

## **MISSION STATEMENT OF THE PIC RIVER YOUTH CENTRE**

**We believe that a Youth Centre can provide healthy lifestyle choices for youth which will continue to build strong, healthy and proud individuals and community.**

### **Goals:**

**~to build a a strong and active Youth Council & Youth Centre**

**~to be good role models for youth**

**~to set up activities and programs that will help youth from our community and eventually youth from surrounding communities**

**~provide a safe, comfortable and non-judgemental environment**

**~empower youth to make positive change and decisions in their lives and community**

**~to provide programs that will help develop skills for life**

## **CODE OF BEHAVIOUR**

**No swearing, No violence, No Bullying**

**Respect for Peers, Staff and Youth Centre**

**ZERO TOLERANCE for Drugs and Alcohol**

## RECREATIONAL ACTIVITIES

After School Club	Teen Night
Cooking/Baking	Movie Night
Crafts	Skating
Cultural Events & Teachings	Dances
Personal Development	Fundraising
Swimming	Bowling
Games	Youth Council
Youth Gatherings	Speak Outs
Summer Day Camp	Science Camp
Sleepovers	Computers

**\*All ages are welcome\***

(Sometimes specific ages are in effect for different programs/activities)

PRYC  
**POLICY AND PROCEDURE MANUAL**

**TOPIC: PRYC CODE OF ETHICS**

**PREAMBLE**

The Staff of the Pic River Youth Centre are committed to providing quality and professional service to the public. This Code of Ethics sets forth principles and rules of conduct enforced by the Pic River Youth Centre Policy and Procedure Manual along with the Ojibways of the Pic River Policy and Procedure Manual. This Code of Ethics is applicable to all Staff as defined in the Pic River Youth Centre Manual.

**PRINCIPLE 1: QUALITY OF CARE**

- Staff shall commit to ongoing professional development and education as established by the Program Supervisor(s).

**PRINCIPLE 2: INDIVIDUAL RIGHTS**

- Staff shall strive to recognize and respect the rights, dignity and individuality of all persons. A member shall not unlawfully discriminate or knowingly permit unlawful discrimination on the basis of race, national origin, sex, sexual orientation, religion, age or disability.

**PRINCIPLE 3: REPRESENTATION OF CARE**

- Staff shall make no representations regarding their services or qualifications that are false or misleading in any material respect.
- Staff shall fully disclose all applicable (charges, expenses for services), as well as the general scope of the services prior to (conducting Youth Centre business) or providing other services. Staff shall get involved in a project that has any financial interest or any interest in the well-being of the Centre.
- Staff shall not offer or deliver any compensation, inducement, or reward to partnerships and business conducted for Youth Centre Projects

**PRINCIPLE 4: CONFLICTS OF INTEREST**

- Staff shall avoid conflicts of interest with regard to their professional activities, financial considerations or other interests. At such time as a member becomes reasonably aware that an actual, apparent or potential conflict of interest exists, the member shall refrain from providing services or opinions until full disclosure has been made, and the conflict waived in writing by the appropriate parties.

- Staff shall not perform or offer to perform, for an additional fee, any services in the name of Youth Centre business.

#### **PRINCIPLE 5: CONDUCT OF MEMBERS**

- Staff shall refrain from making derogatory comments regarding other Staff or other persons involved in projects, activities.
- Staff shall refrain from interrogating and/or addressing the Pic River Youth Centre personnel regarding co-workers, supervisors, youth, Staff, other persons involved in projects, volunteers, activities, job performance and regular operational procedures, on an individual basis. Staff shall discuss these issues, if any, with the YC Coordinator.
- Staff shall refrain from assigning tasks to, questioning the duties of, and attempting to reprimand the Pic River Youth Centre staff.
- Staff shall respect confidentiality at all times, therefore shall refrain from discussing and elaborating on all Pic River Youth Centre business outside of any scheduled meetings with non-members.
- Staff shall pledge themselves to the continued pursuit of increasing their knowledge, education, training and experience so that partners of the Pic River Youth Centre can rely upon the competence of the YC Coordinator.
- Staff shall not engage in any conduct that is detrimental to the reputation or the best interests of Pic River Youth Centre.

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**POLICY AND PROCEDURE MANUAL**

**TOPIC: PERSONNEL POLICIES AND PROCEDURES**

**Please refer to the Ojibways of the Pic River Policy and Procedure Manual when any questions arise regarding leaves, bereavement, vacation, hiring etc.**

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**POLICY AND PROCEDURE MANUAL**  
**TOPIC: RECRUITING VOLUNTEERS**

**REASON FOR POLICY**

To ensure that everyone associated with the YC is protected, especially the youth, as well as maintaining the integrity and reputation of the YC and the families involved. This policy aims at ensuring that all potential staff and volunteers are informed of the complete process of recruiting, spelling out for them the various stages and elements and thereby alerting potential staff and volunteers that their position and responsibilities cannot be taken for granted, that they must inform themselves of the complexities and variety of issues which they are taking on in entering the YC.

Note: the term “Volunteer” also applies to all non-paid outside individuals working at the YC, including public services nurses, workshop leaders, guest speakers, students doing community service, court ordered workers, field placements (University, College, or other), technical assistants, etc.; this must be kept in mind when permission for access to the YC is given out to these outside individuals and attention to process must be given the relevant attention given the circumstances of access to the center.

**POLICY:**

The youth centre will recruit volunteers and staff from the community to be involved in a variety of roles, to assist in the general operations of the youth centre. The recruitment process will inform perspective volunteers about the goals of the organization and outline the expectations required to be a volunteer. All perspective volunteers will be advised that to become a volunteer may require an interview, police screening, reference checks, and some mandatory training.

Volunteers can expect to become important members of the youth centre operations. Each year, volunteers will be recognized each year with a token of appreciation.

**PROCEDURE:**

Advertisements requesting volunteers may be placed in local newsletters, local community channel, community website, community bulletin boards and other electronic media. Requests for volunteers can also be made following presentations and information sharing sessions within the community.

Applicants will be invited to attend an information session/interview.

Any volunteer working with children in isolation of a staff member will require a Police Check.

## **INTERVIEW QUESTIONS**

Each volunteer applicant will be interviewed using the same procedure and asked the same predetermined question during an interview to determine the appropriateness, interests, and potential contribution of the applicant (Appendix D). Interviews will be conducted by the coordinator in a “job interview” format.

## **POLICE CHECK**

Every person who will be in a supervisory role of children in the absence of a paid staff member, will be required to have a Police Check at own expense. The cost of the Police Check will be reimbursed upon successful selection as a volunteer.

No person with a recent history of violence, theft, drugs or sexual assaults will be considered for involvement with the YC. Under no circumstance will a person with a history of sexual assault be considered for involvement with the YC. If an applicant has a criminal history (other than sexual assault) more than five years old, or if of a minor nature may seek dispensation the Program Supervisor(s) or Band Manager. The PRYC recognizes that individuals are capable of changing their lifestyles. The Program Director and or Band Manager will make the final determination of the appropriateness of any volunteer applicant in question.

Only the YC Coordinator and Program Supervisor(s) will have direct access to the results of the police checks and will treat that information in strictest confidence. Results of Police Checks will be kept in a locked file in the YC Coordinators office.

## **VOLUNTEER APPLICATION CHECK LIST**

A Volunteer Application Check List will be completed by the YC Coordinator or acting designate and kept in respective volunteer personnel files.

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**TOPIC: VOLUNTEER POSITION DESCRIPTION**

**POSITION**

Volunteer Youth Worker

**RESPONSIBLE TO**

The Coordinator of the PRYC, as delegated by Program Supervisor(s)

**POSITIONAL SUMMARY**

To provide oversight of the YC activity room, provide supervision of all youth therein, in keeping with the Policies and Procedures of the YC. To provide limited guidance combined with appropriate referrals to local agencies and organizations.

**QUALIFICATIONS**

A willingness and demonstrated ability to work as a team member with youth for a term of three months. An individuals' record will be checked by police and must be approved by the Anishinabek Police Service.

**AUTHORITY**

To discharge all assigned duties and responsibilities within the established Policies and Procedures of the YC.

**ACCOUNTABILITY**

To the Program Supervisor(s), and their delegates, including the Coordinator, for the performance of duties and responsibilities assigned.

**INTERPERSONAL RELATIONSHIPS**

- To maintain effective communication with program staff in the YC.
- To maintain objective and effective relationships with youth.



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**TOPIC: VOLUNTEER YOUTH WORKER EXPECTATIONS**

It is the policy of the PRYC that no member of the organization, staff, volunteer, or board, will engage in activities or behaviors that might compromise the integrity or reputation of the Centre, funders, youth served and their families. Members will perform their duties in a positive, professional manner at all times, and will NOT engage in activities that conflict with the *Mission* and *Objectives* of the PRYC.

1. **DUTIES AND RESPONSIBILITIES**

1. To create a warm, welcome atmosphere for the youth attending.
2. To assist in the provision of indoor and outdoor activities which are innovative and motivational, as well as set good standards of sportsmanship and acceptable behaviour.
3. To be available as a support person for emotional, spiritual, and physical issues, at all times being sensitive to one's own personal limits. Make referrals where necessary in consultation with the Coordinator.
4. Monitor discussions among the youth. The use of profanity and racial comments re infractions of the YC rules. Make certain the conversations are kept clean and constructive.
5. Record Keeping ~~ General statistics of numbers attending. Writing of incident reports. Writing in communication book.
6. To perform other YC related duties as required.
7. Volunteers must act consistently when dealing with the youth.

Therefore, when a decision has been made by volunteers, it will have been based on a consensus and will be supported. Any conflicting opinions must be discussed privately away from youth. The Coordinator will make final decisions on discipline with input from the Program Supervisor when required.

8. **MOST IMPORTANT!** Circulate, interact with youth who come in, making them feel welcome, and continue interacting throughout your shift.

## **DEPENDABILITY, RELIABILITY, AND PUNCTUALITY**

The PRYC requires that volunteers remain dependable and reliable with regard to their commitment to the centre. Arriving on time and being prepared, help our programming run efficiently.

## **TEAM WORK**

An understanding of and agreement with the YC mission statement, enables volunteers to deliver a program in keeping with the Philosophy and Practice of the YC.

## **STANDARDS OF PERFORMANCE**

Good communication skills must be maintained in order to fulfill and accomplish the responsibilities and duties of this position.

Attention to appropriate role modeling, dress and deportment, and language employed when dealing with youth is necessary.

Be honest, courteous and punctual.

## **FEEDBACK**

Volunteers are an important source of information about the positive and negative aspects of the program in which they are involved. Feedback to the YC will help clear problems and concerns which volunteers may encounter.

## **SAFETY AND SUPERVISION**

Volunteers are expected to supervise the youth they are working with by circulating throughout the Centre. Ensure that the youth are in a safe and secure environment at all times during the program.

## **CONFIDENTIALITY**

Volunteers must maintain confidentiality at all time, in all matters as relating to youth, staff, volunteers, and the YC. At no time are the names or circumstances of the youth to be discussed with any outside sources without the Co-ordinator's written approval.

Volunteers are not in a position to share information about the YC with other agencies, or the media without the expressed consent of the Program Supervisor(s) or it's designate.

## **SETTING BOUNDARIES**

### **Volunteers are NOT allowed:**

- ~ To give out any personal information about themselves, other volunteers, staff, Program Supervisor(s), or youth to any person (*i.e. home/work phone numbers, e-mail address*).
- ~ To take youth out to social or recreational activities that are family or peer-related. (Exceptions may be made with the approval of the parents and Program Supervisor(s) )
- ~ To drive youth anywhere in a vehicle, other than one authorized for YC use.
- ~ To engage in physical activities such as play fighting, arm wrestling, etc.
- ~ To punish youth physically or emotionally
- ~ No exchange of money between volunteers and youth.

If volunteers violate any of the above mentioned, they will be required to meet with the YC Coordinator, and action will be taken.

The individual in question is NOT permitted to volunteer or have any involvement with the Centre, staff, youth or programming, prior to a meeting with the Coordinator. The Coordinator will then seek approval from the Program Supervisor(s).

If dismissal is the chosen course of action, the individual in question will **NOT** have any unsupervised involvement with the Youth Centre.

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**TOPIC: VOLUNTEER APPLICATION AGREEMENT**

I have read, understood, and agreed to the volunteer expectations for the Pic River Youth Centre.

I understand that a police records check is a requirement for volunteering at the Youth Centre. I agree to provide the Pic River Youth Centre with a completed Police Check prior to any unsupervised contact with the youth of PRYC.

