related, modest and appropriate.
3. Expense claims are to be submitted for approval on the prescribed TNDF form bi-weekly according to payroll schedule and no later than five days after the end of the month in which the expenses are incurred. Expenses will not be reimbursed if submitted later than two months after they are incurred within each fiscal year or, in conjunction with the end of the fiscal year (i.e., December 31<sup>st</sup>), no later than ten days after the end of the fiscal year.
4. Employees and volunteers are expected to make the most practical and economical arrangements for travel, meals, accommodation, hospitality and membership fees.
5. Where possible, employees and volunteers should exercise prudence in reducing costs by choosing less expensive yet safe alternatives to achieve program objectives, and training and development goals. (e.g., internet, teleconference, public transportation, etc.).
6. Depending on the availability of organizational funding, in some circumstances, when employees and volunteers have been authorized for travel to attend conferences, seminars or other TNDF related business, the organization, and the employee or volunteer may share the costs associated with the event. This will be determined on a case by case basis.
7. Organizational funds are not to be spent for social events and farewell functions.
8. Hospitality must not be offered to other organizations or their employees or volunteers unless it is directly related to the organization's goals and it has been approved in writing in advance.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Food and Beverages	Effective Date: Dec 1, 2016
Section: 17	Date of Approval: Nov 1, 2016

Policy:

1. TNDF is committed to improving the wellbeing of the residents of Brock Township, staff, volunteers and members by increasing awareness of healthy eating and access to fresh, healthy and nutritious food/beverages.
2. Where appropriate, program activities may be complemented with the provision of food/beverages. The provision of food/beverages will not be viewed as the principal means to attract participants to program activities.
3. Staff will determine when it is appropriate and necessary to provide food/beverages for program activities, all within budget resources allocated for this purpose.
4. When food/beverages are part of program activities and internal TNDF events, staff will follow Canada's Food Guide in determining what food/beverages will be provided and the food/beverages should have, at minimum, moderate nutritional value.
5. In the selection of food/beverages for any TNDF event, due consideration will be taken and provisions made for cultural and/or religious preferences and food sensitivities/allergies.
6. TNDF staff will maximize opportunities to provide information to program participants about healthy eating, food safety and nutritious and healthy food/beverage selection.
7. TNDF staff, volunteers and members are encouraged to practice healthy eating, food safety, and nutritious and healthy food/beverage selection.
8. TNDF will promote healthy eating and nutritious food/beverage selection choices within the work environment. Refer to 'FANS' food definition, as adopted and promote by all TNDF's programs.
9. TNDF will promote the use of food/beverage sources that are consistent with the principles of Canada's Food Guide. This will include the selection of food/beverages without synthetic pesticides and hormones, or antibiotics in the absence of diagnosed disease, assuming this information is available.
10. TNDF will promote and use the selection of locally produced food/beverage sources, when and where available.
11. In the context of this policy, where possible, TNDF will maximize the reduction of waste by recycling, reusing and/or purchasing recycled supplies.

**Definitions:**

**Maximum Nutritional Value:** food/beverages that are a good or excellent source of important nutrients and are low in fat, sugar and/or salt. These foods are considered nutrient dense relative to the energy they provide.

**Moderate Nutritional Value:** food/beverages that are a source of nutrients but may be high in fat, sugar and/or salt. Relative to the energy they provide, these foods/beverages are not as nutrient dense as foods in the maximum nutritional value category.

**Minimum Nutritional Value:** food/beverages that provide few nutrients and are generally high in fat, sugar and/or salt. These foods/beverages are considered to have low nutrient density relative to the energy they provide.

Source: adapted from New Brunswick Department of Education Policy 711, 2008.

**References:**

1. [www.vhqfoods.ca](http://www.vhqfoods.ca) –Verified Health Quality web site
2. [www.foodsafetynetwork.ca](http://www.foodsafetynetwork.ca) – Food Safety Network, University of Guelph
3. [www.eatrightontario.ca](http://www.eatrightontario.ca) – EatRight Ontario web site
4. [www.hc-sc.gc.ca/fn-an/food-guide-ailment/index-eng.php](http://www.hc-sc.gc.ca/fn-an/food-guide-ailment/index-eng.php) – Canada’s Food Guide to Healthy Eating

**THE NOURISH AND DEVELOP FOUNDATION  
POLICY MANUAL**

<b>Topic: Fraud Prevention</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 18</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

