



SUNNY DAYS GROUP PROGRAM

POLICY AND PROCEDURE MANUAL

TABLE OF CONTENTS

SECTION ONE	PART
PURPOSE	1
SECTION TWO	
PERSONNEL POLICIES	1
VIOLENCE, HARRASSMENT, AND DISCRIMINATION	2
CODE OF CONDUCT/BEHAVIOUR SUPPORT	3
HEALTH AND SAFETY	4
MEDICATIONS	5
IN AND OUT CATHETERIZATION	6
VIDEO SURVEILIANCE	7
USE OF COMPANY VEHICLE	8
COVID-19	9
VACCINATION	10
SECTION THREE	
ACCOUNTING, AUDIT, AND FINANCIAL MANAGEMENT	1
PRIVACY	2
CREDIT CARDS	3
SECTION FOUR	
VOLUNTEER/STUDENT	1
FUNDRAISING COMMITTEE	2
UNDER 18 YEARS SUMMER MEMBERS	3
SECTION FIVE	
ACKNOWLEDGEMENT FORM	1

SUNNY DAYS GROUP PROGRAM
SECTION ONE-PART 1
PURPOSE

APPROVED NOVEMBER 27, 2019

VISION Sunny Days Group Program is a not-for-profit that provides a place for adults with different challenges to develop friendships, laughter, and give purpose to their day.

MISSION To create a not-for-profit, self-sustaining, independent community program for adults with different challenges who are accepted by and actively involved in their community.

OBJECTIVES To advance the physical, cultural, and social life of Sunny Days Group Program by establishing, maintaining, and supporting a community wide program to support individuals with special needs.

The Board of Directors of Sunny Days Group Program have developed and enacted the following policies and procedures by virtue of the By-laws of Sunny Days Group Program.

These policies and general operating procedures were enacted and are being adopted for the effective operation of Sunny Days Group Program. The day-to-day functional implementation of these policies and procedures is the responsibility of the Directors of Sunny Days Group Program. The purpose of these policies and procedures is to serve as a reference tool in making decisions involving the management and operation of Sunny Days Group Program. The manual will also provide employees with information on Sunny Days Group Program policies and procedures. Organizational policies and procedures may be amended through the Board of Directors on recommendation of the Members and their Representatives. Organizational policies and procedures should be reviewed on a periodic basis by the Board of Directors to determine if any changes are necessary. In this document Sunny Days Group Program may also be referred to as SDGP.

**SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 1
PERSONNEL POLICIES
APPROVED JULY 6, 2021**

1) No Discrimination

Sunny Days does not tolerate any unfair or inequitable treatment of employees based on any prohibited ground of discrimination under the Ontario *Human Rights Code*, as it may be amended from time to time, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Incidents and complaints of discrimination will be addressed under Sunny Day's Violence, Harassment, and Discrimination Policy and Procedures.

2) Hiring

The Board of Directors is responsible for making all decisions related to the hiring of staff and will ensure that all hiring processes are conducted in accordance with applicable laws, including the Ontario *Human Rights Code*.

All Employees will submit an annual CPIC (Police Check with Vulnerable Sector) or Declaration. Employees will maintain a CPR/First Aid certificate.

Positions may be filled by the promotion of existing employees, or by the advertising of a vacancy to external candidates. The decision to promote an existing employee or post the position externally is at the sole discretion of the Board of Directors.

All new employees will serve a probationary period of three (3) months, commencing from the employee's start date. During this probationary period, Sunny Days will assess the employee's skills and suitability for continued employment and may terminate his/her employment at any time, without cause and without any obligation to provide notice or compensation in lieu of notice.

3) Reporting and Supervision

The Board of Directors is responsible for the management of all staff. The Board may from time to time delegate such management or supervisory duties as they deem appropriate, in their sole discretion, to a designated member of staff.

Any complaint brought forward by staff, including complaints under the Violence, Harassment, and Discrimination Policy and Procedures, must be referred to a Director.

From time to time, the Board, or their designate, will conduct a performance evaluation for

staff members. Staff will be given appropriate notice of any evaluation and may also request, at their own initiative, that an evaluation occur.

4) Employment Status

Sunny Days employees may be full-time or part-time. Full-time employees are those who regularly work 33 to 40 hours per week. Part-time employees are those who regularly work less than 33 hours per week.

Both full-time and part-time employees are responsible for working in compliance with these Policies and any supporting procedures, as well as with any other job description, policy, or procedure as may apply from time to time

5) Scheduling and Hours of Work

All full-time employees regularly work a five-day week. Normal office hours are Monday through Friday.

Work schedules are subject to change based on the operational needs of Sunny Days, and employees may be required to work such days or times as may be required. Hours are dependent on workload and Sunny Days does not guarantee minimum hours.

Employees are required to complete time sheets on a daily basis. Time sheets are located in the white attendance binder and are to be submitted to the employee's supervisor or a designated member of management.

Where an employee may be required to work overtime (beyond 44 hours in a week), the employee must seek the prior permission of a supervisor. Employees who work overtime will be entitled to pay at a rate of one and one half (1.5) times the employee's regular rate, in accordance with the *Employment Standards Act, 2000*, as amended, subject to any averaging agreement made between the parties. Where Sunny Days and the employee agree to do so, the employee may be compensated for overtime hours by receiving one and one-half (1.5) hours of paid time off work for each hour of overtime worked, in lieu of overtime pay.

6) Pay

Employee wages are subject to all deductions required by law or authorized by the employee. Employees are paid on a bi-weekly cycle. Increases to pay are based on merit and are awarded at the sole discretion of the Board of Directors.

7) Expenses

Employees using personal automobiles for travel will be reimbursed for mileage at the current rate set by the Canada Revenue Agency. All requests for mileage reimbursement must be submitted to the Directors on the approved mileage reimbursement form, located in the white attendance binder.

Costs of CPR certification and police checks are reimbursed upon submission of receipts acceptable to Sunny Days. All other expenses submitted for reimbursement must be approved by the Board of Directors in advance in writing, and must be accompanied by appropriate receipts.

Reimbursable expenses will ordinarily be paid out in the last pay period of each month.

8) Vacation

Vacation and vacation pay shall be administered in accordance with the *Employment Standards Act, 2000*, as amended. The timing of any vacation shall be approved at the sole discretion of Sunny Days, subject to its operational needs. Vacation pay is paid out in each pay period.

9) Public Holidays

Sunny Days grants paid public holidays in accordance with the *Employment Standards Act, 2000*, as amended.

10) Leaves of Absence

Leaves of absence, including sick leave, will be granted in accordance with the *Employment Standards Act, 2000*, as amended, or such other legislation as may apply. Time off for personal appointments or emergencies shall be without pay, unless otherwise required by law.

A request for an unpaid leave of absence that is not provided for in the *Employment Standards Act, 2000*, as amended, must be submitted to the Board of Directors in writing. Granting of such leave is at the sole discretion of the Board. The Board will take into account current workload and staffing requirements, as well as any obligations under the *Ontario Human Rights Code*.

Sunny Days reserves the right to request appropriate evidence to substantiate any request for leave or continued leave. Employees are expected to maintain regular contact with the Board of Directors during leave and to promptly respond to any reasonable direction or request for information.

Except where otherwise required by law, where an employee does not work a full calendar year due to a leave of absence that is not a leave provided for by the *Employment Standards Act, 2000*, as amended, the employee's entitlements shall be pro-rated to reflect the period actually worked.

11) Dress Code

Sunny Days expects employees to dress professionally and, in a manner, consistent with the nature of work performed, and to exercise good judgment in the selection of clothing. Sunny Days reserves the right to prohibit any dress or attire it deems improper or inappropriate for conducting business or that is disruptive to the working environment.

12) Inclement Weather

Sunny Days recognizes that there may be occasions when severe winter weather poses a significant danger to members and staff coming to the centre or returning home. The Chair and Team Leader or his/her designate is responsible for any decision to close programming. Decisions will be made by 8:00 a.m. and employees will be notified as promptly as possible by telephone or text message. Should inclement weather develop during the workday, the Chair and Team Leader will make a decision about closing early. Caregivers will be notified by telephone or text message to make arrangements for the early pick-up for members from the centre. In cases where the centre is required to close early, staff will be paid for the balance of their scheduled shift. Staff will not be paid for shifts they do not attend due to inclement weather where the centre remains open.

13) Layoffs

Sunny Days reserves the right to unilaterally alter employees' hours of work and/or to place employees on temporary layoff, administered in accordance with the *Employment Standards Act, 2000*.

14) Termination of Employment

(i) By the Employee

An employee may terminate his/her employment by giving two (2) weeks prior notice in writing. Sunny Days may, at its option, waive this notice requirement by providing the Employee with the regular compensation he/she would have received during the notice period.

(ii) For Cause

Sunny Days may terminate an employee's employment at any time, without notice or compensation in lieu of notice, for just cause, as determined in accordance with

Regulation 288/01 of the *Employment Standards Act, 2000*, as amended. Where employment is terminated for cause, the employee will only receive wages owing at the date of termination and any accrued and unused vacation pay, as well as any amount that may be adjudged as owing by a court or tribunal of competent jurisdiction.

