

# SEHAS Policy and Procedure Manual

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JANUARY 2025

The South East HealthAbility Society Inc Policy and Procedure Manual will be updated periodically. The most up to date version can be found in the office or by contacting Samantha Campbell.

Printed copies may be become invalid due to updates or omissions.

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## South East HealthAbility Society Inc. (SEHAS)

### SEHAS Bylaws:

Approved March, 2018

#### **South East HealthAbility Society Inc. Bylaws** (herein referred to as the “corporation”)

1. Vision Statement: Everyone deserves the opportunity to reach their fullest potential.
2. Mission Statement: South East HealthAbility Society Inc. (SEHAS) is separated into two divisions: the Thrift Store and the Food Share. The Moosomin Thrift Store is the division of the non-profit corporation that provides affordable new-to-you goods to all members of the community. The Food Bank division provides the community with assistance in the form of food hampers and toiletries. Together, the Thrift Store and the Food Share strive to better our community by helping citizens support each other and build each other and our community up.
3. Goals  
The objectives of our corporation are
  - a. To relieve poverty within our community.
  - b. To provide support to those in need in our community.
  - c. To organize our activities to bring about the greatest degree of dignity possible, especially with regard to the manner in which individuals receive food from the Food Share.
  - d. To undertake to utilize all edible foods that are surplus to market needs, wherever it is economical to do so.
  - e. To recognize our role as the steward of a community pool of food, which it shall strive to make available to all responsible groups providing charitable food.
  - f. To understand the social service context in which it operates, to ensure that it does not reduce the impetus for improvement to government social assistance programs.
  - g. To recognize our role in alleviating hunger as a temporary response to this crisis, and commit part of our activities to lessening this role.
  - h. To recognize the need for a regularly constituted entity in the community to continuously make the public aware of the existence of hunger and the factors that contribute to it.
  - i. To conduct our activities in a manner that brings the greatest attention possible to the problems of hunger and of food surplus.
  - j. To conduct all of our affairs and associations in a matter that will not trivialize the problem of hunger in any way, or see it used for commercial benefit.
4. Fiscal Year  
The fiscal year of the corporation shall end on March 31 of each year.
5. Membership
  - a. The membership of the corporation shall consist of regular members and associate members.

- i. Regular membership, the members shall be entitled to vote at all regular meeting of members.
    - ii. Associate membership, the members shall be entitled to the same right as regular members, but shall not be entitled to be elected as directors.
  - b. Any resident of southeast Saskatchewan and southwest Manitoba who is at least 18 years of age is eligible for admission to membership as a regular member.
  - c. Any resident of southeast Saskatchewan and southwest Manitoba under 18 years of age is eligible for admission to membership as an associate member.
6. Meeting of the Members
- a. There shall be an annual general meeting held each year within 6 months of the corporation's year end.
  - b. Notice of the time and place of a meeting of members shall be made no less than 15 days or more than 50 days before the meeting.
  - c. No member is entitled to more than one vote on any questions and voting shall be done by a show of hands.
7. Directors
- a. The Directors of the Corporation shall consist of a Chairperson, Vice-Chairperson, Secretary, Treasurer and at least two other regular members.
  - b. A Director is required to be a member of the Corporation.
  - c. The Directors shall hold their meetings in Moosomin or district upon notice sent to each Director at least 5 days prior to the date of the meeting; provided that the Directors may meet on regular dates without notice or may, by unanimous consent, meet at any time or any place without notice.
  - d. A meeting of Directors may be called at any time by the Chairperson or Vice-Chairperson and the Secretary shall, when directed by any of the foregoing, call the meeting.
  - e. No Director shall be a salaried employee of the corporation; with exception, when a position has been advertised and a qualified staff person is not found, a Director may step into the paid position, deeming it has been accepted by the board of Directors for this to occur.
  - f. No Director shall receive any remuneration for acting as such. However, a Director may be indemnified for his/her expenses incurred on behalf of the corporation as a Director.
  - g. Directors shall be elected at the annual general meeting.
  - h. The term of a director shall be one year.
8. Officers
- The Board of Directors shall:
- a. Appoint a chairperson.
  - b. Designate the offices of the Corporation, appoint persons as officers, specify the duties and delegate powers to manage the business affairs of the corporation to them.
9. Amendments to the bylaws
- a. The directors may, by resolution, make, amend, or repeal any bylaws that regulate the activities and affairs of the corporation.

- b. The directors shall submit a bylaw, or an amendment or repeal of a bylaw to the next meeting of regular members and the members may, by ordinary resolution, confirm, reject, or amend a bylaw, amendment or repeal.
- c. A bylaw, or an amendment or repeal of a bylaw is effective from the day of the resolution of directors until confirmed as amended, or rejected by the regular members.

#### 10. Code of Ethics

Volunteers and employees shall:

- a. Act with fairness, integrity, and in accordance with all applicable laws;
- b. Adhere to the provisions of applicable professional codes of ethics, standards of practice, etc.;
- c. Not remove from the property, or keep for yourself, any item that belongs to, or was donated to, SEHAS. To maintain honesty and integrity, approach the Administrator, Thrift Store Chairperson (if there) or a volunteer to process a purchase transaction. Removing items donated to, or belonging to SEHAS, without paying for them or without Board approval is theft, and cause for disciplinary action up to and including immediate dismissal or criminal charges. This includes removing any items from the premises for any reason without prior approval.
- d. Not disclose any confidential information directly or indirectly to any person, firm, organization or other entity for any reason except in the course of his/her duties with the organization and with it's consent.
- e. In regard to the Food Share, not barter, sell or trade foodstuffs at any time. (Imposing a nominal handling charge is not considered selling food);
- f. In regard to the Food Share, have the highest regard for the proper and safe storage and handling of food, seeking to encourage safe handling and storage amongst its community partners (ie. Churches and schools), sorting it to safely consumable levels before distribution;
- g. Cease solicitation of a prospective donor who identifies the solicitation as harassment or undue pressure; and
- h. Not accept donations for purposes that are inconsistent with the SEHAS Vision or Mission.