1. TNDF is committed to the protection of its revenues, property, proprietary information and other assets.
2. When misuse or misappropriation of TNDF assets is suspected, every effort will be made to fully investigate in an impartial and timely manner regardless of the suspected individual's position, status or length of service.
3. When misuse or misappropriation of TNDF assets is suspected or detected, the incident must be reported immediately.
4. TNDF will make every reasonable effort, including court-ordered restitution, to recover or receive compensation for any misuse or misappropriation of TNDF assets.
5. All employees have the responsibility to report suspected fraud and to cooperate fully with any investigation.
6. An employee, who knows or has reason to believe that a fraud has occurred, must notify the Director of Operations or his/her immediate manager without delay. If the employee believes that the employee's immediate manager may be involved, the Director of Operations shall be contacted without delay. If the Director of Operations may be involved, the employee shall contact the Board Chair without delay.
7. Any alleged fraud shall be reported in confidence and confidentiality shall be maintained at all times within the limitations of applicable law.
8. Once an alleged fraud has been reported, the Director of Operations assumes responsibility for undertaking an investigation. If the alleged fraud involves the Director of Operations, the Board Chair assumes responsibility for undertaking an investigation.

**Definition:**

Fraud is defined as the act of using dishonesty as a tool for personal gain. This includes any misuse or attempts to misuse a TNDF asset for personal gain or purposes unrelated to TNDF business. Examples include, but are not limited to: stealing; removing assets; using equipment, facilities, supplies or funds for purposes unrelated to TNDF business; and obtaining funds or compensation through dishonesty.

**THE NOURISH AND DEVELOP FOUNDATION  
POLICY MANUAL**

<b>Topic: Fundraising</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 19</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

**TNDF is committed to ensuring that fundraising activities are carried out in an ethical manner.**

**This policy applies to the TNDF casual, permanent and contract staff and volunteers.**

**The purpose of this document is to identify TNDF's position on fundraising practice and to document the standards expected in raising funds from the community.**

**Authorization: TNDF's guiding fundraising principle is a simple one – we will only use techniques that we would be happy to be used on ourselves.**

**In doing so, TNDF will adhere to the following standards:**

- 1. Fundraising activities carried out by TNDF will comply with all relevant laws.**
- 2. Any communications to the public made in the course of carrying out a fundraising activity shall be truthful and non-deceptive.**
- 3. All monies raised via fundraising activities will be for the stated purpose of the appeal and will comply with TNDF's stated mission and purpose.**
- 4. All personal information collected by TNDF is confidential and is not for sale or to be given away or disclosed to any third party without consent.**
- 5. Nobody directly or indirectly employed by or volunteering for TNDF shall accept commissions, bonuses or payments for fundraising activities on behalf of TNDF.**
- 6. No general solicitations shall be undertaken by telephone or door-to-door.**
- 7. A Fundraising Sub-Committee may be formed to carry out the major fundraising tasks. The Sub-Committee will report regularly to the Board/Director.**
- 8. All fundraising activities must have the prior approval of the Director of Operations, as recorded in meeting minutes.**
- 9. A statement estimating fundraisings expected income and expenses will be prepared prior to the commencement of any new fundraising activity that may present a financial risk to TNDF.**

- 10. Fundraising activities should not be undertaken if they will expose the organization to significant financial risk.**
- 11. Fundraising activities should not be undertaken if they may be detrimental to the good name or community standing of TNDF.**
- 12. Financial contributions will only be accepted from companies, organizations, and individuals the Board considers ethical.**
- 13. A report on fundraising will be prepared by a representative of the fundraising sub-committee for inclusion in TNDF's annual report.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Gifts, Hospitality, Other Benefits</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 20</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF employees must refuse gifts, hospitality or other benefits that might be perceived to influence their judgment or performance of their employment responsibilities (i.e. favor some clients over others).**
- 2. TNDF employees must not accept, directly or indirectly, any gifts, hospitality or other benefits from:**
  - a) Persons, groups, companies or organizations dealing with TNDF;**
  - b) Clients or other persons to whom they provide services in the course of their work as employees.**
- 3. TNDF employees may accept incidental gifts, hospitality or other benefits associated with their employment responsibilities if such:**
  - a) are appropriate, a common expression of courtesy or within the normal standards of hospitality;**
  - b) do not cause suspicion about the objectivity and impartiality of the employees; or**
  - c) would not compromise the integrity of TNDF.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Hours of Operation</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 21</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. The normal business hours of TNDF will be 9:00 a.m. to 4:30 p.m. Monday to Friday.**
- 2. In accordance with the principle of client accessibility, TNDF programs and services may be provided at times most appropriate for clients and their families. This may include evening and weekend service hours such as distinct programs hours, rental of space or special events.**
- 3. Staffing resources and hours of work will be assigned in accordance with the service times determined by the organization.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Hours of Work</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 22</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Full-time employees will normally work 32.5 hours per week, 6.5 hours per day from 9:00 am to 4:30 PM with one hour unpaid for lunch and/or coffee breaks.**
- 2. Part-time employees will work less than 19.5 hours per week. At the time of hiring, provisions will be made for a daily unpaid hour for lunch, depending on the hours/days worked.**
- 3. Contract employees, whether full-time or part-time, will work in accordance of their contract expectations and with the above provisions.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Staff Identification</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 23</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Identification cards/badges will be issued to all TNDF employees, volunteers and students for use while on TNDF business.**
- 2. Identification cards/badges will clearly identify the employee's name and the organization.**
- 3. Identification cards/badges may be worn on clothing in a visible manner by using a clip or by using a chain/cord of the type that breaks/tears away if pulled or twisted.**
- 4. Employees, volunteers, and students must report any loss of identification cards/badges forthwith to the Director of Operations.**
- 5. Employees, volunteers, and students must return identification cards/badges upon resignation or termination, at which point the identification will be destroyed.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Incident Reporting</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 24</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. An incident is any occurrence which is not consistent with the routine operation of TNDF or routine services to clients. The policy applies to incidents occurring to staff, clients, visitors or volunteers. The policy applies to incidents happening at a designated TNDF site or at another location where TNDF business is conducted. Incidents may be but are not limited to the following: assault, allergic reaction, medication error, inappropriate behavior, moderate or serious injury, omission, client/family complaint, and so on.**
- 2. All incidents must be reported, investigated and action taken in a timely manner as required.**
- 3. The employee most directly involved in the incident shall complete a written incident report and forward to the manager.**
- 4. Incidents involving a client are entitled to factual information related to an incident involving him/herself.**
- 5. When an incident involves a client or volunteer, a factual description of the incident shall be recorded in the client or volunteer file.**
- 6. The Director of Operations is responsible for ensuring the information related to an incident is complete, for undertaking a review of the incident and for initiating any corrective action required.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Internet Access	Effective Date: Dec 1, 2016
Section: 25	Date of Approval: Nov 1, 2016