(iii) Without Cause

Without restricting the foregoing, Sunny Days may also terminate an employee's

employment at any time without cause by providing the employee with the minimum notice or minimum pay in lieu of notice and any other minimum entitlements required by the *Employment Standards Act, 2000*, as amended

Where an employee's employment terminates for any reason, the Board of Directors will seek to conduct an exit interview. Any notes recorded during the interview will be kept with the employee's personnel file.

15) Conflict of Interest

No employee will participate in any activity or outside employment that causes or may reasonably be perceived to cause a conflict of interest with the activities of Sunny Days. For the purposes of this Policy, a "conflict of interest" exists where an employee is, could be, or could appear to be influenced by a personal interest or bias, financial or otherwise, in carrying out his or her duties at Sunny Days (e.g. employment by another organization engaged in substantially the same services as Sunny Days; selling or offering to sell external goods or services to members or their caregivers; participation in any group that promotes values contrary to Sunny Days' commitment to inclusivity and to adults with special needs, etc.).

Any activities or employment that may result in a conflict of interest or the perception

conflict of interest must be disclosed to the Board of Directors in writing. The Board of Directors will, at its sole discretion, determine the appropriate action to be taken, having regard for the interests of Sunny Days' members.

16) Code of Conduct

All Sunny Days Directors, employees, and volunteers are in a position of trust in dealing with vulnerable members and their caregivers. Sunny Days expects every Director, employee, and volunteer to adhere to the highest standard of integrity, honesty, and professionalism at all times, and to demonstrate respect for the rights and dignity of others in a manner that reflects positively on both Sunny Days and the individual.

Everyone is expected to maintain this high standard of conduct when off duty, recognizing that their behavior may be associated with and reflect on Sunny Days. Employees are accountable for their internet use, including social media, whether or not the activity occurs during or outside of working hours. Employees should avoid discussing Sunny Days business outside of work and should not represent that any personal comments or opinions are made or expressed on behalf of Sunny Days. Offensive, harassing, or discriminatory activity or posts will not be tolerated.

Employees should also avoid using their personal phones and devices or social media during regular working hours.

Failure to conduct oneself in accordance with this Policy may result in disciplinary action, up to and including the termination of employment.

17)Confidentiality

In the course of their duties, employees will have access to and be entrusted with confidential information, including the personal information of members and information concerning the business or financial affairs of Sunny Days. Employees shall not, during the period of their employment or at any time thereafter, release any confidential information gained during the course of or by reason of their employment to any person, business, or other entity, nor may they use the same for their own purposes.

All documents and records pertaining to members and activities of Sunny Days and any equipment, passwords, keys, pass cards, or other property of Sunny Days which may be provided to employees are and remain at all times the property of the Sunny Days and shall be promptly returned whenever requested or immediately upon the termination of employment for any reason.

For the purposes of this Policy, "confidential information" includes, but is not limited to, personal information such as member lists, phone numbers, or addresses, proprietary or trade information belonging to Sunny Days, and any other information concerning the members, employees, or operations of Sunny Days that is not generally available to the public.

18)Administering Medications

Sunny Days members must come with single dose medications and a medication list that includes the possible side effects of the medications. Sunny Days staff may remind and observe individuals taking their medication but will not administer the medication. Staff will record and sign a medication sheet indicating that the medication was taken.

19) Fitness For Duty

All employees are expected to report to work fit for duty. No employee shall use, carry, distribute, or be under the influence of alcohol or any drug that may cause impairment while on Sunny Days premises or while performing work, unless he or she has received prior authorization as described below. For the purposes of this Policy, "drug" includes illicit, non-illicit, and prescription substances. "Medical marijuana" means any marijuana/cannabis product that is prescribed by a qualified healthcare professional and is obtained and used for medical purposes in accordance with applicable law.

Any person who is prescribed any drug, including medical marijuana, by a qualified healthcare professional that may in any way impair his or her ability to perform his or her work duties must report this information to a Director prior to reporting for work. Employees are also expected to report the use of any non-prescription drugs or medications that may cause impairment. Additionally, employees must notify Sunny Days of any limitations or restrictions that may impact the performance of their work duties, whether they relate to the use of a substance or an underlying medical condition.

Sunny Days may permit the use of prescription drugs where such use is supported by medical documentation satisfactory to Sunny Days and where use does not impair the employee's ability to safely perform his or her duties or compromise the safety and well-being of another person. Pursuant to the *Smoke Free Ontario Act, 2017*, the smoking of medical marijuana in any enclosed workspace is prohibited.

Any medical accommodations will be considered on a case by case basis. If any employee requires accommodation, he or she is responsible for communicating that need in sufficient detail and he or she will be expected to cooperate with Sunny Days to facilitate an appropriate accommodation. Any employee who fails to disclose use and seek appropriate accommodation prior to reporting for work will be in breach of this Policy.

All employees are expected to work safely and in accordance with this Policy at all times. Any employee who believes that another employee is using or under the influence of alcohol or drugs while at work is expected to immediately report to a supervisor. Any employee reasonably suspected of impairment / violation of the Policy will not be permitted to work his/her shift. Further and other disciplinary consequences may follow, up to and including the termination of employment

20) Discipline

Where an employee breaches a policy or procedure or otherwise engages in acts or omissions warranting discipline, Sunny Days will ordinarily implement progressive discipline, which may include a verbal warning, written warning, suspension without pay, and/or termination of employment.

Sunny Days reserves the right to impose disciplinary action at any step in the progressive discipline process, including termination. Sunny Days further reserves the right to institute an alternate progressive discipline plan, including repeating a step or suspending progression, as appropriate in the circumstances. All instances of discipline will be assessed on a case by case basis, in accordance with the *Ontario Human Rights Code*, the *Occupational Health and Safety Act*, and such other legislation as may apply.

21) General

These policies apply to all Directors, employees, and volunteers of Sunny Days, unless otherwise stated.

In the event of that any of the policies set out herein are inconsistent with the terms and conditions of employment contained in an individual employment agreement, the employment agreement will prevail to the extent of the inconsistency.

SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 2
VIOLENCE, HARASSMENT, AND DISCRIMINATION POLICIES
APPROVED JULY 6, 2021

POLICY

Sunny Days is committed to the prevention of workplace violence, harassment, and discrimination, and to providing a work environment in which all employees are treated with respect and dignity. Workplace violence, harassment, and discrimination in any form will not be tolerated from any person in the workplace, including Directors, managers, supervisors, workers, contractors, suppliers, or members of the public.

This Policy applies to all Directors and employees and replaces any previous policy or procedure relating to workplace harassment, violence, and discrimination. The Policy also applies to all persons who attend Sunny Days workplaces, such as members and their caregivers, contractors, suppliers, or members of the public, including donors.

A designated Director will be responsible for ensuring compliance with the Policy and any supporting procedures. The Director will also act as the contact for any outside party involved in a complaint or any investigation relating to an allegation of violence, harassment, or discrimination. In the event that the designated Director is involved in a complaint brought under this Policy, an alternate Director will assume these responsibilities.

Definitions

For the purposes of the Policy,

"Workplace" means anywhere Sunny Days business occurs, including:

1. Sunny Days premises;
2. Off-site locations where Sunny Days business is conducted (e.g. locations visited with members during community activities, donor homes or offices, etc.);
3. Sunny Days sponsored functions or social events, or such functions/events that are attended for a work-related purpose, wherever occurring; and
4. Work-related travel.

"Workplace violence" means:

1. The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
2. An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
3. A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence may include, but is not limited to, violence between employees, violence

between an employee and an outside party or violence between an employee and an individual with whom they have a personal relationship.

"Workplace harassment" means:

1. engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome; or 2. workplace sexual harassment.

"Workplace sexual harassment" means:

1. engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
2. making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Reasonable action taken by a supervisor or manager relating to the management and direction of workers or the workplace is not workplace harassment.

"Discrimination" means:

any unfair or inequitable treatment of an employee based on any prohibited ground of discrimination under the Ontario *Human Rights Code*, as it may be amended from time to time, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Roles and Responsibilities

General

It is the mutual responsibility of Sunny Days and of all employees to create and maintain a violence, harassment, and discrimination free workplace. In addition to the reporting procedures detailed below, anyone who is subject to or witnesses an incident of workplace violence, harassment, or discrimination will be expected to take such measures as are appropriate and safe in the circumstances, such as removing themselves or others from the situation; summoning assistance; and immediately informing a supervisor or manager. If there is an immediate risk of personal injury due to a workplace violence incident, workers should summon the Police by calling 911 at the earliest opportunity.