#### 11. Liquidation and Dissolution

The remaining property of the Corporation shall, in the course of liquidation and dissolution, be transferred to the Town of Moosomin.

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

# Policy & Procedure Manual

## Purpose of Manual

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This manual is designed to be a comprehensive resource for the governance and administration of our food bank. The purpose of this manual is to:

- Establish a clear framework for the roles and responsibilities of the board of directors and other governance entities within the organization.
- Provide detailed policies and procedures that guide day-to-day operations and decision-making processes in alignment with both legal requirements and ethical standards.
- Ensure compliance with Food Banks Canada Standards of Excellence.

## Legal Status

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We are a nonprofit organization incorporated in the province of Saskatchewan with registered charitable status. Our charitable number is 884260506RR0001.

## Vision Statement:

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Everyone deserves the opportunity to reach their fullest potential.

## Mission Statement:

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South East HealthAbility Society Inc. (SEHAS) is separated into two divisions: Thrift Store and the Food Share. The Moosomin Thrift Store is the division of the non-profit corporation that provides affordable new-to-you goods for sale to all members of the community. The Food Share division provides the community with assistance in the form of food hampers and toiletries. Together, the Thrift Store and the Food Share strive to better our community by helping citizens support each other and build each other and our community up.

## Our Goals

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- To relieve poverty within our community.
- To provide support to those in need in our community.
- To organize our activities to bring about the greatest degree of dignity possible, especially with regard to the manner in which individuals receive food from the Food Share.
- To undertake to utilize all edible foods that are surplus to market needs, wherever it is economical to do so.
- To recognize our role as the steward of a community pool of food, which it shall strive to make available to all responsible groups providing charitable food.
- To understand the social service context in which it operates, to ensure that it does not reduce the impetus for improvement to government social assistance programs.
- To recognize our role in alleviating hunger as a temporary response to this crisis, and commit part of our activities to lessening this role.
- To recognize the need for a regularly constituted entity in the community to continuously make the public aware of the existence of hunger and the factors that contribute to it.
- To conduct our activities in a manner that brings the greatest attention possible to the problems of hunger and of food surplus.

- To conduct all of our affairs and associations in a matter that will not trivialize the problem of hunger in any way, or see it used for commercial benefit.
- To foster a diverse and inclusive environment and we are committed to attracting and retaining diverse Board members, staff and volunteers from a wide range of backgrounds, perspectives and experiences.

## Organizational Flow Chart

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**SEHAS Membership:** SEHAS is a community resource that includes two divisions: the Thrift Store and the Food Share. Through these two divisions, SEHAS is able to assist and support community members by providing affordable personal and household goods in the Thrift Store, and by providing food hampers to those seeking assistance. Through membership support, SEHAS is able to be more responsive to those that are in need. SEHAS seeks to work with the community to identify needs as they emerge and provide services in response to the needs. SEHAS's strong commitment to Moosomin, and surrounding communities makes us a resource that is truly community-based.

**SEHAS Board of Directors:** The Board of Directors sets the SEHAS's general direction, decides matters of overall policy, and takes responsibility for activities, and financial accountability undertaken in the SEHAS's name. The Board includes a minimum of 6 and a maximum of 15 Directors elected by the membership. Members shall not be employees of the organization. A majority of Directors must be at arm's length of each other and the Chief Staff Person (if applicable).

All Board members share certain responsibilities. The first of these is attendance at Board meetings, which are now typically held once a month and attendance at the annual meeting of members, and throughout the year, as needed. A minimum of 2/3 members represents quorum at the meetings. The Board of Directors shall act in the best interest of the SEHAS, and excuse themselves from a discussion or vote where a conflict of interest is deemed by the Chairperson. In addition, Board members are expected to be available for consultation with other Board members and the various Committees on a reasonably regularly and timely basis, usually through electronic mail or by text message. Confidentiality must be maintained by all board members.

Beyond this, Board members must be committed to the goals and principles of the SEHAS and are expected to contribute to the well-being of the SEHAS as an organization. This contribution may take many forms. For example, Board members will be called on to help with fundraising necessary to continue the SEHAS's work. Similarly, often when the SEHAS needs to develop timely response to an issue, the task of drafting that response (and of commenting on any generated draft) may fall to members of the Board. All Board members are equal, and no board member is here for advisory purposes only.

All new Board members will read the Policy & Procedure Manual, including the Bylaws. New Board members will sign and date a copy of the Bylaws at commencement of joining the Board. All Board members will read, sign and date a copy of the Bylaws at any time the Bylaws are edited or changed. Each new board member will receive compressive orientation and training to ensure they are well-prepared to fulfill their roles. The orientation process includes: introductions to all employees and a tour of the facility; training on financial statements, budget reports and other essential governance tools, signing on all relevant documents and familiarize with key organizational policies, procedures and governance documents. Board Members will meet regularly to discuss operations and make decisions

on the operations of the Organization. Such discussions and decision include annual performance, discussion of strategic risks and how to respond to them, insurance coverages, how the Organization will support local organizations and people, and the Board Members will collaboratively seek resolutions to any matters needing resolving.

See **Appendix A** for the current Board of Directors.

Individually, the officers and certain members of the Board have specific responsibilities as outlined below.

*Executive Committee:* The Executive Committee consists of the Chairperson, Vice-Chairperson (in Chairperson's absence), Secretary and Treasurer. These members of the executive committee may also be referred to as officers of the Board. They handle the day to day operation of the organization.

The Chairperson provides leadership for the Board, and makes certain the board holds to its purpose. The Chairperson facilitates communication between the employees (this includes volunteers) and the Board of Directors, and prepares the Annual report and presents it at the annual general meeting.

The Vice-Chairperson supports and assists the Chairperson, and acts as Chairperson in their absence. The Vice-Chairperson serves on committees of interest.

*Core Committees:* Core committees have been derived from the Vision, Mission and Goals of the SEHAS. Each committee has its own philosophy; is tied to a goal or goals of the SEHAS; and has identified measurable outcomes. A director of the board is assigned to each committee.