Policy:

1. TNDF encourages employees to use the Internet as an effective means of communication, education, professional development, and research in keeping with the mission of the organization.
2. All employees must ensure that access to the internet is consistent with the mandate of TNDF and that use is lawful, respectful and ethical.
3. All employees must not use the internet to knowingly transmit, retrieve, store, duplicate or promote anything that is: discriminatory, harassing, derogatory, defamatory, threatening, obscene, pornographic, hateful, racist, sexually degrading, violent, illegal or in violation of any license governing the use of the software.
4. All employees must make appropriate use of the internet at all times. Inappropriate use includes, but is not limited to, the following: accessing sites that contain objectionable materials; accessing sites for gaming purposes; accessing sites for social activities; interfering with network performance by propagating viruses/worms or transmitting excessively large documents; accessing sites for the purpose of streaming music and/or videos; accessing sites that sell advertising that could provide links to unwanted sites; accessing instant messaging services; etc.
5. All employees shall not knowingly download any media which is in direct conflict with software licensing, copyrights or TNDF policies.
6. From time to time, TNDF, with reasonable cause, may undertake an audit of internet activity or request a detailed accounting of an employee's internet usage.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Media Relations</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 26</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. The Chair of the Board and the Director of Operations/Communication Management are the official spokespersons for TNDF pertaining to all media requests (e.g., newspaper, television, radio, etc.).**
- 2. The Board Chair may designate other Board members to be official spokespersons for TNDF pertaining to particular issues.**
- 3. All information requests from the media made to employees must be communicated to the Director of Operations for a response.**
- 4. Picture taking or videotaping within designated TNDF sites must be pre-authorized by the Director of Operations.**
- 5. No pictures of clients/volunteers shall be taken by TNDF without the client's consent or, as necessary, the client's substitute decision maker. When consent is given, it must be provided in writing.**
- 6. TNDF employees, as private citizens, have the right to make public comments (e.g., letter to the editor, etc.) as long as he/she does not make reference to TNDF or the employee's position or duties at TNDF.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Offsite Services</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 27</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. To provide accessible and appropriate service to clients, where appropriate, TNDF staff may provide services at offsite locations.**
- 2. Staff will use appropriate discretion to determine whether there is a need for an offsite service or not.**
- 3. Staff will use sound judgment to assess the risk of personal safety and the safety of others before agreeing to an offsite service.**
- 4. Staff will take appropriate steps to ensure personal safety and the safety of other staff and clients during any offsite services.**
- 5. Staff shall terminate any offsite service in situations where their safety is at risk or their presence places others at risk.**
- 6. The staff is advised to carry appropriate resources during the offsite services such as an emergency kit in their vehicles, cell phones, etc.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Overtime and Lieu Time</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 28</b>	<b>Date of Revision: Nov 1, 2016</b>

