



Policy Manual

**Reviewed by the KYC Board of Directors
May 2025**

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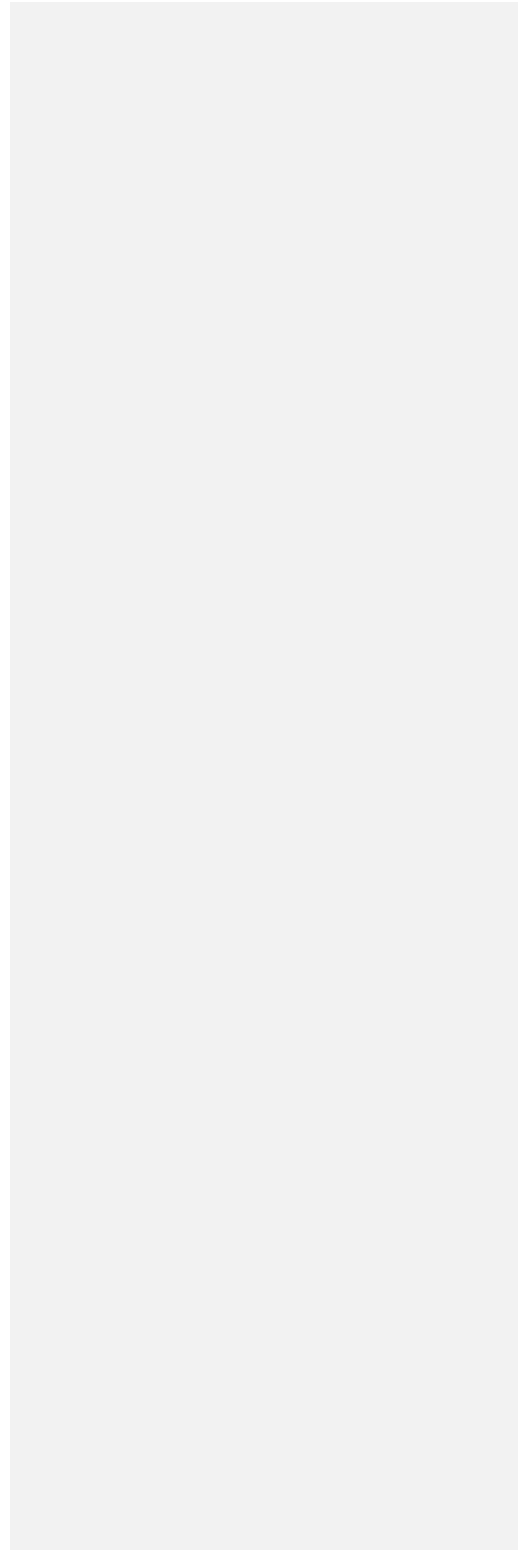
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Introduction

Since its incorporation in 1994, the Kemptville Youth Centre (KYC) has continued to grow and evolve from its origins as an after school drop-in centre to what is now a robust, community based youth centre which provides a wide range of recreational, social, and educational programs to Kemptville area youth and their families.

KYC Vision

The KYC is a safe, inclusive and welcoming environment that contributes to the positive mental, physical and social development of local youth.

KYC Mission

To deliver valuable programs supporting the development of skills in youth by providing:

- A safe and supervised environment.
- Youth with space, materials, mentors and role models.
- Connections with community resources.
- Opportunities for community involvement.
- Youth advocacy; and,
- Ongoing program review and improvement.

KYC Policies

The KYC policies provide guidance and direction and are binding for all youth, KYC staff, the Manager, volunteers members of the Board of Directors and members of the community.

The Board of Directors, Staff and Volunteers must annually review this document, including a signed acknowledgement that they understand this policy manual and such confirmation shall be maintained by the Operations Manager.

These policies are based on various acts from which they draw their relevance (ie; Child & Family Services Act, Human Rights Act, Criminal Code of Canada etc)

1.0 General Policies

Kemptville Youth Centre Policy Manual

1.0 General Policies

1.1 Abuse and Harassment Policy

PURPOSE

This policy describes the Kemptville Youth Centre's (KYC) commitment to maintain an environment that is free from abuse or harassment. In addition, it identifies the behaviours that are unacceptable and establishes a mechanism for reporting and investigating complaints of abuse or harassment.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.

This policy applies to all KYC programming and activities (whether on-site or at an outside facility/location), including KYC participation in third party activities or events.

Refer to the *KYC Dealing with Aggressive or Destructive Behaviour Policy* for procedures that deal with allegations of abuse or harassment. Refer to the *KYC Accident Prevention and Reporting Policy* for the KYC policy that deals with preventing and responding to accidental injuries.

DEFINITIONS

Physical Abuse is defined as, but not limited to, the use of intentional force that can result in physical harm or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling or the abusive use of restraint.

Sexual Abuse is defined as, but not limited to, any unwanted touching, fondling, observations for sexual gratification, any penetration or attempted penetration with a penis, digit, or object of the vagina or anus, verbal or written propositions or innuendos, exhibitionism or exploitation including pornography.

Emotional Abuse is defined as, but not limited to, a chronic attack on an individual's self-esteem. It can take the form of name calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoat, blaming.

Verbal Abuse is defined as, but not limited to, humiliating remarks, name calling, swearing at, taunting, teasing, continual put downs.

Psychological Abuse is defined as, but not limited to, communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, gender, sexual preference or family dynamics.

Neglect is defined as, but not limited to, any behaviour that leads to a failure to provide services which are necessary such as withdrawing basic necessities as forms of punishment, failing to assess and respond to changes in health status and refusing or withdrawing physical or emotional support.

Harassment is defined as, but not limited to, any unwanted physical or verbal conduct that offends or humiliates, including gender-based harassment. It can be a single incident or several incidents over time. It includes threats, intimidation, display of racism, sexism, unnecessary physical contact, suggestive remarks or gestures, offensive pictures or jokes. Harassment will be considered to have taken place if a reasonable person ought to have known that the behaviour was unwelcome.

POLICY STATEMENT

The KYC is committed to providing a safe and welcoming environment and will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, neglect, or harassment.

PROCEDURES

1. Abuse or Harassment Reporting Procedures

- i. Any suspected abuse must be reported directly and immediately to the appropriate authorities (local child protection service and/or police services) by the person who has the concern. The Manager will ensure that contact information for child

protection services and police is posted in the KYC and also provided to all staff, volunteers, and Board members.

- ii. Any allegations of abuse should be also reported to the Manager or directly to the Board of Directors. All staff, volunteers, and Board members who are involved in the incident must complete and file an Incident Report. This should not delay reporting to local child protection or police services. The Manager will immediately forward copies of the report(s) to the Board of Directors. Names of youth involved in such allegation may be shared with the President but should not be shared with the Board in general. If staff are involved these names may be disclosed with the Board.

2. Investigative & Disciplinary Procedures

- i. When a youth, staff, volunteer, board member, or a member of the community believes that they have been subject to abuse or harassment, they should raise their concerns with the Manager. The Manager will report the matter to the Board of Directors and undertake an investigation of the allegations.
- ii. If the Manager is directly or indirectly involved in the allegations, the investigation will be undertaken by the Board of Directors, who may engage legal council.
- iii. Following the investigation of the allegations, the Manager (or Board appointed investigator should the allegations implicate the Manager) shall provide a report, including recommendation of action, to the Board of Directors within 10 business days of KYC becoming aware of the allegation. Names of youth involved in such allegation may be shared with the President but should not be shared with the Board in general. If staff are involved these names may be disclosed with the Board.
- iii.
- iv. The Board of Directors will review the report and recommendations within five business days and take any actions deemed appropriate. Such actions should include disciplinary actions, up to and including termination of staff or terminations of volunteers, suspension of a youth from KYC, and/or any other action the Board of Directors deem appropriate.
- v. The individual who raised the allegation will be notified in writing, within 5 days of the Board's decision, of the outcome of the investigation and any actions taken by the Board of Directors.

EXCEPTION(S) TO POLICY

None.

1.0 General Policies

1.2 Discrimination Policy

PURPOSE

This policy confirms the Kemptville Youth Centre's (KYC) commitment to provide an environment free from discrimination and also outlines procedures for dealing with allegations of discrimination.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.

This policy applies to all KYC programming and activities (whether on-site or at an outside facility/location), including KYC participation in third party activities or events.

DEFINITIONS

Discrimination may be intentional or unintentional; individual or systemic and works to exclude or restrict access or participation in an organization, institution, employment, education, accommodation and services. Discrimination also means behaviour based on prejudiced feelings and attitudes, which lead to differential and unfavourable treatment of persons, based on factors such as race, physical differences, culture, gender, sexual preference, religion and class.

POLICY STATEMENT

The KYC is committed to providing an inclusive and welcoming environment, free from all forms of discrimination to everyone- including individuals who participate in KYC programming or activities, volunteers, staff, Board members, and members of the community who visit the

KYC.

PROCEDURES

1. When a youth, staff, volunteer, Board member, or a member of the community believes that they have been discriminated against they should raise their concerns with the Manager. The Manager will undertake an investigation of the allegations.
2. If the Manager is directly or indirectly involved in the allegations, the matter will be directed to the Board of Directors, who will conduct the investigation.
3. Following the investigation of the allegation, the Manager (or Board appointed investigator, should the allegations implicate the Manager) shall provide a report, including a recommendation for action, to the Board of Directors within 10 business days of the KYC becoming aware of the allegation.
4. The Board of Directors will review the report and recommendations within five days and take any actions deemed appropriate.
5. The individual who raised the allegation will be notified in writing, within five days of the Board's decision, of the outcome of the investigation and any actions taken by the Board of Directors.

EXCEPTION(S) TO POLICY

None.

1.0 General Policies

1.3 Diversity Inclusion & Equity Policy

PURPOSE

This policy confirms the Kemptville Youth Centre's (KYC) commitment to provide an environment that is Diverse, Inclusive and Equitable.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community involved with KYC.

This policy applies to all KYC programming and activities (whether on-site or at an outside facility/location), including KYC participation in third party activities or events.

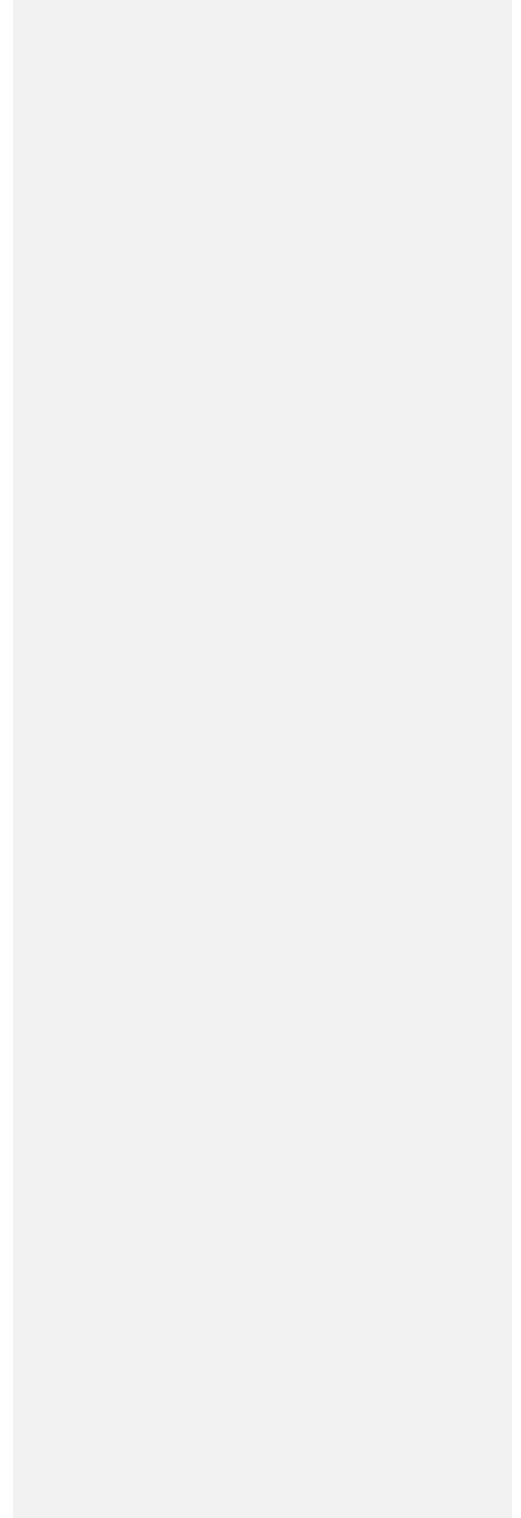
DEFINITIONS

1. KYC defines Diversity as understanding, accepting and valuing differences among people of different ethnicities, nationalities, cultures, abilities, gender identities, sexual orientations, religions, ages, immigration status, socioeconomic status, geographic regions, diversity of thought, neurodiversity and any other qualities. It is the rejection of all forms of discrimination.
2. KYC defines Inclusion as our practice of reaching out to all youth ensuring they feel welcome, and that their participation is wanted.
3. KYC defines Equity as ensuring that everyone has access to the same opportunities. Equity recognizes that we don't all start from the same place because advantages and barriers exist. It's a process that acknowledges uneven starting places and seeks to correct the imbalance.

4. Diversity and inclusion are both outcomes. Equity is not. It refers to the process an organization engages in to ensure that people with marginalized identities have the opportunity to grow, contribute, and develop.