*Task Groups:* Task groups are composed of individuals who have agreed to volunteer in the completion of assigned actions.

*Volunteers:* Volunteers are the heart of the SEHAS. These are members who choose to contribute.

*Administrator:* The Administrator provides leadership and oversees the day-to-day operations of the SEHAS, along with the Chairperson. This is a paid employee position. The Administrator manages the volunteer schedule, working closely with the Floor Manager, the Chairperson and the Thrift Store and Food Share Committee Chairpersons. The Administrator's duties and responsibilities will be outlined by the Board of Directors and are subject to change upon direction of the Board.

*Floor Staff:* The Floor Staff assist the Administrator in providing leadership for the volunteers. The Floor Staff will coordinate and prioritize the tasks to be done on the floor. This includes sorting through donations, organizing racks and tidying the shopping area. The Floor Staff will consult with the Administrator when packaging up items for donation or disposing of items in the garbage. The Floor

Staff duties and responsibilities will be outlined by the Board of Directors and are subject to change upon discretion of the Board.

*Partnerships:*

Working in partnership with other community members, agencies and organizations allows the SEHAS to reach families and individuals that need the support, and helps deliver more effective and efficient programs and service.

## Employment Policies

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**Hiring Procedure:** The SEHAS places an advertisement in the local newspaper, as well as sending out an ad through social media posting. After a pre-determined time for accepting applications, the Executive Directors decide upon whom they will interview and when the interview will take place.

- The entire Board of Directors will then be notified by email as to the status of the hiring process.
- The Chairperson or Vice-Chairperson will follow up by contacting former employers, references, etc.
- A meeting involving the Executive Committee or appointed Board Members will be held after all information is put together to make a decision.
- Each applicant interviewed will be notified after the decision has been made, thanking them for their interest in the job, and advising them of their current status of their application.
- The entire Board of Directors is then notified of the decision.

**Employment Reference Check:** The Executive Directors will be responsible to check the employment references of all final candidates for employment. Offers of employment are contingent upon obtaining satisfactory reference checks.

**Contract Based Employment:** Based on grant requirements and the fluidity of the economic sustainability of the non-profit Corporation to support employees, an employee may be hired on a contractual basis, with start and end dates to be approved by the Board of Directors.

**Probationary Period:** All employees must undergo a three-month probationary period.

**Layoffs:** Due to the nature of our funding and fluctuating sustainability, the SEHAS may determine that temporary or permanent layoff may be necessary. It is the SEHAS's intention to provide full employment to all employees and to promote the SEHAS in a manner consistent with meeting this goal. If a temporary or permanent layoff may prove necessary, this will be done with the commitment that the SEHAS fully intends to recall any temporarily laid off employee at the earliest feasible date. Should an employee choose to accept alternative employment during a layoff and subsequently refuse the recall notice, there will be no requirement by the SEHAS to pay that (former) employee severance.

**Criminal Record Check:** All successful job applicants must undergo a successful criminal record check. Payment will be reimbursed by the SEHAS upon presentation of the payment receipt to the SEHAS. The results of the check must then be submitted to the SEHAS Board of Directors.

**First Aid Training:** Any successful applicants must be certified with a First Aid course. If an applicant is not certified with First Aid, they may acquire certification within three months of the employment start date.

**Safe Food Handler Certification:** Any successful applicant must be certified with the Safe Food Handler course. If the applicant does not have this certification, the applicant agrees to acquire this certification. The Board of Directors can assist the applicant in direction on how to acquire this certification.

**Board Meeting Attendance** is mandatory for the position of SEHAS Administrator- the regular hourly wage will be received when attending board meetings, and regular shift may be altered to accommodate working hours when a board meeting is scheduled. Attendance is not mandatory for any other paid employees, but the Chairperson may request attendance..

**Payroll:** All payroll requests must be to the Treasurer and Chairperson in sufficient time to allow deadlines in payroll to be met. Payroll is biweekly.

**Payroll Deductions:** Current deductions shall be made as required by federal and provincial legislation.

**Payroll Errors:** Payroll errors resulting in the underpayment of wages shall be rectified as soon as possible. Any overpayment in pay shall be rectified as soon as possible by agreement between SEHAS Executive and the Employee affected.

**Overtime** for the Administrator must be pre-approved by the Chairperson or the Vice-Chairperson. Overtime hours may be banked on approval only. Banked hours must be used (upon approval of the Chairperson or Vice-Chairperson) at a ratio of one hour worked is one hour of banked time, within a reasonable time frame as determined by the Board of Directors, and may not be paid out at any point in time without prior approval from the Chairperson or the Vice-Chairperson. Overtime will not be paid to the Floor Staff. Overtime will be paid to the Administrator for fundraisers, speaking events at a rate of time and a half (hourly wage x 1.5) for a minimum of three hours. In addition to the overtime, the Administrator is entitled to claim mileage for travel.

**Regular Working Hours:** The Administrator shall work Monday through Friday 9:00am to 5:00pm. Schedule may be subject to change if necessary for operations, as determined by the Board of Directors. The Floor Staff hours will be scheduled as determined by the Board of Directors. Employees shall work the schedule as it is set out and not vary the hours without prior authorization from the Chairperson or Vice-Chairperson. Employees are not scheduled to work on Statutory or Legislated holidays.

**Wage:** The starting wage will be determined based on qualifications and experience.

**Stat Pay:** Calculated according to labour law.

**Benefits:**

**Training:** Occasionally training seminars and workshops may be offered in our area that would be beneficial to SEHAS. The employee will communicate any training requests to the Chairperson or Vice-Chairperson for approval as desired.



Scheduling and compensation for related expenses to be determined with consultation with the Board of Directors, at the Board's discretion.

*Holidays:* The SEHAS observes all the following Holidays:

- New Years
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Saskatchewan Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

*Sick Leave and/or Absence* must be pre-approved by the Chairperson or Vice-Chairperson.

*Vacation:* After the first 365 days of employment, the SEHAS Administrator is entitled to three weeks of holidays per year. Holiday pay will begin accruing from the first day of employment at a rate of 3/52nds of regular pay. After 10 years of continuous employment, the employee is entitled to holiday pay at a rate of 4/52nds of regular pay. The employee is granted time off upon Board approval.