**Policy:**

1. TNDF recognizes the importance of fulfilling the organization’s mandate and ensuring that employees have the flexibility to adjust their work schedules as required to meet the demands of their position.
2. TNDF encourages employees as much as possible to balance work hours and avoid overtime. In all cases, overtime must be approved in advance by the employee’s supervisor.
3. Overtime means hours worked in excess forty - four (44) hours per week which are paid at the rate of one and one-half (1 ½) times the employee’s base hourly rate. Any additional time worked above the scheduled hours but not exceeding forty-four (44) hours per week will be paid a one (1) times the regular hourly rate.
4. Travel from the employee’s home to work/activity location and from work/activity to the employee’s home is not eligible to be considered overtime/lieu time. The exception is when an employee is required to work overtime on a weekend or statutory holiday. This provision does not apply when an employee has been approved for educational leave.
5. If overtime is required, TNDF will ensure that employees are compensated appropriately or be given lieu time. In order for lieu time to be formally recognized, written record of lieu time (timesheet) shall be maintained by the employee, regularly submitted on each scheduled payroll month indicating incurred additional time worked and signed by the employee and manager.
6. No lieu time will be accumulated over the equivalent of one working day (6.5 hrs.) every two weeks, as per payroll schedule. Staff must take any accumulated lieu time and clear any balance with the next two weeks (the following payroll). To use the accumulated lieu time, a request for time off must be made to your Manager and approval is subject to the demands of the position.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Overtime and Lieu Time</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 29</b>	<b>Date of Revision: Nov 1, 2016</b>

**Policy:**

1. **TNDF's payroll period for salaried employees is every two weeks (26 pay periods per year).**
2. **Employee information for payroll purposes is obtained at the time of hiring.**
3. **All permanent employees are paid by cheque based on an annual salary in accordance with the approved TNDF salary.**
4. **TNDF shall approve a payroll service/bookkeeper to process the payment of salaries to employees of the organization.**
5. **All employees shall receive a confidential payroll statement for each pay period. Payroll statements will list statutory and other deductions.**
6. **TNDF will issue a confidential T4, T4A Summary, and Supplementary, as appropriate, to employees in a timely manner.**
7. **TNDF will complete and file various government payroll reports on a timely basis.**
8. **From time to time, TNDF will undertake an assessment of the cost-effectiveness of the designated payroll service/bookkeeper.**
9. **The Director of Operations shall approve all payroll preparation documents (i.e. timesheet).**
10. **Payroll reports shall be received and approved by signing officers when received from the payroll service/bookkeeper.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Performance Evaluations</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 30</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Performance evaluations, based on an employee's position description, are intended to: summarize an employee's strengths and accomplishments during the evaluation period; to summarize areas, if any, in which the employee's performance is below standard; and to highlight areas for further development and/or education and training.**
- 2. For probationary employees, a formal written performance evaluation shall be completed by the employee's supervisor no later than the mid-point of the probationary period and at the end of the probationary period.**
- 3. A formal, written performance evaluation shall be completed for each full-time and part-time employee by the employee's supervisor at minimum once per year after the probationary period. Otherwise, the particular year staff performance will be considered acceptable.**
- 4. A formal, written performance evaluation will be completed for contract staff by the employee's supervisor at the end of the contract period or, at a minimum, once per year.**
- 5. Performance evaluations shall be signed by each employee and his/her supervisor. Each employee will have an opportunity to add comments to the formal performance evaluation if he/she desires.**
- 6. A copy of each formal performance evaluation will be given to the employee and maintained on the employee's corporate file.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Physical Assets</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 31</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. An electronic inventory of TNDF equipment, furnishings, information technology, software, supplies and materials with a value of \$100 or more shall be maintained and updated annually.**
- 2. All physical assets will be tagged and assigned an inventory number.**
- 3. The asset inventory shall include the location of the asset, a serial number, a description of the asset, the date the asset was acquired, etc.**
- 4. TNDF physical assets shall not be used for non-TNDF activities, other than those excluded.**
- 5. If a TNDF physical asset is no longer required, a determination will be made as to its disposition with priority being given to donating the asset to another non-profit organization or charity.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Probationary Period</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 32</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. The probationary period for TNDF employees is normally three months.**
- 2. Each employee will have a position or job description which will provide the general basis for assessing performance. This may be supplemented by other documentation defining specific work objectives and deliverables within the framework of the position description.**
- 3. During the probationary period, the employee will have an opportunity receive formal written feedback, at a minimum, from his/her manager at the mid-point and the end of the probationary period. The purpose of these evaluations is to assess the employee's quality of work and provide guidance for possible improvements.**
- 4. TNDF reserves the right to extend the probationary period for up to six months if performance is not satisfactory or to terminate the employment relationship with the employee.**
- 5. At the end of the probationary period, assuming the employee's performance is satisfactory, the employee will be confirmed in his/her position as a permanent employee.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Program and Service Development</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 33</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF encourages programs and services development that meet the goals and mandate of the organization and respond to the needs of the community served.**
- 2. Where appropriate, TNDF encourages collaboration and/or partnerships with other organizations in programs and services developments. In some circumstances, the proposed initiative may be defined as a collaborative initiative that achieves service enhancements or operational efficiencies.**
- 3. For all proposed programs and services development that include a joint submission to a funding source or joint formal partnership, TNDF will make a determination whether to participate in the development if:**
  - a. There is a satisfactory review of the final written proposal including the associated budget.**
  - b. There is a satisfactory written definition of the respective roles of the organizations involved.**
  - c. There has been a satisfactory written articulation of the responsibilities and accountabilities of the organizations involved.**
  - d. As appropriate, TNDF approval is given.**
- 4. In circumstances when programs and services development are initiated and sponsored by other organizations, TNDF may be asked to indicate formal support for the development. In these situations, TNDF may provide written support/letter, signed by the Director of Operations, once the full written proposal, including the proposed budget, for the development, has been received and reviewed.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Public Holidays</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 34</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF will recognize the following as paid public holidays: New Year’s Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day.**
- 2. If the days before Christmas Day and New Year’s Day are normal work days, the Director of Operations or delegate will exercise discretion each year to close the organization early (half day) depending on workload and service demands.**
- 3. In addition to the above, in recognition of employees of various faiths, TNDF employees may take up to two paid personal leave days each calendar year for the observation of religious observation of religious holidays that are not listed as public holidays above.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Purchasing</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 35</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