Signature of Applicant \_\_\_\_\_

Date \_\_\_\_\_

YC Coordinator \_\_\_\_\_

Date \_\_\_\_\_

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**TOPIC: INTERVIEW QUESTIONS POLICY**

**REASON FOR THIS POLICY:**

-To ensure that all applicants are provided with the same screening and selection process. This policy will maintain consistency and objectivity in the acceptance or rejection of each applicant. Individuals who are interested in working with youths should expect a rigorous screening process because youths can be vulnerable to a variety of influences. Most reasonable adults will understand your need to screen volunteers and will support your efforts. Those who do not want to be screened should not be allowed involvement.

**POLICY:**

Each potential volunteer/staff will be asked the same predetermined questions during an interview to determine the appropriateness, interests, and potential contributions of the applicant.

**PROCEDURE:**

Each applicant will be asked questions in a specific predetermined order, by a committee appointed by the Program Supervisor(s). These questions will be the same for all applicants. The applicant's responses will be recorded by each committee member throughout the interview process.

The committee will discuss and consider the responses of each applicant immediately following the interview and determine the appropriateness of continuing the screening process.

If applicant is not appropriate, the committee will notify the applicant (by mail or telephone) and thank them for their interest but that the PRYC is unable to accommodate their involvement at this time.

Successful applicants will proceed to the next step in the screening process.

(On the following page is a sample of some interview questions which may be used.)

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**TOPIC: VOLUNTEER INTERVIEW QUESTIONS**

1. What do you know about \_\_\_\_\_?  
(Sponsoring agency of PRYC)
2. What do you know about \_\_\_\_\_?  
(PRYC, this question not needed if it is a repeat)
  
1. Please tell me a bit about yourself and why you would like to volunteer/work here? (Include a description of the nature of the volunteer work or reason for accessing the centre; such as canteen volunteer, kitchen helper, student summer employment, nurse, workshop leader, etc.)
  
4. What skills or interests do you have that you feel you could share with the youth?
  
5. What hours are you available to work?
  
6. Would you be willing to attend volunteer meetings?
  
7. Are you aware that a police check will be done? Do you have any questions about this?
  
8. May we call your references?
  
9. What experience do you have working with persons under 18 yrs?

Situation Examples:

10. If a youth asks your permission to do something and you don't know the answer. What would you do?
  
11. While working at the Centre, a youth might approach you to discuss a personal matter. During the discussion, the youth outlines that he/she is having problems at home. How do you respond?
  
12. Two youths get into an argument. How do you respond?
  
13. Your co-worker is not completing his/her duties as expected. What do you do?
  
14. Do you have any questions about our organization?

Thank the applicant for their interest and application.

Be clear when you will contact the applicant with the YC Coordinator's decision upon their application.

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**TOPIC: RULES OF CONDUCT FOR STAFF AND VOLUNTEERS**

**REASON FOR THIS POLICY:**

The prime rule of conduct and the overriding policy for volunteers and staff must at all times be RESPECT, respect for youth, respect for each other, and respect for the youth center and the community in general. Improper conduct outside of work hours may lead to suspension.

**POLICY**

Improper conduct is not acceptable for volunteers and/or staff of the PRYC. Improper Conduct includes, but is not limited to the following:

- a) Willful neglect and/or physical, verbal or written abuse of a service user;
- b) Unauthorized use of YC equipment and/or supplies;
- c) Neglect, willful abuse or destruction of YC property;
- d) Misuse of confidential information;
- e) Breach of confidentiality policies;
- f) Disregard of organizational policies and/or procedures;
- g) Fighting on YC property;
- h) Dishonesty in dealing with the organization;
- i) Failure to properly follow grievance procedures;
- j) Chronic absence and/or tardiness;
- k) Working while under the influence of, or suffering from the effects of alcohol, non-prescribed drugs or other intoxicants;
- l) Falsification of YC records;
- m) Insubordination;
- n) Practice, or toleration of, discrimination or harassment;
- o) Forming relationships with clients that go beyond a professional nature

**Procedure:**

The staff/volunteer will be relieved of responsibilities until they meet with the YC Coordinator and at least one other PRYC member. A decision will be made regarding the action that should be taken.

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**TOPIC: ACCEPTING POSITION OF VOLUNTEER**

Upon accepting a position of volunteer youth worker at the NYOC, volunteers may complete an emergency/medical contact card (in Application Package) that will be kept on file in the Youth Centre office. In case of an emergency, Youth Centre staff will send the card along with the individual requiring emergency care.

Upon accepting a position of volunteer youth worker at the NYOC, volunteers will complete a statement of confidentiality form. If volunteers refuse to sign the confidentiality statement, they will not be accepted as a volunteer at the NYOC

**APPLICANTS NOT ACCEPTED AS VOLUNTEERS**

If the applicant is not appropriate for volunteering at the NYOC, the coordinator will notify the applicant by mail or telephone and express thanks for showing interest but that the NYOC is unable to accommodate her/his involvement at this time.



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**TOPIC: VOLUNTEER APPLICATION PACKAGE POLICY**

**REASON FOR THIS POLICY:**

By having all volunteers complete the application package, you ensure consistency of information and have an opportunity to gather all needed information at one time.

**POLICY:**

Each applicant will complete an Application Package for the purposes of becoming a volunteer involved with PRYC. Each approved applicant will have all forms and information placed within their respective personnel file, maintained with confidentiality by a person approved by the YC Coordinator.

**PROCEDURE**

Each package will include an Application Form, a Confidentiality Form, a Reference Check Form and Volunteer Agreement Form.

These forms, with the exception of the Reference Check Form, will be completed by the applicant. The Reference Check Form will be completed by the individual doing the reference checks.

Upon completion, all forms will be reviewed by the coordinating committee as part of the volunteer selection process. Upon completion of the screening process, the forms will be kept in a secure, locked cabinet by the organization's appointed representative. Confidentiality of all personnel information provided in these forms will be the responsibility of the YC Coordinator.

**PRYC**

**VOLUNTEER APPLICATION REGISTRATION**

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_  
                            LAST                      INITIAL                      GIVEN

ADDRESS: \_\_\_\_\_  
                            \_\_\_\_\_

POSTAL CODE: \_\_\_\_\_

TELEPHONE: (HOME) \_\_\_\_\_

(BUSINESS PHONE) \_\_\_\_\_

**EMERGENCY MEDICAL INFORMATION CARD**

VOLUNTEER: \_\_\_\_\_

EMERGENCY CONTACT:

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

HEALTH CARD NUMBER: \_\_\_\_\_

(optional)

ALLERGIES: \_\_\_\_\_

FAMILY DOCTOR: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_



INSURANCE COMPANY: \_\_\_\_\_

**VOLUNTEER ROLES**

WHAT ARE YOUR MAIN INTERESTS IN VOLUNTEERING? (Ex. working with youth, after-school program, fundraising, committee work, etc.)

Is there any restrictions you wish to advise us about your volunteering?

\_\_\_\_\_  
REFERENCES

PLEASE PROVIDE THE NAMES OF THREE PERSONS, NOT RELATED TO YOU, WHOM YOU HAVE KNOWN FOR MORE THAN ONE YEAR FOR REFERENCE PURPOSES:

	NAME	TELEPHONE #	ORGANIZATION
1)	_____	_____	_____
2)	_____	_____	_____
3)	_____	_____	_____

ALL INFORMATION CONTAINED ON THIS APPLICATION IS, TO THE BEST OF MY KNOWLEDGE, TRUE.

VOLUNTEER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**OFFICE USE ONLY**

**Interview Date:** \_\_\_\_\_

**Interviewed By:** \_\_\_\_\_

<b>Please Indicate When Completed</b>	<b>Staff Initials and Date</b>
Statement of Confidentiality	_____
Completed Police Check Form	_____
Reference Check Sheet	_____
Statement of Automobile Insurance Coverage	_____
Volunteer Agreement Form Signed Upon Hire	_____

**PRYC  
VOLUNTEER REFERENCE CHECK SHEET**

VOLUNTEER NAME: \_\_\_\_\_

**REFERENCES**

1.     Name \_\_\_\_\_  
       Business / Organization \_\_\_\_\_  
       Telephone Number: \_\_\_\_\_  
       Date Contacted \_\_\_\_\_  
       Contacted By: \_\_\_\_\_  
       Comments:

2.     Name \_\_\_\_\_  
       Business / Organization \_\_\_\_\_  
       Telephone Number: \_\_\_\_\_  
       Date Contacted \_\_\_\_\_  
       Contacted By: \_\_\_\_\_  
       Comments:

3.     Name \_\_\_\_\_  
       Business / Organization \_\_\_\_\_  
       Telephone Number: \_\_\_\_\_  
       Date Contacted \_\_\_\_\_  
       Contacted By: \_\_\_\_\_  
       Comments:

PRYC  
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**TOPIC: CONFIDENTIALITY**

**REASON FOR THIS POLICY:**

This is designed to ensure that the organization offers a safe, secure place for the youths. The youths should be confident that shared personal information will not be misused or that they are not being judged by others.

**POLICY:**

All volunteers and staff must at all times maintain the confidentiality of issues pertaining to the youth centre, the agency, fellow staff, volunteers, and the youths accessing our services.

Confidentiality applies to the staff/volunteers (with the exception of matters requiring approved consultation i.e., staff meetings, etc.) whether within or away from the youth centre.

All conversations or knowledge concerning youth centre members will be handled in a manner respecting the confidentiality/privacy of all those involved.

Confidentiality does not apply in matters involving issues legally requiring reporting to authorities (i.e., requirements under Dilico Children and Family Services Act for the reporting of abuse of children; specific threats to life of an identified other, etc.).

**PROCEDURE:**

Each staff/volunteer will be asked to sign a form stating they agree to follow this policy. Additional clarification shall be provided in writing should the staff/volunteer request it. If this policy is broken, the individual or individuals concerned will meet with the governing body and consequences will be discussed. These may range from a change in duties and responsibilities, to the termination of their position.

All individuals involved with PRYC are encouraged to regularly discuss any questions concerning issues of confidentiality with the YC Coordinator or Program Supervisor(s).

**STATEMENT OF CONFIDENTIALITY**

I, \_\_\_\_\_ SOLEMNLY SWEAR THAT I will ensure confidentiality in carrying out the duties assigned to me as a volunteer/staff of, PRYC, and will comply with its policies and procedures.

Except as I may be legally required, I will not disclose or give to any person not employed by, or functioning in an employee role, or a volunteer of PRYC, any information or document of a confidential nature that comes to my knowledge or possession while performing these duties.

\_\_\_\_\_  
Volunteer/Staff

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

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**POLICY AND PROCEDURE MANUAL**  
**TOPIC: POLICE CHECK POLICY**

**REASON FOR THIS POLICY:**

The youth centre has a legal obligation to ensure that the staff/volunteers involved are neither a danger nor threat to the youths, the centre, or the program itself.

**POLICY:**

Every person who has contact with members of the youth centre, whether in the capacity of staff or volunteer, must have a police screening completed prior to assuming any duties involving the supervision of youth in the absence of a paid staff member.

No person with a recent history of violence, theft, drugs, or sexual assaults will be considered for involvement with PRYC. No person with a history of sexual assault will be considered for involvement with PRYC, under any circumstances. If an applicant has a criminal history (other than sexual assault) more than five years old, or of a minor nature, may seek a dispensation from a Program Supervisor(s) or Band Manager. PRYC recognizes that individuals are capable of changing their lifestyle and deserve respect if they have improved their lifestyle. The Program Supervisor(s) or Band Manager will make the final determination of appropriateness of any volunteer applicant.

**PROCEDURE:**

During all interviews for either staff or volunteers, the applicant will be informed that a police screening is needed and will be asked to have one done. The applicant will also be informed that this is needed to insure safety for the youths.

Only the personnel committee or volunteer committee will have direct access to the results of the police checks and will treat that information in strictest confidence. Results will be placed in a sealed envelope in the personnel file.

Individuals who have any prior criminal convictions or concerns reported from the police, will require Program Supervisor(s) or Band Manager approval before allowing the applicant to become involved with PRYC.



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**TOPIC: VOLUNTEER TRAINING & PREPARATION POLICY**

**REASON FOR THIS POLICY:**

Staff and Volunteers will do their best work if they are prepared as to their duties and the organization's expectations. Orientation and training provides the staff and volunteers with a knowledge base and confidence which benefits everyone involved, particularly the youths. When each staff/volunteer receives the same basic training, the organization will develop a consistency in its approach to issues and operations. Therefore, it is important that each person involved with PRYC receive the same basic package of information and training.

**POLICY**

Each staff and volunteer will receive orientation and training sessions regarding the following topics:

- a general facilities tour with attention to specific details concerning fire escape routes, fire extinguishers, electric power panel, alarms, locks and keys, and the storage and use of sensitive or expensive equipment.
- an orientation for basic operations of the youth centre including rules and codes of conduct for the youths, the use of log books, various forms, filing systems, the policy and procedures manual, and a general "where is what" tour and instructions.
- information sessions may include, presentations by local service providers or handouts, will include communicating with teenagers, alcohol and substance abuse, youth sexuality issues, conflict resolution with youth, local service providers for referrals, confidentiality and legal obligations, abuse issues, and basic first-aid.