**Grievances & Complaints:** All complaints, misunderstandings and constructive criticism received from any employee should be written down and given to the Chairperson and one other Executive Member.

*Communication:* *Board of Director meetings:* are held monthly, dates set at the previous meeting based on availability of board members, and occasionally sometimes between these times, as necessary.  
*Employee Meetings:* are held at least once per month with the date to be decided between the employee and the Chairperson.

**Employee Appraisals:** An appraisal will be done prior to the end of the three month probationary period and then completed yearly on or around the yearly anniversary of the employee, by the Chairperson.

**On-the-Job Accidents:**

- Render first aid if qualified to do so.
- Call for immediate medical assistance if this is required.
- Document any information you have about the accident and provide it to the Chairperson.
- Comply with all responsibilities under WCB, insurance, and government regulations for completing paperwork on the accident.

**Daily Mail:** The SEHAS Administrator retrieves the mail on a daily basis from Monday to Friday and files in the appropriate areas, including the Board Member Correspondence Folders. The Administrator will notify the appropriate person (preferably by email) of any new mail awaiting their review.

**General Duties of Employees:** Please see the SEHAS Administrator Job Description, Expectations and General Duties section of this Manual and the Floor Staff Job Description, Expectations and General Duties section of this Manual.

**Employee orientation:** Newly hired employees shall receive appropriate orientation to the SEHAS about their position and SEHAS policies and procedures. This shall include the reading the Policy & Procedure Manual. See **Appendix B** for the Employee Orientation Checklist.

**Conflict of Interest:** A conflict of interest occurs when an employee's personal interests interfere, or appear to interfere, with their ability to perform their duties impartially and in the best interests of the organization.

- Employees must disclose any potential conflicts of interest to their supervisor as soon as they arise. This includes relationships with vendors, clients, or competitors, as well as outside employment or business activities that may compete with the organization's interests.
- The organization will assess disclosed conflicts of interest and determine the appropriate course of action, which may include reassignment of duties, restriction of access to certain information, or termination of the conflicting activity.

**New Employee Documentation:** Each new employee must complete and sign a Federal and Provincial Tax deduction declaration (TD1).

**Termination of Employment:** Terminations arise from resignation, retirement, involuntary termination and indefinite layoff. All terminations shall be handled in a fair and lawful manner.

- Indefinite layoffs and involuntary terminations require the review and written approval of the Board of Directors.
- An employee who is released for disciplinary reasons (except for just cause) or inability to perform work usually will receive a warning, written or otherwise, to correct behaviour, prior to termination proceedings being implemented.
- The SEHAS will comply with the requirements of the Saskatchewan Employment Standards Act with respect to all terminations.
- It is the responsibility of the Bookkeeper or Treasurer to issue the employee a record of employment.

**Discrimination:** Favouritism will not be shown to any employees or patrons. All employees should be treated the same; duties and jobs assigned to employees will be done so only in accordance with the employee's ability, based on the requirements of that position. It is the policy of SEHAS to afford equal opportunity for employment to all employees, regardless of race, colour, creed, religion, sex, age, physical or other abilities, etc., realizing the individual must meet the physical and other requirements of the position they wish to assume.

**Thefts:** As a matter of transparency and to maintain professional standards, the following procedures will be implemented in the event of a theft from the Thrift Store or Food Share.

When a theft or suspected theft occurs, any volunteers that have involvement (this includes a participant as a witness or as the subject of the incident or any other capacity as deemed involved by the Board of Directors) may be moved to a different area of volunteering. In the event that a volunteer/employee is the subject of a theft incident, action will be at the discretion of the Board of Directors, as they will decide collectively on how to manage the situation.

If a volunteer or employee witnesses a customer leave the store without paying, the volunteer/employee may approach the person by saying something like “I think you forgot to pay for...” This will give the customer the opportunity to explain the situation (it could be just a misunderstanding). If it is confirmed that the customer is taking an item or items without paying, the volunteer/employee will call the RCMP Detachment at 306-435-3361. Any details that can be obtained such as description of the individual(s) or the vehicle they left in (especially the license plate) or direction they left (either on foot or driving) should be obtained and provided to the RCMP.

Any confirmed thefts will be reported to the Moosomin RCMP in the instance that it happens or as soon as possible after the incident.

When possible, a post on the Moosomin Thrift Store social media pages may be put up to assist in a prompt resolution. The post shall briefly describe an incident, and will request assistance from the public. A sample of the wording is “Moosomin Thrift Store (or Food Share, or SEHAS) is requesting assistance in identifying (\*the above male/female/subject(s)) in relation to this incident and anyone with information to contact the Moosomin Thrift Store at... or the Moosomin RCMP at...”

**Bereavement Policy:** In the event that an immediate family member (refers to a child, parent or sibling) of a paid employee passes away, paid bereavement leave will be allowed as entitled by law. As a sign of respect and sympathy, paid employees and board members that lose an immediate family member will be provided with a bereavement gift on behalf of SEHAS. The gift shall be determined by the Board of Directors and shall not exceed \$50, and be suitable to support the grieving family such as a food tray or other needed items. If a volunteer of SEHAS (that is not on the Board of Directors) loses an immediate family member, SEHAS shall express their sympathies as deemed suitable by the Board of Directors. This would most often take the form of a written expression of sympathy on behalf of the SEHAS. The Board of Directors may decide on a case-by-case basis if an alternative formal expression of sympathy is appropriate for instances where an employee or volunteer loses a close friend or family member that is not immediate family.

**Record Keeping:**

**Personnel Records-** The SEHAS will maintain a file for each employee and this will be the responsibility of the Chairperson. Each file will include:

- Job application and resume
- Criminal record check
- Any pertinent medical records
- Performance evaluations/appraisals
- Discretionary notes
- Other pertinent information.
- This information is deemed sensitive and personal. It shall be treated with utmost of confidentiality and care. No information will be withheld from the employee, and all outside requests will only be honoured with the employee’s written consent.