POLICY STATEMENT

The KYC is committed to providing a diverse, inclusive & equitable environment, free from all forms of discrimination, to everyone- including individuals who participate in KYC



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.4 Drug and Alcohol Free Environment Policy

PURPOSE

This policy confirms the Kemptonville Youth Centre's (KYC) commitment to provide a drug and alcohol free environment for everyone attending the KYC property and/or participating in KYC activities.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.

This policy applies to all KYC programming and activities (whether on-site or at an outside facility/location), including KYC participation in third party activities or events.

Third parties using the KYC facility are also covered by this policy.

DEFINITIONS

Drug

Includes all illegal drugs as defined in all applicable provincial and federal legislation, all non-prescription drugs, and all prescribed drugs not being used by the intended patient and/or in the prescribed manner.

Drug Paraphernalia

Includes all objects or devices used to consume drugs, such as hypodermic needles, (unless they are used with a prescription drug, and in accordance with the provisions of this policy) pipes, bongs, vaporizers, cigarette rolling papers or blunt rolling papers.

Alcohol

Any liquid that contains ethanol alcohol and is intended for consumption, such as commercially or privately produced beer, wine, alcohol, or mixed alcoholic beverages. Consumer products that contain alcohol, but are not intended for consumption, such as alcohol wipes and mouthwash, are not prohibited if they are employed in accordance with their intended use.

POLICY STATEMENT

The KYC is committed to providing a drug-free and alcohol-free environment. The possession, sale, purchase, use, or consumption of drugs, drug paraphernalia, or alcohol in the KYC building and on KYC property is strictly prohibited.

Persons under the influence of drugs or alcohol are prohibited from entering or remaining on KYC property or attending KYC activities.

The possession, sale, purchase, use, or consumption of drugs, drug paraphernalia, or alcohol is also strictly prohibited for all youth, staff, volunteers, and/or Board members participating in KYC activities taking place off of KYC property.

PROCEDURES

The KYC Drug-Free and Alcohol-Free policy statement will be clearly posted at the KYC and communicated to all youth, KYC staff, volunteers, Board members, and members of the community.

Any persons observing a violation of this policy should bring it to the attention of a KYC staff member or the Manager. If a KYC staff member is directly or indirectly involved in the complaint, the matter should be directed to the Manager. If the Manager is directly or indirectly involved in the complaint, the matter should be directed to the Board of Directors.

Any youth who is found to be in possession of drugs, drug paraphernalia, or alcohol must immediately leave the KYC property and is immediately suspended from the KYC.

1. Any youth who is believed to be under the influence of drugs or alcohol must immediately leave the KYC property and is immediately suspended from the KYC.
2. If the KYC staff, volunteer, Board member or Manager believe that the youth may be at risk if they are asked to leave the KYC property, the youth will be directed to

wait in a quiet area of the KYC until the youth's parents/legal guardian can be notified and can make arrangements to pick them up from the KYC. If there is concern for the youth's health and safety, 911 should be immediately called. The Manager and the Board of Directors should then be immediately notified.

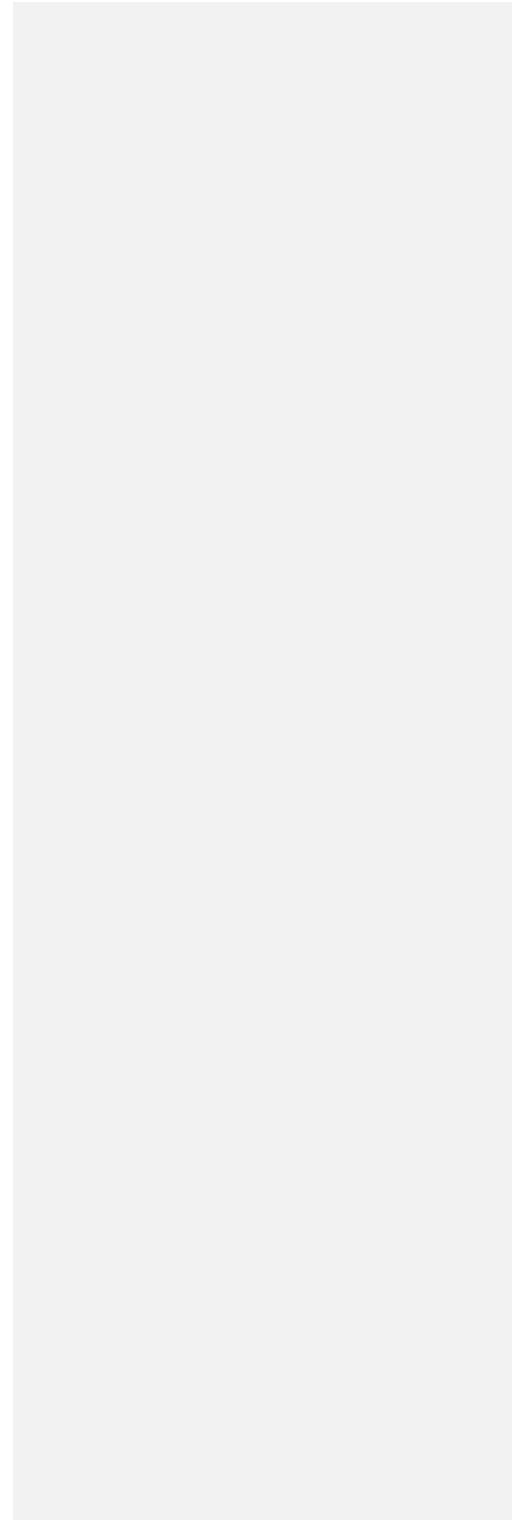
3. Any KYC staff (including the Manager) or volunteer (including a member of the Board) who is found to be in possession of drugs, drug paraphernalia, or alcohol must immediately leave the KYC property, or the KYC event, and is immediately suspended from their position pending a decision from the Board of Directors.
4. Any KYC staff (including the Manager) or volunteer (including a member of the Board) who is found to be under the influence of drugs or alcohol must immediately leave the KYC property, or the KYC event, and is immediately suspended from their position pending an investigation and a decision from the Board of Directors.
5. If any illegal substance is found on KYC property, the Manager is to be immediately notified. If KYC staff, volunteer, Board Member, or Manager confiscate a suspected illegal substance, it must be secured in the KYC office, and police authorities must be immediately notified. The suspected illegal substance must be given to the police authorities as soon as possible. The Board of Directors must then be immediately notified.
6. The Manager, in consultation with the Board of Directors will conduct an investigation into the incident. The Manager may, with Board of Directors approval, seek legal counsel or contact police authorities.
7. All youth, KYC staff, volunteers, and Board members are expected to cooperate with investigations by the KYC, police authorities, or other agencies.
8. If the complaint directly or indirectly involves the Manager, the Board of Directors will conduct an investigation into the complaint.
9. The Board of Directors will review the findings of the investigation and will take appropriate action, which may include:
 - i. Violations of this policy by youth may result in suspension from the KYC for a period of time up to and including a permanent suspension.
 - ii. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
 - iii. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.

- iv. Violations of this policy by Board Members may result in disciplinary action up to and including dismissal from the Board.

EXCEPTION(S) TO POLICY

Consumption of Alcohol During Official KYC Activities

If alcohol is being served at a KYC activity or event, such as a fundraiser, KYC staff, volunteers, and Board members who have reached the provincial age of majority are permitted to consume alcohol, as long as they conduct themselves in an appropriate manner.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.5 Smoke, Vape and Tobacco Free Environment Policy

PURPOSE

This policy confirms the Kemptonville Youth Centre's (KYC) commitment to provide a smoke, vape and tobacco free environment for everyone attending the KYC property and/or participating in KYC activities.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.
This policy applies to all KYC programming and activities (whether on-site or at an outside facility/location), including KYC participation in third party activities or events.

DEFINITIONS

"Smoke" or "Smoking" means to inhale, exhale, burn, or have control over a lighted cigarette, cigar, pipe, hookah pipe, or other lighted smoking implement designed to burn or heat tobacco, cannabis or other substance for the purpose of inhaling or tasting of its smoke or emissions; For the purposes of this policy, "smoking" will also include vaping and the use of electronic smoking devices.

"Using Tobacco Products" means possessing or using tobacco or any object or device that contains tobacco, such as snuff, snus, or chewing tobacco.

"Traditional Use of Tobacco" means the use of tobacco plants by First Nations persons for religious, ceremonial and/or medicinal purposes.

POLICY STATEMENT

The KYC is committed to providing a smoke, vape and tobacco free environment. Smoking or using tobacco products is strictly prohibited in the KYC building and on KYC property. Third parties renting/using the KYC facility are also included in the prohibition.

Smoking and/or the use of tobacco products is also prohibited for all youth, staff, volunteers, and/or Board members participating in KYC activities taking place off of KYC property.

Smoking and/or the use of tobacco products on the street in front of the KYC or on private property immediately adjacent to the KYC is strictly prohibited.

PROCEDURES

1. The KYC Smoke, Vape and Tobacco Free policy statement will be clearly posted in the KYC and communicated to all youth, KYC staff, volunteers, and members of the community.
2. Any persons observing a violation of this policy should bring it to the attention of a KYC staff member or the Manager. If a KYC staff member is directly or indirectly involved in the complaint, the matter should be directed to the Manager. If the Manager is directly or indirectly involved in the complaint, the matter should be directed to the Board of Directors.
3. The Manager will conduct an investigation into the complaint. All youth, KYC staff, volunteers, and Board members are expected to cooperate with such an investigation.
4. If the complaint directly or indirectly involves the Manager, the Board of Directors will conduct an investigation into the complaint.
5. Violations of this policy by youth may result in suspension from the KYC for a period of time up to and including a permanent suspension.
6. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
7. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.
8. Violations of this policy by Board Members may result in disciplinary action up to and including dismissal from the Board.

EXCEPTION(S) TO POLICY

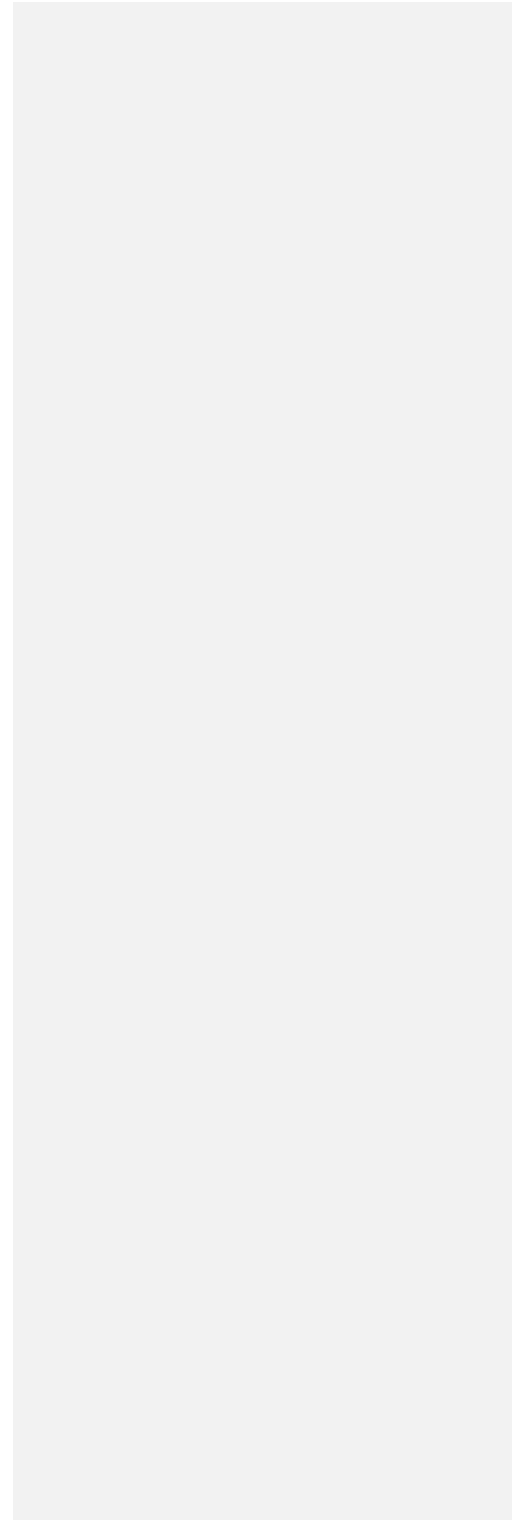
Traditional Use of Tobacco

The KYC supports the traditional use of tobacco by Indigenous persons.

Youth, KYC staff, the Manager, volunteers, Board members, or members of the community who wish to use tobacco in accordance with Indigenous traditional use, shall contact the Manager and receive approval before undertaking any traditional use activity. Approval for traditional use of tobacco will not be unreasonably withheld.

SUPERSESSION

None.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.6 Confidentiality Policy

PURPOSE

This policy confirms the Kemptonville Youth Centre's (KYC) commitment to respect the confidentiality of the youth, KYC staff, volunteers, Manager and Board of Directors.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.

DEFINITIONS

Confidential Information means information about an individual that is normally private in nature, and not normally disclosed to third parties, such as sexual orientation, or details regarding their mental, emotional, or physical health. In addition, this includes information normally collected by the KYC for legitimate purposes, such as emergency contact information- which may include a home address, phone number, and details regarding medical conditions.

POLICY STATEMENT

The KYC is committed to respect the confidentiality of youth, KYC staff, volunteers, the Manager and the Board of Directors.

All staff, volunteers, and Board members shall not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the KYC, to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom the KYC has authorized disclosure.