**PROCEDURE:**

The YC Coordinator will ensure the above topics and instruction are provided to all staff and volunteers before any unsupervised interaction with youths at the youth centre.

The YC Coordinator who has been appointed will contact local service providers to arrange special information sessions and prepare any reading material recommended. That same person will ensure that each new staff/volunteer is given a facility tour and orientation to all relevant information and forms, as listed in the policy.

As each staff/volunteer is provided with the sessions and information, that part of the training will be recorded in their respective personnel file. Upon completion of all training, the staff/volunteer and the YC Coordinator, will sign a form that the basic training sessions have been completed, with a copy to be placed in the personnel file.

First-aid sessions may be offered throughout the year for any staff or volunteer needing initial or upgrading training.

Staff or volunteers are to be reminded, often, of the importance in following PRYC rules, policies, and procedures. Everyone involved with PRYC should review the policies and procedures from time-to-time, to ensure their familiarity.

Consistency and Knowledge can prevent many problems for the organization and its members.

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**TOPIC: RECORDING VOLUNTEER HOURS & ACTIVITIES**

**REASON FOR THIS POLICY:**

Volunteers are a valuable resource for any organization. They have allowed themselves to be fully screened, interviewed and trained. Then they volunteer their personal time for the benefit of the organization and community. For these reasons, they should be regularly recognized and thanked for their involvement.

Volunteers may request your organization provide a letter of reference or acknowledgement of their involvement or additional training they learned during their involvement with your group. Sometimes, their volunteer involvement may lead them to be eligible for employment in a similar setting.

Maintaining a record of volunteer hours also provides a clear indication of the community interest and involvement with your organization. Funders are particularly interested in the total number of volunteer hours received as an indication of general public support of organization. The organization itself is often surprised by the total hours committed throughout the year, especially if those hours were converted into a dollar value.

**POLICY:**

Each volunteer involved with PRYC will have placed in their personnel file a record of their volunteer contributions. Those hours will be totalled each month and each year. Special recognition awards will be presented upon the completion of (x) hours. Each volunteer will also have recorded within their personnel file a listing of all special training or information sessions attended for volunteer upgrading of skills benefiting themselves and the youth centre operations.

**PROCEDURE:**

One person (usually the Co-ordinator) will be responsible for maintaining a current record of all volunteer hours and activities, served on behalf of the youth centre. All volunteers will qualify for this recording process, including the Program Supervisor(s), volunteer hours given by paid staff, committees, and other volunteers. One person (usually the Coordinator) will also be responsible for the maintaining of a record of all special training or information sessions attended by each volunteer for the purposes of upgrading their skills for the benefit of themselves and the youth centre operations.

All above stated information will be maintained within the volunteer's individual personnel file and reviewed at least twice per year. An annual report is to be prepared with all total volunteer contributions, for the Annual General Meeting.



# PRYC

Logo of Youth Centre

## Recording Volunteer Hours

**VOLUNTEER:** \_\_\_\_\_

**Start Date:** \_\_\_\_\_

Year 1	Year 2	Year 3	Year 4	Year 5
January	_____ January	_____ January	_____ January	_____ January
February	_____ February	_____ February	_____ February	_____ February
March	_____ March	_____ March	_____ March	_____ March
April	_____ April	_____ April	_____ April	_____ April
May	_____ May	_____ May	_____ May	_____ May
June	_____ June	_____ June	_____ June	_____ June
July	_____ July	_____ July	_____ July	_____ July
August	_____ August	_____ August	_____ August	_____ August
September	_____ September	_____ September	_____ September	_____ September
October	_____ October	_____ October	_____ October	_____ October
November	_____ November	_____ November	_____ November	_____ November
December	_____ December	_____ December	_____ December	_____ December

Total 1 \_\_\_\_\_ Total 2 \_\_\_\_\_ Total 3 \_\_\_\_\_ Total 4 \_\_\_\_\_ Total 5 \_\_\_\_\_

# **MEMBERSHIP**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: GENERAL SELECTION PROCESS POLICY:**  
**for the 12-18yrs group**  
**"Attending Conferences/Workshops/ Photo Opportunity"**

**REASON FOR POLICY:**

To ensure that youth attending special functions are selected in a fair and open process.

**POLICY**

**SECTION A**

**Conferences & Workshops**

**No cost (conference/workshop):**

- All youth are eligible regardless of attendance or volunteer hours. However, poor behavior (Section C) may disqualify them.
- If there are limited spaces available, qualifying factors apply (Section B).
- If there are more eligible applicants than available spaces, names will be drawn from a hat (Section C).

**TYPES (Town Youth Participation Strategy) & other Youth Centre related conference/ workshops**

- The participating youth must be first on the Youth Council, then extended out to other staff if first isn't available. (Section C).
- If there are more positions available than there are committee members, qualifying factors apply (Section B).
- Poor behaviour (Section C) may disqualify a youth from attending.
- If there are more eligible applicants than available positions, names will be drawn from a hat and qualifying factors apply (Section B).

**With cost (conference/workshop)**

- If there are participation and/or transportation costs, only youths who qualify (Section B) are eligible to attend.
- Poor behavior may disqualify a youth from attending (Section C).
- If there are more eligible applicants than available positions, names will be drawn from a hat. (Section C).

**Photo Opportunity**

If there are more youths wanting to partake in a photo opportunity than there are positions available, numbers will be drawn from a hat. The numbers will correspond with a name in the sign-in book of that day. Poor behaviour may disqualify a youth from participating (Section C).

## **SECTION B**

### **Qualifying Factors**

- Youth must have frequented the Centre Drop-In at least four times within thirty days prior to the date of the event.
- Youth must have at least two hours of volunteer service with the Youth Centre within thirty days prior to the date of the event.

## **SECTION C**

### **Definitions**

#### **Poor Behavior**

Any action, physical or verbal, that disrespects the following Youth Centre rules:

- Respect others
- No foul language or name calling
- Respect the equipment and appliances
- No drugs or alcohol during excursions, workshops, conferences, or other events related to the youth centre
- No smoking inside the building
- Have fun

#### **Draw From a Hat**

The names of applicable youth will be written on individual pieces of paper, entered into a box and drawn by a Youth Centre staff member.

#### **Youth Committee**

A group of youth elected members between the ages of twelve and eighteen. Positions consist of Chief, Grand Chief and Council Members. Members bring concerns from the Centre's youth to the YC Coordinator.

## **SECTION D**

**Extraordinary Talent/ Need for Service Exception** The Youth Centre staff reserve the right to nullify the General Selection Process when an activity or conference/workshop is specific to a need or a talent we see in a certain youth. If one of our youth possesses an exceptional and distinctive talent that could be enhanced by the event, *the general qualifying factors will not apply*. If one of our youth has need for the conference/workshop, *the general qualifying factor will not apply*

### **General Selection Process Policy for the 9-12yrs group “Attending Conferences/Workshops/ Photo Opportunity”**

#### **Cost or No-Cost Conference/Workshop, Photo Opportunity**

If there are more youths wanting to partake in an activity than there are positions available, numbers will be drawn from a hat. The numbers will correspond with a name in the sign-in book of that day. Poor behaviour may disqualify a youth from participating (Section C).



## **FUNDING AND FUNDRAISING ACTIVITIES**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: FUNDING AND FUNDRAISING POLICY**

**REASON FOR THIS POLICY:**

It is important to examine closely any conditions and criteria connected to funding sources. At times, accepting funding from one source may exclude your group from obtaining funding from another source, or limit your options in fundraising activities. Funding sources may also require additional accounting procedures and new policies for your group. Before accepting any funding, be certain you are aware of constraints, expectations, or requirements. If there are conditions which require policy and/or procedural changes, your Program Supervisor(s) should decide if there is agreement to comply and then make the changes accordingly.

**As an example**, the following policy is specifically for groups receiving money from the United Way. If PRYC is a United Way agency, then changes may be required to policy and procedures sections regarding book-keeping, reporting, and fund-raising planning.

**POLICY:**

NOYC will comply with all the requirements outlined in the United Way fundraising policy requirements.

**PROCEDURE:**

PRYC is to obtain a copy of United Way Fundraising Policy. All staff and volunteers are to be aware of the policy prior to planning a fundraising event. The fundraising committee is responsible to maintain the policy, and are to have its own, individual copies of the local United Way Fundraising Policy.

A representative from the United Way must first be contacted before implementing any changes in fund-raising plans, to assure compliance to policy and open communications.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: ACCEPTABLE FUNDING SOURCES POLICY**

**REASON FOR THIS POLICY:**

The following policy is an example of what may be considered as acceptable or unacceptable funding sources for your youth centre. The needs of your centre may be best met by accepting, or not accepting, funding from a variety of sources. Acceptable or unacceptable sources need to be established in advance to ensure that the mission statement and core values of the centre are not compromised.

**POLICY:**

The youth centre will accept funds from the following sources:

- proceeds from BINGOS
- sale of lottery tickets
- proceeds from Band approved fundraisers
- donations from community groups, and individuals
- funding from a sponsoring groups or charitable organizations (UNITED WAY)
- others sources as approved by the Program Supervisor(s)/Band Manager
- Municipal, provincial, and federal government departments.

The centre will not accept funds from the following sources:

- groups or individuals whose philosophies do not agree with the guiding principles of the centre, if by accepting this donation you must conform to these philosophies
- money earned though illegal activities or obtained though questionable means.

**PROCEDURE:**

All donations and funding sources will be reviewed by the YC Coordinator and Program Supervisor(s), and the money or funds will then either be accepted or returned to the source.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: ACCOUNTING METHOD POLICY**

**REASON FOR THIS POLICY:**

This policy is designed to ensure that financial records are maintained in a manner that is consistent with the Ojibways of the Pic River Finance Policy. Please refer to Ojibways of the Pic River Policy and Procedure Manual.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: TERMINATING A FUNDRAISING ACTIVITY**

**REASON FOR THIS POLICY:**

This policy is to ensure there is no confusion about the cancelling of any event, particularly a fundraising activity. When followed, all concerned individuals will know the various backup plans in the event of a cancellation, i.e., rain dates, alternative sites, etc.

**POLICY:**

If a fundraising activity needs to be cancelled, the event will be rescheduled to the next earliest possible date. All funding sources, management, and the Program Supervisor(s) involved will be notified, given the reason for cancellation, and a new date and time, if possible.

**PROCEDURE:**

During the planning of every fundraising activity, an alternate date and time will be discussed should the event need to be cancelled or rescheduled. Also during the planning stages, the possible situations which would necessitate cancellation will be discussed; this will ensure all involved will recognize cancellation circumstances and thereby reduce last minute surprises.

## **PRYC**

### **FACILITY RENTAL**

#### **REASON FOR THIS POLICY:**

Maintain cleanliness and keep building damage free.

Deposit required to use Youth Centre: Refundable \$50.00 deposit per event upon clean-up and key return.

#### **POLICY:**

The PRYC is the location for the operation of the PRYC during weekly office hours, and evening events. However; it may be used on occasion by families and groups for private functions under the following conditions:

All who use the facilities for any occasion are responsible to return the premises to the condition prior to their use. This involves reasonable cleaning up, garbage removal and replacement of furniture.

A \$50 damage deposit will be required from each group using the building. It will be returned in full if the building is returned to an acceptable condition and there has been no damage. If damaged during the user's occupancy of the building, the \$50 will be retained, and the user will be liable for the excess damages.

The keys may be picked up by arrangement of the YC Co-ordinator and must be returned immediately following the rental and prior to refund of deposit.

The person signing the rental agreement must be present at the function and be responsible for the building while it is in use.

No children are allowed in the building without responsible adult supervision at any time during the period of rental of the facility.

No alcoholic beverages are to be consumed on the premises.

Smoking is not allowed in the building.

The PRYC will not be responsible for lost or stolen articles.

#### **PROCEDURE:**

A Contract will be completed by persons wishing to rent the facility, and signed YC Coordinator approving the rental. The completed Facility Rental Contract will be filed in the YC office.

## **HEALTH AND SAFETY**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: FIRE PREVENTION AND ACTION POLICY**

**REASON FOR THIS POLICY:**

This policy ensures the centre complies with the local fire codes. Fire Codes generally dictate that all public places have a fire prevention policy and posted evacuation routes. We recommend that you investigate these codes and request local assistance to develop policies for compliance.

**POLICY:**

The youth centre will have a plan for evacuation, a plan for notifying the fire department. Regular training sessions and drills should be held to ensure all staff/volunteers and youth know the correct procedures. These plans will be posted in view for all using the centre.

**PROCEDURE:**

The following precautions will be maintained:

- the youth centre must have a posted evacuation and a plan showing how to get out safely and where all should meet. This plan should be posted on each floor or in each room, in the event of a fire.
- have at least one smoke detector on each floor, batteries to be changed each April and October. (when time change occurs, change batteries)
- have the youth centres inspected annually, first week of each new year, by the local fire inspector.