*Grants*- Documentation supporting and recording grants applied for and received.

*Fundraising*- Documentation regarding fundraising.

*Marketing*- Documentation regarding marketing.

**Privacy & Data Protection:** The organization is committed to protecting the privacy and security of personal information of our clients, staff, volunteers, and donors. We adhere to the principles of privacy and data protection legislated under federal and provincial laws. Our policies are designed to ensure the confidentiality, integrity, and availability of all personal data we collect, use, retain, and disclose. All staff and volunteers are trained on our privacy policies and procedures, and they are required to comply as a condition of their engagement with our organization.

*Principles:*

- We collect only the information necessary for the purposes identified and communicated to individuals at the time of collection. This includes contact details, demographic information, and other specifics required to deliver our services effectively.
- Personal information is used solely for the purposes for which it was collected, except with the consent of the individual or as required by law. Information is never sold, leased, or traded to third parties. Any disclosure of personal data to third parties involved in our operations is strictly governed by confidentiality agreements.
- Individuals have the right to access their personal information held by us and can request correction or removal if they identify inaccuracies or wish to withdraw consent. Requests for access are responded to within the timeframe set by applicable laws.
- We implement robust security measures to protect personal information against unauthorized access, disclosure, alteration, or destruction. These measures include technological solutions, such as encryption and secure servers, as well as organizational protocols like restricted access and regular training for people with access to confidential information.
- Personal information is retained only as long as necessary to fulfill the stated purposes or as required by law. After this period, information is securely destroyed or anonymized.
- In the event of a data breach, we will act promptly to mitigate any harm and notify affected individuals and relevant authorities as required by law. We will also review and revise our practices and security measures, where necessary, to prevent future occurrences.
- We comply with all applicable laws and regulations, including Canada's Anti-Spam Legislation (CASL). By following the above principles, this helps us ensure we are in compliance.
- Our privacy and data protection practices are regularly reviewed and updated to adapt to new challenges or changes in the legal environment. We maintain transparent and open communication about our privacy practices and rely on informed consent as the basis for processing personal information.

## Duties and Responsibilities of the Board of Directors

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Annual General Meeting: Each year at the Annual General Meeting, a photo will be taken of the new board and hung up on the wall at the SEHAS facility.

One meeting per month, as set by board at the meeting prior.

### Structure:

- Chairperson
- Vice-Chairperson
- Secretary
- Treasurer
- Individual Board Members known as Directors

### Committees:

- Executive Committee
- Finance Committee
- Food Share Committee (Chairperson role outlined below)
- Thrift Store Committee (Chairperson role outlined below)
- Building Maintenance Committee
- Fundraising, Special Events, Promotions and Advertising Committee
- Volunteer Coordination Assistance Committee
- Any other ad hoc committees as the need arises

### Responsibilities:

- Meetings will be monthly.
- Committee work will be in addition to regular board meeting times.
- The affairs and financial accountability of SEHAS shall be managed by the Board of Directors.
- All Board members are equal and are required to contribute to “hands on” work. No board member is here for “advisory purposes only”.
- Confidentiality must be maintained by all board members.
- The Board of Directors shall act in the best interest of SEHAS, and excuse themselves from a discussion or vote where a conflict of interest is deemed by the Chairperson.
- A minimum of two-thirds of the Directors represents quorum at meetings.

### Purpose of governance:

- Achieves appropriate results for the appropriate persons at an appropriate cost, and avoids unacceptable activities, conditions and decisions.
- Accordingly, the Board will cultivate a sense of group responsibility within the Board. The Board will be responsible for ensuring excellence in governing. The Board will be the initiator of policy, not merely a reactor to initiatives brought forward by staff or volunteers. The Board will use the expertise of individual members to enhance the ability of the Board as a body, rather than to substitute individual judgements for the Board’s values.

- Enforce upon itself whatever discipline is needed to govern with excellence. Discipline will apply to matters such as attendance, preparation for meetings, policy-making principles, respecting established roles, speaking with one voice, and ensuring the continuity of governance capability. Continual board development will include orientation of new members in the Board's governance process and periodic Board discussion of governance process improvement. The Board will allow no officer, individual or committee of the Board to hinder or be an excuse for not fulfilling its commitments.
- Be accountable for competent, conscientious and effective governance.
- Educate itself with regards to changing issues, values and conditions in the external environment and establish policies that help the organization adapt to these changes.
- Present annually an audited financial statement and a review of the Corporation's progress towards the achievement of its goals.
- Ensure that the appropriate systems are established to monitor the performance of employees and volunteers.
- Committees of the Board are intended to assist the Board in carrying out its work, through a focus on specific areas. The work of individual Committees should remain focused on the purpose and goal for that Committee.
- Board Committees may not speak or act for the Board, unless formally given such authority, which may be for specific and time-limited purposes. Expectations and authority will be carefully stated in order not to conflict with authority delegated to the Chairperson.
- The policy applies to Committees, which are formed by Board action, whether or not the Committees include non-Board members.
- The Board is entitled to strike any ad hoc Committees as may be required from time to time. Unless otherwise stated, an ad hoc Committee ceased to exist as soon as its task is complete.
- The Board commits itself to ethical, business-minded and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.
- Board members shall treat one another, staff and volunteers with respect, cooperation and a willingness to deal openly on all matters.
- Board members are accountable to exercise the powers and discharge the duties of their office honestly and in good faith. Board members shall exercise the degree of care, diligence and skill that a reasonable and prudent person would exercise in comparable circumstances.
- Board members must avoid any conflict of interest with respect to their fiduciary responsibility to donor, Food Share recipients and the general public.
- Board members may not attempt to exercise individual authority over the organization except as implicitly set forth in Board policies.
- Board members' interaction with the public, press or other entities, must recognize the same limitation and similar inability of any Board member or members to speak for the Board.
- Board members will respect confidentiality appropriate to issues of sensitive nature.
- Board members will use the expertise of individuals to enhance the ability of the Board as a body to make and adhere to policy. The Board will not abdicate its values in favour of any individual's judgement.
- Board members may use the expertise of individuals to enhance the ability of the Board as a body to make appropriate decisions regarding the operations and maintenance of the Thrift Store and Food Share. The Board will not abdicate its values in favour of any individual's judgement.
- Donors and prospective donors are entitled to know, upon request, whether individual soliciting funds on behalf of SEHAS and/or the Food Share is a volunteer, employee or hired solicitor.