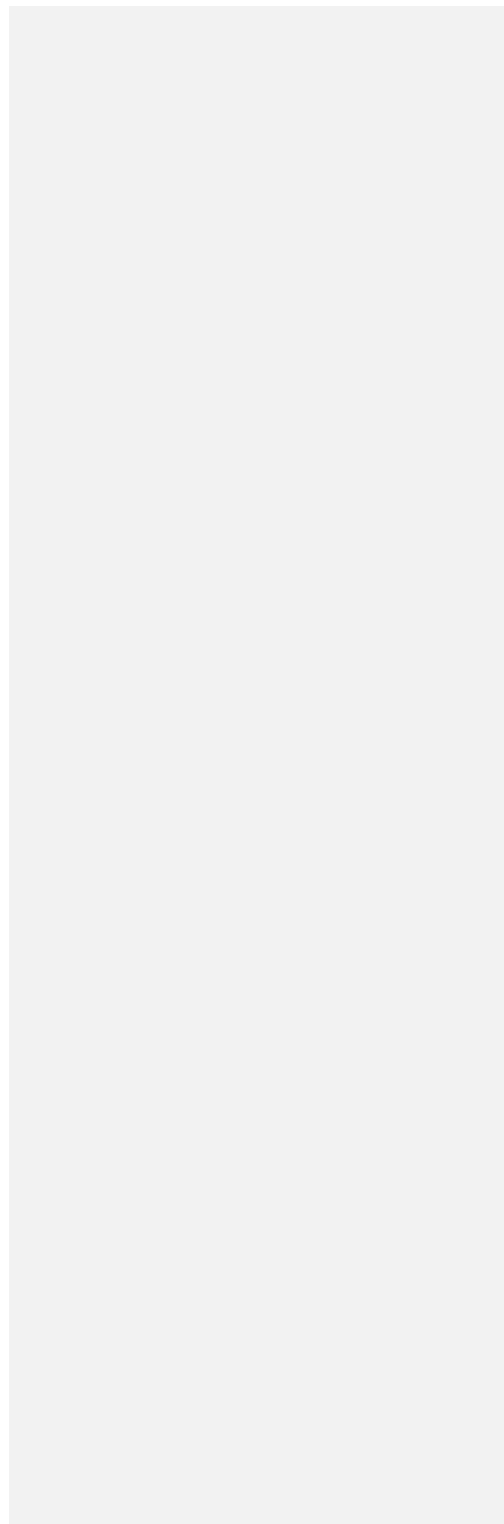
PROCEDURES

1. All staff, volunteers and Board members are required to acknowledge this policy by signing an Oath of Confidentiality document, approved by the Board of Directors.
2. Any person who is aware of a violation of this policy should bring it to the attention of a KYC staff member or the Manager. If a KYC staff member is directly or indirectly involved in the complaint, the matter should be directed to the Manager. If the Manager is directly or indirectly involved in the complaint, the matter should be directed to the Board of Directors.
3. The Manager, in consultation with the Board of Directors will conduct an investigation into the incident. The Manager may, with Board of Directors approval, seek legal counsel.
4. All youth, KYC staff, volunteers, and Board members are expected to cooperate with the KYC investigation.
5. If the complaint directly or indirectly involves the Manager, the Board of Directors will conduct an investigation into the complaint.
6. The Board of Directors will review the findings of the investigation and will take appropriate action, which may include:
 - i. Violations of this policy by youth may result in suspension from the KYC for a period of time up to and including a permanent suspension.
 - ii. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
 - iii. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.
 - iv. Violations of this policy by Board Members may result in disciplinary action up to and including dismissal from the Board.

EXCEPTION(S) TO POLICY

Exception to this policy may be permitted in situations where the personal safety of youth, their families, staff, volunteers, or Board members may be compromised by maintaining confidentiality.

The KYC staff, volunteers, Manager, and Board members will respect all legal requirements and obligations to report suspected abuse or neglect to the police and local child protection agencies.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.7 Acceptable Use of Computers and Computer Networks Policy

PURPOSE

This policy provides the Kemptonville Youth Centre's (KYC) expectations regarding the acceptable use of KYC's computers and computer networks by youth, staff, volunteers, Board Members and members of the community.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community.

This policy applies to all KYC computers, gaming consoles or other devices that access the internet, and KYC computer networks (including the KYC wireless network). Individuals on KYC property and/or participating in KYC activities who use their own computers, gaming consoles, smart phones or other devices, and who access the internet through a personal wireless or cellular network are also covered by this policy.

DEFINITIONS

Acceptable Use

The KYC encourages acceptable use of KYC computers, including:

- Using web browsers to obtain information from appropriate websites;
- Using e-mail for contacts;
- Using the KYC computers and/or wireless network to access outside resources that conform to this policy;
- Using the network and internet in a manner that respects the rights and property of others;
- Keeping all private accounts and passwords confidential and inaccessible to others;

- Showing responsibility by making backup copies of important material;
- Showing responsibility by taking precautions to prevent the introduction of viruses or malicious software to the KYC computers;
- Ensuring that all attachments opened are from a known and reputable source; and, backing out of an accidentally encountered site that contains materials that violate the rules of acceptable use, and notifying a supervising staff or volunteer of the occurrence immediately.

Unacceptable Use

Users must not use the KYC's computers or wireless networks in any manner that constitutes an inappropriate or unacceptable use. Examples of unacceptable use include:

- Using the internet for purposes that are illegal, unethical, or harmful to the KYC;
- Engaging in cyber-bullying;
- Sending or forwarding chain or spam e-mail;
- Transmitting any content that is illegal, offensive, harassing, or fraudulent;
- Doing harm to other users' files;
- Downloading any files (including games) without prior approval of the Manager;
- Interfering with, or doing harm to, the operation of the computer and/or network by installing illegal software, shareware, or freeware; and,
- Posting derogatory comments or images on social networking sites such as Facebook.

POLICY STATEMENT

The use of KYC computers and computer networks is a privilege and is subject to the terms of this policy. All persons who contravene this policy by engaging in unacceptable use of KYC computers and/or the wireless network may lose this privilege and be subject to additional consequences.

KYC Staff, the Manager, volunteers, and Board members should only use the KYC computers and/or network for social networking or playing computer games when it is for the purpose of youth programming and/or promoting KYC events or activities. Use of KYC computers or wireless networks by KYC staff, the Manager, volunteers, and Board members for personal entertainment is prohibited.

PROCEDURES

1. When a youth, staff, volunteer, Board member, or member of the community believes that this policy has been contravened, they should notify the Manager. The Manager

will immediately undertake an investigation of the allegations. During the investigation, the computer and computer network privileges for the individual in question may be suspended by the Manager, at their discretion.

2. If the Manager is directly or indirectly involved in the allegations, the matter will be directed to the Board of Directors, who will conduct the investigation.
3. Following the investigation of the allegation, the Manager (or Board appointed investigator, should the allegations implicate the Manager) shall provide a report, including a recommendation for action, to the Board of Directors within five business days of the KYC becoming aware of the allegation.
4. The Board of Directors will review the report and recommendations within five business days and take any actions deemed appropriate, which may include:
 - Loss of computer use and access to the computer network;
 - Suspension from the KYC;
 - Personal liability for damage to KYC computer resources caused by intentional misuse; and/or
 - The involvement of the police and/or other authorities or agencies.
5. The individual who raised the allegation will be notified in writing, within five days of the Board's decision, of the outcome of the investigation and any actions taken by the Board of Directors.

EXCEPTION(S) TO POLICY

None.

1.0 General Policies

1.8 Referral and Advocacy Policy

PURPOSE

This policy confirms that the Kemptville Youth Centre (KYC) is a community based youth organization that provides advocacy and referral support to youth and their families, but does not provide professional counseling or mental health treatment.

SCOPE

This policy applies to all youth who participate in KYC activities, KYC staff, the Manager, volunteers, and Board Members.

This policy is impacted by other KYC policies including the *Abuse and Harassment Policy* and the *Dealing with Aggressive and Destructive Behaviour Policy*. Refer to individual KYC policies for additional information.

DEFINITIONS

Referral

Connecting or directing youth and/or their family or legal guardians to local agencies and organizations who can provide the support or information required.

Advocacy

To support, recommend or implement actions linked to an idea or cause that youth care about

POLICY STATEMENT

The KYC will provide support to youth and their families, but the KYC shall not provide counseling to youth or to their parents/legal guardians (including parenting support or advice), mental health treatment, or other social services, such as attempting to manage

youth self-harming behaviour, suicide prevention/intervention, or sexual and reproductive health counselling.

The KYC assists youth and their families by providing support through connections/referrals to local agencies and organizations that can provide information on a wide range of physical, social, emotional, and psychological issues, as well as professional assistance and long-term support.

The KYC team also commits to helping youth be heard and share their voice. Where possible, the KYC will help protect and defend rights or support different initiatives or causes important to youth.

PROCEDURES

Referring Youth to Resources

1. The Manager is responsible for ensuring that all KYC staff and volunteers are aware of this policy.
2. The Manager will ensure that:
 - i. They are aware of all current community resources;
 - ii. They maintain a library of current and appropriate referral information; and,
 - iii. This information is available to youth, KYC staff, volunteers, and Board members.
3. Any youth, parent, legal guardian, family member, or community member who is looking for information, or who is seeking access to counselling or other social services, will be provided with referral information.

- . If KYC staff, volunteers, or Board members consider any individuals require assistance in accessing resources they should be referred to the operations Manager for such assistance.
- 4.

Advocacy for Youth

5. The Staff, Volunteers and BOD members will proactively identify issues in general but passively in respect of issues to any specific youth.
6. They will bring the identified issue to the BOD Advocacy Committee (BOD Chair and Operations Manager) for further action.

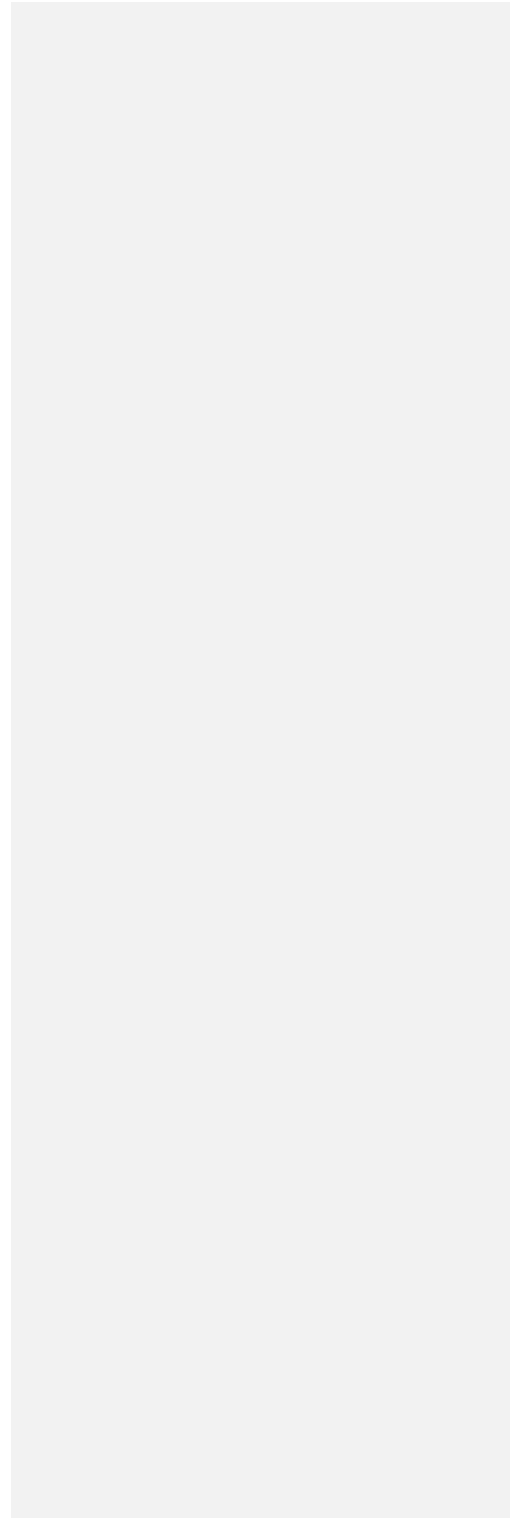
7. The BOD Advocacy Committee will connect with other relevant parties (youth organization, volunteers etc.) set goals and seek appropriate solutions to meet the needs of the youth.

Policy Violations

1. Violations of this policy by KYC staff, the Manager, or volunteers may result in disciplinary action up to and including dismissal.
2. Violations of this policy by Board Members may result in disciplinary action up to and including dismissal from the Board of Directors.

EXCEPTION(S) TO POLICY

This policy does not prohibit KYC staff, the Manager, volunteers, or Board members from providing support to youth and their families, such as appropriate pro-social role-modeling and basic life skills training.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.9 Communications Policy

PURPOSE

This policy specifies the Kemptonville Youth Centre's (KYC) expectations regarding internal and external communications.

SCOPE

This policy applies to all internal and external communications at the KYC.

This policy applies to all KYC youth, staff, the Manager, volunteers, and Board members.

This policy is impacted by other KYC policies including the *Abuse and Harassment Policy* and the *Dealing with Aggressive and Destructive Behaviour Policy*. Refer to individual KYC policies for additional information.

DEFINITIONS

Internal Communications means the exchange of information and messages among the staff and volunteers within an organization, such as policies and procedures manuals, posters and notices on display in the KYC, letters and newsletters sent to youth, memos to volunteers, and social media messaging within a closed group.

External Communications means the exchange of information and messages between the KYC and other organizations, groups, the community, or individuals outside the KYC formal structure, such as interviews with the media, e-mails or text messages sent to media or other community groups, notices posted in newspapers, information posted on the KYC website or Facebook page, or displaying the KYC logo at community events.