1. **TNDF has established a purchasing protocol for the acquisition of goods and services in compliance with formal accounting practices.**

**Procedure:**

1. **An employee who wishes to make a regular or non-recurring purchase is required to complete a Request to Purchase (RTP) form including the name of the supplier, the cost or reasonable estimate, the program/service/budget to be billed, details of the purchase and method of payment.**
2. **The RTP must be signed and dated and given to the manager for review/approval.**
3. **If the purchase is to be made using a credit card, the employee must take the authorized RTP to the Bookkeeper and/or Director of Operations to obtain the necessary credit card approval and information.**
4. **If the purchase is to be made directly from the supplier followed by the supplier sending an invoice to TNDF, the employee will keep the form and make the purchase.**
5. **All supporting documentation, including order confirmation, will then be attached to the form and the date of purchase will be added to the form.**
6. **When the invoice is received, the bookkeeper will match the invoice with the proper RTP form and will confirm that the invoice amount is accurate based on the packing slip and purchase information.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Staff Recruitment</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 36</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Candidates will be interviewed and considered based on appropriate employment experience, academic qualifications, appropriate volunteer experience and related criteria.**
- 2. All recruitment shall be carried out in accordance with Ontario human rights legislation unless an official request for an exemption has been made and granted by the Ontario Human Rights Commission for a particular sex or race in the interests of clients.**
- 3. In the event that a new vacancy occurs within six months of the filling of a similar or equivalent position, TNDF reserves the right to fill the vacancy from suitable candidates who were not successful in the previous competition. In this situation, an internal posting of the vacancy will take place, but external advertising will not occur.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Risk Management</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 37</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. TNDF is committed to operating a safe environment for clients, visitors, staff and volunteers. TNDF will provide a proactive approach to managing factors which threaten human, physical, financial, telecommunication and information technology resources.**
- 2. All employees are responsible for monitoring the work environment and reporting potential risks in writing to their supervisor.**
- 3. The supervisor must ensure that identified risks, including clinical risks, are addressed.**
- 4. A review of Identified risks, including an assessment of risks, recommended corrective actions and outcomes associated with these risks, will take place at a minimum annually.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Sick Leave	Effective Date: Dec 1, 2016
Section: 38	Date of Approval: Nov 1, 2016

**Policy:**

1. TNDF full-time employees will be provided with up to 12 days of sick leave each calendar year in the event the employee is unable to attend his/her work for medical reasons.
2. Sick leave credits will be accrued at the rate of 1 day per month at the beginning of each month.
3. Sick leave shall be pro-rated for part-time employees.
4. Sick leave is to be used for personal illness or the illness of a significant relation.
5. Up to four of the twelve sick leave days per year may be used to attend medical/specialist appointments.
6. In accordance with the Attendance Management policy, a valid medical certificate will be required after three days of sick leave and, in the event of an extended sick leave of a month or more, on a monthly basis, at a minimum.
7. If, in the event, an employee exhausts his/her sick credits due to a continuing illness/medical leave, and in order to maintain continuity of salary, he/she shall seek authorization in writing from the Director of Operations to use other earned credits to supplement the illness/medical leave. The appropriate earned credits are vacation credits and lieu time. The Director of Operations shall determine what limitations, if any, on the use of these earned credits will be applied. If following a continuing illness/medical leave, earned credits are exhausted, the employee may be placed on unpaid leave.