Employer

Sunny Days Group Program will:

- Have an annual CPIC (Police Check with Vulnerable Sector) or Declaration;
Foster an environment where workplace violence, harassment, and discrimination are not permitted, condoned, or ignored;
- Ensure this policy and the supporting procedures are implemented and maintained in compliance with the *Occupational Health and Safety Act*; Ensure all workers and supervisors/managers receive appropriate information and instruction on the Policy and Procedures; Ensure accountability amongst management and supervisors for responding to and resolving complaints of violence, harassment, or discrimination; Investigate all

reports or threats of workplace violence, harassment, or discrimination in a prompt, objective, and fair manner that is appropriate to the circumstances; Take corrective action as appropriate; Take reasonable measures to protect employees against violence in the workplace; Take reasonable measures to ensure no reprisals are made against employees for reporting workplace violence, harassment, or discrimination; Post a copy of this Policy and Procedures in a visible location in the workplace; and

- Review this Policy and Procedures regularly, and at minimum annually.

Employees

Managers and Supervisors will:

- Have an annual CPIC (Police Check with Vulnerable Sector) or Declaration;
- Adhere to this Policy and the supporting Procedures;
- Ensure that measures and procedures are followed by workers and that workers have the information they need to protect themselves;
- Assess and minimize risk as reasonably practical;
- Identify and alert other employees to violent persons or hazardous situations; and
- Report all incidents or reports of violence, harassment, and discrimination to a Director and/or contact other authorities as required.

Workers will:

- Have an annual CPIC (Police Check with Vulnerable Sector) or Declaration;
- Work in compliance with this Policy and the supporting Procedures and refrain from engaging in any contrary activity;
- Raise any concerns about workplace violence, harassment, and discrimination and report any violent incidents, threats, or harassing behaviour;
- Participate in education and training programs;
- Seek support or medical attention if required; and
- Refrain from making any false or frivolous complaints or providing false information in relation to a complaint.

PROCEDURE

Sunny Days pledges to investigate and deal with all incidents and complaints of workplace violence, harassment, and discrimination in a fair and timely manner respecting the privacy of all concerned as much as possible. All complainants and respondents will be given an opportunity to make submissions. Corrective or disciplinary action will be based on the severity of the behavior and any previous incidents of similar conduct.

The Director or his or her designate may investigate a complaint personally or may secure the services of an independent third-party investigator (hereafter referred to as the "independent third-party"), at his/her sole discretion.

Reporting

Employees are encouraged to undertake both informal and formal means of addressing workplace violence, harassment, or discrimination, where appropriate.

Formal complaints involving any incidents of workplace violence, harassment, or discrimination shall be made to the designated Director. If the Director is not available, is involved in the

complaint, or if the employee does not feel comfortable making a direct report, the report shall be made to an alternate Director.

The Director will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or complaint will not be disclosed except as necessary to protect employees, to investigate the complaint or incident, to take corrective action, or as otherwise required by law.

No person will be penalized or disciplined for reporting an incident or for participating in an investigation in good faith. It is a violation of this Policy for anyone to knowingly make a false complaint of violence, harassment, or discrimination, or to provide false information about a complaint. Individuals who violate this Policy may be subject to disciplinary action, up to and including termination of employment.

Informal Procedure

If an individual believes he/she has been the subject of a workplace violence, harassment, or discrimination incident, he/she should tell the party involved to stop as soon as he/she receives the unwelcome comments or conduct. In many instances, the complaint can be resolved at any early stage on this basis.

Formal Procedure

Where an employee has been unable to resolve a complaint through the informal procedure or where the nature of the incident makes that procedure inappropriate, a complaint should be submitted according to the Reporting protocol, above.

Formal complaints must be made in writing and should contain:

- the name of the individual making the complaint; the name of the alleged victim of workplace violence, harassment, or discrimination, if different than the complainant;
- the name of the alleged perpetrator(s) and their position/status (i.e. coworker, supervisor, etc.);
- the names of any witnesses or other persons who may be able to provide relevant information; and
- any details of the events complained of, including dates and locations.

Reports may be made confidentially on request; however, Sunny Days has an obligation to investigate when violence, harassment, or discrimination has been alleged. In some circumstances, the disclosure of information may be necessary to ensure the safety of others or to fully investigate the complaint.

Upon receiving a written report, the Director or his/her designate will conduct an initial assessment to determine if the alleged conduct falls within the definition of workplace violence or harassment as set out in the *Occupational Health and Safety Act* and this Policy. Where appropriate, interim measures may be put in place to separate the parties during this process.

If, after completing the initial assessment, the Director is of the opinion that an informal resolution of the complaint is possible and appropriate mediation may be attempted by a Director or member of management. Participation in any such process by the involved parties

will be voluntary.

If mediation is not appropriate or the matter is not resolved at that stage, the reported incident(s) will be referred to a further investigation as is appropriate in the circumstances. The Director or an independent third-party appointed for that purpose will interview the person(s) making the report and any complainant, respondent, or witnesses who may have knowledge relevant to the report or allegations, as determined by the Director/independent third-party.

If applicable, the independent third-party will prepare a confidential investigation report for review by the Director. The Director, whether having conducted an internal investigation or having received a report from an independent third-party, will prepare a final written report that will summarize the results of the investigation and describe what actions, if any, will be taken to achieve compliance with this Policy. Applicable measures may include, but are not limited to: education and training; counselling; discipline, up to and including termination; and/or changes to policy and/or procedures. The Director's summary report will serve as the final disposition of the matter and copies will be provided to any complainant and any respondent.

Outcomes

Any employee who is found to have engaged in workplace violence, harassment, or discrimination will be subject to disciplinary action, up to and including the termination of his or her employment.

Any outside parties who are found to have engaged in workplace violence, harassment, or discrimination will face whatever sanctions or penalties are possible and appropriate in the circumstances, which may include a ban from Sunny Days premises, programming, or functions and events.

Violent or harassing conduct may also be subject to action under Canada's Criminal Code or other statutes.

Sunny Days will keep a record of the investigation that will contain copies of the following:

- the complaint;
- any investigation notes and/or the confidential investigation report; and
- the final written report, along with a record of any corrective actions taken.

This record shall be stored in a secure manner and will remain confidential unless disclosure is necessary to investigate a subsequent complaint, take further corrective or disciplinary action, or as otherwise may be required at law.

TRAINING AND EDUCATION

All workers will receive orientation on this Policy and Procedures and will be notified as to any amendments resulting from an annual review.

All training, notifications, and amendments shall be made in compliance with the *Occupational Health and Safety Act* and the *Ontario Human Rights Code*.

SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 3
CODE OF CONDUCT/BEHAVIOUR SUPPORT
APPROVED FEBRUARY 13, 2024

POLICY:

To enable, support and maintain a positive climate at SDGP and all of its activities for members, volunteers, staff, visitors, parents and guardians.

All persons associated with SDGP will strive to create a safe, kind, supportive, nurturing, positive and respectful environment to achieve the maximum benefit from the programs and activities provided.

A positive climate exists when all members of the SDGP community feel safe, included and accepted. The staff, volunteers, parents/guardians and visitors shall actively promote positive behaviours and interactions amongst members and all persons associated with the program. Actions that jeopardize the emotional well-being or physical safety of any person participating in SDGP activities shall not be condoned.

Given the nature of our program and population, we will make every attempt to have staff prevent altercations between members. However, many of our members do exhibit minor behavioural difficulties that are directly related to their disability, such as becoming overstimulated and melting down, misreading a social-cues and getting upset, and occasionally acting out. It is SDGP's fundamental belief that members who engage in inappropriate behaviour are lacking appropriate coping skills or resources at that moment. When members engage in this type of behaviour, we use these situations as learning opportunities and teach them using social corrections. For some members, use of behaviour reinforcement systems may also be appropriate.

PROCEDURE:

The hoped for goal of any intervention is to have the offender learn from their mistakes. Actions in response to inappropriate member behaviour shall be based on a progressive corrective approach.

SDGP strives to maintain an environment where conflict and difference can be addressed in a manner characterized by respect and civility.

Progressive Corrective action response is a whole program approach that utilizes a range of interventions, supports, and consequences to address inappropriate behaviour and to build upon strategies that promote positive behaviours. The goal of our Progressive Corrective action response is to support a caring, and safe SDGP environment in which every member can benefit from belonging, and staff and volunteers experience a safe and pro-social work environment.

When inappropriate behaviour occurs, measures should be applied to focus on actions that are both corrective and supportive. Remove individuals from the situation to a calming environment. The parents/guardians will be informed of any inappropriate behaviours that

contravene our positive climate and be partners in helping to address the problems. Helping members identify and manage the situations and emotions that led to the offending behaviour is a key objective. Relaxation and stress reduction methods should be demonstrated when possible. Preemptive actions for known triggers shall also be used by staff/volunteers.

Behaviour Support and Corrective action must take into account the needs of individual members by showing sensitivity to their unique nature, and abilities. As all SDGP members have special needs, consequences, interventions, and support must be in consideration of those needs.

All Incident/Serious Occurrences require a report to be filled out.

An Incident is a less serious occurrence for example; personal injury requiring no medical attention, verbal non-threatening disagreement, repeatedly unable to cope with the day.

A Serious Occurrence is required for events for example; allergic reaction, incident with weapon, uttering death threats, medication error, personal injury requiring medical attention.

If either/or Incident/Serious Occurrence happens; it is up to the Supervisor's discretion if the Member goes home for that day and return on their next scheduled day after consultation with the Parent/Caregiver.