In the event of a fire:

- staff and volunteers assist the youth in a quick and orderly evacuation of the centre
- if possible, a staff or volunteer should exit with the sign-in/log book.
- one staff/volunteer calls the fire department from an outside phone
- one staff/volunteer should record all those evacuated and attempt to determine if anyone is unaccounted
- a staff/volunteer should identify themselves to firefighters upon their arrival and appraise them of the situation and any unaccounted people
- a full and detailed incident report (see Page 118) must be completed immediately following the incident. Copies should be sent to the Band Manager, and Program Coordinator.



# **FIRE SAFETY PLAN**

**FOR**

**PRYC**

**PREPARED BY:** Social Services/Recreation Staff of Pic River

**ADVICE AND ASSISTANCE PROVIDED BY:** Stan Nabigon  
FIRE CHIEF  
PIC RIVER FIRE DEPARTMENT

**DATE:**

## **KEY CONTACT PERSONS**

**(IN THE EVENT OF A FIRE AND/OR EVACUATION)**

**YOUTH CENTRE COORDINATOR**

Nicole Desmoulin  
Bear Paw Trail, Heron Bay  
Home: (807) 229-3760

**BAND MANAGER**

Debi Bouchie  
Pic River First Nation Band Office  
(807) 229-1749 ext 27

**PROGRAM SUPERVISOR**

Eva Couchie  
Pic River Health Centre  
(807) 229-1836 ext 606

## **FIRE PROTECTION SYSTEMS**

### **EMERGENCY LIGHTING:**

- a) East Front Entrance
- b) 2 of them at Southwest Back Entrance (Kitchen)
- c) North Common Area Room Exit

### **PORTABLE FIRE EXTINGUISHERS**

- a) East Front Entrance
- b) Southwest Back Entrance (Kitchen)

## **EVACUATION PROCEDURE**

Floor plan evacuation procedures clearly defined will be posted:

- a) East Front Entrance
- b) Southwest Back Entrance (Kitchen)
- c) Inside Office
- d) North Common Area

## **FLOOR PLAN EVACUATION PROCEDURE**

**IN THE EVENT OF A FIRE  
OR  
SOUNDING OF FIRE ALARM**

- a) Staff and volunteers assist the youth in an immediate, quick and orderly evacuation of the centre.
- b) Last person to leave each room will ensure each door is closed.
- c) A staff or volunteer will exit with the attendance sheet.
- d) All staff, volunteers, and youth will meet and remain in St. Francis Xavier Church parking lot until the fire department arrives.
- e) **One** staff/volunteer will call the fire department from the closest available phone which would be the Seniors Complex located beside the Right of the Youth Centre or the Band Office located to the right of the Youth Centre.
- f) **One** staff/volunteer will record all those evacuated and attempt to determine if anyone is unaccounted for.
- g) The Co-ordinator or a designated staff/volunteer will identify themselves as the Youth Centre Worker in charge to firefighters upon their arrival and inform them of the situation and of any unaccounted people.
- h) A detailed report will be completed by the Co-ordinator or designated staff/volunteer immediately following the incident.  
*(Copies of the report will be sent to the Band Manager, Program Supervisor(s) and the Recreation Coordinator).*

## **TRAINING OF STAFF AND CONDUCTING FIRE DRILLS**

All staff and volunteers will be familiar with fire prevention and evacuation policies and procedures at the Youth Centre.

Fire drills will be conducted two times per year, winter and summer, with a record kept and filed at the Youth Centre.

## **FIRE EXTINGUISHMENT, CONTROL AND CONFINEMENT**

Upon discovering a fire, alert the Co-ordinator or staff on duty.

Begin evacuation procedures.

Try to extinguish fire if safe to do so.

*(Only if you have been trained in the proper use of the fire extinguisher on site,  
and feel confident enough to safely control or extinguish the fire).*

Use the nearest portable fire extinguisher.

**CAUTION: DO NOT ATTEMPT TO FIGHT FIRE ALONE**

**NEVER LET FIRE GET BETWEEN YOU AND AN EXIT**

**NEVER TURN YOUR BACK ON A FIRE.**

If you cannot extinguish fire safely, close all doors in the immediate area if possible, and leave via the nearest exit. ~ Report to the parking lot of St. Francis Xavier Church.

## **FIRE PREVENTION INSTRUCTIONS**

- a) Do not use exit corridors for storage as it could impede exiting in an emergency.
- b) Keep exit routes within the Youth Centre (*as defined in the evacuation plan*) free from furniture and clutter.
- c) Do not block fire protection equipment, windows or exit doors.
- d) Do not prop open fire doors. Keep furnace room door closed at all times!
- e) The Youth Centre shall be kept clean and free of clutter and other debris.
- f) Combustible materials shall not be permitted to accumulate.
- g) Contents of containers for waste, rubbish and other debris shall be removed daily.
- h) All appliances not in use shall be unplugged.
- i) Equipment will be inspected regularly for frayed cords, damage, etc.



**DISTRIBUTION AND POSTING  
OF  
FIRE SAFETY PLAN**

Copies of this plan have been provided for and distributed to:

Pic River Fire Department  
Pic River Youth Centre  
Band Manager  
Program Supervisor  
Capital Housing  
Pic River Website under Recreation tab ([www.picriver.com](http://www.picriver.com))

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: FIRST AID TRAINING POLICY**

**REASON FOR THIS POLICY:**

To ensure that staff/volunteers are familiar in first-aid to best meet the potential needs of the youth and others at the youth centre, in the event of an injury or accident.

**POLICY:**

All staff/volunteer on duty will have valid First Aid and CPR Training prior to working at the centre OR must obtain within three months of hire. Crisis Prevention Training would also be beneficial. The coordinator will be responsible to coordinate and update certification of staff & volunteers and kept current in personnel file.

**PROCEDURE:**

The staff/volunteer will provide proof of valid certification in First Aid and CPR.

If they do not possess this certification, the youth centre will assist in providing regular opportunities throughout the year to gain this certification or update certification. First-aid training sessions will be organized at least once a year for staff, volunteers, and youths.

Local medical emergency telephone numbers are to be posted by the telephone, at all times.

**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: FIRST AID**

**REASON FOR THIS POLICY:**

This policy is to ensure that all staff/volunteers know how to respond to a first aid emergency in a consistent and effective manner.

**POLICY:**

The staff and Volunteers will respond in accordance with the following procedure should a youth member, staff, or volunteer experience a physical injury.

**PROCEDURE:**

If the person requiring assistance is a youth member:

- immediately determine if first aid is required; if so, administer appropriate aid.
- call parent/guardian to inform them of injury, and call the Pic River Health Centre and inform Reception of emergency. If unable to contact immediately, continually attempt to contact a parent or guardian.
- if transport to hospital is needed, staff/volunteers are not to transport in their own vehicles: call an ambulance.
- be sure to send health number with youth if not being met at hospital by parent or if they do not have the hospital card in their possession. The number is on information sheets provided in membership package.
- if parent is not available, send a volunteer or staff to accompany youth to the hospital in the ambulance and stay with them until a family member arrives.
- document incident and actions on an incident report as soon as possible. If the situation is complicated, write down facts whenever there is an available opportunity so you don't forget them.

If this person is a staff or volunteer:

- immediately determine if first aid is needed; and if, so administer needed first aid.
- If injury is very serious, send them to the hospital in ambulance, call contact person at earliest convenience, and be sure to send health number if they do not have their health card in their possession or are not being met at hospital
- if they feel that it is not necessary to go to the hospital, encourage them to take it easy or go home.
- complete an incident report, a.s.a.p.-See Finance Department located at the Pic River Band Office for WSIB forms.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: PARENTAL CONTACT**

**REASON FOR THIS POLICY:**

This policy ensures that you have the information available in the event of a need to contact parents/guardians. You may need to contact them in case of emergency, for (miss) conduct issues, or simply to help arrange car pools, etc. Some contact information changes frequently, e.g., telephone numbers, addresses, etc. It can be difficult to keep accurate records, therefore, a regular updating schedule is recommended.

**POLICY:**

In case of emergency or problems, the staff and/or volunteers will contact the parent/guardian of the youth and advise of the situation. Parents may also be contacted to inform about events and program planning.

**PROCEDURE:**

The membership application package to the centre will include an information form that must be filled out by the applicant and returned to the centre before membership is acknowledged.

The contact numbers for the parent or guardian will be transferred to a file with the name of the youth. This file will be kept in a location that is secure and easily accessible to staff/volunteers. This file will not be accessible to youth members to protect and respect the confidentiality of the parents and youth.

**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: EMERGENCY PHONE NUMBERS**

**REASON FOR THIS POLICY:**

Providing the youth centres with this information in an easily accessible location can save valuable time if an emergencies occur. Many community safety codes require this information be posted at all facilities used by the public.

**POLICY:**

Emergency phone numbers will be conspicuously posted at the youth centre, at all times, to ensure quick access to emergency services. (Emergency phone numbers magnet from Pic River Health Centre)

**PROCEDURE:**

Post emergency phone numbers by the telephone and/or program them into speed dial. Post the centre's address clearly by the phone.

Emergency numbers should include fire, ambulance, police, and poison control. One or more key contact person's phone numbers should also be readily available.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: SAFETY CHECKS POLICY**

**REASON FOR THIS POLICY:**

This policy will ensure a written record of safety checks concerning the centre. Although it may seem redundant at times, if anything were to happen, it is very helpful to determine the time events occurred and to limit the number of people that may be responsible or involved. You may wish to check different concerns or record these checks in a different way. Be sure to include the following information within your procedure.

**POLICY:**

Predetermined areas (surrounding outside area, kitchens, etc.) and objects (fire extinguishers, kitchen utensils, equipment, etc.) will be checked at regular time intervals to ensure safety of centre and surrounding area.

**PROCEDURE:**

1) Make regular safety checks when the centre opens and closes. Make notes on the necessary charts, or in the log book provided.

- a) fire extinguishers
- b) window locks
- d) washrooms: check for overflow of sink or toilet
- e) hallways: check for damage or inappropriate behaviour and clutter
- f) Furnace Room: check for clutter, furnace filter change once a month and the door remains closed
- g) Exits: check that there isn't any clutter blocking doors

2) Once a week, check smoke and carbon monoxide detectors. Make sure the first aid kit is fully stocked.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: TRANSPORTATION OF YOUTH**  
**IN PERSONAL CARS POLICY**

**REASON FOR THIS POLICY:**

The need may occasionally arise to transport the youth to functions and events related to youth centre activities. If no policy is developed in this area, volunteers may make erroneous assumptions about responsibility, insurance, etc. This policy should be discussed with the individual youth centre's insurance agents, as each may have different requirements.

**POLICY:**

The youth members of the centre may be transported in cars of approved volunteer and staff drivers, provided certain procedures are followed.

**PROCEDURE:**

The following procedures must be followed to transport youth in personal vehicles:

- drivers must have had a Criminal Reference Check completed
- the driver must produce proof of having a valid driver's licence and provide proof of insurance with a minimum one million dollar liability(check expiration dates)
- all youth to be transported must have signed permission from a parent or guardian, if under 18 years of age, stating that they are able to travel in approved volunteers/staff cars. This form may be specific to a trip or may be a general form that is part of the membership package. (See attached Regulation from Ministry of Transportation regarding child booster seat and child restraints).
- one person per seat belt in each vehicle
- seat belts must be worn at all times while in the vehicle
- if using vans or buses, a head count will be done each time of boarding and when departing.
- everyone who came on the van or bus must return to the centre, unless signed approval by a parent for an alternative arrangement.

## Next pages directly from the Ministry of Transportation Website as of February 11, 2010

### Pre-school to 8 years old

*The law requires booster seats for children who have outgrown a child car seat but are too small for a regular seat belt.*

Booster seats are required for children under the age of eight, weighing 18 kg or more but less than 36 kg (40-80 lb.) and who stand less than 145 cm (4 feet-9 inches) tall.

A child can start using a seatbelt alone once *any one* of the following criteria is met:

- child turns eight years old
- child weighs 36 kg (80 lb.)
- child is 145 cm (4 feet-9 inches) tall.

A lap and shoulder combination belt must be used with all booster seats. Your child's head must be supported by the top of the booster, vehicle seat or headrest. The shoulder strap must lie across the child's shoulder (not the neck or face) and middle of the chest, and the lap belt must cross low over the hips (not the stomach/abdomen). Never use seatbelt adjusters.

- Between 18 and 36 kg (40—80 lb.)
- Booster seat
- Use with lap and shoulder belt

### Youth

Seatbelts are designed for adults and older children. Once your child can sit all the way against the vehicle seat back with legs bent comfortably over the edge of the seat, and with the shoulder belt flat across the shoulder and chest, he or she is ready to move from the booster seat to the vehicle seatbelt.