THE NOURISH AND DEVELOP FOUNDATION

BOARD POLICY MANUAL

Topic: Social Media	Effective Date: Dec 1, 2016
Addendum: 39	Date of Approval: Nov 1, 2016

**Policy Context:**

1. This policy governs the publication of and commentary on social media by employees of and members conducting official duties of TNDF (i.e. officials).
2. TNDF employees and officers are subject to this policy to the extends they identify themselves as TNDF (i.e. using TNDF social media sites). Notwithstanding the previous paragraph, this policy applies to all uses of social media, including personal, by TNDF employees and officers who are outside of their work/volunteer duties, as their position with TNDF, it is well known within the community (i.e. management staff).
3. This policy is to complement any existing or future policies on the use of technology, computers, e-mails and the Internet. Also, any use of social media must follow the same ethical standards that TNDF employees and officials/directors must otherwise follow (i.e. anti-discrimination policy).
4. For the purpose of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube.

**Policy Implementation:**

5. Although it's perfectly acceptable to post about your work and have a dialog with the community, it's not okay to public confidential information (i.e. staff-related issues, internal finances, comments about clients)
6. Privacy settings on social media platforms should not be set to allow anyone to see profile information similar to what would be on the TNDF website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access to protect your privacy.
7. No social media postings should be done anonymously, using pseudonyms or false screen names. TNDF believes in transparency and honesty. Use your real name, be clear who you are, and identify that you work/volunteer for TNDF.
8. Do not say anything that is dishonest, untrue, or misleading; if you have vested personal interest on something you are discussing, point it out. What you publish will be around for a long time, so consider the content carefully and be cautious disclosing personal matters.

9. **Respect copyright laws, by never quote more than short excerpts of someone else’s work, and always, attribute such work to the original author/source. It is a good practice to link to other’s work rather than reproduce it.**
10. **TNDF employees and officers reflect a diverse set of customs, values, and point of view. Do not say anything contrary or in conflict with TNDF website. If you have to, use your best judgment and be sure to make clear that views and opinions expressed are yours alone and do not represent the official views of TNDF.**
11. **TNDF clients, members, partner’s organizations, or contractors should not be cited or obviously referred without their consent. Remember a social media site is not the place to “conduct business” and/or discuss particular arrangements or contracts.**

**Addressing Social Media Conflict and Issues:**

12. **If you become aware of misrepresentations made about TNDF in the social media, you may point it out, by using facts and always being respectful. Avoid arguments online at all cost, by referring only to facts and suggesting that issue/concern should be addressed or followed by other appropriated channels (i.e. email, phone, meeting in person). Brawls may attract traffic, but at the end, nobody wins.**
13. **Be the first to respond to your mistakes, be up-front about it and correct it quickly. If you choose to modify an early post, make clear that you have done so. If someone accuses you of posting something improper (i.e. copyright material), deal with it quickly – better to remove the post immediately to lessen potential liability.**
14. **Always think about the consequences for TNDF and/or its employees/officers of any social media postings. Stay within the organization official message and framework, and follow TNDF advocacy policy and approve subjects rather than sharing personal opinions. Use a prominent disclaimer if necessary.**

**THE NOURISH AND DEVELOP FOUNDATION**

**POLICY MANUAL**

<b>Topic: Student Co-op Placements</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 40</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. All requests for student placement shall be approved by the Director of Operations and/or the manager designated and must follow all formal procedures that staff are subjected (i.e. police check, confidentiality forms)**
- 2. Approval of a student placement will be dependent on, but not limited to, a number of factors, such as: timeframe for the placement; availability of resources of the discipline requested; receipt of clearly defined goals and expectations; terms of the contract with the educational institution; supervisory requirements; and compatibility with the requirements of the placement with the availability of professional resources.**
- 3. An assessment of the success of each student placement must be completed upon completion of the placement.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Termination of Employment	Effective Date: Dec 1, 2016
Section: 41	Date of Approval: Nov 1, 2016

Policy:

1. Termination of employment may occur through resignation, retirement, dismissal, frustration, abandonment or the withdrawal, reallocation of resources, or reduction of funding.
2. A written notice of resignation shall be provided as far in advance as possible and not less than three weeks before the intended date of resignation.
3. TNDF, at its option, may waive the notice provision associated with a written notice of resignation.
4. Once an employee's resignation has been accepted, the Director of Operations, in discussion with the employee, will determine the expected last day of work and will initiate the processing needed to complete necessary documents and the calculation of outstanding payments.
5. In the event of dismissal for just cause, TNDF reserves the right to dismiss the employee without notice or compensation instead of notice. Circumstances that will lead to dismissal for the just cause include, but are not limited to, instances of professional misconduct, willful misconduct, neglect of duty, client abuse, breach of confidentiality, falsification of records, theft, or fraud.
6. All reasonable efforts will be made to support an employee's efforts to address performance difficulties that are made clearly known to the employee, accompanied by attempts made to improve the employee's performance within a reasonable time frame. If after a reasonable period and after a warning has been given, the employee has still not demonstrated the improvement required, TNDF may decide to terminate his/her employment.
7. An employee who is dismissed may be requested to leave without notice and will be paid instead of such notice.
8. An employee's employment contract or employment agreement is frustrated when the contract has become impossible to perform or has been frustrated by an unforeseen event or circumstance.
9. An employee's employment agreement is automatically terminated when he/she does not respond to reasonable and repeated requests for information or requests to contact the employer, or when the employee's whereabouts is unknown. In these circumstances, the employee is deemed to have abandoned his/her position.
10. In the event there are situations unrelated to performance (e.g., insufficient funding, reductions in funding, changes to the structure or work, etc.), it may be necessary for the organization to terminate without cause. All employees will be treated in a manner consistent with the Employment Standards Act.