POLICY STATEMENT

Communication is important to the mission and vision of the KYC. This policy ensures that KYC communication is consistent, coordinated, effectively managed, and responsive to the needs of the program, KYC youth, staff, volunteers, Board members, and members of the community.

KYC communications must always:

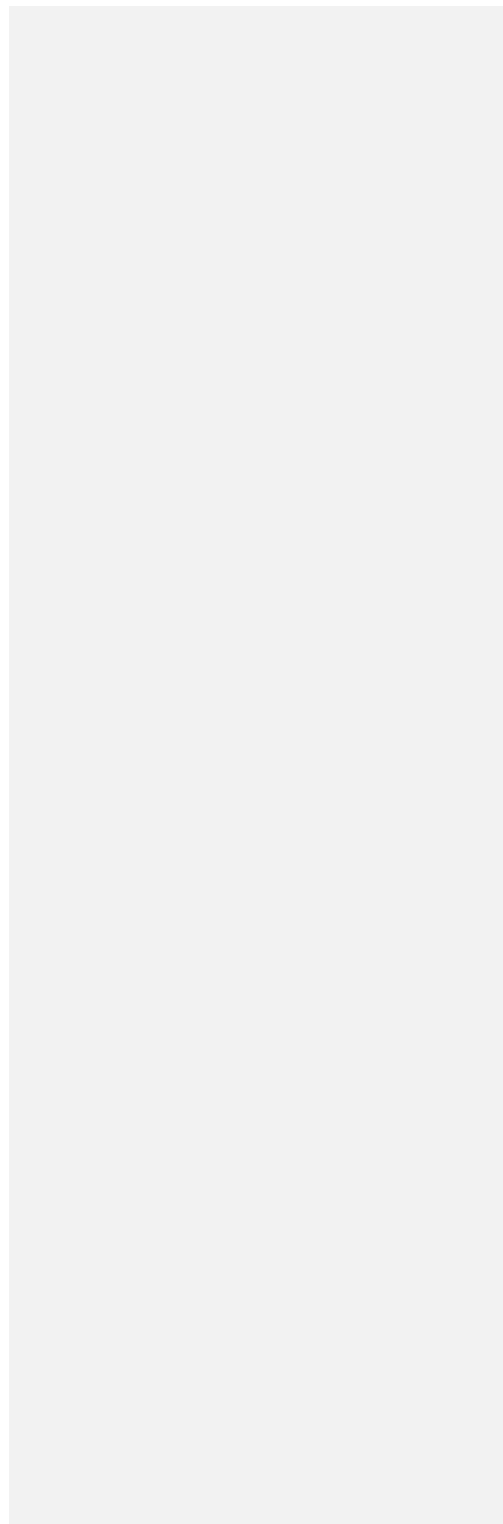
- Respect the policies of the KYC, including the communications and confidentiality policies;
- Support KYC's mandate, vision, and mission; and,
- Strive to enhance the profile of the KYC while preserving the integrity and respect that the KYC has established.

PROCEDURES

1. All internal communications will be developed in accordance with the policies of the KYC and must be approved by the Manager or Board designate.
2. All external communications will be developed in accordance with the policies of the KYC and must be approved by the Manager, or Board designate, and by the Marketing, Fundraising, or other committee, if the communication activity has a direct impact on the work of the committee.
3. Failure to comply with this policy may result in action being taken by the Manager and/or the Board of Directors, which may include:
 - i. Violations of this policy by youth may result in suspension from the KYC for a period of time up to and including a permanent suspension.
 - ii. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
 - iii. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.
 - iv. Violations of this policy by Board Members may result in disciplinary action up to and including dismissal from the Board.

EXCEPTION(S) TO POLICY

In emergency situations, such as medical emergencies or fire, KYC staff, volunteers, or youth may contact 911 without the approval of the Manager, if waiting for an opportunity to inform the Manager and obtain consent would place any person or persons at increased risk of injury or death, or would result in additional damage to the KYC.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.10 Conflict of Interest Policy

PURPOSE

This policy specifies the Kemptonville Youth Centre's (KYC) expectations regarding Board members, staff and/or volunteers avoiding conflicts of interest.

SCOPE

This policy applies to all members of the KYC Board of Directors, staff, and/or volunteers, and includes all business and activities of the Board of Directors, staff, and/or volunteers.

DEFINITIONS

Conflict of Interest means a situation in which a member of the KYC Board of Directors, staff and/or volunteer of the KYC:

- i. Has an actual or potential financial interest that may influence or appear to influence the conduct of their official duties as a member of the Board of Directors, staff and/or volunteer; or
- ii. Has an actual or potential conflict between their obligations, duties and responsibilities as a Board member, staff and/or volunteer and their obligations, duties and responsibilities as an employee, volunteer, or Board member of another organization.

POLICY STATEMENT

All members of the KYC Board of Directors, staff and/or volunteer are expected to avoid all potential conflict of interest situations by:

- Immediately identifying any possible conflicts of interest with the Board of Directors;
- Working with the Board of Directors to establish a strategy to manage the potential conflict of interest;

- Always placing the interest of the KYC before their own private financial interests;
- Always avoiding receiving any financial benefits whatsoever by virtue of their position as a member of the KYC Board of Directors, staff member and/or volunteer.

PROCEDURES

1. Each Board member, staff member and/or volunteer is responsible to determine their position with regard to this policy and to identify any and all potential conflicts of interest.
2. If a Board member, staff member and/or volunteer believes there is a potential conflict of interest in a matter being considered by the Board of Directors or any Committee, they must:
 - i. Disclose the interest and its general nature at the meeting prior to any discussion on the matter taking place, or as soon as it is possible to do so;
 - ii. Refrain from taking part in the discussion of the matter;
 - iii. Make no attempt to influence the voting at any time before, during or after the meeting;
 - iv. Refrain from voting on the matter.
3. Failure to comply with this policy may result in action being taken by the Board of Directors, which may include suspension or dismissal of the Board member from the Board of Directors **or** staff and/or volunteer from staff and/or volunteer position.

EXCEPTION(S) TO POLICY

None.

Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.11 KYC Social Media Postings

PURPOSE

The purpose of this policy is to outline the protocol for the use of social media by the employees of Kemptonville Youth Centre (KYC) including but not limited to the KYC Facebook, Instagram and Twitter accounts.

SCOPE

This policy applies to postings and information being shared on social media on behalf of KYC.

DEFINITIONS

None.

POLICY STATEMENT

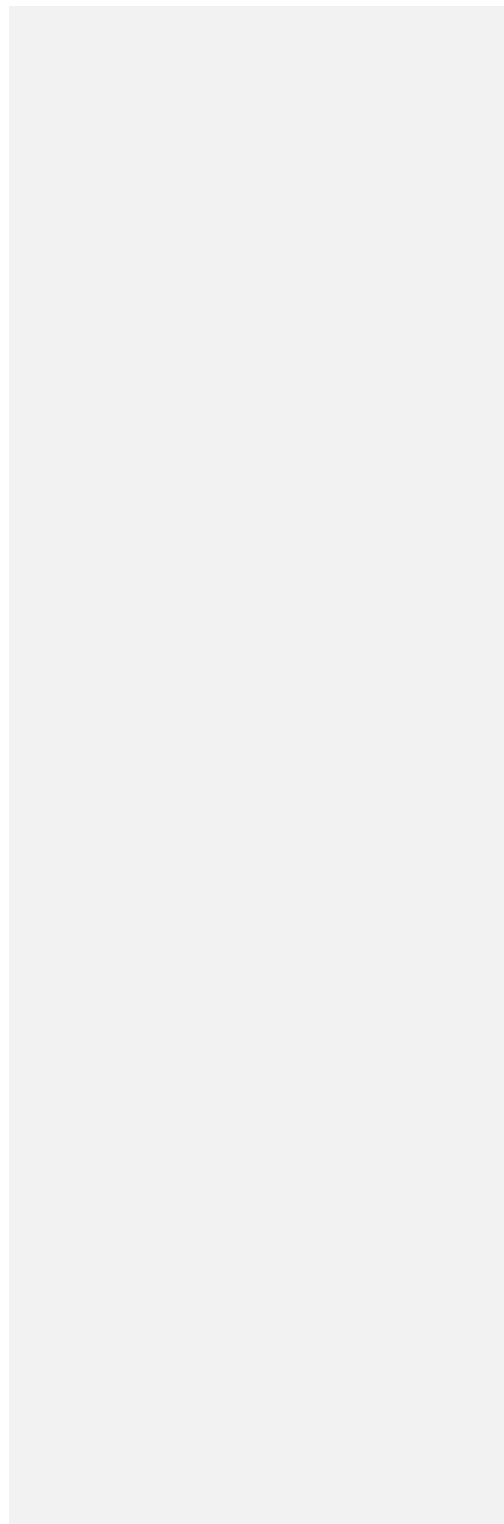
All postings made on social media (Facebook, Instagram, Twitter or the like), must be made in accordance with the vision, mission and core values and purpose of the KYC. All information should be relevant to the youth being served (i.e. age appropriate, relevant to the programs and current).

PROCEDURES

- The Manager and/or Program Coordinator will endeavour to post pertinent information in accordance with the vision, mission, core values and purpose of the KYC as outlined on the website.
- Information must be clear, and relevant to the youth we are serving.
- Specifically posts on Facebook should include a caption outlining the nature of articles shared with reference to the best interest of the youth.
- Any uncertainties should be brought forth to the President or the board.

EXCEPTION(S) TO POLICY

None.



Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.12 Contraceptives (Condom Distribution)

PURPOSE

The purpose of this policy is to outline the protocol for distribution of condoms and information pertaining to sexual health from the Health Unit within the Kemptonville Youth Centre (KYC) building.

SCOPE

This policy applies to the condom program that is offered at the KYC.

DEFINITIONS

None.

POLICY STATEMENT

The condom program allows youth the ability to take condoms and health information packages provided by the Health Unit discreetly. The KYC is at no time providing advice or direction with regards to the program. Condoms and information packages are kept in the bathrooms and are freely available. The KYC is not liable for the youth use of the condoms that are accessed within the facility.

PROCEDURES

- The Manager and/or Program Coordinator will endeavour to keep the condoms and information packages replenished.
- Condoms and information packages will be kept in the bathrooms and will be freely available.
- No advice or information aside from the packages will be given by employees of the KYC.
- The Board may request a report of the program at any time.
- Should the Manager find that the youth are abusing the program (e.g. blowing condoms up, unwrapping and leaving around the premise) he or she is to alert the Board of Directors and a review of the program will take place.

EXCEPTION(S) TO POLICY : None

Kemptonville Youth Centre Policy Manual

1.0 General Policies

1.13 Cork Display Boards

PURPOSE

The purpose of this policy is to outline the protocol for the use of cork display board within the Kemptonville Youth Centre (KYC) building.

SCOPE

This policy applies to all postings on the cork display boards in the KYC.

DEFINITIONS

None.

POLICY STATEMENT

The manager will ensure that all postings on the cork display boards are within the scope of the mission and vision of the KYC.

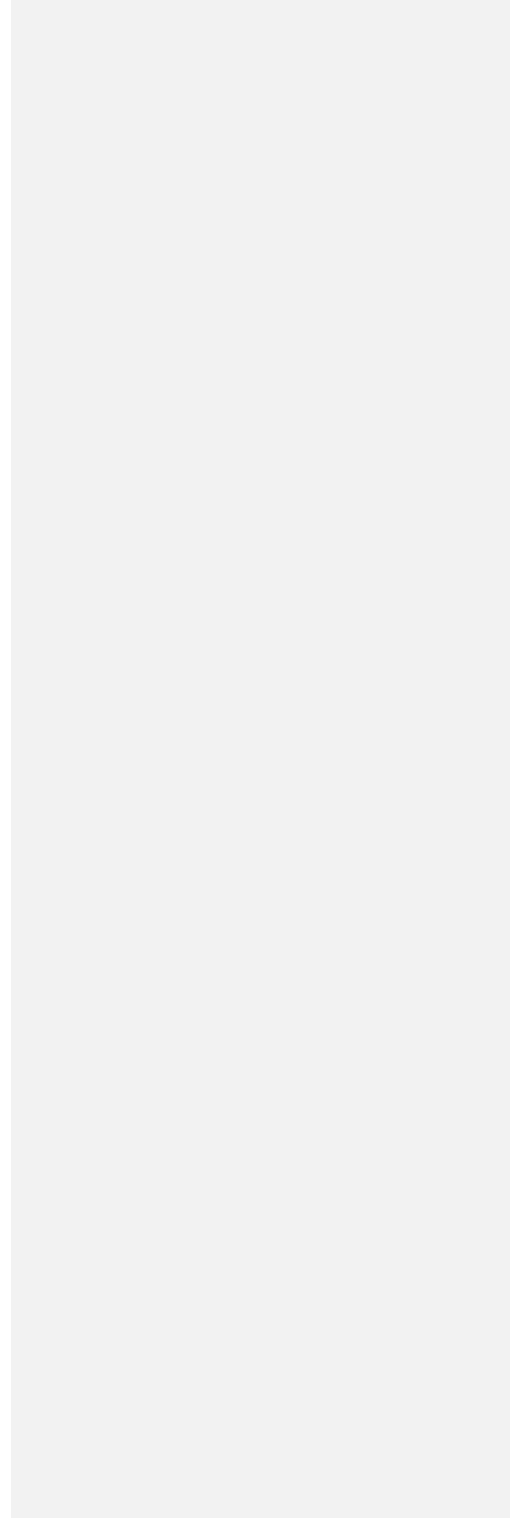
Posted materials must be approved by the Manager before being added.