Incident/Serious Occurrence forms will be filled out and signed by the Parent/Caregiver and Director as soon as possible. For Serious Occurrences, an Individual Review Debrief will be conducted by two Directors as a tool for improving the process. This Debrief will be preferable done within 12-24 hours after occurrence. The Review Report will be written up and presented to the Board of Directors, and Staff. Along with the Review Report, a Plan to move forward will be presented to the Parent/Caregiver, Staff and Directors.

The range of interventions, supports and consequences used by SDGP Directors and staff must be clear and developmentally appropriate and must include learning opportunities for members to reinforce positive behaviours and help members make good choices.

SDGP will seek existing partnerships, or developing new partnerships, with community agencies that support members and their families.

SDGP is a community-based organization dedicated to providing special needs adults with a place to develop friendships, laughter, and give purpose to their day.

Participation in the organization's programs is subject to the observance of the organization's rules and procedures.

Progressive Corrective Discipline may provide for progressively more serious consequences for repeated or more serious inappropriate behaviour.

SDGP will use a range of interventions, supports, and consequences including, though not limited to, short-term suspension, long-term suspension, or expulsion from SDGP.

For short and longer-term suspension, a staged re-entry will be used to monitor the member's ability to self-regulate their behaviour.

Code of Conduct/Behaviour Flowchart

STEP 1	INCIDENT/SERIOUS OCCURRENCE REPORT		
STEP 2	REMOVE ALL INDIVIDUALS INVOLVED WITH SITUATION		
STEP 3	<u>PHYSICAL INJURY</u>	NON PHYSICAL INJURY	
STEP 4	CALM DOWN ENCOURAGE DEEP BREATHS	CALM DOWN ENCOURAGE DEEP BREATHS	
STEP 5	STAY WITH PERSON PROVIDE REASSURANCE	VERBAL WARNING	
STEP 6		A	B
		BEHAVIOUR REPEATED (ON SAME DAY OR ONGOING BASIS)	BEHAVIOUR MENTIONED TO CAREGIVER/PARENT AT PICK-UP NOTED IN DAILY JOURNAL
STEP 7	CALL CAREGIVER/PARENT TO PICK MEMBER UP	CALL CAREGIVER/PARENT TO PICK MEMBER UP	BEHAVIOUR CORRECTED STAYS IN PROGRAM
STEP 8	WRITE INCIDENT REPORT OR SERIOUS OCCURRENCE REPORT	WRITE INCIDENT REPORT OR SERIOUS OCCURRENCE REPORT	
STEP 9	HAVE PARENT SIGN REPORT	HAVE PARENT SIGN REPORT	
STEP 10	NOTED IN DAILY JOURNAL	NOTED IN DAILY JOURNAL	
STEP 11	NOTIFY A DIRECTOR	NOTIFY A DIRECTOR	
STEP 12	DISCUSS WITH AT LEAST 2 DIRECTORS, STAFF, & PARENT/CAREGIVER FOR PLAN MOVING FORWARD	DISCUSS WITH AT LEAST 2 DIRECTORS, STAFF & PARENT/CAREGIVER FOR PLAN MOVING FORWARD	

SUNNY DAYS GROUP PROGRAM
SECTION TWO-4
HEALTH AND SAFETY
APPROVED NOVEMBER 01, 2019

POLICY

1. First Aid: Sunny Days Group Program believes that the best practice in case of an accident, is to ensure staff are trained in First Aid and can take charge in the event of an accident. Employees are expected to complete and maintain their First Aid training and will be compensated for the cost of the First Aid course.

2. Incident Sheets are available and it is the responsibility of everyone to report and record any incident involving personal injury.

3. Fire Plan: Refer to the Fire Plan Manual.

4. Workplace Health and Safety online Certificate course. All employees are required to complete the course and print out their certificate for their file.

5. It's everyone's responsibility to be aware of the environment and potential dangers that may arise. Report any unsafe or potentially unsafe situations or practices.

6. Communicable Diseases:

When members show up to the program not feeling well and displaying any of the following: Running a fever of 38C or more

Runny nose requiring constant Kleenex

Constant coughing, vomiting, or diarrhea

Their caregivers will be required to pick them up from the program to prevent the spread of illness.

PROCEDURES

1. The staff and Directors will recertify the First Aid Course every three years

2. Incident reports are filled out whenever there is personal injury. Reported to Directors, caregivers involved and filed in appropriate file.

3. Fire Plan Manual is in Kitchen on White pantry. Everyone is responsible for regular checks of equipment, drills and orientation and have it recorded. Everyone is also responsible for regular inspections for safety in the environment.

4. Employees will complete this course when they start their employment.

5. Everyone is to keep vigilant to potential hazards in the environment and correct the situation and report to their superiors. If concerned about a member's health and safety of the other members, the Team Leader needs to call the individual's caregiver and ask for them to be picked up from the program.

SUNNY DAYS GROUP PROGRAM
SECTION TWO-5
HEALTH AND SAFETY-MEDICATIONS
APPROVED FEBRUARY 13, 2024

POLICY

1. To perform the 5 rights of medication administration
 - i. The Right Person
 - ii. The Right Drug
 - iii. The Right Dose
 - iv. The Right Route
 - v. The Right Time
2. To correctly and accurately record the medication that has been observed being taken.
3. For PRN medications for behavioural issues; an incident/serious occurrence form is to be filled out.

PROCEDURE

1. Check the container of the medication for the Right Person, Right Drug, Right Dose, Right Route, Right Time.
2. Record on the Medication Record; the Person's Name, the Date, the Time, the Drug, the Dose, the Route, and Initial and sign the document.
3. If a PRN medication is being taken for behavioural issues;
 - fill out an Incident/Serious Occurrence Form and the Medication Record.
 - By the end of the day, note on the Incident/Serious Occurrence Form an observation of the effect of the medication; positive or negative should be noted.
 - The Parent/Caregiver needs to be notified of the drug, time, and reason for the medication. This may be done at the end of the day.

SUNNY DAYS GROUP PROGRAM
SECTION TWO-6
IN AND OUT CATHETERIZATION
NOVEMBER 9, 2024

Self-catheterization is a way to completely empty the bladder when needed (scheduled). You put a thin tube called a catheter into the bladder. This lets the urine flow out.

The use of a catheter may be necessary if there is nerve damage, a problem with the urinary tract, or diseases that weaken the muscles. Emptying the bladder regularly can prevent urine leaks during the day. It can also prevent kidney damage from blocked urine and infections.

Some urinary catheters are left in the bladder for as long as needed. But an intermittent, or straight, urinary catheter is taken out right after it is used. Straight catheters come in different lengths and types. Some types are used one time only. Others can be cleaned and reused.

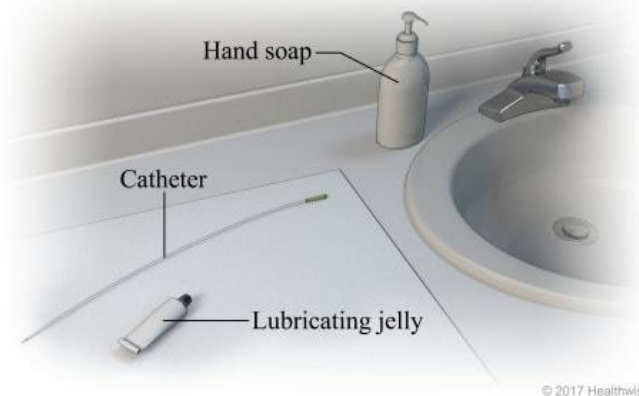
Replace the catheter as instructed or before it wears out. Disposable catheters can be thrown away after each use.

The bladder can be emptied every 4 to 6 hours, or as recommended. It takes practice to learn how to place the catheter. It may be uncomfortable at first, but it should not cause pain.

It's very important to stay clean when you use the catheter. This helps prevent infection. Keep your hands, the catheter, and the area around the urethra clean. (When urinating, the urethra carries urine from the bladder to the outside of the body through the penis.)

When the person needs to empty his bladder, have him try to urinate first, if he can, before you use the catheter.

Gather the supplies you need to insert the catheter.



slide 1 of 4, Gather the supplies you need to insert the catheter.,

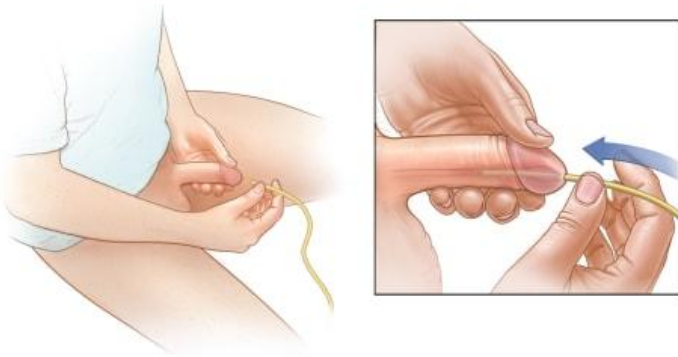
You will need:

- Clean work space
- The catheter. (if pre lubricated catheter, the lubricating jelly is not needed)
- Lubricating jelly, such as K-Y Jelly, that dissolves in water. Don't use a petroleum jelly such as Vaseline.
- Gloves

You may want to use a clean face cloth or towel, plus a bag or plastic tub to hold the supplies.