Make sure the shoulder strap lies across the child's shoulder and the middle of the chest (not the neck or face), and the lap belt crosses over the hips (not the stomach).

Children under 13 years of age are safest in the back seat. Never put two children in the same seatbelt or place the shoulder strap behind the child's back.

Remember, one person, one belt. There must be a seatbelt for each person in the vehicle.



*Use a seatbelt for every trip and teach your child to wear a seatbelt by always wearing one yourself!*

- 36 kg (80 lb.), or 145 cm (4', 9") tall or 8 years old
- Vehicle seatbelt or booster seat

## **LEGAL ISSUES**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: Privacy Policy**

**REASON FOR POLICY**

Recent legislation that came into effect on January 1, 2004 has made it imperative that organizations collecting, sharing, or exchanging personal information publicly must have a privacy policy and inform the public about it. This is the law; an organization is responsible for the protection of personal information and the fair handling of it at all times, throughout the organization and in dealings with third parties. Care in collecting, using and disclosing personal information is essential to continued public confidence and good will.

There are exceptions, as noted below; however, these exceptions must be noted with caution; the best policy is to have a policy and to make it available to the public.

**Privacy Principles**

– excerpt from Dept. of Justice, Privacy Provisions Highlights,  
[http://www.privcom.gc.ca/index\\_e.asp](http://www.privcom.gc.ca/index_e.asp)

The privacy provisions are based on the Canadian Standards Association's *Model Code for the Protection of Personal Information*, recognized as a national standard in 1996. The Standard addresses the ways in which organizations collect, use and disclose personal information. It also addresses the rights of individuals to have access to their personal information and to have it corrected if necessary.

The code's 10 principles are:

- 1. Accountability:** An organization is responsible for personal information under its control and shall designate an individual or individuals who are accountable for the organization's compliance with the following principles.
- 2. Identifying Purposes:** The purposes for which personal information is collected shall be identified by the organization at or before the time the information is collected.
- 3. Consent:** The knowledge and consent of the individual are required for the collection, use or disclosure of personal information, except when inappropriate.

**4. Limiting Collection:** The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization. Information shall be collected by fair and lawful means.

**5. Limiting Use, Disclosure, and Retention:** Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by the law. Personal information shall be retained only as long as necessary for fulfillment of those purposes.

**6. Accuracy:** Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

**7. Safeguards:** Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

**8. Openness:** An organization shall make readily available to individuals specific information about its policies and practices relating to the management of personal information.

**9. Individual Access:** Upon request, an individual shall be informed of the existence, use and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

**10. Challenging Compliance:** An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals for the organization's compliance.

## **Exceptions**

Some groups, such as law enforcement agencies and journalists, have a lawful or investigative need to collect, use and disclose personal information without having to obtain the consent of the concerned individuals. For these reasons, certain exemptions are included:

- Personal information collected, used or disclosed solely for journalistic, artistic or literary purposes;
- if the action clearly benefits the individual or if obtaining permission could infringe on the information's accuracy;
- where such data can contribute to a legal investigation or aid in an emergency where people's lives and safety could be at stake; and
- if disclosure aids, in times of emergency, matters of legal investigation, or facilitates the conservation of historically important records.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
TOPIC: **PRIVACY POLICY FOR PIC RIVER YOUTH CENTRE**

**Our Commitment**

PRYC is committed to protecting the privacy of the persons it serves, its employees, students and interns, and other volunteers, and persons from the public who have contact with the agency.

During the course of our work, we usually gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

**Personal Information:**

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Examples are information related to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, disability, marital or family status; educational, medical, psychiatric, psychological, criminal, or employment history; remuneration or financial transactions; any identifying number, symbol, or other identifier assigned to an individual; the home address and telephone number of the individual; correspondence or other communications received from the individual that is implicitly or explicitly confidential and replies to them that would reveal the contents of the originals; the views or opinions of another person about the individual; the individual's name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual. Exceptions are business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

Where an individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and it is not therefore subject to protection as personal information.

**Purpose:**

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we serve and deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected. To preserve the privacy of persons who have business with our agency, any information we collect is used only to:

- identify your role with PRYC; that is, as a consumer of services, an employee, a student, a colleague in our interagency service network, or a member of the general public;
- assist PRYC in serving you or working with you;
- enable PRYC to collect anonymous general statistics for quality assurance, program evaluation, audits, and reports to funders and partner organizations, such as the Ministry of Health and Long-Term Care, or other funders about the services delivered by PRYC in keeping with its funding.

**Privacy Practices:**

Personal information gathered by PRYC is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reasons for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. PRYC also takes measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

PRYC collects different kinds and amounts of information about you, depending on the nature of your relationship with the agency. Information is collected during face-to-face conversations, over the telephone, by fax machine, through e-mail correspondence, and by communication with the PRYC web site. Records kept by PRYC mean any document containing information, however recorded, whether in manuscript, printed, on film or in electronic form or otherwise. For consumers of our services, we collect, through your discussions with our staff, personal information about your circumstances. For employees, students and volunteers, information also includes job responsibilities, work attendance, compensation, performance evaluations, committee attendance, and community assignments. For community service partners and members of the public, information includes reason for contact and contact information. The information collected is kept in paper and computer-based records which include such things as the nature of your contacts, dates, times, and services provided.

**Consent:**

PRYC will not release your personal information to others without your consent, with the following exceptions:

- medical emergencies;
- situations that may involve child abuse;
- situations that may involve danger to public safety, including threats of harm to others;
- situations that may involve danger to your own life, including threats of suicide;
- situations in which your state of intoxication while at the agency or leaving it may give rise to dangers to yourself or others;
- subpoenas from the Court

PRYC will understand that you have consented to the collection of personal

information from you, and consented to its use for PRYC purposes of serving or working with you, whenever you apply to receive services from the agency or work with it and answer questions posed to you by its employees, students and volunteers in order to collect information about your circumstances.

You may decide that you do not want your personal information used or shared in a certain way. If this is the case, you may withdraw or refuse your consent by discussing your wishes with the Youth Centre Coordinator. Withdrawing your consent may prevent PRYC from providing you with services you request.

**Accuracy, Safety, Security, and Retention:**

Personal information collected by PRYC will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Records kept by PRYC about you are stored in a secure environment and can be accessed only by authorized personnel.

Information collected by PRYC will be retained only as long as necessary to fulfill the purposes for which it has been collected.

**Access to Records:**

Persons receiving services from PRYC can access records kept about them by requesting that of their counsellor or Youth Centre Coordinator. Employees of PRYC, students and interns, colleagues from other agencies, PRYC Board members and other volunteers, and members of the public can have access to records kept about them by requesting that of the Youth Centre Coordinator.

Questions, concerns, or complaints about PRYC records, its privacy policy, its compliance with its policy, and/or the accuracy of its records can be addressed to:

Nicole Desmoulin-Youth Centre Recreation Coordinator  
Work-229-3699  
OR  
Home-229-3670

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: PRIVACY STATEMENT POLICY**

**REASON FOR THIS STATEMENT AND POLICY:**

Present a summary of your policy for the public.

**PRIVACY STATEMENT**

The PRYC is a Band operated organization dedicated to serving youth in Pic River. It collects and uses your personal information primarily for the purpose of providing you with the services you request through this Youth Centre. PRYC may also contact you from time to time to ask about your membership and relationship with the YC or to conduct surveys and questionnaires related to research, programming and activities of the YC, its membership, and its relationship to the community. To enable us to more efficiently provide for the services and programming of the YC in the community, we may share your personal information with core funders, social agencies, other youth centres, or selected third parties who are acting on our behalf. In cases of emergencies, situations where legal issues are arising, or to address emergencies involving the youth, we may also share your personal information with pertinent agencies and organizations. Normal and courtesy communications with parents/guardians will be considered public unless informed to the contrary. If you do not want your name to be made available, please call the Youth Centre Coordinator at 229-3699 withdrawing your consent may prevent PRYC from providing you with services you request. A copy of our privacy policy is available at [www.picriver.com](http://www.picriver.com) under the Recreation tab or contact the Youth Centre Coordinator. A hard copy will also be made available at the Band Office for viewing, but not to be removed from the building.

**PROCEDURE**

The policy statement will be posted in a public place in the youth center at the entrance, and be a part of the sign-in book or sign-in sheets.

All new youth members will be provided with a copy of the privacy statement.

The Privacy Policy will be made available to anyone requesting it.



PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: REPORTING CHILD ABUSE POLICY**

**REASON FOR THIS POLICY:**

The PRYC maintains and upholds the standards set by Canadian Law. As professionals we are required to report incidents of alleged/suspected child abuse for youth age 15 and under, both in cases of victimization and perpetration (Dilico/CFSA s.72(8), (5)).

**Public responsibility to report a child in need of protection Dilico/CFSA s.72(1)**

If a person has reasonable grounds to suspect that a child *is* or *may* be in need of protection, the person must promptly report the suspicion *and* the information upon which it is based to a Dilico/Children's Aid Society.

**Special responsibilities imposed on professionals and officials to report abuse**

Dilico and CFSA s.72(4),(3)

Professional persons and officials have the same duty as any other member of the public to report a child's need for protection. However, the Act recognizes that persons working closely with children have a special awareness of children who may be in an abusive situation. Thus the legislation gives these professionals a particular reporting responsibility.

A professional or official who in the course of her/his duties with respect to a child has a reasonable grounds to suspect that a child *is* or *may be suffering* or *may have suffered abuse* shall report forthwith the suspicion *and* the information upon which it is based to a Dilico/Children's Aid Society. The person must **NOT** rely on anyone else to report on his or her behalf.

**Professional confidentiality Dilico/CFA s.72(7),(8)**

The professional's duty to report *overrides* the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional or official.

That is, the professional must report that a child is or may be in need of protection even when the information is supposed to be confidential or privileged. (The only exception for "privileged" information is in the relationship between a solicitor and a client.)

### **Professionals affected Dilico/CFA s.72(4)**

The professional duty to report affects the following persons:

- a. health care professionals, including physicians, nurses, dentists, pharmacists and psychologists;
- b. teachers, and school principals;
- c. social workers and family counsellors;
- d. priests, rabbis and other members of the clergy;
- e. operators or employees of day nurseries;
- f. youth and recreation workers (not Volunteers)
- g. peace officers and coroners;
- h. solicitors;
- i. service providers and employees of service providers; and
- j. any other person who preforms professional or official duties with respect to a child.

### **Protection from liability Dilico/CFA s.72(7)**

Should civil action be brought against a person who made a report, s/he will be protected unless s/he acted maliciously or without reasonable grounds for her/his belief or suspicion.

### **Penalty for failure to report Dilico/CFA s.72.(6.2)**

Failure to report is an offence under the *Child and Family Services Act*. Any professional who fails to report her/his suspicion of a child's abuse is liable on conviction to a fine of up to \$ 1,000.00.

### **POLICY:**

It is the legal responsibility of the PRYC to report incidents of abuse pertaining to both a victim and perpetrator(s).

### **What constitutes “abuse” for the purpose of professional reporting? Dilico/CFA s.72(1)**

A child suffers “abuse” in any of the following circumstances:

1. The child has suffered physical harm either inflicted by the person having charge of the child or caused by that person's,
  - i. failure to adequately care for, provide for, supervise or protect the child, or
  - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
2. There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
  - i. failure to adequately care for, provide for, supervise or protect the child, or
  - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.

3. The child has been sexually molested or sexually exploited by the person having charge of the child, or by another person where the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
4. There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.
5. The child requires medical treatment to cure, prevent or alleviate physical harm or suffering, and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
6. The child has suffered emotional harm, demonstrated by:
  - i. severe anxiety, or
  - ii. severe depression, or
  - iii. severe withdrawal, or
  - iv. severe self destructive or aggressive behaviour, or
  - v. delayed development,
  - vi. and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having care of the child.
6. The child has suffered emotional harm of the kind described in subparagraph I , ii, iii, iv, or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.
7. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.
8. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i., ii, iii, iv, or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.
9. The child suffers from a mental, emotional, or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or person having charge of the child does not provide or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
10. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care

and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

11. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
12. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

Child Abuse occurs when a caretaker inflicts, allows, or fails to protect a child from the following (*cited from Child Abuse: A Handbook for Social Workers in Ontario*):

Physical abuse or injury: *“Physical abuse consists of any non-accidental form of injury or harm (visible and/or non-visible) inflicted by a caretaker, on a child under 16, or over 16 and under 18 years if in the care of a Children's Aid Society. This includes, but is not necessarily restricted to; beating, wounding, burning and poisoning. Actions which result in non-accidental injury to children such as fractures, bites, bruises, cuts, burns, and internal injuries are abusive.”*

Emotional abuse or injury: *“Emotional or mental abuse conveys the idea of ‘mental injury’ resulting from psychologically aggressive action. This includes overt rejection and repeated belittling of a child, open ‘disowning’ of the child, unreasonable demands for competence, and repeated threatening or frightening responses to the child's failure to meet such unreasonable demands, including close confinement which may cause serious emotional injury.”*

Sexual abuse or injury: *“Sexual abuse is the use of a child for the sexual gratification of an adult, or the allowing of such use of a child by a parent, caretaker, or legal guardian. It includes any manual, oral or genital sexual contact, or the use of an object for sexual penetration, or other explicitly sexual behavior that an adult family member or caretaker imposes on a child by exploiting the child's vulnerability and powerlessness. It also includes exploitation of a child for pornographic purposes.”*

Caretaker is defined as anyone placed in a position of providing care to a child. Parents, guardians, babysitters, workers, etc., would fall under this definition.