- 11. In the event of a funding withdrawal, funding reduction or insufficiency of funding, TNDF will act in accordance with the Employment Standards Act and relevant Accountability Agreements. If this situation necessitates a reduction in permanent employees, employee(s) will be affected based on length of employment with the organization.**
- 12. Upon termination of employment, employees must immediately return all TNDF property such as keys, security access cards, files, cell phones, computers, computer software, etc.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Travel	Effective Date: Dec 1, 2016
Section: 42	Date of Approval: Nov 1, 2016

**Policy:**

1. Recognizing that public transportation options are limited and that TNDF-related business will be conducted throughout Brock Township and surrounding municipalities, TNDF employees may normally use personal vehicles to travel while on TNDF-related business.
2. Employees who use personal vehicles while on TNDF related business will be reimbursed at the compensation rate determined from time to time by the TNDF Director of Operations.
3. Employees will not be compensated for vehicular travel associated with coming to work at a TNDF site or going home from a TNDF site.
4. Employees will be reimbursed for the distance (expressed in kilometers) commencing from the point of departure to the point of destination. The same principle will apply on the return trip. In most circumstances, the point of departure and return will be one of the TNDF work sites. The exception will be travel from the employee's home to meetings at not-TNDF locations at the beginning of the business day or to the employee's home after attending a meeting at a not-TNDF location at the end of the business day. In these circumstances, the distance reimbursed will be the lesser of the distance from the employee's home to/from the meeting location or the distance from/to the TNDF site.
5. Employees are responsible for ensuring that their vehicle insurance coverage meets the minimum liability limit specified in the Insurance Act of the Province of Ontario and that their coverage includes business use of their vehicle.
6. Parking fees incurred while travelling on TNDF-related business will be reimbursed if original receipts are provided.
7. Employees will not be reimbursed for any expenses related to traffic/parking violations.
8. Employees must report to their supervisor any vehicular accidents that they are involved in while on TNDF-related business.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

<b>Topic: Vacations</b>	<b>Effective Date: Dec 1, 2016</b>
<b>Section: 43</b>	<b>Date of Approval: Nov 1, 2016</b>

**Policy:**

- 1. Full-time permanent TNDF employees start with two-week vacation credit per year. After two years' service with TNDF employees are entitled to 15 vacation days or three weeks per year calculated on the basis of a calendar year. Full-time employees with more than three and up to five years' service with TNDF are entitled to 20 vacation days or four weeks per the calendar year. Full-time employees with more than five years' of services will be entitled to 25 vacation days or five weeks per the calendar year.**
- 2. For employees who have only worked with TNDF for part of a year before January 1<sup>st</sup>, vacation entitlement will be pro-rated annually.**
- 3. Part-time permanent TNDF employees are entitled to vacation pro-rated credits according to the number hours worked compared to a full-time position.**
- 4. New employees may not normally take a vacation until they have completed three months' employment with TNDF.**
- 5. All vacation time requests will be made in writing (vacation form) and will be agreed to by mutual consent between the employee and the manager taking into consideration the service needs of clients, operational requirements of the organization, other employee vacation requests, the length of service with TNDF and past precedents.**
- 6. On January 1<sup>st</sup> of each year, an employee will be credited with the full year's vacation entitlement. If an employee, who leaves the organization, uses more vacation than he/she has earned, TNDF will deduct this amount from his/her final pay.**
- 7. Full-time employees are entitled to carry over up to two weeks of unused vacation days from one calendar year to the next but these unused vacation days must be used by the end of the subsequent calendar year. Such requests must be made in writing to the Director of Operations for approval.**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Workplace Harassment	Effective Date: Dec 1, 2016
Section: 44	Date of Approval: Nov 1, 2016