Be sure to wash and dry your hands.

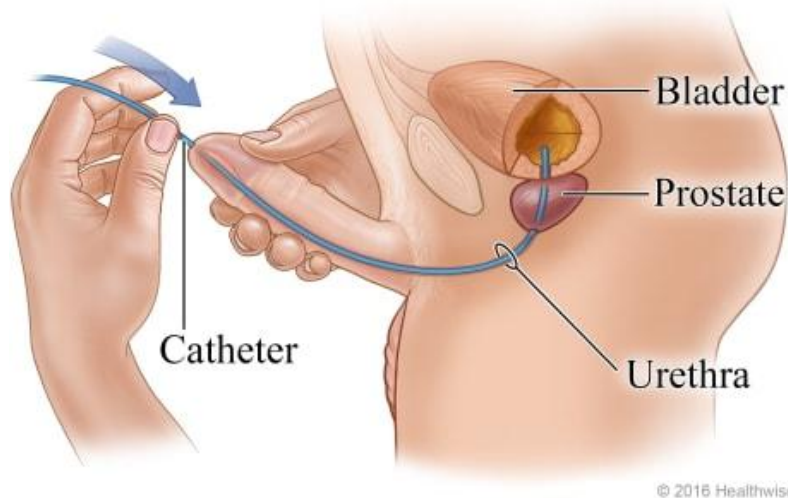
Find and clean the area around the urethra. The person may be able to do this.



slide 2 of 4, Find and clean the area around the urethra.,

1. Clean the end of your penis well with soap and water. (If you aren't circumcised, clean under the foreskin too.)
2. If catheter is not pre-lubricated, spread the lubricating jelly on the tip of the catheter.
3. Put the other end of the catheter over the graduated measuring pitcher to catch the urine.
4. Record the measurement into the binder and Initial

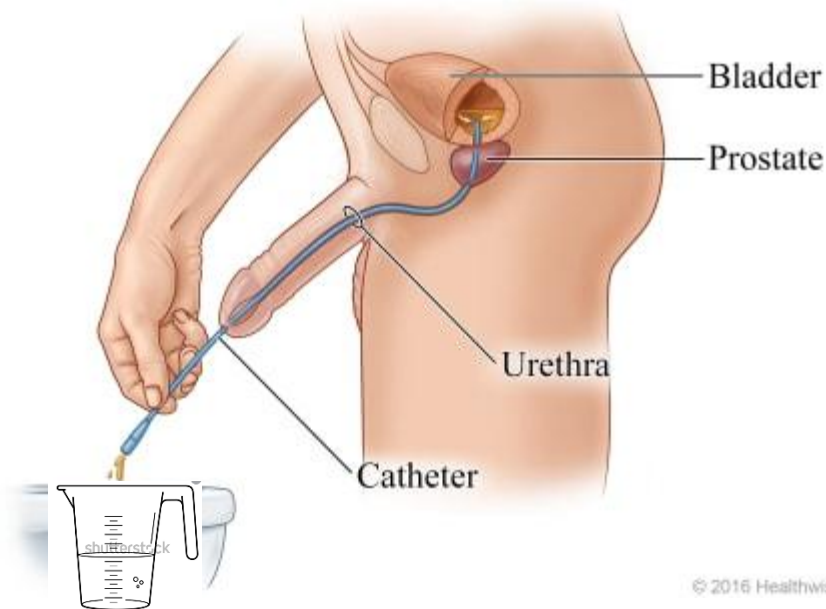
Insert the catheter.



slide 3 of 4, Insert the catheter.,

1. Gently insert the catheter into the urethra opening on the penis. Move the catheter in until urine begins to flow out. Then insert it about 2.5 centimetres (1 inch) more.
2. Let the urine drain into the container.

Drain the bladder and remove the catheter.



slide 4 of 4, Drain the bladder and remove the catheter.,

1. Remove the catheter slowly. If you are using a disposable catheter, throw it away. If not, wash the catheter with warm, soapy water. Dry it and put it into a clean container.
2. Wash and dry your hands.

Clean the catheter

Clean the catheter after each use. Before you start, clean and disinfect the area where you will be working, such as the sink and counter. Then follow these steps:

1. Wash your hands really well with soap and water or use alcohol-based hand rub.
2. Make sure you have everything you need:
 - Clear liquid soap (regular dish soap is fine).
 - A clean, 60 mL catheter-tip syringe or squeeze bottle.
 - A clean towel or paper towels for a clean workspace.
 - A clean towel or paper towels for drying the catheter.
 - A clean container and clean measuring cup.
 - Clean gloves (optional).
3. Put on the gloves.
4. Add a few drops of soap to 1 cup of water in a clean container.
5. Wash the catheter with the soap and water right away after you use it.
6. Use the syringe or squeeze bottle to push soapy water through the catheter tubing.
7. Rinse the inside and outside of the catheter with clean tap water.

8. Place the catheter between layers of clean towel or paper towel and let it air dry. When it's very dry, store it in one of the following ways:
 - A container with a lid that you can clean.
 - A new zip locked plastic bag.
 - A new paper bag.
9. Empty and wash the squeeze bottle or syringe after every time your use it. Wash it with hot, soapy water, then rinse it and let it air dry. Throw out the syringe or squeeze bottle if it:
 - Looks damaged or broken.
 - Changes colour (discoloured).
 - Feels different than usual (for example, it feels harder, more brittle, or softer).
10. Take off the gloves (if you wore them) and wash your hands. Make any notes you are asked to make.

Important things to remember

Use a clean, dry catheter every time. If the catheter is wet or moist, wash it again and rinse it really well before you use it. Prior to use and when cleaning, check the catheter for damage (such as holes or tears) and to see if it's discoloured.

Use a new catheter every 24 hours (or 1 time per day) or sooner if the one you're using:

- Gets discoloured.
- Stops draining.
- Feels different than usual (hard, brittle, or soft).

When should you call for help?

Call Parent/Caregiver and Director or seek immediate medical care if:

- If the person has symptoms of a urinary tract infection. These may include:
 - Pain or burning when you urinate.
 - A frequent need to urinate without being able to pass much urine.
 - Pain in the flank, which is just below the rib cage and above the waist on either side of the back.
 - Blood or pus in your urine.
 - A fever.
- the urine smells bad.
- they can't pass any urine.

Watch closely for changes in health, and be sure to contact Parent/Caregiver and Director, if you have any problems.

Read and Understand the above Policy.

Observe a Demonstration by a Trained Staff.

Perform In and Out Catheterization, observed by Trained Staff ; three (3) times.

Perform In and Out Catheterization, observed by Health Care Professional

The Health Care Professional will sign that they observed the staff perform the procedure correctly.

The Staff then is considered trained for in and out catheterization.

Read and Understand the above Policy.

Demonstration times 3 by Trained Staff

In Training Staff Demonstrates to Trained Staff

In Training Staff Name _____ In Training Staff Signature _____

In Training Staff Name _____ In Training Staff Signature _____

In Training Staff Name	In Training Staff Signature
------------------------	-----------------------------

I have observed _____ perform the in and out catheterization Procedure correctly.

Name of Healthcare Professional	Signature of Healthcare Professional	Date
---------------------------------	--------------------------------------	------

**SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 7
VIDEO SURVEILLANCE
APPROVED MARCH 10, 2025**

POLICY

Purpose:

This policy describes the Sunny Days Group Program (SDGP)'s video surveillance protocol designed to assist in maintaining a safe and secure environment for members, staff, parents and guardians, volunteers and community members.

PROCEDURE

Scope and Responsibility:

This policy applies to our home at 1 Young Street, Brighton Ontario.

1. SDGP will maintain control of and responsibility for its video surveillance system.
2. Video surveillance cameras are located on the Northwest and Northeast outside corners of the building.
3. Video surveillance systems will operate seven days per week, twenty-four hours per day.
4. Recorded video surveillance footage may be accessed and used for the following purposes:
 - In response to a security system alarm.
 - To provide surveillance during non program hours.
 - To assist an authorized Director's investigation;
 - To provide lawful disclosure to an authorized individual; or
 - To disclose video footage as a result of a freedom of information request or for other prescribed legal purposes.
5. Video surveillance shall not be used for monitoring staff or general program performance. Review of such matters shall be done in person.
6. SDGP will use signs notifying the presence of video surveillance equipment.
7. Only SDGP Directors as well as others they designate may operate the video surveillance system.

**SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 8
USE OF COMPANY VEHICLE
APPROVED MARCH 3, 2025**

POLICY:

Sunny Days Group Program (SDGP) use of company vehicle policy regulates the use of any company vehicle. A “company vehicle” is any vehicle owned by SDGP.

Scope

This policy refers to all directors, staff and volunteers authorized to operate a SDGP vehicle in support of their work-related duties and in general support of SDGP.

SDGP retains the right to allow or revoke the right to use any company vehicle, by any person at our sole discretion.