Child is defined as anyone under the age of 16.  
Adult is defined as anyone 16 or over.

### **PROCEDURE:**

When a staff/volunteer becomes aware of or suspects that a youth may have been abused, the first priority is to try to protect the child from further abuse, and the second priority is to notify the YC Coordinator and the appropriate authorities (*i.e. Dilico/CAS and A.P.S.*) Immediately.

Information will be given to the Co-ordinator to make them aware of the situation.

The duty to report to the Dilico/CAS falls with the individual who originally obtained the information to be provided to the authorities.

### **What will the Dilico/Children's Aid Society do?**

Dilico or CAS will advise the individual reporting or the Co-ordinator if available whether the child should be permitted to leave the centre or will require immediate protection.

Dilico or CAS workers have the authority and responsibility to take immediate action. If need be, they can remove a child immediately to a place of safety.

A worker will investigate each report discreetly and, if necessary, call on the police and other community agencies for help.

If you believe or suspect that a child is in need of protection, contact your local children's aid society immediately. No matter how well staffed a society may be, or how skilled its workers, a society needs co-operation and support from other professionals and the community in general.

### **How to contact Dilico or Children's Aid Society**

Check the telephone directory for the office closest to you. The emergency page in most Ontario phone directories has the number to call for suspected child abuse.

All the child protection agencies (Dilico/CAS/family and children's services) have emergency service 24 hours a day, so that you can call any time.

An incident report will be completed by the person contacting Dilico or CAS and initialed by the YC Co-ordinator to be filed in the YC office.

**Dilico Anishinabek Family Care: 229-8910 Children's Aid Society: 229-0580**

When a staff/volunteer becomes aware of or suspects that a youth may be abusing a child, the procedures are the same as listed above.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: HARASSMENT POLICY**

**REASON FOR THIS POLICY:**

The PRYC believes in providing a safe, supportive, and harassment free work environment for all persons.

**POLICY:**

**Definition of Harassment:**

*Harassment is any unwanted physical or verbal conduct that offends or humiliates a person. Such conduct can interfere with ones ability to do a job or obtain a service. The harasser, who could be of the same or opposite sex as the person harassed, may be a supervisor, a co-worker, or someone providing you with a service.*

Harassment will not be tolerated. The PRYC expects a harassment free work environment for all staff, youth, and volunteers. If harassment is reported, it will be investigated by the YC Coordinator and corrected as soon as possible.

**PROCEDURE:**

A person who believes s/he is being harassed by another person involved with the PRYC is advised to take the following measures:

1. Make the objection, disapproval and/or unease known to the offending person in a clear manner and politely but firmly request that it stop. Keep a personal record of the details of this confrontation and the reaction of the offending person.
2. If the harassment continues, keep a record of the incidents, times and names of any witnesses and seek the assistance of the YC co-ordinator; who is obligated to take all reasonable steps to investigate and resolve the situation, or refer it to the Program Director. If the offending person is the co-ordinator, go directly to the Program Director (names and telephone numbers listed in the YC office).
3. If the situation is not resolved to the satisfaction of all parties, a complaint should be submitted in writing to the Program Director and carbon copy (cc) to Band Manager.

Disciplinary action as decided by the YC Coordinator will be taken against a staff, volunteer, placement student, etc. found to have harassed someone. If felt necessary, the Program Supervisor(s) or Band Manager may suspend or terminate the position of the harassing volunteer, staff, placement student, etc.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: ALCOHOL AND OTHER DRUGS**

**REASON FOR THIS POLICY:**

This policy is designed to give a clear statement concerning situations involving alcohol and other drugs, and the actions that will be followed. Following a clear policy and procedures will assist your organization in reducing incidents and maintaining a credible reputation.

**POLICY:**

The use of alcohol and other drugs will not be permitted at the youth centre by any person. Caffeinated products will be exempt.

No youth should be in possession of medication except for those required on an immediate needs basis, i.e., insulin, asthma medication, etc.

No person suspected to be under the influence of any intoxicant will be allowed to attend the youth centre, regardless of age or position.

**PROCEDURE:**

Any youth, volunteer, or staff that is suspected of being under the influence or in possession of alcohol or other drugs, will be told to leave the youth centre immediately.

If this issue continues to be a problem for specific individuals, they will be spoken to individually and additional steps will be taken to ensure the behaviour improves. These steps may range from referral to counselling, termination of membership at youth centre, dismissal from a position, or outside intervention (for example: calling the police). The Youth Centre has a general “three strike program” that will be used for improper behaviour:

Strike 1. Parents will be called to pick up child(ren)

Strike 2. Parents and Police will be called

Strike 3. Banded from Youth Centre for a period of time decided by Coordinator

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: SMOKING POLICY**

**REASON FOR THIS POLICY:**

This policy and the example following illustrates two different approaches concerning teen smoking. One allows for smoking outside the centre, and the other is a zero tolerance for all smoking. Federal laws and civic smoking bylaws do not allow for youth under 19 years of age to purchase tobacco products. Allowing youth to smoke within your facility would likely be breaking several laws and By-laws. In addition, there are many fire regulations and fire insurance clauses which would prohibit the allowance of smoking within the youth centre. Arguments can be made for different policies which recognize the reality of teenage smoking, but existing laws must be upheld. This is an area that needs to be discussed to determine a policy your particular youth centre can support.

**POLICY:**

There will be no smoking in or around the youth centre or at any youth centre events or activities. There will be no cigarettes sold or give away at the centre by the centre, its staff or volunteers.

**PROCEDURE:**

There will be no designated smoking area.

Any youth requesting to smoke will be required to leave the premises.

Failure to follow the youth centre's no smoking rule will result in disciplinary action.



**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: LEGAL CONSIDERATIONS POLICY**

**REASON FOR POLICY:**

This is an overriding policy of PRYC, applied to all activities in the YC.

**POLICY**

The PRYC will uphold the law and in no respect will it assist youth to avoid consequences of illegal activity.

Staff/volunteers are required to act professionally and fully co-operate with law enforcement authorities at all times.

There is no legal obligation on the part of the Centre staff/volunteers to question youth concerning criminal behavior, warrants, or abuse, unless information pertaining to these matters is revealed by the youth.

If and when information pertaining to these and like matters becomes known to Centre staff/volunteers, they will be required to immediately act upon this information according to agency policy and procedures.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: POLICE NOTIFICATION POLICY**

**REASON FOR THIS POLICY:**

This is an important policy because it ensures consistency in matters relating to official police involvement. If different staff/volunteers are contacting the police about issues or situations in an inconsistent manner, the youth centre could lose credibility. The Police need to be assured that they will be called only when needed and will not be called for unnecessary situations.

**POLICY:**

The police will be called to the centre for assistance only as needed to ensure a safe atmosphere for all youth. The police will also be requested to make occasional visits to the centre to talk with and meet the youth of the community to encourage positive rapport.

**PROCEDURE:**

The police will be invited to drop in to the centre occasionally. The purpose of this is to show that there is a law enforcement presence, to discourage illegal activities, and so that the youth and the police officers can meet and talk in non-confrontational situations.

The police will be notified to protect the safety of the centre in the following situations:

- someone assaults another person.
- someone becomes abusive and/or uncontrollable, and refuses to leave when asked.
- a crime victim shows up at the centre looking for help.
- an illegal activity is happening in or around the centre.
- a youth is afraid to go home and the potential for violence is suspected.
- the centre suffers property damage or theft.
- any other situation the staff/volunteer feels police intervention is appropriate.

**All calls to the police for assistance MUST be authorized by the YC co-ordinator, except in cases of urgency.**

**When requesting police assistance:**

- State your name, your position, and agency name.
- Describe the nature of the incident (*level of urgency*)
- Record the name of the person you spoke with.
- Record the date and time of call.

Record the response you received.

**An incident report is to be completed for future information and reference, whenever police are contacted.**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: ASSISTING POLICE AT THE YC**

PRYC staff/volunteers will always cooperate fully with the police, and assist them in whatever way they can.

The YC believes that the youth and the police should have equal regard for one another, and that both have the right to be in the centre. By having this policy, it provides an opportunity for youth and police officers to interact with each other and help them to see one another as “human beings”, worthy of respect. The police are allowed in the centre at all times and they should be made to feel welcome and comfortable by YC staff/ volunteers. If the officers are there on “duty”, staff will cooperate with an investigation in every way possible.

**If an officer is at the Centre to question or apprehend a youth:**

- Staff **MUST** get the name and badge number of the officer, as well as the date and time of their arrival at the Centre.
- Staff will respectfully request of the officer, that their activity take place in a private space, away from the other youth, i.e. office space or, outside of the Centre.
- If the officer is looking for a particular youth, the Co-ordinator will suggest that the youth be approached by the YC staff and brought to the officer, if this is not acceptable to the officer, then staff will escort the officer to the youth.

These procedures are preferred as they attempt to prevent embarrassing the youth, by respecting her/his rights and dignity. It also prevents any possible “group” reaction/retaliation, or involvement from the other youth at the centre.

**Staff receiving a phone call from someone claiming to be a police officer should ask politely for the officer’s:**

- name
- badge number
- department
- phone number

The call must then be directed to the YC co-ordinator. If s/he is unavailable, take a message and inform the caller that their call will be returned as soon as possible.

**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: RUNAWAYS, AWOL'S, MPR'S WARRANTS, etc. POLICY**

**REASON FOR THIS POLICY:**

PRYC believes in empowering youth to make positive choices and decisions by taking responsibility for their actions. The YC will not “hide” youth from the Police, Dilico, or any other involved professional agency (recognized by the Child and Family Services Act) under any circumstance. When administering this policy, staff is “modeling” responsible behavior for appropriately dealing with authority and the law.

**POLICY:**

Where information becomes known to the PRYC:

- Youth will be encouraged to turn themselves in to the police and/or group home. YC staff will support and assist the youth in every way possible, who decide to turn themselves in.
- If youth refuse to turn themselves in, staff must report the matter to the police/group home/Dilico immediately. The youth will be informed of this procedure prior to any telephone call being made.
- Youth with warrants are NOT allowed to stay at the Centre unless they are willing to turn themselves in. The youth has the option to leave the Centre once the procedure has been explained to them. YC staff or volunteers are not permitted to detain or “hold” a youth under any circumstance. Once the youth has left the Centre, the Police will be contacted and a description of the youth will be given.

**PROCEDURE:**

When staff/volunteers become aware that a youth is a runaway, AWOL, a missing person, or wanted by the police, then:

- The Co-ordinator/designated staff on duty will speak to the youth alone, encouraging them to take responsibility for their actions and turn themselves in. It is preferable that the youth make the phone call(s). The Coordinator/designated staff on duty may also make the call on their behalf if requested by the youth.

If after speaking to the youth, s/he refuses to turn themselves in, the Coordinator/designated staff on duty is to inform the youth that the YC is required to contact the police/group home/

- Dilico etc. notifying the agency that the youth is at the Centre (stating time, description of youth etc.)
- The youth will be informed that they cannot remain in the Centre, and will need to leave immediately. They will not be permitted to return to the Centre until the YC is satisfied that the youth has appropriately dealt with their situation.

An incident report must be completed and filed in the YC office immediately. The Program Manager and Band Manager will be contacted within three business days after the incident to be made aware that an incident has occurred and a report has been filed in the YC office.

If a youth is known by YC staff to be a “runner” or regularly “hiding” from police/family; it is up to the discretion of staff at the YC to inquire of the youth’s current status.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: LIABILITY INSURANCE POLICY**

**REASONS FOR THIS POLICY:**

To comply with legislation regarding public facilities, or for your organization's protection, your youth centre must carry liability insurance. Liability insurance provides coverage for the protection of the volunteers, staff and the organization. (Covered by Ojibways of the Pic River First Nation Band).

**POLICY:**

The youth centre must be covered by liability insurance. The value of the liability insurance is to be decided by the governing body in compliance with any local and provincial legislation.

**PROCEDURE:**

The Band will ensure that the youth centre has valid liability insurance that covers all activities and events. All Insurance documents will be reviewed by the President and kept in an appropriate file, as approved by the Secretary.