- Donors' requests to remain anonymous will be respected.
- The privacy of donors will be respected. Any donor records that are maintained by the SEHAS will be kept confidential. Donors have the right to see their own donor record, and to challenge its accuracy.
- Donors and prospective donors will be treated with respect.
- The Chairperson or an appointed representative will respond promptly to a complaint by a donor or prospective donor about any matter relating to said donor's donation. The SEHAS employee or volunteer will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that s/he may appeal in writing to the Board.
- Fundraising solicitations on behalf of the SEHAS and/or the Food Share will:
  - I. Be truthful;
  - II. Accurately describe the SEHAS and/or Food Share's activities and the intended use of the donated funds; and
  - III. Respect the dignity and privacy of those who benefit from the SEHAS and/or Food Share's activities.
- SEHAS will not sell or share its donor list.
- The Board will focus on:
  - I. Long term outcomes (ends).
  - II. Planning rather than reacting.
  - III. Initiating policy.

## Chairperson

Overview: The Chairperson provides leadership for the board and is responsible for co-coordinating activities, and for making certain the board holds its purpose. Among other duties, the chairperson:

- Is a non-voting member of the Board. In the event of a tie in a vote, the Chairperson can vote to break the tie.
- Oversees the board and executive committee meetings.
- Serves as ex-officio member of all committees.
- Calls special meetings, if necessary.
- Facilitates communication between the employee(s) and the board of directors.
- Sets dates for board meetings and informs board members of dates.
- Chairs the board meetings with all the commonly accepted powers of that position (ie. Ruling, recognizing).
- Is the only board member to speak solely on behalf of the Board.
- Ensures that policy is formulated and decisions are made in an efficient, but democratic manner.
- Works closely with the vice-chairperson and administrator in considering organizational problems and policies in preparing board agendas.
- Assigns responsibilities to board members, checking to ensure they are carried out, supporting individual board members, soliciting their views, etc.
- Works closely with the chairpersons of the Thrift Store and Food Share committees, with ultimate authority to carry out emergency decisions/action relating to the Food Share or the Thrift Store, as necessary.
- Assigns responsibilities and supervises all employees and volunteers to ensure that all job responsibilities are carried out in accordance to job descriptions.
- Serves on the finance committee and may make day to day financial decisions with the support of the bookkeeper that affect the operations of the SEHAS.

- Is knowledgeable about all grants and ensures that all objectives are met.
- Knows the whereabouts and ensured the safety of all official board documents, news clippings, programming information, etc.
- Prepares the Annual report for the previous year in January of every year (includes gathering reports from the committee chair persons to include in the annual report, which is prepared and presented at the annual general meeting).
- To ensure board members receive orientation to the board.
- Is part of the Executive Committee.
- Serves on other committees of interest.

### Vice-Chairperson

Overview: The Vice-Chairperson supports and assists the Chairperson as is “in training” for the Chairperson position and will step into this position after the SEHAS’s annual general meeting if/when the Chairperson is stepping down. Duties include:

- Is a voting member of the Board, but becomes a non-voting member when acting as Chairperson at a board meeting.
- Attends all board meetings.
- Serves on the executive committee.
- Takes direction from, and answers to, the Board.
- Carries out special assignments, as requested by the board Chairperson.
- Understands the responsibilities of the chairperson and is able to perform these duties in the Chairperson’s absence.
- Participates as a vital member of the board’s leadership team.
- Works closely with the Chairperson and Administrator to consider organizational problems and policies in preparing board agendas.
- Is part of the Executive Committee.
- Serves on other committees of interest.

### Secretary

- Is a voting member of the Board.
- Attends all board meetings. In the event that the Secretary is unable to attend a meeting, one of the other Board Members in attendance will take the minutes and provide them to the Secretary at his/her earliest convenience.
- Serves on the executive committee.
- Maintains all board records and ensures their accuracy and safety.
- Presents any relevant correspondence received at the board meetings.
- Records and reviews board minutes, and distributes the minutes to the board after each meeting via email.
- Maintains a minute book and informs Corporations Branch of any changes in Directors, bylaws, policy, etc.
- Assumes responsibilities of the Chairperson in the absence of the Chairperson and the Vice-Chairperson.
- Provides notice of meetings of the board and/or of a committee when such notice is required.
- Prepares the agenda for all board meetings based on input from the Chairperson and/or board members.



- Prepares the agenda for the annual general meeting (AGM) and advertises the AGM in the newspaper within the required time frame.
- Has the authority to sign cheques (along with two other board members).
- Is part of the Executive Committee.
- Serves on other committees of interest.

## Treasurer

- Is a voting member of the Board.
- Attends all board meetings. In the event that the Treasurer is unable to attend a meeting, the Treasurer is responsible to ensure that any financial reports or updates are prepared before, and will be presented to the rest of the Board by another Member of the Finance Committee.
- Has a thorough knowledge of the organization and a personal commitment to its goals and objectives.
- Understands financial accounting for non-profit organizations.
- Serves as the Chairperson of the Finance Committee.
- Manages, with the Finance Committee, the Board's review of and action related to the Board's financial responsibilities.
- Works with the Administrator, Bookkeeper and Chairperson to ensure that appropriate financial reports are made available to the board on a timely basis.
- Reviews the annual audit and answers board members' questions about the audit.
- Makes certain financial records are up to date and adequately safeguarded.
- Liaises with bookkeeper, ensuring receipts are issued for any monetary or in-kind donations received.
- Ensures all SEHAS bills are submitted to bookkeeper for timely payment.
- Maintains a petty cash of \$100 to be used at the board's discretion.
- Communicates with Committee Chairpersons to ensure bills are paid correctly.
- Works closely with the Bookkeeper and Chairperson.
- Works with Bookkeeper to ensure that the money is properly allocated and spent in accordance to non-profit corporation guidelines and grant requirements.
- Ensures quarterly financial statements are prepared and presents the statements to the board at the January, April, July and October meeting.
- Assists the Bookkeeper as required in filing the SEHAS's annual return to the Canada Customs and Revenue Agency before June 30<sup>th</sup> annually.
- In January of each year, ensures official audit is done of the yearly financial statements.
- Ensures a copy of the audit report and the audit financial statements are sent to the Corporation Branch at least 15 days before the annual general meeting. Statement must be signed by the Chairperson indicating that it has been approved by the board.
- **Year-End Audit of the books:** it is the Treasurer's job as a Board member to ensure the Bookkeeper does an audit of the books at the end of the year, and provides assistance to the Bookkeeper as required to complete the audit.
- Is part of the Executive Committee.
- Serves on other committees of interest.