PROCEDURE:

Prerequisites to drive a company vehicle

A person may be authorized to drive a company vehicle if they:

- Have a valid driver’s license for the type of vehicle and number of passengers to be transported
- **Note: A G Licensed driver can transport a maximum of 11 passengers in Ontario.**
- Have a clean drivers abstract as stated by The Ministry of Transportation.
- Have submitted a copy of their driver’s license consideration to drive a company vehicle.
- All approved drivers who take medications that markedly affect their sense of orientation, vision or reflexes may not be permitted to drive a company vehicle.

Driver’s obligations

Anyone authorized to drive a company vehicle must:

- Return the key for the vehicle to the provided lock box.
- Drive safe and sober.
- Respect fellow drivers on the road.
- If required, wear glasses or contacts when driving.
- Document any driving-related expenses, like fuels and tolls.
- Complete Pre-Trip Circle Check Inspection Report
- Keep the Vehicle Inspection Report in the vehicle.
- Report any damages or problems with the vehicle to the SDGP Program Board of Directors as soon as possible.
- Follow all Ontario Traffic Laws.
- If the driver has their driver’s licenses suspended or revoked, they must not drive a company vehicle and must inform SDGP Program Board of Directors as soon as possible.

- Drivers who are fatigued and/or sick should avoid driving if they feel their driving ability is impaired.

Authorized drivers are not allowed to:

- Smoke inside of a company vehicle.
- Lease, sell or lend a company vehicle.
- Violate distracted driving laws by using a phone or texting while driving.
- Use a company vehicle to teach someone how to drive, without specific authorization from SDGP.
- Leave the company vehicle unlocked
- Allow unauthorized people to drive a company vehicle, unless an emergency mandates it.

Accidents

- If a SDGP vehicle is in an accident the driver or anyone able to do so must call 911 immediately to report the accident and obtain any required emergency services and attend to all passengers.
- As soon as possible contact a SDGP Director. Authorized drivers will not accept responsibility for an accident or guarantee payment to another party in an accident without SDGP authorization.
- Employees should follow legal guidelines for exchanging information with other involved drivers.

Directors obligations

We want to ensure that all our drivers and members are safe and preserve our company's legal obligations. For these reasons the Board of Directors will:

- Contact our insurance company when made aware of accident or issues.
- Make sure company vehicles are safe to drive before assigning them to drivers.
- Schedule manufacturer's recommended maintenance to ensure company vehicles remain in good condition.
- Provide a copy of this policy to all authorized drivers of company vehicles.
- Insure vehicles with an insurance provider.
- Keep maintenance records of SDGP vehicles.

SDGP is not responsible for:

- Paying fines authorized drivers accumulate while driving company vehicles (e.g. for driving too fast, parking violations.)
- Bailing out authorized drivers arrested while driving company vehicles or paying their legal fees related to any charges.

Disciplinary Consequences

- Authorized drivers will face disciplinary consequences if they don't follow this policy.
- SDGP may issue reprimands and ultimately revoke the authorization to use a company vehicle.

- We may terminate an authorized driver from their employment or volunteer position and/or take legal action as needed for serious offenses (e.g. using a company vehicle for personal financial gain, or causing an accident while driving intoxicated.)

SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 9
COVID-19
APPROVED MAY 24, 2022

POLICY

This Policy is based on health and safety guidance published by the Ontario Public Services Health and Safety Association. It will be read and applied in accordance with the Occupational Health and Safety Act, the Ontario Human Rights Code, and any applicable directives of guidance from government and public health officials. Through this Policy, all employees are encouraged to:

1. Protect yourself, co-workers and individuals from the spread of Covid-19.
2. Recognize and access the risk, then use the controls.
3. Evaluate and work out concerns to make the work environment as safe as possible.
4. Do self-assessment, stay home if sick and report and follow healthcare provider Direction.

PROCEDURES

1. Prior to beginning a shift, you will have your temperature taken and will be required to complete the Covid-19 checklist questions. If you have any of the signs of illness or feel sick (e.g. fever, coughing, sneezing, runny nose, tiredness shortness of breath) you must self-isolate, notify Sunny Days Group Program, and call your doctor or healthcare provider and follow their direction. Record all results and contact Sunny Days Group Program to discuss future work arrangements. All checklists and other records containing information about an employee's health status will be treated as confidential, and will be securely stored with the employee's personnel file.

2. You will be expected to take the following steps to protect yourself:
- Maintain physical distancing (2 meters/ 6 feet) whenever possible.
 - Wear appropriate PPE (personal protective equipment)
 - Practice good hygiene and encourage supported individuals to practice good hygiene, such as hand washing (before and after breaks, before preparing food, assisting with food, after washroom use and frequently in between. Use technology to communicate with caregivers, supervisors.
Sneeze and cough into sleeve.
 - After using tissue, discard immediately, and wash hands afterwards.
 - Avoid touching eyes, nose or mouth with unwashed hands.
 - Avoid high touch areas or ensure you clean your hands afterwards

- Practice regular cleaning and disinfection (entire centre after lunch and end of day; any area that needs it in between these times) and recorded on the cleaning log.

- Stay home if you're sick and avoid others who are not well.

- Wash your clothes as soon as you get home.

- If you have symptoms notify your supervisor immediately, complete self-assessment and follow instructions given.

3. All Individuals attending Sunny Days Group Program will be subject to the following requirements:

- Sign a waiver

- No caregivers or visitors will be allowed in the centre, unless express prior permission has been obtained from management.

- Caregivers to use technology to communicate with staff.

- Screening to be done outside front door of centre.

- Have temperature taken at the start of the day and complete a self assessment. If their temperature is more than 37.8 C or they answer yes to any of the assessment questions, the individual will not be able to attend or enter the centre. The individual will wait on a chair provided outside the centre, or such other place as may be designated by a supervisor, until picked up by a caregiver.

- Enter one at a time and use the closet. Once individuals are done in the closet the next person may enter.

- Follow the same process when exiting.

- If an individual exhibits symptom of illness during the day program, they will wait in the isolation room, and complete the self assessment, while a contact person is notified. The staff will also notify a supervisor. After the individual is picked up, the room will be immediately cleaned and disinfected and recorded on the cleaning log. Any items that can't be disinfected should be stored in sealed container for a minimum 7 days.

- Staggering access times when high demand exists for the same room (e.g. closet, washroom, kitchen).

- Social distance while lined up for the bathroom, sinks for washing hands, at lunch times, and while gathering items from closet.

- Individuals will be encouraged to wear masks when physical distancing may not be possible.

- Avoid sharing equipment/supplies where possible. Disinfect between users if sharing cannot be avoided.

4. Employees should encourage everyone to practice:

- Social distancing

- Wash hands frequently with soap and water for at least 20 seconds Wash hands with hand sanitizer when soap and water are not available

- Avoid touching eyes, nose and mouth

- Respiratory etiquette: sneeze or cough into your sleeve or tissue. ----

Discard tissue into garbage. Wash hands afterwards.

-Use clean tissue or elbow to touch light switches, and doors.

5. Evaluate the new routine and communicate any concerns to supervisors. Help develop and implement solutions.
6. If anyone is suspected or tests positive for Covid-19, contact the Kawartha Pine Ridge Health Unit 1-866-888-4577 ext. 5020 and follow their directions.
 - Staff and other program participants should be identified as a close contact.
 - Where a case of Covid-19 is suspected and testing is completed, return to the centre will be based on the following:
 - Negative test results**-excluded from program until 24 hours after symptom resolution.
 - If still symptomatic repeat test within 24-48 hours.
 - **Positive Test Results** - All persons will follow the current Haliburton Kawartha Pine Ridge District Health Unit guidelines.

SUNNY DAYS GROUP PROGRAM
SECTION TWO-PART 10
VACCINATION POLICY
APPROVED SEPTEMBER 10, 2021

POLICY

Sunny Days staff and members will adhere to all relevant Provincial Health and Covid - 19 regulations.

Vaccination policy by taking additional measures in high-risk settings we protect our most vulnerable, safeguard hospital capacity, ensure a safe return to schools and keep Ontario running.

To clearly state steps that need to be followed to adhere to Provincial law and Haliburton Kawartha Pine Ridge Health Unit guidelines. In addition to wearing a mask, frequent hand washing/sanitation, physical distancing when able and frequent cleaning of indoor space

PROCEDURES

1. Employees and Volunteers of SDGP need to provide proof of one of three things:
 - A. Full Vaccination against Covid-19
 - B. A medical reason for not being vaccinated against Covid-19 as per Ontario Ministry of Health policies, in the form of a letter from a medical doctor.
 - C. Completion of a Covid-19 vaccination educational session.
2. Employees of SDGP who do not provide proof of full vaccination against Covid-19 will be required to undertake a Covid-19 vaccination educational session and regular antigen testing.
 - a. Watch the video "A Dose of Protection" on HKPR Health Unit website.
 - b. A Covid test from a testing site once a week at the employee's time and expense, if any cost incurred.
 - c. Provide SDGP a written confirmation of the watched video and testing result.
3. A negative test result will be tracked and recorded on the employee's record.
A positive test result will result in the employee to follow the Haliburton Kawartha Pine Ridge Health Unit guidelines. SDGP will follow the HKPR Health Unit contact tracing, testing and isolation recommendations.

