

# HCC – Risk Management Procedures for Programs, Services and Activities

Harbourfront Community Centre has additional Policies and Procedures which are specifically designed and relate to our organization's programs, services and activities and are contained under this section and/or appended to this manual.

## Child/Youth Programs

The following risk management procedures apply to all of HCC's child/youth programs, activities, and services:

- No employee/volunteer shall transport children/youths in his/her personal vehicle without authorization from his/her supervisor and permission from the child/youth's parent/guardian.
- No employee/volunteer will have children/youth at his/her home without a parent/guardian's permission and authorization from his/her supervisor.
- All volunteers will be supervised in programs by an employee of the Harbourfront Community Centre and at no time are they to operate programs on their own without direct employee supervision.
- All volunteers/staff are assigned photo ID and their photos are maintained in HCC's database systems.
- Employee's photo ID must be available at all times on their person and they are to sign in and out of the building either using their employee timesheet and/or volunteer sign in/out sheet kept at HCC Reception.
- An updated list of HCC's current volunteers will be kept at HCC Reception. The Volunteer Co-ordinator will ensure that all staff receive regular communications regarding authorized volunteers and the volunteer list (including the sign in/sign out sheet) is updated monthly.
- At overnight program activities, the adult-to-child/youth ratio shall be no less than 1-5 and adults will sleep in rooms separate from children/youth.
- All children enrolled in HCC children's programs under the age of 12 years will be escorted to bathroom facilities using a peer buddy system and at no time is any individual and/or group to linger in the HCC bathroom facilities.

## Establishing Boundaries

HCC understands that defining a child/youth's role and teaching appropriate boundaries reduces a child/youth's risk of sexual exploitation. Maintaining appropriate boundaries with children/youth will build their security and help them learn how to create healthy relationships and set their own personal boundaries. Adults who respect a child/youth's personal boundaries (including physical, emotional and sexual boundaries) teach children/youth how they should expect to be treated by others.

HCC is committed to teaching children/youth to respect personal space and privacy. Privacy for use of bathrooms and changing is one aspect we think of when discussing boundaries.

Children/youth having their own program space supervised directly by HCC employees is another aspect of teaching how to set personal boundaries, create safe places for themselves and build their security and leadership skills. The following guidelines apply:

- All children, *not* enrolled in a program who are under the age of 12 are not to be left unattended at HCC and must be under the direct supervision of a caregiver (13 years of age or older) at all times.
- All adults, including parents/guardians of children/youth enrolled in HCC programs are asked to respect child/youth program space and model appropriate boundaries for children/youth.
- All adults other than HCC employees and/or specific program-related volunteers are requested to remain out of the child/youth program spaces unless prior authorization has been given by an HCC staff member for purposes of monitoring program provision.
- All parents/guardians are requested to leave the program areas once they have signed out their child/youth from the program, so that the program can continue and/or that staff may complete program cleanup activities.
- All adults are also requested to respect the age limits of all program activities i.e. Youth Basketball and/or other age defined programs which are for only those age groups. Parents/guardians are encouraged to speak with HCC staff if they wish to have further information regarding this policy and/or program concerns.

In addition, HCC welcomes parent/guardian participation in all our programs. We encourage parents/guardians to speak directly with program staff as to how their child/youth's program supports parent/guardian involvement and their child/youth's developing independence.

### **Space Access**

All program rooms will either be accessed by registered HCC program groups and/or via HCC space use agreements that have prior approval. All individuals that are accessing HCC's washrooms, public entrances, public access computers, café and bleacher area are subject to HCC's **Space Access and Behaviour Policies** as posted and may be asked to leave the building if their behavior and/or activities are interfering with program and/or HCC operations.

### **Interpersonal Relations**

Harbourfront Community Centre expects that employees and users of our services are to be treated with dignity and respect.

#### **a) Relations with service users**

Employees and volunteers are to exercise professional standards, judgment and care when dealing with service users. Professional relationships must be maintained at all times. Employees and volunteers shall not give out personal contact information to service users, nor be involved in any monetary exchanges. The HCC Code of Conduct included in HCC's Child and Youth Manual outlines in detail expectations on personal contact with child and youth service users.

It is strongly discouraged to engage in any intimate or sexual relationships with service users.

Employees and volunteers shall provide fair and equitable service to all users and shall uphold professional standards of the client /staff relationship.

With HCC's community development approach, some individuals over time change status back and forth between service user, volunteer and employee of HCC. There may also be times when individuals are acting as service user, volunteer and employee in a program at the same time. In these situations, the Manager/Supervisor/Director has a responsibility to oversee careful monitoring, supervision and support of the individual to ensure their performance and conduct meets reasonable standards as outlined in this policy.

**b) Relations with other employees and volunteers.**

All employees and volunteers are expected to treat each other professionally and with respect. No actions or behaviour which undermines or demeans an employee, either directly or indirectly, will be tolerated.

Employees or volunteers in a supervisory or management position (i.e. Board of Management members) shall not enter into any contractual relationships with their staff outside of work, which may jeopardize the supervisory relationship.

Employees who have concerns about other employees should discuss those concerns directly and constructively with the person involved. If employees are not able to resolve a conflict between them, a supervisor, manager or director may assist. Similarly with volunteers, any issues that cannot be resolved should be discussed with the HCC Volunteer Coordinator.

If romantic/sexual relationships occur between members of staff, it is the responsibility of both individuals to deal appropriately with any potential conflicts of interest.

Should such relationships occur the members of staff affected can always discuss issues with their Supervisor, another Manager or Director in confidence to ensure that actual, perceived or potential conflict of interest do not arise during the performance of their job.

It may be necessary to review the relevant reporting structure if the relationship is between a line manager and a member of staff. If staff members need advice they may approach their Supervisor, another Manager or Director in confidence.

Staff should take care that financial, familial or personal relationships do not advantage or unfairly disadvantage any member of staff, or other individuals, e.g. applicants for jobs or service provision.

Failure to adhere to the Harbourfront Community *Risk Management Procedures for Programs, Service and Activities* by any employee/volunteer will result in an investigation and disciplinary action if necessary. Appropriate consequences and/or disciplinary actions are to be determined by management and could include discipline up to and including termination of employment and/or volunteer position, and will be based on the nature and severity of the incident.

***I agree to comply with the above-noted Risk Management Procedures for Harbourfront Community Centre.***

\_\_\_\_\_  
Employee/Volunteer Signature

\_\_\_\_\_  
Employee/Volunteer Name (Please Print)

\_\_\_\_\_  
Date