PROCEDURES

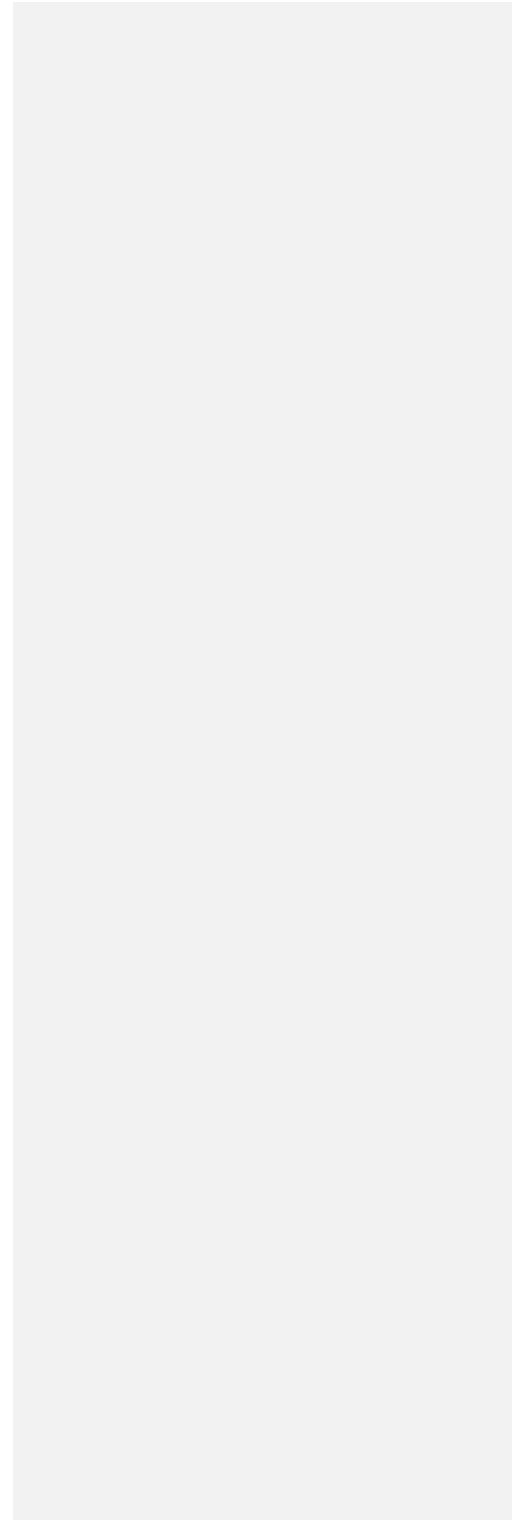
- All posted materials must be in accordance with the mission and vision of the KYC
- Posted materials may include: relevant activities in the community, partnership information, KYC fundraising events and calendars.

- All posted material must receive approval from the Manager. In the event that the Manager is unsure whether a document should be posted the President or Vice President of the board should be contacted
- All articles must be reviewed biweekly to ensure it is updated and relevant to the KYC.

EXCEPTION(S) TO POLICY



2.0 Human Resources Policies



Kemptonville Youth Centre Policy Manual

2.0 Human Resources Policies

2.1 Staff and Volunteer Recruitment and Security Requirements Policy

PURPOSE

The purpose of this policy is to support the recruitment and hiring of qualified candidates for positions in the Kemptonville Youth Centre (KYC) including the Manager, KYC staff, volunteers and members of the Board of Directors.

SCOPE

This policy applies to the recruitment, interviewing, vetting, and hiring of Manager, KYC staff, volunteers and members of the Board of Directors.

Post-Secondary students seeking volunteer field placement opportunities at the KYC are also covered by this policy.

DEFINITIONS

None.

POLICY STATEMENT

The KYC will actively recruit and hire staff and volunteers from the community to work in a variety of roles and to assist in the operation of the KYC. Job descriptions for all staff and volunteer positions will be revised, as required, by the Manager and approved by the Board of Directors.

All KYC staff, volunteers, the Manager, and members of the Board of Directors shall complete a criminal reference check that is acceptable to the Board of Directors.

The recruiting and hiring of all KYC staff and volunteers shall be completed in accordance with this policy and the Personnel section of the KYC Operations Manual.

PROCEDURES

Recruiting and Hiring the Manager, KYC Staff, Volunteer, or Board of Directors Member

- The recruiting, interviewing, and hiring of all KYC staff and volunteers shall be completed in accordance with the Human Resources section of the KYC Operations Manual.
- The KYC will actively recruit staff and volunteers from the community to be involved in a variety of roles and to assist in the operation of the KYC.
- The recruitment process will inform candidates about the mission, mandate and goals of the KYC, as well as the expectations and responsibilities of staff and volunteers.
- The Board of Directors is responsible for recruiting and hiring the Manager and for filling vacant Board of Directors positions.
- The Manager is responsible for recruiting and hiring all other KYC staff, with support and guidance from the Board of Directors.
- All KYC staff appointments must be advised to the Board of Directors at the subsequent BOD meeting.

Staff and Volunteer Job Descriptions and Responsibilities

- Job descriptions for all positions at the KYC will be revised as required by the Manager and approved by the Board of Directors annually.

Staff and Volunteer Candidate Interviews

- Candidates for staff positions who are selected to interview for a position at the KYC will participate in a formal interview. Interviews will be conducted by the Manager (or designate), as well as a representative from the Board of Directors.

- Candidates who successfully complete an interview and who are being considered for employment at the KYC will be required to: provide a list of references including contact information; complete the Staff Application Package including emergency contact information; and complete a criminal reference check that is acceptable to the Board of Directors.

Criminal Reference Check/Police Reference Check

- No Manager or KYC staff shall be hired without completing a Criminal Reference Check for Vulnerable Sector (also known as a Police Reference Check) and the results of this check being reviewed and found acceptable by the Board of Directors.
- No volunteer will be allowed to be present in the KYC when youth are in attendance, without the completion of a Criminal Reference Check for Vulnerable Sector (also known as a Police Reference Check) and the results of this check being reviewed and found acceptable by the Manager, under the guidance of the Board of Directors.
- No candidate for a Board of Directors position will be appointed without the completion of a Criminal Reference Check for Vulnerable Sector (also known as a Police Reference Check) and the results of this check being reviewed and found acceptable by the Board of Directors.

Annual Reviews

- All staff are to be subject to an annual performance review. The Operations Manager review should be carried out by 2 Board members and other staff by the Operations Manager supported by a Board member.

EXCEPTION(S) TO POLICY

During work activities (i.e. work bees, program leadership) at the KYC that include members of the community, adults (including KYC volunteers) who have not completed criminal reference checks may be present when youth are in attendance provide that:

- i. The Manager has approved the adult (s) participating in the activity; and,
- ii. The adults are under constant supervision of KYC staff, the Manager, or a Board member.

3.0 Operational Policies

Kemptville Youth Centre Policy Manual

3.0 Operational Policies

3.1 Fire Safety Policy

PURPOSE

The purpose of this policy is to ensure the safety from fire of all persons in the KYC or on KYC property by effective pro-active planning, organization, monitoring and review of a Fire Safety Plan.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board Members, and members of the community who are in the KYC or on KYC property.

This policy applies to all incidents where there is a fire event within the KYC facility or on KYC property. When a KYC activity takes place off-property, it is the responsibility of the KYC staff and volunteers to ensure they are aware of the fire safety procedures at the location of the activity.

DEFINITIONS

None.

POLICY STATEMENT

The KYC is committed to providing a safe environment for everyone in the KYC or on KYC property. The KYC's will develop and implement a Fire Safety Plan, which will be communicated to all youth, KYC staff, volunteers, Board members, and members of the community in the KYC or on KYC property. The KYC will ensure that all staff and volunteers are satisfactorily trained to implement the Fire Safety Plan and that all local and provincial fire regulations are respected. The KYC prohibits smoking (refer to the Smoke-Free and Tobacco-Free Policy), any burning material, or any open flame within the KYC or on KYC property.

PROCEDURES

1. The KYC Fire Safety Plan shall respect all local and provincial regulations, and shall include:
 - i. Procedures for reporting fires;
 - ii. Schedule for completing fire drills;
 - iii. Fire prevention strategies;
 - iv. Location of emergency exits;
 - v. Location of fire extinguishers and other fire safety equipment;
 - vi. Location of an external meeting location.
2. The Manager will undertake an annual review of the KYC Fire Safety Plan and report the findings to the Board of Directors, including recommended changes to the plan. The Board of Directors will approve the Fire Safety Plan annually.
3. The Manager will ensure that the current version of the KYC Fire Safety Plan is provided to the Fire Department.

EXCEPTION(S) TO POLICY

The Manager can approve the use of "birthday candles" for celebrations within the KYC or on KYC property, providing that the activity is supervised by a KYC staff or volunteer and otherwise respects this policy.

Refer to the KYC **Smoke-Free and Tobacco-Free Policy** for the policy addressing First Nations' Traditional Use of Tobacco.

Kemptonville Youth Centre Policy Manual

3.0 Operational Policies

3.2 Accident Prevention and Reporting Policy

PURPOSE

The purpose of this policy is to prevent youth, KYC staff, volunteers, Board members, or members of the community from being injured as the result of an accident at the KYC or while on KYC property or participating in KYC activities off-site. In addition, this policy outlines the accident reporting procedures.

SCOPE

This policy applies to all KYC youth, their families and/or legal guardians, staff, volunteers, Board members, and members of the community who are in the KYC or on KYC property.

This policy also covers KYC activities which take place off of KYC property.

This policy applies to all accidental injuries, regardless of their cause, type, location, or severity. As such, this policy covers injuries ranging from a minor cut sustained on a finger during meal preparation to a major injury requiring emergency first aid and transportation to a hospital.

When a KYC activity occurs off-property, it is the responsibility of the youth, KYC staff, and volunteers to ensure they are aware of the accident prevention and reporting procedures at the location of the activity. This policy is impacted by other KYC policies including the *Fire Safety Policy* and the *Communications Policy*. Refer to individual KYC policies for additional information.

DEFINITIONS

None.

POLICY STATEMENT

The KYC is committed to providing a safe environment for everyone in the KYC or on KYC property. The KYC will develop an Accident Prevention Plan that describes the KYC's approach when planning and implementing KYC programs and activities. This plan will include a common sense approach to safety and accident avoidance, along with pro-active risk management and mitigation strategies to reduce the risk of accidental injury to any person participating in a KYC activity. The KYC will also develop and implement accidental injury reporting procedures.

PROCEDURES

Accident Prevention

The KYC will develop an Accident Prevention Plan that respects local and provincial regulations, and which includes:

1. Support for a formal safety policies and procedures;
2. Delegation of the Manager as the person responsible for the development and implementation of the Accident Prevention Plan;
3. Communicating the KYC's expectations for a safe environment;
4. Establishing a Safety Inspection Strategy and schedule;
5. Ensuring that the right tools and equipment are available to reduce the risk of injury;
6. Ensuring that all potential hazards located in the KYC or on KYC property are removed or clearly marked;
7. Ensuring that youth, staff, the Manager, Board members, and volunteers are adequately trained to undertake KYC activities;

8. Striving to ensure that there is one CPR/1st Aid certified adult (KYC staff, volunteer, Manager, or Board member) present at all KYC activities;

Accident Reporting

The Manager is responsible for developing and implementing accident reporting procedures. The Board of Directors will review these procedures annually. These procedures will comply with all local and provincial legislation and will be guided by the following:

In Case of an Injury

KYC staff and volunteers shall:

1. Promptly obtain and administer First Aid;
2. Notify the Manager immediately of any accident;
3. If the injury needs further follow-up, provide immediate transportation to the hospital or call 911;
4. If the accident casualty is a youth, contact the youth's parents/legal guardians and advise them of your location, the nature of the injury and request that they attend the location to provide support to the youth;
5. If the parents are not available, contact the youth's emergency contact number; and, 6. Complete and file an accident report form with the Manager as soon as possible.

The KYC Manager shall:

1. Assess the accident report and follow up with the parents/legal guardians (if the casualty is a youth) or the staff, volunteer, or Board member;
2. If the injury was to a staff member, ensure that all work related injury forms and procedures are followed;
3. Immediately report the details of the incident to the Board of Directors;
4. Seek legal counsel if directed to do so by the Board of Directors;
5. Contact the police if required by law or if directed to do so by the Board of Directors; and,
6. Take immediate action to correct any deficiencies or damage to the KYC physical plant or property and ensure the first aid kit is immediately restocked.

Police Notification of an Injury

Unless there is a legal requirement to do so, KYC staff and volunteers should not contact the police to report an accident or an injury resulting from an accident without the approval of the Manager or the Board of Directors. This policy does not prevent anyone from contacting 911 if there is an emergency situation.

If there is an injury as a result of an intentional or negligent act, such as an assault, police will be contacted in accordance with the Dangerous and Destructive Behaviour policy.

EXCEPTION(S) TO POLICY

No KYC youth, staff, volunteer, Manager, Board member or member of the community will ever be prevented from contacting the police using their own phone, should they wish to do so. Priority for use of the KYC phone line is to be given to KYC staff and the Manager to communicate with the parents/legal guardians of youth, emergency services, and the Board of Directors.