Not attending to SDGP until a negative Covid-19 test result is submitted.

4. SDGP will be required to track and report on the implementation of their policies to the provincial government.

Ontario's Enhanced Covid-19 Vaccine Certificate SDGP

1. Will collect and present certificates and ID for admission to indoor facilities.
2. Will collect and present medical exemptions and ID for admission to indoor facilities.
3. Will provide activities within centre for those members who are not able to attend activities due to lack of Covid-19 Vaccine Certificate or Exemption.

*Above policy subject to change with mandates from the Federal or Provincial Government, or HKPR Health Unit.

SUNNY DAYS GROUP PROGRAM
SECTION THREE-PART 1
ACCOUNTING, AUDIT, AND FINANCIAL MANAGEMENT
APPROVED NOVEMBER 1, 2019

POLICY

I. Accounting Policies

A. It shall be the policy of Sunny Days Group Program to create and maintain accounting, billing, and cash control policies, procedures, and records which are consistent with Sunny Days Group Program By-Laws and Canada Revenue Agency requirements. B. Petty Cash: Petty cash is kept in accordance with By-Laws and Annual Budget.

C. General Accounting: Sunny Days Group Program will use the QuickBooks Pro with Payroll for its monthly accounting in conjunction with an accredited accounting firm.

D. Collection of Delinquent Accounts: Collection of delinquent accounts will be dealt with according to the By-Laws of Sunny Days Group Program.

E. Write-off of Delinquent Debts/Charges:

1. Records must indicate that all efforts to obtain payment have been exhausted before the decision is made to write off any debt.

2. The request for approval of a write-off must include a short narrative of actions taken to collect and the rationale for the debt considered uncollectable.

3. The Board of Directors of Sunny Days Group Program has the discretion to approve debt write-offs of a board-authorized amount.

4. The budget line item for fees and collections must be updated by means of a budget revision to reflect uncollectable fees/debts.

F. Budget: Structure of the budgetary process shall evolve from the mission and by-laws of Sunny Days Group Program with consideration given to the requirements of any of the organization's funding partners.

II. Audit Policies:

Audits will be conducted in accordance with the Sunny Days Group Program By-Laws.

III. Financial Management:

Financial Management and Record keeping will be conducted in accordance with the Sunny Days Group Program By-Laws.

PROCEDURES

1) Adhere to Sunny Days Group Program By-Laws. Refer to the Treasurer and Financial Sections.

2) All SDGP financial transactions need two signatures as per SDGP By-Laws.

SUNNY DAYS GROUP PROGRAM
SECTION THREE-PART 2
PRIVACY POLICY
APPROVED APRIL 2, 2024

Commitment to Privacy

Sunny Days Group Program is committed to maintaining the accuracy, confidentiality, and security of your personally identifiable information ("Personal Information"). As part of this commitment, our privacy policy governs our actions as they relate to the collection, use and disclosure of Personal Information under our control.

Sunny Days Group Program is committed to protecting your privacy and ensuring that your visit to our website is completely secure and information obtained for enrollment, employment, or volunteering is only used for our Program needs.

If you have any questions or problems with any aspect of our privacy policy or its implementation, please contact our Board of Directors.

Security of your Personal Information

To maintain the security of your information, Sunny Days Group Program strictly enforces our privacy policies with our employees and any breach of this policy will result in termination and the pressing of criminal charges where there are grounds.

All information is held in locked storage and secured offices.

How Sunny Days Group Program uses your Personal Information

Your Personal Information will be used in order to provide you with the requested program and services. This includes the use of information for completing transactions or communicating back to you. The purposes for which we collect Personal Information will be identified before or at the time Sunny Days Group Program may also use personal information in a manner that does not identify you specifically nor allow you to be contacted but does identify certain criteria about our users in general (such as we may inform third parties about the number of registered users, number of unique visitors, and the page most frequently browsed).

Who Sunny Days Group Program shares your Personal Information with

Sunny Days Group Program will NOT sell, trade or rent your name or personal information to anyone else. We DO NOT sell, trade, rent or provide outside access to our mailing list at all.

Sunny Days Group Program will not release your personal information to authorities unless required by law, search warrant, court order, subpoena, or fraud investigation.

Collection of your Personal Information

The Personal Information collected will be limited to those details necessary for the purposes identified by us. With your consent, we may collect Personal Information from you in person, over the telephone, or by corresponding with you via mail, or the internet. Sunny Days Group Program only saves such personal information that is necessary for

you to access and use our services. This personal information includes, but is not limited to, first and last name, email address, phone number, health and other information to better support participation in our Program. Knowledge and consent are required for the collection, use or disclosure of Personal Information except where required or permitted by law. Providing us with your Personal Information is always your choice.

Sunny Days Group Program will store such personal information until you formally request its deletion or revoke your consent to its storage, after Sunny Days Group Program's internal policies of seven years.

Document Preparation and Privacy of Information

The information you provide when you enroll/join in Sunny Days Group Program is held strictly confidential. Information is only used within Sunny Days Group Program to support and protect the Members. Information is used to contact parent/caregivers, provide invoicing and Program information.

Advertising

Sunny Days Group Program uses pictures of the activities that our group participates in on our Facebook page and our Website. We also use pictures and videos to promote our Sunny Days Group Program to service clubs, donators and the public.

Information Access

Sunny Days Group Program will make information available to you about our policies and practices with respect to the management of your Personal Information.

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. You may verify the accuracy and completeness of your Personal Information, and may request that it be amended, if appropriate.

However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

SUNNY DAYS GROUP PROGRAM
SECTION THREE-PART 3
CREDIT CARDS

APPROVED September 28, 2022

INTRODUCTION:

This policy applies to all Employees and Directors of Sunny Days Group Program (SDGP), who are granted and assigned a corporate credit card. The conditions set forth in this policy govern the responsible use of, and procedures for, credit cards belonging to SDGP for the purpose of conducting SDGP business. Use of the credit cards is accompanied by significant responsibility.

GUIDELINES:

When Sunny Days Group Program gives you a credit card, you'll need to sign and abide by a credit card policy. This is to acknowledge that the credit card belongs to Sunny Days Group Program and that we can investigate charges as we see fit. It'll also refer to your responsibilities and the consequences for incorrect use.

ELIGIBILITY:

The Chair of the Board and the Program Supervisor will each have one (1) card. The Chair with a larger amount (\$5000.00). The Program Supervisor will have a smaller amount (\$500.00). The Program Supervisors' card is for the monthly \$150.00 petty cash amount. The Program Supervisor needs to notify the Directors for preapproval if any amount above the \$150.00 is needed. Having these cards helps us track and process our expenses, prevent fraud and make payments more efficiently. We want to make sure that employees who hold company credit cards will use them properly and will know their limitations and responsibilities.

RESPONSIBILITIES:

1. The use of corporate credit cards is for conducting SDGP business only.
2. Employees who are granted use of the company credit card are strictly prohibited to use "points" accrued from credit card use for personal purchases. Any "points" that are accumulated will be used for approved company purchases only.
3. The use of corporate credit cards to obtain cash advances is strictly prohibited.
4. Charging personal expenses to a corporate credit card is forbidden in any circumstance.
5. Card transactions will be monitored by SDGP's Accounting department to ensure compliance.

6. Failure to comply with the conditions set forth in this policy can result in one or more of the following actions: cancellation of the card;
loss of corporate credit card privileges;
and/or termination of employment.

When you're using the company credit card, you should:

- Confirm that the particular expense is allowed under this policy.
- Mind the credit card limit and the transaction limit so you can plan business expenses properly.
- Protect it to the best of your ability. Keep the credit card number and physical card secure.
- Use the card sensibly and avoid unnecessary expenses even if they're allowed under this policy.
- Report it stolen or lost as soon as possible.

Sunny Days Group Program has the right to review your credit card use, and withdraw it if there's any inappropriate use.

SDGP expects you to comply with this credit card policy.

I have read, understand and will execute this policy when using Sunny Days Group Program credit card.

Date: _____(DD/MM/YYYY)

PRINT NAME

SIGNATURE

SUNNY DAYS GROUP PROGRAM
SECTION FOUR-PART 1
VOLUNTEERS/STUDENTS
APPROVED NOVEMBER 1, 2019

POLICY

Dedicated and committed volunteers are valuable team members in our goal to implement our mission and vision statements.

All volunteers who deal directly with Members are required to complete a Police Check with the Vulnerable Sector. In Program volunteering by parents and caregivers are limited to one day per week.

Volunteers are required to follow the same policies and procedures as the Employees which include but not limited to dress code, health and safety, conflict of interest, confidentiality, and unlawful harassment.

1. Dress Code: Sunny Days Group Program expects volunteers to dress in a manner consistent with

the nature of work performed and to exercise good judgement in the selection of clothing. Sunny Days Group Program reserves the right to prohibit any mode of dress or attire that may be deemed improper or inappropriate for conducting business, or disruptive to the working environment.