### Food Share Committee Chairperson (Representative of the Food Share Division)

- This, along with the Thrift Store Committee Chairperson, are the only non-executive board member positions expressly outlined here, because of the significant role the Food Share Division has within SEHAS.
- Is a voting member of the Board.
- Takes direction from, and answers to, the Board.
- Supports and assists the SEHAS Administrator regarding Food Share operation.
- Oversees the preparation of monthly hampers based on available supply of food stuffs, and oversees the purchase of food when necessary to stock hampers.
- Uses the SEHAS charge account number at Borderland Co-op for the purpose of purchasing food stuffs for the hampers, but does not have to purchase items exclusively from Borderland Co-op.
- Ensures, to the best of their ability, expired, damaged, open or otherwise unusable food donations are not distributed in hampers.
- Ensures that the general public, including food hamper recipients, does not have access to the food storage area. Volunteers, school groups, and those dropping off large donations may have access to the food storage area on a case-by-case basis.
- Provides an up-to-date report at each board meeting.
- Notifies the board of significant donations prior to these donations being publicised.
- Ensures large food donations are accepted at the convenience of the donor.
- Maintains a written record of food, and monetary donations received at the Food Share, and keeps this record in the Food Share area of the SEHAS building.
- Maintains a list of the Food Share volunteers in coordination with the SEHAS Administrator, and keeps this list posted in the Food Share area of the SEHAS building.
- Consults with the SEHAS Chairperson in regards to any emergency issues.
- Calls the RCMP (or 911) directly if they suspect a hamper recipient will be driving away impaired, or in any situations where there is the risk of immediate danger.

### Thrift Store Committee Chairperson (Representative of the Thrift Store Division)

- This, along with the Food Share Committee Chairperson, are the only non-executive board member position expressly outlined here, because of the significant role the Thrift Store Division has within SEHAS.
- Takes direction from, and answers to, the Board.
- Works closely with the Administrator to ensure smooth operation of the Thrift Store.
- Oversees the direction and training of Thrift Store volunteers.
- Ensures proper pricing policies are adhered to by all volunteers.
- Ensures that the general public, including all shoppers, does not have access to the receiving/sorting area. Volunteers, school groups, and those dropping off large donations may have access to the receiving/ sorting area on a case by case basis.
- Provides an up-to-date report at each board meeting.
- Maintains a list of the Thrift Store volunteers in coordination with the SEHAS Administrator, and keeps this record in the Thrift store office area.
- Assists the Administrator as required, in scheduling the volunteers.
- Consults with the SEHAS Chairperson in regards to any emergency issues.
- Calls the RCMP (or 911) directly if they suspect a client will be driving away impaired, or in any situations where there is the risk of immediate danger.

## Board of Directors

The Board consists of Directors elected at each Annual General Meeting of the SEHAS. Each Director has a fiduciary responsibility to the members of the SEHAS.

The size of the Board must be a minimum of 6, as set by the Annual General Meeting. The Board may fill any vacancy that arises during the year. It also has limited power to increase its size, thereby creating a vacancy.

The Board governs the SEHAS by emphasizing strategic direction and values. The Board recognizes that the SEHAS has limited administrative support and resources; therefore some work must be carried by volunteers, including Directors.

### *The Board endeavors to*

1. Communicate with members of the SEHAS, with constant aims of fiduciary responsibility.
2. Define, communicate, monitor and refine the SEHAS's values and strategies.
3. Define, as goals, the essential deliverable products and services.
4. Delegate to the Chairperson the responsibility and resources to achieve the stated ends, within the limitations of what the Board defines as unacceptable practice.
5. Operate within the limits defined by the SEHAS's Bylaws.
6. Plan for its own succession at each Annual General Meeting.
7. Demonstrate leadership by embracing the spirit of voluntarism.
8. Promote to the community the benefits of SEHAS.

### *The involvement and commitment of Directors is evidenced by*

- Regular attendance at Board meetings (typically 10 per year)
- Sufficient advance preparation and active participation at meetings.
- Active participation in ensuring performances in the interests of the members.
- Striving to achieve consensus decisions by the Board.

The Board must elect from its members the following officers: Chairperson, Vice-Chairperson, Secretary, and Treasurer.

### *General Guidelines*

Although beyond the governance role of Board, we also expect that each Director will exhibit commitment to the SEHAS through voluntary participation. In other words, each Director should be engaged in at least one SEHAS activity, and to support the SEHAS in all endeavors, beyond what is required as a Member of the Board. This could be participation in a Committee or work group, and may include involvement in more than one Committee or work group.

The term of each Director is one year; re-election is permitted and encouraged.

## Duties and Responsibilities of SEHAS Volunteers

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Volunteers are the heart of SEHAS. Without volunteers, the operation of the Thrift Store and Food Share would not be possible. SEHAS acknowledges the great work and commitment of volunteers. The SEHAS will accept applications for volunteers, with screening completed by the SEHAS Chairperson or the Chairperson of the Thrift Store or Food Share Committees, with the support of the Board. SEHAS endeavours to create a positive, supportive environment for all employees, including volunteers. We seek to engage volunteers from all segments of the community to ensure diversity and inclusivity. Recruitment efforts will include both internal and external strategies, such as outreach to community groups and word-of-mouth referrals.