**Policy:**

1. TNDF is committed to providing a work environment in which all individuals are treated with respect and dignity.
2. Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Workplace harassment means engaging in the course of vexatious comment or conduct against an employee in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome. Examples of workplace harassment include, but are not limited to: demeaning jokes, offensive or insulting comments; foul or abusive language; yelling; excluding or ignoring a person, and spreading malicious rumors about a person. Harassment may also, but not necessarily, relate to a form of discrimination as set out in the Ontario *Human Rights Code*.
3. Everyone is expected to uphold this policy regardless of position in the organization and will be held accountable for doing so.
4. All visitors to TNDF are expected to conduct themselves in accordance with this policy.
5. This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. For example, reasonable corrective action, holding a person accountable for performance, behavior and conduct, and reasonable and constructive feedback are not considered to be workplace harassment under this policy.
6. Employees are encouraged to report any incidents of workplace harassment to their supervisor.
7. Supervisors will investigate and deal with all concerns, complaints or incidents of workplace harassment in a fair and timely manner while respecting the individual's privacy as much as possible.
8. There shall be no negative consequences for reports of harassment that are made in good faith.
9. Nothing in this policy prevents or discourages an employee from filing an application with the Human Rights Tribunal on a matter related to Ontario's *Human Rights Code* within one year of the last alleged incident. An employee also retains the right to exercise any other legal avenues that may be available.

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Workplace Health and Safety	Effective Date: Dec 1, 2016
Section: 45	Date of Approval: Nov 1, 2016

Policy:

1. TNDF director, managers, and employees are committed to ensuring that the workplace and program/service sites are healthy and safe for all staff, clients, volunteers, students, participants, and visitors.
2. All employees are responsible for ensuring health and safety in the workplace and are encouraged to report incidents that have the potential to result in personal injury or property damage.
3. TNDF will take every reasonable precaution to protect employees, will establish relevant programs to control workplace hazards, and will supply required equipment, tools, instruments and protective devices.
4. TNDF will provide training as required by the Occupational Health and Safety Act to ensure that employees are aware of safety requirements related to their work.
5. Employees are expected to work safely and to carry out their duties with skill and care so as to prevent an injury to themselves, other employees, volunteers, students, clients or members of the public. In addition, employees are: to know the location and operation of all applicable safety equipment; to ensure safety equipment is in place and in working condition; to comply with direction and policies relevant to the safe performance of their duties; to participate in all mandatory training and in-service programs related to health and safety in the workplace; and to respond to emergency situations, as appropriate, to maintain personal, fellow employee, client, visitor and public health and safety.
6. Employees who fail to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action.
7. All work-related accidents, injuries or occupational diseases must be reported to the immediate supervisor or manager and the Joint Health and Safety Committee (if applies) within 24 hours of occurrence.
8. Workplace Safety Insurance Board Form 7s shall be completed and submitted within the prescribed time frame.
9. TNDF employees shall be informed and, as appropriate, trained in accordance with Workplace Hazardous Material Identification System (WHMIS) legislation. All controlled products will have appropriate labeling, and Material Safety Data Sheets (MSDS) will be available.
10. TNDF will prepare and implement an occupational health and safety program which will be reviewed annually.

**References:**

- 1. Occupational Health and Safety Act**
- 2. Workplace Safety and Insurance Act**

THE NOURISH AND DEVELOP FOUNDATION

POLICY MANUAL

Topic: Workplace Violence	Effective Date: Dec 1, 2016
Section: 46	Date of Approval: Nov 1, 2016

**Policy:**

1. TNDF is committed to the prevention of workplace violence and ultimately responsible for employee health and safety.
2. The organization will take whatever steps are reasonable to protect employees from workplace violence from all sources.
3. For purposes of this policy, “workplace violence” means:
  - the exercise of physical force by a person against an employee, in a workplace that causes or could cause physical injury to the employee;
  - an attempt to exercise physical force against an employee, in a workplace, which could cause physical injury to the employee; and
  - a statement or behavior that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace that could cause physical injury to the employee.
4. Violent behavior in the workplace is unacceptable from anyone. This policy applies to every employee of TNDF, and to every person who comes to TNDF, including clients/patients, persons accompanying clients/patients, and all other visitors. Everyone is expected to uphold this policy and work together to prevent workplace violence.
5. There is a workplace violence program that corresponds to this policy. It includes measures and procedures to protect employees from workplace violence, a means of immediate summoning assistance, and a process for employees to report incidents or raise concerns.
6. TNDF, as an employer, will ensure this policy and the supporting program are implemented and maintained and that all employees and managers have the appropriate information and instruction to protect them from violence in the workplace.
7. Managers will adhere to this policy and the supporting program. Managers are responsible for ensuring that measures and procedures are followed by employees and that employees have the information they need to protect themselves.
8. Every employee must work in compliance with this policy and the supporting program. All employees are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

- 9. TNDF management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.**
- 10. There will be no negative consequences for reports regarding workplace violence that is made in good faith.**