The Band must be prepared to show proof of this insurance, upon request, as part of the Annual General Meeting.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: STAFF/VOLUNTEER MISCONDUCT POLICY**

**REASON FOR THIS POLICY:**

Protection of the youth members and the integrity of the youth centre program must always be held paramount. Should an incident or situation require immediate attention, this policy will enable action to be taken without delay. These recommended procedures should only serve as initial responses, requiring further follow-up.

**Definition of “Good Conduct”**

Staff and volunteers must act as positive role models to the youth of the Centre. This includes using appropriate language, conducting themselves in a caring, yet professional manner, respecting the rights of the youth and other staff, ensuring that the rules and regulations of the youth Centre are adhered to and following all policies and procedures as contained in this manual.

This definition applies to employees’ behaviour beyond the Youth Centre. An incident occurring outside of work hours may be reason for suspension.

**POLICY:**

Should any incident or issue occur which questions the credibility of a staff/volunteer or in any way jeopardizes the trust of the youth or public, that person should immediately cease their role/connection with the youth centre until the YC Coordinator and Program Supervisor(s) can determine an appropriate response.

Any staff under current investigation for a criminal offence may be suspended from the centre pending the decision of YC Coordinator, Program Supervisor(s) and Band Manager.

**PROCEDURE:**

The procedure for this policy must be decided by each individual youth centre. The policy may include:

- The staff/volunteer will be relieved of responsibilities until they meet with the YC Coordinator and Program Manager.
- An Incident Report Form will be completed and filed at the YC office.
- Notification to Program Supervisor(s) and Band Manager of the issue/incident.

A meeting will take place within three business days of the occurrence and the YC Coordinator and Program Supervisor(s) will notify members of the issue/incident.

# **OPERATIONS**



**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: KEYS POLICY**

**REASON FOR THIS POLICY:**

This policy is to ensure that entry to the centre for the purpose of opening and closing is limited to a group of approved individuals and that location of keys is known. This helps to maintain a level of security for the centre itself and the equipment at the centre.

**POLICY:**

Only staff and volunteers approved by the YC Coordinator will be given keys. These keys cannot at any time be copied without written permission from the YC Coordinator. The coordinator will keep a list of keys that are given out and where they are located.

**PROCEDURE:**

Each approved staff member/volunteer will be given a set of keys only if s/he is responsible for opening or closing the youth centre on a regular basis. If keys are needed occasionally, arrangements will be made to ensure an individual has a set when needed.

A form stating they have read this policy and are assuming responsibility for the keys is signed. A form which lists all keys and where they are located will be kept by the coordinator. Keys are to be returned when employment ends, or when the person is no longer able to volunteer at the centre.

If keys are not returned, that individual will be responsible for paying the cost of new locks.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: COMMUNICATION BOOK POLICY**

**REASON FOR THIS POLICY:**

A method of communication needs to be maintained among all the staff/volunteers. A communication book is an excellent way of passing information. All staff is to be made aware that this book can serve as a legal record, if needed. Therefore, it should be managed with a level of professionalism.

**POLICY:**

A communication book will be kept at the youth centre. All significant incidents, information and/or general notes will be made in this book and it will be accessible to staff/volunteers.

**PROCEDURE:**

At the end of each shift (or during the shift if needed) notes will be made in the communication book. This book will be read by the staff/volunteer working next and be used as a method of communicating notice of important events or significant happenings.

Initials or first names may be used to identify people in the book but confidentiality will be maintained at all times. The book will remain on the YC Coordinator's office desk, as it must be accessible to staff/volunteers at all times. Photocopying of any part of the volunteer communication book will be permitted by the YC Coordinator with written consent.

Guidelines of Events to be noted:

- activities planned and contact persons involved
- changes to staff and volunteer schedules
- requests for volunteers to cover specific shifts or events
- problems or incidents with youth or other individuals, and action taken
- reference to incident reports
- questions for volunteers or staff
- telephone messages
- staff/board meeting times
- youth board meeting times
- notice of staff/youth meeting minutes

**PRYC**  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: ATTENDANCE RECORDS POLICY**

**REASON FOR THIS POLICY:**

Having all visitors to the PRYC sign in, allows for a record of all individuals using the Centre. This record provides information that can be used when applying for funding to demonstrate the number of people using the PRYC. Accurate records will determine if some nights are busier than others, statistical information can be gained, the names of youth attending can be learned.

**POLICY:**

All persons entering the Youth Centre (YC members, youth, visiting adults) must sign in an attendance sheet. Youth attending the Youth Centre must be identified by name.

**PROCEDURE:**

The sign in sheet (Appendix L) will be located beside the interior entrance of the Youth Centre.

Not all persons signing need to use their full name. A nick name or first name may be written. Staff should attempt to determine the complete and full name of youth attending who are not already on record as members for cases of emergency.

The sign in book will be kept in the YC office for future reference and to compile statistics with regard to attendance, age groups, community served trends etc.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: INCIDENT REPORTS POLICY**

**REASON FOR THIS POLICY:**

There will be events which happen during the operations of the youth centre which need to be communicated to various levels of authority. An incident report is an effective method of ensuring these situations are clearly recorded and appropriate action follows.

**POLICY:**

Any unplanned event or incident which involves another party or may have a future negative impact on the centre, its members, or its staff/volunteers, must be documented in an incident report.

**PROCEDURE:**

In the event of an incident, complete an Incident Report Form immediately following the incident, or as soon as possible.

The report shall be completed by the staff/volunteer that dealt with the incident primarily. The YC Coordinator or in-charge staff/volunteer on duty will initial the completed report.

**Information to be documented**

- date
- time
- place
- persons involved
- persons witnessing
- what happened
  - how it happened
  - what caused it
  - possible consequences
- persons notified or needing notification
- action taken by person in charge
- how to prevent a similar occurrence

The original copy of the incident report shall go to the Youth Centre Coordinator and remain in the Youth Centre office to be kept in the Incident Report file. The Program Supervisor(s) and Band Manager will be contacted within 3 business days after the incident to be made aware that the incident has occurred and a report filed in the YC office.

Staff/volunteers signing the incident report shall make note in the communication book that it has been filed.

All attempts to maintain confidentiality must be maintained within legal obligation.

**PRYC  
POLICY AND PROCEDURE MANUAL  
TOPIC: REFERRAL PROCESS POLICY**

**REASON FOR THIS POLICY:**

The PRYC recognizes that youth may require extra support and understanding when dealing with personal issues involving their social, intellectual, physical, emotional, and spiritual well-being, beyond what is offered at the YC.

**POLICY:**

Youth requesting assistance from YC staff and volunteers will be assisted in identifying their needs, local resources and services.

**PROCEDURE:**

Staff and the youth can refer them to appropriate program within Pic River First Nation.

It is very important that staff makes sure the youth are the ones who decide which resource they wish to pursue, as this empowers them to make their decisions and take responsibility for their life choices. Staff will support youth in whatever choice they make (even if it means refusal by the youth to seek assistance).

\* In certain cases involving Dilico, child abuse, breaking of laws, the staff member may be required by law to report the incident without consent of the youth.

If a referral agency contacts the PRYC for further information after seeing the youth, a form must be completed by the youth before we can share any information. A copy of a release of information form from the referral agency signed by the youth can be sent (faxed) to the YC, in which case, information regarding the youth may be shared.

A youth will always have the option of refusing to sign a release form, and the YC will respect and honour their decision.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: SIGN-IN POLICY**

**REASON FOR THIS POLICY:**

This policy will ensure that you have a record of all individuals using your centre. This record provides information that can be used for monitoring access to the centre, analyzing access patterns, and for drawing up statistics when applying for funding to demonstrate the numbers of people and the nature of the access of the centre. You can determine if some nights are busier than others, statistical information can be gained, monitoring is made easier, etc.

**POLICY:**

All persons entering the youth centre must sign in a log book. Youth attending the youth centre must be identified by:

- time/day/month/year
- name
- age
- sex

In addition, other categories could be aspects relevant to your YC, weather conditions, etc.

**PROCEDURE:**

The sign-in book will be used to show the number of people using the centre.

Not all those that sign-in need to use their full name, they may use a nick name or only their first name if they desire, but staff/volunteer must be fully aware of their full identity: age, sex, and name.

The sign-in book will be kept at the youth centre for future reference and to compile the statistics regarding attendance, age groups, community served, etc.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: CANTEEN OPERATION POLICY**

**REASON FOR THIS POLICY:**

The canteen is an excellent way of generating money at the youth centre. It also provides an opportunity for the youth to gain job skills and to be active participants in the youth centre. Because this is a position that will be filled by many individuals, it is very important that the method of operation is simple, standard, and written down so all can understand it and follow the same procedure.

**POLICY:**

The Youth Centre Canteen will be run by the youth of the centre, with adult assistance. All profits made will be used for the youth centre's programs and operations.

**PROCEDURE:**

One staff/volunteer will be responsible to make sure the following occurs:

- supplies purchased
- correct signatures and transferring of funds for deposit and withdrawals
- teach youth working needed skills, or refer to training programs
- attend staff meetings as needed.

•

The youth will be responsible for:

- working the canteen (job description to be provided)
- scheduling hours
- counting stock and notifying staff when new stock is required
- counting money before and after a shift
- separating the float from earned revenue
- reporting any difficulties to staff/volunteer and participating in problem solving



PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: TELEPHONE USE POLICY**

**REASON FOR THIS POLICY:**

Telephone use at the YC is both a privilege and a necessity. Care must be taken to monitor use, guarding against abuse, (inappropriate long distance and prank calls). The confidentiality of youth attending the YC must also be protected.

**POLICY:**

Caution must be exercised when accepting Incoming Calls with regard to specific youth. Youth may have use of the YC telephone free of charge in cases of emergency or necessity at the discretion of staff and volunteers. Long Distance calls must be approved by staff in charge.

**PROCEDURE:**

**Incoming Calls**

**ONLY** when you have the youth's written permission, and can absolutely verify that the person to whom you are speaking is a "consented" caller, can information be shared. It is extremely unusual for any professional to randomly call and make an inquiry about a particular youth; refer the call to Co-ordinator. The call should be noted in the communication book.

If an individual calls and asks for the verification if a certain youth is present in the building, the staff member/volunteer must put the individual on "hold" and ask the youth in question if they wish to speak to identified party on the phone. This is in effect only for youth ages 16 and over.

**AT NO TIME DO YOU GIVE OUT ANY INFORMATION ABOUT A YOUTH OVER THE PHONE**

**Telephone Use by Youth**

Use of the phone by youth is a privilege. Youth may ask to use the phone at any appropriate time but are not permitted to take the phone outside the building and are expected to keep conversations quick as to keep phone free for incoming calls.

**Long Distance Calls:**

Youth are permitted Long Distance calls in special circumstances or emergencies from the YC when approved by staff in charge.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: OPENING AND CLOSING POLICY**

**REASON FOR THIS POLICY:**

By determining in advance the procedure for opening and closing the Centre, a consistency is maintained and fewer problems will occur. It is also important to have a specific procedure if there are a number of volunteers or other organizations using the same facility.

**POLICY:**

All Youth Centre staff, volunteers, and individuals responsible for the operations of the Youth Centre will be aware of the procedures for opening and closing the Youth Centre. Opening and closing the Youth Centre will be a part of the “orientation training” for all staff and volunteers.

**PROCEDURE:**

The regular hours of operation of the PRYC will be posted on [www.picriver.com](http://www.picriver.com) under the Recreation tab or main page.

**Opening**

The Coordinator/staff member shall arrive at least fifteen minutes prior to opening the Centre.

Volunteers are preferred to arrive ten minutes prior to the beginning of their shift.

The exterior door to the Youth Centre shall be unlocked upon the arrival of a staff or designated volunteer.

**Attendance**

An Attendance Sign in Sheet shall be placed on the desk beside the main entrance to the YC. Youth and visitors attending the YC are expected to sign in.

**Doors**

When open to youth, the exterior and interior doors shall remain unlocked. The doors must remain closed at all times, due to fire regulations.

The door to the furnace room shall remain locked at all times.

Youth may enter the storage room only with the direct supervision of an adult volunteer or staff member.

The door to the office shall remain closed at all times unless a volunteer or staff member is inside.

The Recreation storage room located at the Pic River Band Office must remain closed and locked at all times. This area is not a part of the PRYC, and shall not be entered by youth without staff accompaniment. If there is a problem with this room, an incident report must be completed and given to the Band Office Reception. A copy is to be given to YC Coordinator then filed in the Youth Centre office.

### **Closing**

Ten minutes prior to closing, youth will be reminded by staff or volunteers that “closing time” is coming. Youth should be encouraged to tidy up YC.

With or without the assistance of youth, staff and volunteers will dust mop the floors, disinfect the washrooms and kitchen.