Kemptonville Youth Centre Policy Manual

3.0 Operational Policies

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3.3 Dealing and De-escalating Aggressive and Destructive Behaviour Policy

PURPOSE

The purpose of this policy is to prevent incidents of violent or aggressive behaviour from occurring at the KYC, to protect youth, KYC staff, volunteers, Board members, or members of the community from being injured as the result of violent or aggressive behaviour, and to prevent damage to KYC property.

SCOPE

This policy applies to all youth, their families and/or legal guardians, KYC staff, volunteers, Board members, and members of the community who are in the KYC or on KYC property.

This policy also covers KYC activities which take place off KYC property.

This policy prohibits all incidents of aggressive behaviour, including verbal or physical threats or actions. It also prohibits any physical confrontation between persons (i.e. "fighting"), physical restraints, wrestling, or horseplay.

This policy includes a prohibition on anyone possessing, displaying, threatening to use, or using any type of weapon. This policy is impacted by other KYC policies including the *Abuse and Harassment Policy*, the *Communications Policy*, and the *Accident Prevention and Reporting Policy*. Refer to individual KYC policies for additional information.

DEFINITIONS

Aggressive behaviour refers to a range of behaviours that can result in both physical and psychological harm to oneself, another person, or objects in the environment. The expression of aggression can occur in a number of ways, including verbally, mentally and physically.

Destructive behaviour refers to behaviours or actions that result in damage to property.

Weapon means anything used, designed to be used or intended for use

(a) in causing death or injury to any person, or

(b) for the purpose of threatening or intimidating any person

and, without restricting the generality of the foregoing, includes a firearm

(Source: *Criminal Code of Canada*)

POLICY STATEMENT

The KYC is committed to providing a safe environment which is free from physical and verbal threats or behaviour. The KYC will not tolerate physical or verbal aggression or destructive behaviour of any kind, from any person. The KYC will take immediate action to safeguard individuals by suspending or banning individuals who demonstrate aggressive or destructive behaviour from participating in KYC programs or activities or being on KYC property.

The KYC may contact police in order to report aggressive or destructive behaviour and to have individuals removed from KYC property.

PROCEDURES

Managing and De-escalating the Aggressive or Destructive Behaviour

1. The Manager is responsible for communicating the KYC *Dealing with Aggressive and Destructive Behaviour* policy to all youth, KYC staff, volunteers, and members of the community who are on KYC property or participate in KYC activities.
2. If an individual or a group of individuals are displaying aggressive or destructive behaviour, KYC staff, the Manager, volunteers, or Board members should verbally attempt to de-escalate that behaviour. There are several suggested methods that can be used including:

1. be empathetic & nonjudgemental
 2. respect personal space
 3. use non-threatening cues
 4. keep tone & message calm, simple & clear
 5. focus on feeling, not just facts
 6. ignore challenging questions
 7. set clear respectful boundaries
 8. allow silence for processing
 9. give time for decisions
- Prioritize safety always

3. KYC staff, the Manager, volunteers, or Board members are not to physically intervene to attempt to stop aggressive or destructive behaviour, including the use of physical holds or restraints. However, youth, KYC staff, volunteers, the Manager, or Board members have the right to defend themselves or to protect others who are in imminent danger.
4. Individuals not acting aggressively will be asked to exit the immediate area and make their way to a safer location, under the supervision (if possible) of KYC staff, the Manager, volunteers, or Board members. If individuals are acting aggressively and pose a threat or danger to other occupants of KYC, the occupants may be moved out of KYC under the supervision of KYC staff pending arrival of police who should be summoned by calling 911.
5. If there is an immediate or expected danger to individuals or damage to KYC property the police shall be immediately notified by calling 911.
6. The aggressive individuals(s) shall be directed to leave the KYC and the KYC property immediately. If it is safe to do so, KYC staff, the Manager, volunteers, or Board members may, at their discretion, provide first aid treatment to individuals before directing them to leave the property.
7. Procedures for dealing with all injuries are prescribed in the *KYC Accident Prevention and Reporting Policy*.

Reporting and Investigating the Incident

1. Any person observing aggressive or destructive behaviour should immediately report it to the attention of a KYC staff member or the Manager. If a KYC staff member is directly or indirectly involved in the complaint, the matter should be directed to the

Manager. If the Manager is directly or indirectly involved in the complaint, the matter should be directed to the Board of Directors.

2. All KYC staff, the Manager, volunteers, or Board members who witnessed the incident must complete and file a KYC Serious Incident form as soon as possible.
3. The Manager will conduct an investigation into the complaint. All youth, KYC staff, volunteers, and Board members are expected to cooperate with such an investigation. Legal counsel, local child protection services, or the police may be contacted as part of the investigation.
4. If the complaint directly or indirectly involves the Manager, the Board of Directors will conduct an investigation into the complaint. Legal counsel, local child protection services, or the police may be contacted as part of the investigation.
5. Violations of this policy by youth may result in the KYC pursuing criminal charges, restitution for property damage, or suspension from the KYC for a period of time up to and including a permanent suspension.
6. Violations of this policy by volunteers may result in the KYC pursuing criminal charges, restitution for property damage, or disciplinary action up to and including dismissal.
7. Violations of this policy by KYC staff or the Manager may result in the KYC pursuing criminal charges, restitution for property damage, or disciplinary action up to and including dismissal.
8. Violations of this policy by Board Members may result in the KYC pursuing criminal charges, restitution for property damage, or disciplinary action up to and including dismissal from the Board of Directors.

EXCEPTION(S) TO POLICY

If, following an aggressive or destructive incident, KYC staff, volunteers, the Manager, or Board members believe that directing an individual or a group to leave the KYC may place them in imminent danger, and:

- The individual(s) is (are) no longer displaying aggressive behaviour; and,
- They are amenable to all the policies, rules, and routines of the KYC,

they may be allowed to remain in the KYC or on KYC property until it is deemed safe for them to exit the KYC and the KYC property.

3.0 Operational Policies

3.4 Emergency Phone Numbers and Emergency Contact Information Policy

PURPOSE

The purpose of this policy is twofold:

1. To ensure that youth, KYC staff, volunteers, Board members, and members of the community are aware of the emergency phone numbers for the police, fire department, ambulance, and poison control; and,
2. To ensure that the KYC has emergency contact information on file for youth, KYC staff, the Manager, volunteers, and Board members.

SCOPE

This policy applies to all youth who participate in KYC activities, KYC staff, the Manager, volunteers, and Board members.

This policy also covers KYC activities which take place off of KYC property.

Refer to the *KYC Dealing with Aggressive and Destructive Behaviour* policy for guidelines and procedures for contacting the police if there are incidents of aggressive or destructive behaviour.

Refer to the *KYC Accident Prevention and Reporting Policy* for the KYC policy that deals with preventing and responding to accidental injuries.

DEFINITIONS

Emergency Phone Numbers refers to the phone numbers that should be used to contact police, fire department, ambulance, and poison control, in case of an emergency.

Emergency Contact Information refers to a set of information provided by individuals that should include their home address, phone number, mobile phone number, and e-mail address, along with the home address, phone number, mobile phone number, and e-mail address of one or two parents or guardians that they wish to have contacted should they be involved in an emergency situation, such as an accidental injury. Youth will ensure that the emergency contact information they provide is kept current and includes contact information for their parents or legal guardians. Staff will update information regularly.

POLICY STATEMENT

The KYC is committed to providing a safe environment for all youth, KYC staff, the Manager, volunteers, and members of the community. The KYC will ensure that there are emergency phone numbers for police, fire department, ambulance, and poison control posted in the KYC. The KYC will also obtain and store, in an accessible location at the KYC, emergency contact information for all youth, KYC staff, the Manager, volunteers, and Board members.

KYC staff, volunteers, the Manager, or Board members who are supervising KYC activities off-site will ensure that they have local emergency contact numbers, as well as emergency contact information for all persons participating in the KYC activity, including youth, KYC staff, volunteers, the Manager, and Board members.

PROCEDURES

Emergency Phone Numbers

1. The Manager is responsible for posting emergency phone numbers for the police, fire department, ambulance, and poison control in all common areas of the KYC, the offices, the kitchen, and any other areas deemed appropriate.
2. The Manager shall ensure that the phone numbers are updated and reposted as required.

Emergency Contact Information

1. Every youth who participates in KYC activities must provide emergency contact information to the KYC. All KYC staff, volunteers, the Manager, and Board members are required to provide emergency contact information to the KYC.
2. Any person who does not provide accurate emergency contact information cannot attend the KYC or participate in KYC activities.
3. The Manager is responsible for collecting the information, ensuring that this information is current, and keeping the information secure.
4. This information is confidential and will not be used except for the purpose of contacting the identified emergency contacts in the case of an emergency.

EXCEPTION(S) TO POLICY

None.

Kemptonville Youth Centre Policy Manual

3.0 Operational Policies

3.5 Incident Reporting Policy

PURPOSE

The purpose of this policy is to facilitate the timely and accurate reporting of incidents that occur at the KYC, or during KYC activities off-site, to the Manager and to the Board of Directors.

SCOPE

This policy applies to all youth who participate in KYC activities, KYC staff, the Manager, volunteers, and Board members.

This policy covers all KYC activities, including any that take place off of KYC property.

This policy is impacted by many other KYC policies, including:

- *Abuse and Harassment Policy;*
- *Dealing with Aggressive and Destructive Behaviour Policy ;*
- *Fire Safety Policy; and,*
- *Accident Prevention and Reporting Policy.*

Refer to individual KYC policies for additional information.

DEFINITIONS

Incident means an unplanned event or action, such as:

- Contravention of a policy of the KYC;

- Injury or property damage; or
- An event that may possibly have a negative impact on the KYC, youth that attend the KYC or KYC staff, the Manager, volunteers or Board members .

POLICY STATEMENT

Immediately after an incident at the KYC or during a KYC activity off-site, all KYC staff, volunteers, the Manager, or Board member involved in the incident will complete a KYC Incident Report and provide it to the Manager. The Manager will review the incident report, follow-up with the author (if required), and then provide a briefing to the Board of Directors:

- **Immediately** if the incident involves: a serious injury; fire; police, fire department, ambulance, poison control or child protection services being contacted; theft of KYC property; allegations of harassment, discrimination, or abuse; significant property damage; or any other incident in which the Manager believes it is appropriate to immediately contact the Board of Directors; or,
- In the **Manager’s Report** , tabled at the monthly Board of Directors’ meeting.

PROCEDURES

1. During the course of normal operations, many activities and interactions occur between youth, KYC staff, the Manager, volunteers, and Board members. On occasion, individuals may be involved in an “incident”, which needs to be formally reported.
2. The Manager is responsible for developing a Board-approved KYC Incident Report (IR), training all staff and volunteers on the use of the IR, ensuring that IRs are readily available, and providing individuals with an opportunity to complete the IR immediately following an incident.
3. KYC staff, the Manager, volunteers, and Board members shall document any and all incidents in a formal IR. It is important that the IR is completed as accurately as possible, with an appropriate level of detail.
4. The IR will include the following information:
 - i. The date, time and location of the incident;

- ii. The person or persons directly involved and those who witnessed the incident;
 - iii. A detailed description of the incident, including any injuries or property damage;
 - iv. The reactions/actions taken by you, KYC staff, the Manager, volunteers, or Board members following the incident;
 - v. Emergency services contacted, such as police, ambulance, or poison control;
 - vi. Any emergency contacts for the individuals involved;
 - vii. Any other information that the author believes may be relevant;
 - viii. The completion time and date and the signature of the author.
5. Once the IR has been completed, it shall be immediately filed with the Manager, in a manner established by the Manager.
6. KYC Staff or the Manager shall also include a note in the KYC Communication Book indicating that an incident occurred, and that the IR has been completed and filed on the Manager's desk.
7. The Manager shall, as soon as possible, review the IR, seek clarification or other follow-up with the author (if required), sign-off on the IR, file the IR, and then brief the Board of Directors in the manner prescribed by this policy.

EXCEPTION(S) TO POLICY

None.

3.0 Operational Policies

3.6 Swimming Safety Policy

PURPOSE

The purpose of this policy is ensure that the KYC provides a safe and properly supervised environment for everyone participating in KYC activities that take place at beaches, lakes, rivers, quarries, swimming pools, or other areas where swimming and/or shallow/deep water activities occur .

SCOPE

This policy applies to all youth who participate in KYC activities, KYC staff, the Manager, volunteers, and Board Members.

This policy covers all KYC activities that take place at beaches, lakes, rivers, quarries, swimming pools, or other areas where swimming and/or water activities occur.

DEFINITIONS

Lifeguard means a person who holds current National Lifeguard Service (NLS) certification from the Royal Life Saving Society of Canada.

POLICY STATEMENT

A Lifeguard must be present and actively supervising all KYC activities that take place at beaches, lakes, rivers, quarries, swimming pools, or other areas where swimming and/or shallow/deep water activities occur.

If a Lifeguard is not present, youth, KYC staff, the Manager, volunteers, or Board members shall not swim or enter any body of water.

PROCEDURES

1. The Manager will confirm that there is a Lifeguard present at KYC activities that occur at beaches, lakes, rivers, quarries, swimming pools, or other areas where swimming and/or shallow/deep water activities occur.
2. If the activity is taking place at a location that is not supervised by a Lifeguard, the Manager will ensure that the KYC provides a Lifeguard. This Lifeguard must be present and actively supervising the water based activities at all times.
3. If there is no Lifeguard present, no youth, KYC staff, the Manager, volunteers, or Board Members shall swim or enter any body of water.
4. Violations of this policy by youth may result in suspension from the KYC for a period of time up to and including a permanent suspension.
5. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
6. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.
7. Violations of this policy by Board members may result in disciplinary action up to and including dismissal from the Board of Directors.