2. Inclement Weather: Sunny Days Group Program recognizes that there may be occasions when

severe weather poses a significant danger to members and staff from coming to the centre or returning safely to their homes. Closing the Program means that staff will not be present and all scheduled events are cancelled.

3. Resignation, Termination, Reduction:

A. Resignation: Volunteers who wish to resign from their positions will give two weeks written notice to the Board of Directors with the reason stated therein.

B. Termination: Dismissal will be for unsatisfactory job performance, violation of the Volunteer Policies and Procedures, illegal acts, or any other just cause as determined by the Board of Directors. Written notice of termination will be given with reasons for the action stated to the volunteer. Immediate termination will occur for breach of client confidentiality, theft, and/or just cause. A disciplinary conference will be held prior to termination for unsatisfactory performance. Unsatisfactory job performance includes, but is not limited to excessive absenteeism, tardiness, failure to cooperate with others and employees, and unauthorized use of company property.

4. Conflicts of Interest: No volunteer will participate in activities or other volunteering that causes a conflict of interest with the activities of Sunny Days Group Program. Activities or employment that create possible conflicts will be disclosed to the Executive Director in writing for review.

5. Policy Prohibiting Unlawful Harassment, including Sexual Harassment:

It is the policy of Sunny Days Group Program that it will not tolerate verbal or physical conduct by any Employee, Director, Member Representative, and Volunteer which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

6. Code of Conduct: Employees, Directors, and Volunteers of Sunny Days Group Program are in a position of trust and are dealing with vulnerable members and their caregivers. Sunny Days Group Program expects all Volunteers to show behaviour and a level of integrity, honesty, and professionalism that respects the rights of other people, and reflects positively on the interests of Sunny Days Group Program.

7. Medication: Volunteers do not handle or supervise administration of medications.

8. Fire Plan: Refer to Fire Plan Manual.

9. It's everyone's responsibility to be aware of the environment and potential dangers that may arise. Report any unsafe or potentially unsafe situations or practices.

10. a) All volunteers shall keep confidential any and all information they acquire during the course of their work that would reasonably be considered to be personal or confidential.

This includes, but is not limited to:

- Personal information concerning members of Sunny Days Group Program.
- Personal information concerning all employees of Sunny Days Group Program.
- Confidential information obtained from third parties;
- Details of business operations, financial matters and other confidential records of businesses which deal with the Board.
- Confidentiality is to be kept while volunteering with Sunny Days Group Program and beyond resignation, terminated or dismissed.

b) No person shall disclose such information unless such disclosure is required within the course of volunteering.

11. Information covered by this policy shall include information that is written or unwritten or stored electronically.

12. Drug Free Workplace:

Sunny Days Group Program is a drug-free work place.

Sunny Days Group Program will strive to make a good faith effort to continue to maintain a drug-free workplace.

13. Progressive Disciplinary Policy: Degrees of discipline are generally progressive and are used to ensure that the individual has the opportunity to correct their performance. The Board of Directors will deliver the discipline in the following:

1. 1st complaint is a verbal warning and the necessary improvements that are expected
2. 2nd complaint is a written reprimand.
3. 3rd complaint is a disciplinary conference with suspension/dismissal.

A record of all the discipline will be recorded and become part of the individual's file.

Exceptions: The Board of Directors reserves the right to review, in exceptional circumstances, and to conduct a risk assessment which may result in an immediate termination.

PROCEDURES:

1. Volunteers are to dress appropriately for the activities planned and that reflects positively to Sunny Days Group Program.
2. Inclement Weather-A decision to close will be made by the Chair and Team Leader by 8:00am in the morning. The Team Leader will commence a text message to notify all staff and members.

Should inclement weather develop during the day, the Chair and Team Leader will make a decision about whether Sunny Days Group Program should close early. Notification by text message to caregivers who will need to make arrangements for early pick up of their individuals from the centre.

3. The Board of Directors will review each Resignation or Termination on an individual basis and conduct an exit interview. Notes will be taken, recorded and kept in the volunteer's file.
4. The Board of Directors will accept the written notice of the conflict of interest and will determine the appropriate steps forward.
5. Unlawful Harassment will be dealt with by a Progressive Discipline Policy.
6. Code of Conduct infractions will be dealt with by a Progressive Discipline Policy.
7. Volunteers do not observe or handle medications.
8. Fire Plan is kept available. Everyone is responsible for regular checks of equipment, drills, and orientation and have it recorded. Everyone is also responsible for regular inspections for safety.
9. Everyone is to keep vigilant to potential hazards in the environment and correct the situation and report to their supervisors.
10. All people should be made aware of this policy at the time of first employment and volunteering for Sunny Days Group Program. Copies will be provided upon request.
11. Access to personal information should be limited to those employees and volunteers who have a need to know in the order to plan or provide support services or to carry out essential administrative functions.
12. All persons subject to this policy are required to sign a statement indicating that they have read it, understand its requirements, and agree to follow its procedures.
13. No individual under the influence of illegal drugs and/or intoxication will be allowed in Sunny Days Group Program space.
 - Open door and communication for all Sunny Days Group Program individuals, staff and Directors to address and assist with any concerns.
14. Progressive Discipline factors to be considered:
 - How many different offenses involved?
Seriousness of offense Risk Assessment
Previous work history
 - Illegal offense Exceptions: The Board of Directors reserves the right to review, in exceptional circumstances, and to conduct a risk assessment which may result in an immediate termination.

**SUNNY DAYS GROUP PROGRAM
SECTION FOUR-PART 2
FUNDRAISING COMMITTEE
APPROVED MARCH 7, 2022**

POLICY:

The committee members will be as determined and approved by the Sunny Days Group Program (SDGP) Board of Directors. All Committee members and Volunteers must complete a volunteer package. All committee members and volunteers, who deal directly with the Members, must have a valid CPIC. The SDGP Board of Directors may change the membership of the committee any time it deems necessary.

The Committee **must** include:

The Chair of the Board of Directors, and/or an appointed Director.

The Committee **may** include:

Other members of SDGP

Non SDGP members (such as key volunteers; persons who have interest in or experience in non-profit fundraising).

PROCEDURES:

Fundraising Committee Roles and Responsibilities

1. Review all previous year fundraising activity and make recommendations for improvements.
2. Develop a calendar for the committee's activities. All fundraising activities, public postings and announcements will require approval from the SDGP Board of Directors.
3. Participate in SDGP special events and other fundraising activities.
4. Track and report progress toward fundraising goals to the SDGP Board of Directors as requested.
 - Future meeting date TBD at prior meeting.
 - Agenda for meetings should be sent out 7 days prior to meeting date.
 - Minutes should be written and distributed 7 days past meeting.
 - Monthly fundraising updates should be emailed to Sunny Days Group Program, at the end of each month, for distribution to the Board of Directors.
5. In all fundraising activities it must be made clear to the donors what the funds are being raised for. (examples: building fund; general program activities; specific purchases; special trips or events)
6. Contact current and prospective donors and funders to explore possible sources of revenue.
7. Develop sponsorship packages and advertising materials. All communications material must be approved by the SDGP Board of Directors.
8. Along with the Director or designate assigned to the Committee, meet with current and

prospective donors and funders (e.g. philanthropists, foundations, government bodies and corporations) as required.

9. Ensure that donors are acknowledged appropriately.

Committee Member Expectations

1. Attend and participate in regular Fundraising Committee meetings.
2. Come prepared to participate and engage.
3. Time Commitment: A minimum 4-8 hours per month (include meetings and fundraising events).

Date

Signed

Print Name

**SUNNY DAYS GROUP PROGRAM
SECTION FOUR-PART 3
UNDER 18 YEARS SUMMER MEMBERS
APPROVED JUNE 17, 2025**

POLICY

SDGP regular membership consists of adults 18 years of age and older.

SDGP actively advertises our services to students nearing the end of high school who may benefit from our services after they graduate.

To this end, SDGP offers some temporary summer placements to high school students aged 14 to 18. This prepares for transition from the school system to our SDGP adult day program. This also provides support for parents and guardians who are working. It is also a source of respite and a chance for the parents and guardians to better understand the service we provide.

These summer admissions will occur under the following conditions:

- The intake process will be similar to that for potential members 18 and older, including:
 - Parents/ guardians request summer membership
 - A meet and greet with parents/ guardians is held to determine if our program can meet the prospective member's needs.
 - An enrollment package is filled out and reviewed
 - A start date and required supports are determined
- Our staff and directors believe we can manage these temporary members and be of benefit to them.
- A SDGP staff member will be assigned to make sure the integration of these under 18 members is successful.

**SUNNY DAYS GROUP PROGRAM
SECTION FIVE-PART 1
ACKNOWLEDGEMENT FORM
APPROVED OCTOBER 9, 2020**

ACKNOWLEDGEMENT

In signing below, I acknowledge that I have read, understand, and agree to abide by the policies and procedures contained in the Sunny Days Policy and Procedure Manual. I further acknowledge that failure to abide by such policies and procedures may result in disciplinary action, up to and including the termination from Sunny Days Group Program.

Dated at _____ this _____ day of _____ 20____.

SIGNATURE

PRINT NAME