After all youth have exited the building, all doors to the YC will be locked. Wash-rooms, storage room, furnace room and kitchen checked for water running, appliances on, or people.

The Coordinator or a staff member on duty will check the stairwell to be certain no youth have remained inside.

The Coordinator or a staff member will then write a note in the communication book with regard to the evening.

Be certain that all lights and equipment are turned off prior to leaving the Centre.

Be certain that the YC office, interior and exterior doors and windows are locked.

# **RULES**

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: GUIDELINES ABOUT RULES**

This section, unlike some of the others, is not a series of “Rule” Policies. After much discussion, we decided that it would be more helpful to share our experience in this section.

The “K.I.S.” Principle ( Keep It Simple ) seems to be the most effective. Most youths are resistant to going to a place where there are a lot of rules. Many couldn’t be bothered and will simply go elsewhere. We have found that one rule can cover most areas of concern within the youth centre.

**TREAT ONE ANOTHER, THE CENTRE, AND THE EQUIPMENT WITH RESPECT.**

This rule covers:

- language
- vandalism
- physical and verbal aggression
- misuse of equipment
- other forms of disrespect (racism, sexism, etc.)
- horseplay (in inappropriate areas)

There still needs to be the basic rules about smoking, drugs and alcohol, but most youths expect these types of rules and rarely have difficulties understanding the need for them.

There will always be youths that have difficulty following even these rules, and consequences will need to be developed when this occurs.

If a youth is not demonstrating respect, the staff/volunteer should privately discuss the situation and explain why the behaviour is not respectful and therefore breaking the youth centre’s primary rule.

Here is a list of some of the consequences the youths and staff from various centres have developed:

- Two warnings; then asked to leave for the night. (Usually for things like swearing, horseplay, or minor issues)
- One day to one month suspension (this varies with the level of severity of the action, and the length might be determined by YC Coordinator, Program Supervisor(s) or Band Manager, with assistance from staff and volunteers)
- Youths may be required to pay retribution or work off any money owed ( this is used when something is stolen or damaged intentionally)
- Legal charges as appropriate

By documenting the consequences and following policies and standard procedures, it is easier to ensure youth will be given equal and fair treatment.

**Additional breakdowns of infractions may be needed, such as:**

**There are three types of infractions of YC rules:**

1. minor infractions, and
2. major infractions
3. illegal actions

**1. Minor Infractions**

- foul language
- horseplay in inappropriate areas
- misuse of equipment
- racist, sexist, homophobic, offensive comments
- inappropriate comments on drugs, alcohol and violence
- verbal arguments between youth
- not following staff directions
- disrespectful attitudes direct or implied toward the Centre and it's programming
- bullying
- inappropriate use of computers

**PROCEDURE:**

Youth will be warned about their actions/behaviors and will be given the opportunity to correct their behavior.

Youth who are warned three times in an evening or at an event, regarding inappropriate comments and/or behavior, will be **asked to leave for the remainder of the evening.**

Youth are to check in with the Coordinator the next day, or upon their next visit to the Centre for follow up.

Youth who are asked to leave three times for continued inappropriate comments/behaviors will be **asked to leave for one week.**

Upon completion of a one week suspension, the youth must have a mandatory meeting with the YC Coordinator or designate where an action plan will be drawn and implemented addressing the youth's behavior.

If the youth refuses/fails to follow through with the action plan or exhibits continuing misbehavior, he/she will be suspended. Reinstatement will be based upon what actions and/or services the youth has accessed in order to rectify his/her behavior.

## 2. **Major Infractions**

- foul language directed at staff/volunteers/other youth
- smoking inside YC
- use of alcohol, narcotics on YC property
- arriving at YC under influence of alcohol or narcotics
- damaging property
- inappropriate sexual behaviors
- threatening staff/volunteers/other youth

### **PROCEDURE:**

Youth committing major infractions will have parents/guardians contacted in the form of a written notice of incident. Youth and guardians (if youth under 16 yrs) must attend a meeting with two staff members and length of suspension will be then decided. Youth/family will be expected to pay for damages caused by youth.

## 3. **Illegal Actions**

- narcotics dealing
- physical violence
- vandalism
- bringing weapons to YC
- physical aggression towards youth /volunteer/staff

### **PROCEDURE:**

The Anishinabek Police Service and guardians of youth will be called and Police will then decide whether to charge or refer to Diversions. Youth committing illegal infractions will be asked to attend a meeting along with guardians (if under 16 yrs) and two staff members and length of suspension will be then decided. Youth/family will be expected to pay for damages caused by youth.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: BANNING AND SUSPENSION PROTOCOL POLICY**

**REASON FOR THIS POLICY:**

The Youth Centre is an informal and recreational gathering place, as well as a support center. However, staff cannot give individual care to youth who may require constant monitoring to ensure the safety of other youth or staff of the Youth Centre. The PRYC also recognizes the need to hold the youth accountable for any actions deemed inappropriate by the YC Staff. Holding youth accountable must be done in a fair and consistent manner to ensure all youth are treated equally.

**POLICY:**

If a youth is a danger to others, a danger to themselves or unable to look after themselves, an attempt to find the necessary help for that youth will be made. If however, the youth continues to pose a threat to the Youth Centre, and refuses the necessary help, the youth will be asked to leave the Centre. The ban will continue until the youth seeks help to deal with the problem and until the Youth Centre staff is confident that the youth no longer poses a threat. In the case of behaviour deemed inappropriate by the Youth Centre Coordinator, youth will find themselves suspended for up to six months depending on the severity of the incident. Adequate warnings and diversionary programs will be attempted.

**PROCEDURE:**

When behaviour is deemed harmful, the youth's parents will be contacted and an attempt to refer the youth to an appropriate program within Pic River will be made. If the youth refuses to be helped, the youth will be asked to leave the Centre.

With regards to inappropriate actions or behaviours, youth will be warned and will be given the opportunity to correct their behaviour, except in the case of illegal acts. Youth who are warned three times in an evening or at an event, regarding inappropriate behaviour will be asked to leave for the remainder of the evening and must speak to the Coordinator before resuming activities within the YC.

The YC Coordinator will meet with the youth to determine the severity of the inappropriate behaviour and a suitable length of suspension. The Coordinator will put the suspension in writing and give one copy to the youth and one to be stapled to the incident report. All illegal acts will result in an immediate suspension ranging from one month to six months depending on the severity of the infraction.



PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: DEALING WITH WEAPONS POLICY**

**REASON FOR THIS POLICY:**

The PRYC seeks to provide a *safe* place for youth. Weapons do NOT resolve issues, and the possession of a weapon often leads to needless violence and injuries. The Centre encourages youth to resolve their issues through communication, not aggression and violence. Youth will be encouraged to discuss the issues around having a weapon and exploring options/alternatives to settling disputes.

**POLICY:**

NO weapons or handcuffs will be allowed in the PRYC at any time, in order to foster an environment that is safe and mutually respectful to everyone.

Definition of a “Weapon”:

*“A weapon is any instrument used in fighting, either for attack or defense. Further; a weapon is any object deemed by the YC staff/volunteers to be a threat to personal safety, whether explicit or implied.”*

**PROCEDURE:**

No one in the Centre will be searched. Each person is on their honour.

Any person suspected of having a weapon will be immediately spoken to individually, by the Coordinator and reminded of the policy. If it is determined that a youth does have a weapon, they will be required to “turn it in” to the YC office.

Any object deemed to be a weapon that is turned into the YC office will be returned to the youth when they leave. The youth will be warned not to bring the object back to the YC, or it will be turned over to the Anishinabek Police Service.

If the weapon is a GUN or ILLEGAL KNIFE, the Anishinabek Police Service must be contacted immediately LIST NUMBERS. Police will be requested to safely remove the GUN from the Centre.

Follow the evacuation policy listed below:

## **PROCEDURE:**

1. Staff and volunteers assist the youth in an immediate, quick and orderly evacuation of the centre.
2. Last person to leave each room will ensure each door is closed.
3. A staff or volunteer will exit with the attendance sheet.
4. All staff, volunteers, and youth will meet and remain in the parking lot of the St. Francis Xavier Church parking lot until the Anishinabek Police Service secures building.
5. **One** staff/volunteer will call the Anishinabek Police Service from the Seniors Apartment Complex or Band Office.
6. **One** staff/volunteer will record all those evacuated and attempt to determine if anyone is unaccounted for.
7. The Coordinator or a designated staff/volunteer will identify themselves to Anishinabek Police Service upon their arrival and appraise them of the situation and of any unaccounted people.
8. A detailed report will be completed by the Coordinator or designated staff/volunteer immediately following the incident.  
*(Copies of the report will be sent to the Program Supervisor(s), Band Manager and one filed in the Youth Centre).*

Prohibited weapons must be handled with extreme caution. Handle the weapons as little as possible, securing them in a safe place until the police arrive.

An incident report (appendix) must be completed and filed in the YC office before the end of the shift. A copy must be sent to the Program Supervisor(s) and Band Manager within three days.

PRYC  
**POLICY AND PROCEDURE MANUAL**  
**TOPIC: SERIOUS OCCURRENCE REPORTING POLICY**

**REASON FOR POLICY**

All serious occurrences as defined below must be reported to the senior staff person on shift following the event. The YC Coordinator, Program Supervisor(s) and Band Manager should also be contacted as soon as possible.

**POLICY**

Serious occurrences will be defined:

- Death of a client which occurs while participating at the Youth Centre
- Serious injury to a client while participating at the Youth Centre
- Any injury to client caused by a staff or volunteer
- Any complaint made by or about a client that is considered of a serious nature
- Any complaint concerning operational, physical or safety standards of the Centre
- Any disaster such as fire
- Any situation where a client is missing and the matter is considered serious
- All injuries to clients which are non-accidental, including self-inflicted or unexplained and which require treatment by a medical personnel
- All allegations and accusations of abuse or mistreatment of clients against a staff member or volunteer

**PROCEDURE**

Youth Centre staff will be responsible for the following actions:

- Seek immediate medical attention for the youth when warranted
- Appropriate steps are to be taken to address any continuing risk to the youth's health and safety
- In cases involving death, the police are notified immediately
- The staff member or any other person witnessing or having knowledge of the incident shall report the matter immediately to the senior staff on shift
- A preliminary report shall be completed
- An incident report including:
  - Description of occurrence
  - Client's allegation
  - Date, time, and place of occurrence
  - Reporting time
  - Reason for occurrence
  - People involved
  - Action taken
  - Current status parties notified (police, parent, etc.)
- Further action taken

**APPENDIX F**

**PRYC**

**PLEASE SIGN IN**

**DATE:** \_\_\_\_\_

1	_____	23	_____
2	_____	24	_____
3	_____	25	_____
4	_____	26	_____
5	_____	27	_____
6	_____	28	_____
7	_____	29	_____
8	_____	30	_____
9	_____	31	_____
10	_____	32	_____
11	_____	33	_____
12	_____	34	_____
13	_____	35	_____
14	_____	36	_____
15	_____	37	_____
16	_____	38	_____
17	_____	39	_____
18	_____	40	_____
19	_____	41	_____
20	_____	42	_____
21	_____	43	_____
22	_____	44	_____

**APPENDIX G**

**PRYC  
KEY SIGN OUT**

<b>Name</b>	<b>Key</b>	<b>Date/Time</b>	<b>Initial</b>	<b>Date/Time</b>	<b>Initial</b>

<b>KEY</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	Exterior Doors	Interior Door	Office	Storage	Furnace Room
	Washrooms				

**APPENDIX H**

**PRYC  
FUNDRAISING EVENT  
INCOMES**

<b>DATE</b>	<b>EVENT TITLE</b>	<b>INCOME</b>	<b>DEPOSIT</b>	<b>OFFICIAL RECEIPT</b>	<b>INITIAL</b>

APPENDIX I

PRYC  
PETTY CASH - REFUND REQUEST

DATE	BUSINESS	DESCRIPTION	AMOUNT	Code

TOTAL \_\_\_\_\_

\_\_\_\_\_  
Coordinator

\_\_\_\_\_  
Date (submitted)

\_\_\_\_\_  
Treasurer

\_\_\_\_\_  
Date (approved)

Comment:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**APPENDIX J**

**PRYC  
VOLUNTEER HOURS & ACTIVITIES FORM**

<b>DATE D/M/Y</b>	<b>NAME</b>	<b>ACTIVITY</b>	<b>HOURS</b>	<b>DAILY HOURS</b>	<b>MONTH TOTAL</b>

C=Youth Centre  
O=Centre Outing

F=Fundraising Event  
E=External Youth Centre Event

B=Board Meeting  
S=Special Event



**APPENDIX K**

**PRYC  
CANTEEN PERSONNEL SIGN IN/OUT SHEET**

<b>Date</b>	<b>Name</b>	<b>Time In</b>	<b>Co Initial</b>	<b>Time Out</b>	<b>Co Initial</b>	<b>Youth Initial</b>