EXCEPTION(S) TO POLICY

KYC activities that occur at a “splash pad” or similar water themed play structure, where swimming is not possible (due to the absence of any significant body of water), do not require a Lifeguard. If the activity occurs at a location which is under the supervision of a Lifeguard provided by a third party (e.g. Calypso Water Park, Kemptville Pool), the KYC is not required to provide a Lifeguard .

Kemptville Youth Centre Policy Manual

3.0 Operational Policies

3.7 Concussion Awareness Policy

PURPOSE

The purpose of this policy is to minimize and manage potential concussions that may occur during KYC activities.

SCOPE

This policy applies to all youth, their families and/or legal guardians, KYC staff, volunteers, Board members, and members of the community who are participating in KYC activities.

This policy also covers KYC activities which take place off KYC property.

This policy is linked to the KYC *Incident Reporting* policy. Refer to that policy for additional information.

DEFINITIONS

Concussion is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., difficulty concentrating or remembering), emotional/behavioural (e.g., depression, irritability) and/or related to sleep (e.g., drowsiness, difficulty falling asleep)*.

(*Ontario Physical Education (OPHEA) Safety Guidelines:

<http://safety.ophea.net/release-of-new-and-revised-concussion-protocols>)

POLICY STATEMENT

KYC staff and volunteers supervising physical activities must be able to identify and properly manage a suspected concussion. Proper education on the signs, symptoms,

prevention and treatment of concussions is a major health and safety issue for everyone participating in physical activities .

In order to minimize and manage potential concussions that may occur during KYC activities, the KYC will develop and implement safety protocols and procedures for all activities that:

- Establish concussion prevention and management protocols and procedures that are based on established provincial standards; and,
- Are communicated to all KYC staff and volunteers and included in the KYC Operations Manual.

PROCEDURES

1. The KYC will develop and implement concussion awareness and prevention guidelines, protocols and procedures.
2. The Manager is responsible for communicating the KYC's concussion awareness guidelines, protocols, and procedures to KYC staff and volunteers.
3. The Manager is responsible for ensuring that the KYC Concussion Awareness Procedures are kept up to date and included in the KYC Operations Manual.
4. All KYC staff, the Manager, volunteers, and Board members are required to follow the Concussion Awareness Procedures.
5. All suspected concussions must be documented on an Incident Report and filed with the Manager (refer to the *KYC Incident Reporting* policy).
6. Violations of this policy by KYC staff, the Manager, volunteers, and Board members may result in disciplinary action up to and including dismissal.

EXCEPTION(S) TO POLICY

None.

Kemptville Youth Centre Policy Manual

3.0 Operational Policies

3.8 KYC Opening and Closing Policy - Ontario Statutory and Non-Statutory Holidays

PURPOSE

The purpose of this policy is to outline the protocol Ontario Statutory Holidays and hours of operation of the Kemptville Youth Centre (KYC).

SCOPE

This policy applies to all employees (Program Coordinator and Operations Manager) that are on regular payroll with the KYC.

DEFINITIONS

Statutory Holiday; these days are celebrated nationwide and are paid days off days for employees. (New Years Day January 1, Good Friday in March/April, Victoria Day in May, Labour Day in September, Thanksgiving Day in October, Christmas Day December 25, Boxing Day December 26, Labour Day in September and Canada Day on July 1st).

POLICY STATEMENT

The KYC will be open regular hours on all Ontario Non-Statutory holidays. **Such as:** Remembrance Day and Federal Non-Statutory holidays (truth & Reconciliation Day)

The KYC will be closed on all Ontario Statutory Holidays and Easter Monday and Civic Holidays

PROCEDURES

- The Manager and/or Program Coordinator will work all Ontario and Federal Non-Statutory Holidays maintaining regular hours of operation.

- The Manager and/or Program Coordinator will not work on Ontario Statutory Holidays & Easter Monday, Civic Holidays and Family Day and will be paid regular hours.
- Facebook, Instagram and the like will be updated with information to the public about opening and closures a week in advance.
- Signage/Calendars in the KYC will illustrate whether the KYC is closed and/or open on the given Ontario Statutory and Non-Statutory Holidays.

EXCEPTION(S) TO POLICY

- Should the Ontario Statutory Holiday fall on a weekend (Saturday/Sunday), the following Monday will be considered the Ontario Statutory Holiday.

4.0 Financial Policies

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.1 Purchasing Policy

PURPOSE

This policy outlines the Kemptville Youth Centre's (KYC) guidelines regarding the use of KYC funds to purchase goods and services.

SCOPE

This policy applies to all purchases of goods or services made by the KYC and includes in-kind transactions.

DEFINITIONS

In-Kind means payment by the exchange of goods or services, rather than currency.

POLICY STATEMENT

The policy of the KYC is to obtain the best value for the materials, goods, and services that it purchases from, and to maintain the highest ethical standards in dealing with, its suppliers. Value includes price, quality, and service.

PROCEDURES

1. All goods and services purchased for the KYC shall be obtained in a transparent and cost-effective manner and support the KYC's programs and objectives.
2. When expending KYC funds, the Manager, delegated KYC staff, and Board members shall respect this policy and any other financial policies or procedures approved by the Board of Directors.
3. The Manager or the Board of Directors shall approve all goods and services purchased for the KYC.

4. The Manager must obtain Board of Directors approval prior to spending funds in excess of \$1,000.
5. The Manager must, when possible, obtain three independent quotes for purchases in excess of \$1,000.
6. The Manager shall maintain control over all KYC petty cash funds and provide a complete financial report to the Treasurer of the Board of Directors in a manner prescribed by the Board of Directors.
7. The Manager or their designee are the only persons authorized to expend KYC petty cash.
8. The KYC shall maintain three signatories for all KYC chequing accounts, consisting of the, President of the Board of Directors, the KYC Treasurer, and one other member of the Board of Directors. In addition:
9. Any person who is aware of a violation of this policy should bring it to the attention of the Manager. If the Manager is directly, or indirectly involved the the complaint, the matter should be directed to the Board of Directors.
10. The manager, in consultation with the Board of Directors will conduct an investigation into the incident. The manager may, with Board approval, seek legal counsel.
11. If the Manager is implicated in the complaint, the Board of Directors will conduct the investigation and may seek legal counsel.
12. All youth, KYC staff, volunteers, and Board members are expected to cooperate with the KYC investigation.
13. If the complaint directly or indirectly involves the Manager, the Board of Directors will conduct an investigation into the complaint and may seek legal counsel.
14. The Board of Directors will review the findings of the investigation and will take appropriate action, which may include:
 - i. Contacting police authorities to pursue legal action against any persons involved.
 - ii. Violations of this policy by volunteers may result in disciplinary action up to and including dismissal.
 - iii. Violations of this policy by KYC staff or the Manager may result in disciplinary action up to and including dismissal.
 - iv. Violations of this policy by Board members may result in disciplinary action up to and including dismissal from the Board.

EXCEPTION(S) TO POLICY

In exceptional situations when the KYC is unable to obtain three separate quotes for a purchase, the Board of Directors may approve the purchase.

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.2 Facility Rental Policy

PURPOSE

The purpose of this policy is to encourage and promote the use of the Kemptville Youth Centre's (KYC) facilities by external/outside individuals, organizations, or groups while practicing sound fiscal responsibility.

SCOPE

This facility rental policy applies to all individuals, groups, teams, clubs, or organizations that use any part of the KYC facility and includes In-Kind terms of payment.

DEFINITIONS

In-Kind means payment by the exchange of goods or services, rather than currency.

Lessee means the individual, group, team, club, or organization that is renting the KYC facility.

POLICY STATEMENT

The KYC encourages the use of the KYC facility by individuals, groups, teams, clubs, or organizations subject to this policy and the terms and conditions of the KYC Facility Rental Agreement, including the payment of rental fees.

In-Kind payment or free usage will be considered, on a case-by-case basis, from lessees that meet all of the following conditions:

- i. They are based in North Grenville;
- ii. They primarily serve children and/or youth (0-18 year olds); and,
- iii. They are non-profit or not-for-profit.

Rental of the KYC facility should never interfere or disrupt the normal operations of the KYC, including any scheduled programs or activities.

PROCEDURES

1. All facility rentals must be managed through the signing of a KYC Rental Agreement. All lessees must complete and sign a Rental Agreement, with guidance from the KYC Manager, and must abide by the terms and conditions of the Rental Agreement at all times.
2. The Manager has the authority to sign the agreement on behalf of the KYC and is the contact person for any questions, concerns, or comments regarding the facility Rental Agreement or the policy.
3. In-Kind payment or free usage will be considered, on a case-by-case basis, from lessees that meet all of the following conditions:
 - i. They are based in North Grenville;
 - ii. They primarily serve children and/or youth (0-18 year olds); and,
 - iii. They are non-profit or not-for-profit.
4. If an In-Kind payment is proposed by the lessee, the Manager will advise the Board of Directors.
5. The Manager is responsible for developing and maintaining the KYC Rental Agreement. The Board of Directors will approve the rental agreement annually.

EXCEPTION(S) TO POLICY

None.

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.3 Investment Policy

PURPOSE

This policy outlines the Kemptville Youth Centre's (KYC) guidelines regarding investing KYC funds, including: roles and responsibilities; investment guidelines; performance evaluation standards; and the frequency of communications and reviews.

SCOPE

This policy applies to all financial transactions made by the KYC that involve the purchasing of an asset or item with the objective of generating income or future appreciation.

This policy is impacted by other KYC policies dealing with financial matters. Refer to individual KYC policies for additional information.

DEFINITIONS

Short-Term Investment means an investment that will expire within one year (e.g. three, six, nine, and 12 month GICs or savings accounts).

Long-Term Investment means an investment that the KYC intends to hold for more than a year (e.g. mutual funds, bursary fund).

POLICY STATEMENT

All investments made by the KYC shall be managed in accordance with the by-laws and policies of the KYC and accepted financial practices.

The investment objective of the KYC is to secure a reasonable return on investment while managing risks in order to ensure the long-term financial stability of the organization.

The Board of Directors is responsible for the overall management of all KYC investments. All

Board members shall exercise prudent and appropriate care of KYC investments and all actions taken by the Board shall be in the best interests of the KYC. The board shall ensure that appropriate policies governing the management of the portfolio are in place and that they are implemented.

The Finance Committee is responsible for implementing the investment policy, including: approving the investment strategy; hiring investment managers or consultants; and monitoring and reporting to the Board on investment portfolio performance on a regular basis to ensure compliance with the investment policy.

The Finance Committee will, on an ongoing basis, review the current and projected financial needs of the KYC.

The Finance Committee will continually monitor the portfolio returns and shall provide quarterly reports to the Board of Directors. An annual review of all investments shall be completed and the results provided to the Board of Directors, along with any recommendations for adjusting the KYC investment strategy.

An External Financial Consultant may be retained by the Finance Committee, with the approval of the Board of Directors, if the members believe that they require additional financial expertise in order to make informed investment decisions.

PROCEDURES

1. **Short Term Investments** : The Finance Committee shall ensure that all short-term investments are incorporated into the KYC investment strategy, as required, and that the strategy is approved by the Board of Directors.

- a. Such short-term investments do not require approval of the Board of Directors if they are valued at less than \$5,000.
- b. Short-term investments valued at greater than \$5,000 require approval by the Board of Directors.
- c. Changes to short term investments greater than \$5,000 over a 30 day period requires approval of the Board of Directors.

2. **Long-Term Investments** : The Finance Committee shall ensure that all long-term investments are identified in the KYC investment strategy, and that the strategy is approved by the Board of Directors. Any withdrawal from the original investment amount must be approved by the Board of Directors.

EXCEPTION(S) TO POLICY

None.

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.4 Restricted Funds Policy

PURPOSE

This policy outlines the Kemptville Youth Centre's (KYC) guidelines regarding the use of Restricted Funds.

SCOPE

This policy applies to all financial transactions made by the KYC that involve the use of Restricted Funds.

This policy is impacted by other KYC policies dealing with financial matters. Refer to individual KYC policies for additional information.

DEFINITIONS

Restricted Funds means a reserve of money that can only be used for specific purposes. Such funds can be temporarily restricted to be used for a certain purpose, or permanently restricted so that the donation acts as principal on which interest can be earned and only this interest can be spent.

Temporarily Restricted means funds to be used for a certain purpose.

Permanently Restricted means funds act as principal on which interest can be earned and only the interest can be spent. There is a 5 year limit to permanently restricted funds.

POLICY STATEMENT

All financial transactions made by the KYC shall be managed in accordance with the by-laws and policies of the KYC and accepted financial practices.

The KYC restricts the use of certain donations or grants, in order to provide reassurance to donors that their contributions will be used in the manner that they have specified. The following KYC contributions are considered restricted funds:

1. Future Capital Projects: donations or grants received are to be used only for the defined capital projects;

2. Programs: donations or grants received are only to be used for special, non-reoccurring, non-core programs; and,
3. Permanent Restrictions: the principle of the donation is never spent - only the interest earned on the investment.

The Treasurer, in collaboration with the Finance Committee, is responsible for:

- i. Identifying all Restricted Funds;
- ii. Managing Restricted Funds in accordance with this policy; and,
- iii. Monitoring and reporting on the status of all Restricted Funds as part of the quarterly and annual financial reports to the Board of Directors.

PROCEDURES

1. The Treasurer, in collaboration with the Finance Committee will analyze all new funding to determine if it should be considered a Restricted Fund. Restricted Funds must be clearly identified in all KYC financial reports.
2. The Treasurer, in collaboration with the Finance Committee will undertake a quarterly and annual review to verify that Restricted Funds are being managed in accordance with all KYC financial policies. As part of the annual review, all KYC funding sources will be examined to ensure that all Restricted Funds have been properly identified. The findings will be provided to the Board of Directors, as part of the regular quarterly and annual financial reports.
3. The Treasurer, in collaboration with the Finance Committee, will immediately raise any concerns with the management of Restricted Funds with the Board of Directors.

EXCEPTION(S) TO POLICY

None.

Kemptonville Youth Centre Policy Manual

4.0 Financial Policies

4.5 Reserve Operation Funds Policy

PURPOSE

This policy outlines the Kemptonville Youth Centre's (KYC) guidelines regarding maintaining a Reserve Operations Fund.

SCOPE

This policy applies to all financial transactions made by the KYC to ensure that a Reserve Operations Fund is maintained at all times.

DEFINITIONS

Reserve Operations Fund means a reserve of cash and cash equivalents, securities that can be quickly transferred into cash, that must be maintained at all times to offset the loss of expected 3rd party funding. Operations include salaries and their associated costs along with all fixed expenses.

POLICY STATEMENT

All financial transactions made by the KYC shall be managed in accordance with the by-laws and policies of the KYC and accepted financial practices.

The KYC will ensure that it has, at all times, access to cash and cashable securities to pay for 6 months of operating costs.

The following KYC expenses are deemed to be essential and fall under the Reserve Fund scope:

1. Staffing: Salary and associated expenses of the Manager and one Program Facilitator
2. Banking: Transactions costs to carry out day to day business
3. Rent or Mortgage Payments: monthly payments to maintain current location
4. Insurance: necessary coverage to continue operations

5. Utilities: Gas, electricity, telephone, internet, water and sewer.
6. Property Taxes: as due to the municipality to maintain current location
7. Building Maintenance: the minimum daily operational maintenance required.

The Treasurer, in collaboration with the Finance Committee, is responsible for:

- i. Identifying all necessary costs to maintain operations at KYC
- ii. Review all cash and cash equivalent funds to ensure availability to meet the policy.
- iii. Monitoring and reporting on the status of the Reserve Operations Funds as part of the quarterly and annual financial reports to the Board of Directors.

PROCEDURES

1. The Treasurer, in collaboration with the Finance Committee will, in the first quarter of every fiscal year review the Policy to determine if it should be maintained or revised.
2. The Treasurer, in collaboration with the Finance Committee will, in the first quarter of every fiscal year analyze all current operations expenses.
3. The Treasurer, in collaboration with the Finance Committee will give a cash flow projection for the current year to ensure that the Reserve Operations Fund is maintained throughout the year.
4. The Treasurer, in collaboration with the Finance Committee will undertake a quarterly and annual review to verify that Reserve Operation Funds are being managed in accordance with all KYC financial policies. The findings will be provided to the Board of Directors, as part of the regular quarterly and annual financial reports.
5. The Treasurer, in collaboration with the Finance Committee, will immediately raise any concerns with the management of Reserve Operations Funds with the Board of Directors.

EXCEPTION(S) TO POLICY

None.

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.6 Emergency Reserve Capital Funds Policy

PURPOSE

This policy outlines the Kemptville Youth Centre's (KYC) guidelines for maintaining and growing a **Reserve Capital Fund**.

SCOPE

This policy applies to all financial transactions made by the KYC.

DEFINITIONS

Reserve Capital Fund means a reserve of cash, cash equivalents, and/or securities that can be transferred into cash in no more than 2 months, that must be maintained at all times to cover Capital Repairs and Upgrades to the KYC facility.

Capital Costs means costs incurred by the KYC that include but are not limited to: structural repairs to KYC owned property; major equipment replacement owned by KYC; major upgrades to property owned by KYC that are approved by the KYC Board of Directors.

POLICY STATEMENT

All financial transactions made by the KYC shall be managed in accordance with the by-laws and policies of the KYC and accepted financial practices.

The KYC will ensure that it has, at all times, access to cash and cashable securities to cover capital repairs and upgrades.

The KYC will increase the Reserve Capital Fund by the prior years Operations Surplus, to a maximum of \$50,000.

The Treasurer, in collaboration with the Finance Committee, is responsible for:

- i. Identifying all future Capital costs to maintain the facilities owned by KYC;
- ii. Reviewing all cash and cash equivalent funds to ensure availability to meet the policy; and,
- iii. Monitoring and reporting on the status of the Reserve Capital Funds as part of the quarterly and annual financial reports to the Board of Directors.

PROCEDURES

1. The Treasurer, in collaboration with the Finance Committee will, in the first quarter of every fiscal year, analyze potential Capital Expenditures.
2. The Treasurer, in collaboration with the Finance Committee, will give a cash flow projection for the current year to ensure that the Reserve Capital Fund is maintained throughout the year.
3. The Treasurer, in collaboration with the Finance Committee, will undertake a quarterly and annual review to verify that Reserve Capital Funds are being managed in accordance with all KYC financial policies. The findings will be provided to the Board of Directors, as part of the regular quarterly and annual financial reports.
4. The Treasurer, in collaboration with the Finance Committee, will immediately raise any concerns with the Reserve Operations Funds with the Board of Directors.

EXCEPTION(S) TO POLICY

None.

Kemptville Youth Centre Policy Manual

4.0 Financial Policies

4.7 Charitable Donation Receipt Policy

PURPOSE

This policy outlines the Kemptville Youth Centre's (KYC) guidelines for issuing **Charitable Donation Receipts**.

SCOPE

This policy applies to all charitable receipts created by the KYC.

DEFINITIONS

Charitable Donation Receipt means an official dated, numbered and signed receipt issued by KYC with its charitable registration number displayed. The receipt may be used by the recipient for income tax purposes.

POLICY STATEMENT

Kemptville Youth Centre must adhere to the Canada Revenue Agency (CRA) Income Tax Act when issuing charitable donation receipts. Detailed guidelines can be found on CRA's Charities and Giving website: www.canada.ca/en/revenue-agency/services/charities-giving/charities/operating-a-registered-charity/issuing-receipts.html.

PROCEDURES

A. BUSINESS

1. Gifts in Kind

In general, there is no benefit to a business to obtain a charitable donation receipt for a donation of items from inventory. Such contributions are considered a business expense. KYC will provide a letter acknowledging the items donated. However, if a business requires a charitable donation receipt, KYC will accommodate the request.

A business that donates inventory can deduct the cost of the inventory as a business expense. If a charitable donation receipt is requested by the business, then they are required to include the fair market value of the donated property as income, which is then offset by the deduction of the charitable donation. As a result, no benefit is obtained from the charitable donation receipt.

2. Services

Canada Revenue Agency disallows donations of services for charitable donation receipts. Contributions of services (including Gift Certificates) are not property and do not qualify as gifts. The business can bill KYC for the service and receive payment (if approved within the budget of the Event), at which time the business can donate back the amount received for the service. The business (donor) must account for the services as business income.

3. Cash/cheques

A charitable donation receipt will be issued by KYC for donations of money, if requested. The minimum amount for a receipt is determined from time to time by KYC.

4. Sponsorship

If a business sponsors a fundraising event, under the Canada Revenue Agency rules, KYC cannot issue an official charitable donation receipt, because the sponsor is receiving a significant promotional benefit. KYC will provide a letter of acknowledgment as a receipt for the sponsorship.

B. INDIVIDUALS

1. Gifts in Kind

Where KYC agrees, a charitable donation receipt can be issued for items donated by individuals, which are accompanied by a receipt of purchase from the original supplier, or appraisal. If the item was purchased within three years, the receipt will be the lesser of the cost or fair market value. A charitable donation receipt will not be issued for auction items in which the value of the item is not clearly ascertainable. This includes dinners at a private resident or certain personal items such as sports paraphernalia.

KYC is responsible for reporting the fair market value of the gift in kind on the official charitable donation receipt. Canadian Revenue Agency indicates that the fair market value is the “highest price in dollars that the property would bring in an open and unrestricted market” between a willing buyer and seller who are both informed, prudent and knowledgeable and acting at arm’s length. In order to determine the fair market value of a gift in kind, an independent appraisal is required for items over \$1,000.00. For individuals who make artwork for a hobby, only the value of the inventory used to make the art piece is eligible for a charitable donation receipt. (Time cannot be factored in the value).

2. Art Donated to KYC for Auctions

A charitable donation receipt can be issued for art over \$1,000 if there is a letter of appraisal from an independent retailer verifying the value. For art under \$1,000 a receipt of purchase must be provided to clearly indicate the fair market value. For art purchased within the past three years, the receipt will be the lesser of the FMV or the Purchase price.

For individuals who make art for a hobby, only the value of the inventory used to make the art piece is eligible for a charitable donation receipt. (Time cannot be factored in the value).

3. Services

A charitable donation receipt cannot be issued for services since Canada Revenue Agency disallow it.

The individual can bill the charity for the service and receive payment, at which time the individual can donate back the amount received for the service. The individual must report the service as taxable income. Gift certificates for services cannot be receipted.

4. Cash/cheques

A charitable donation receipt will be issued by KYC for regular donations of money. All information regarding the donor must be attached.

5. Securities:

A charitable donation receipt will be issued by KYC for the closing value of the publicly traded security on the day KYC receives the security, net of any brokerage charges incurred.

C. ART DONATED TO KYC

KYC will not accept art as a donation to KYC for tax receipting unless the artwork is needed by KYC and such need has been confirmed by The Board of Directors. In order for a charitable donation receipt to be issued over \$1,000, KYC requires an appraisal letter from an Art Appraiser who belongs to the Professional Art Dealer Association of Canada. The necessary information of the donor's full name, address and telephone number is required for processing the charitable donation receipt. For art purchased within the past three years, the receipt will be the lesser of the FMV or the Purchase price.

If the Canada Revenue Agency determines the donation is not a true gift or the appraisal value is inflated, the donation claim will be disallowed or adjusted, and penalties can apply.

D. DONATIONS FROM A THIRD-PARTY FUNDRAISER

As per Canada Revenue Agency (CRA), where a transfer of property constitutes a gift for tax purposes, the charity is entitled, pursuant to Income Tax Regulations 3501 (1h) to issue an official receipt for income tax purposes to the donor.

The Coordinator of a Fundraiser appears to be acting as an "Agent" for the persons (donors) whom the funds are collected. The property transferred to the charity is the property of the persons from whom the gifts were collected on the understanding it would be given to a charity. Those persons are entitled to a charitable receipt within the guidelines of charitable receipting rules applicable to events.

It is Canada Revenue Agency's (CRA) view that where a Coordinator of an Event collects funds from the general public and pays the amount to a registered charity, the Coordinator would not be the person entitled to a charitable donation receipt.

E. OTHER CHARITIES

KYC will not issue official charitable donation receipts to other charities (per Canada Revenue Agency regulation).

F. RECEIPTS FOR TICKETS TO FUNDRAISING EVENTS

1. Tickets

In accordance with Canada Revenue Agency, KYC must calculate the portion of the purchase price that is eligible for an official charitable donation receipt by determining the fair market value of admission to the fundraising event.

A fundraising event should only have door prizes or gifts, which have a nominal value where the fair market value does not exceed the lesser of \$75.00 or 10% of the amount of the gift.

2. Auctions

KYC cannot issue a charitable donation receipt to people who buy items at an auction unless the payment exceeds 125% of the fair market value of the item and the value is clearly ascertainable and made known to bidders in advance.

Canada Revenue Agency allows the 25% “premium” paid as a charitable donation. A bid below 25% is considered by Canada Revenue Agency as the recipient receiving something in return and therefore there is no “gift of a donation”.

3. Golf Tournaments

Canada Revenue Agency considers fundraising golf tournaments as “like events” within the meaning of the Interpretation Bulletin 110R3. This means a charity can issue a tax receipt for the difference between the price of the admission ticket for the tournament and the fair market value of the golf games, plus any other entertainment and meals received by the players. Special rules apply if the person playing is a member of the club and would not have to pay green fees.

G. ISSUING CHARITABLE DONATION RECEIPTS

1. The information on an official charitable donation receipt must be readable and not easily altered.

Receipts for cash gifts must have the following:

- A statement that it is an official receipt for income tax purposes
- The name and address of KYC as on file with Canada Revenue Agency (CRA)
- A unique serial number
- The registration number issued by CRA
- The location where the receipt was issued (city, town, municipality)
- The date or year the gift was received
- The date the receipt was issued
- The full name, including middle initial, and address of the donor
- The amount of the gift
- The amount and description of any advantage received by the donor
- The eligible amount of the gift
- The signature of an individual authorized by the charity to acknowledge gifts
- The name and website address of CRA

Receipts for non-cash gifts (gifts in kind) must have the following:

- The date the gift was received
- A brief description of the gift received
- The name and address of the appraiser as indicated in Section B 1).
- The amount must reflect the fair market value of the gift
- If the fair market value of the gift cannot be determined, then an official donation receipt cannot be issued

2. The minimum amount required for a charitable income receipt for KYC is \$10.00, unless otherwise requested.

3. KYC is required to keep copies of receipts for two calendar years after the end of the calendar year to which the receipt applies.

4. KYC is required to maintain proper books and records supporting any official donation receipts issued and provide access to those books and records to CRA upon request. If failed to do so, CRA can revoke the status of a qualified donee and suspend the receipting privileges.

EXCEPTION(S) TO POLICY

None.