There are some expectations of the volunteers, as outlined below:

- All volunteers will complete a Volunteer Profile form and other applicable forms (as addressed on the Volunteer Profile form), to be held on file at the SEHAS facility.
- All volunteers shall read the South East HealthAbility Society Inc. Bylaws, and agree to abide by the bylaws. This includes following the Code of Ethics.
- All volunteers shall read the Volunteers/Employees Code of Ethics and Confidentiality Agreement, and sign same.
- Volunteers may be requested to obtain a Criminal Record Check and may be subject to a background check, at the discretion of the Board of Directors, at no cost to the volunteer. If a Criminal Record Check is required, the volunteer will be provided a letter to provide to the local RCMP so that the Criminal Record Check can be performed at no cost.
- Volunteers may be trained by the Administrator, a Board member or even other employees or volunteers.
- The Administrator is the supervisor of the volunteers. All volunteers shall report to the Administrator, or in the absence of the Administrator, a Board member.
- Failure to comply with the expectations may cause the SEHAS to limit or disallow volunteer shifts.
- Volunteers are encouraged to be enthusiastic about the Thrift Store and/or Food Share. Building relationships with the community is an important focus for SEHAS.
- Work will be performed in a hands-on environment and team work is an integral part of the entire organization.
- Volunteers may specify specific area of the Thrift Store or Food Share that they prefer to volunteer with, and may also specify hours available to volunteer.
- Volunteers will follow any sorting and pricing guides or instruction provided by the Administrator or SEHAS Board members.
- When looking for guidance for any duties or advice related to volunteering, please approach the Administrator, and the Administrator will address it or consult with the SEHAS Board as required.
- If a volunteer commits to a specific shift or project, it is expected that the volunteer treat the responsibility with respect and honour any commitments. In the event that a volunteer is unable to uphold a committed shift, the volunteer is to contact the Administrator as soon as possible so that a suitable replacement can be arranged.
- Everyone, including the Administrator, Board Members and Volunteers are expected to take pride in the appearance of our Thrift Store. It is expected that if anyone sees something that needs attention (for example, something that was spilled on the floor) it will get looked after as soon as possible. This means that everyone plays a role in keeping the space clean and

presentable, which may mean that anyone may need to dust, mop, sweep, tidy, rearrange displays, etc. to keep our Thrift Store looking awesome! ☺

- At the discretion of the Board of Directors, the volunteers may be acknowledged, recognized or rewarded for their contributions to the success of the organization.

## Policy Regarding Finances

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- **Financial Reports:** the current financial reports are produced by the Bookkeeper and are presented by the Treasurer to the Board of Directors at every Board of Directors meeting.
- **Signing Authority:** Cheque signing authority is to be held by three Officers or Board members. Two signatures are required for each cheque. The Secretary will be one of the three signatories. A motion by the board is required to add or remove a signatory.
- **Financial Accountability:** The Chairperson and Vice-Chairperson should go through all of the cheques that they signed for over the month, as well as, sign the Financial Statements presented at the meeting to signify board approval and acceptance of the Financial Statements. The Financial Statement will be prepared by the Treasurer and shared at each meeting.
- **Donations:** All donations will be used to support SEHAS, as registered with CRA.
- **Receipts for Donations:** All donors (individuals, corporations, and foundations) are entitled to receive an official receipt for income tax purposes for the amount of the donation. The Board may establish a minimum amount for the automatic issuance of receipts, in which case smaller donations will be receipted only upon request.
- **SEHAS Purchases:** Only SEHAS Employees and Board Members are permitted to make purchases for the Thrift Store or Food Bank. Any expense over \$200 requires the approval of the Chairperson, and expenses not attached to grant budgets, require Board approval. All receipts for purchases requiring reimbursement must be submitted, along with an **Expense Claim Form**, to the Chairperson or Vice-Chairperson for reimbursement.
- **Local Buying:** Any purchases of items for the SEHAS are to be bought locally in Moosomin or surrounding area, whenever reasonably possible.
- **Internet Banking:** Internet banking will be used by the Administrator, Treasurer and Board if the Board so chooses.
- **Bank Account:** No one but the Treasurer and Chairperson has the authority to open a new SEHAS bank account. In the event of separate fundraisers, a separate bank account at the same or different bank can be opened by the Treasurer.
- **Donations Back to SEHAS:** If someone donates a cheque back to SEHAS that they have received for services, the cheque needs to be signed and deposited through their bank account and then that person will need to write a new cheque to SEHAS.
- **Deposits:** When making deposits, the person depositing must ensure that it is noted on the deposit slip where the monies came from. All Deposit slips will then be attached to the bank statement for the month they occurred in.
- **When the Bank Statement Comes:** The bank statements will be provided to the Bookkeeper reconciliation and preparation for the monthly Financial Statement.
- **Paying an Invoice:** Any person paying an invoice must be sure to write the date, amount of the cheque, cheque number and initials on the portion of the invoice that SEHAS keeps. If there are invoices that do not have duplicate copies, a copy must be made and retained for the Bookkeeper.
- **Statutory Remittances** are paid twice yearly.

- **Expense Claim Forms:** Any fundraisers must have a completed expense claim form handed in to the bookkeeper. This helps allocate money spent and income from the fundraiser.
- **Mileage Claims:** When mileage is to be paid, it is paid out based on Reasonable Allowance Rates as determined by Canada Revenue Agency; and for meals, receipts to be submitted with a reimbursement cap of \$10.00 for breakfast, \$15.00 for lunch and \$20.00 for supper. Claim Form to be filled out and submitted to the Chairperson or Vice-Chairperson for approval. Claim will then be submitted to the Treasurer to get it to the Bookkeeper for payment.
- **Legal Requirements:** SEHAS's financial affairs will be conducted in a responsible manner, consistent with the ethical obligations of stewardship and the legal requirements of Provincial and Federal regulators.  
The Board reviews and approves a budget annually, at fiscal year end for the upcoming year.
- **Audit of books:** The books will be reviewed and audited annually by a person selected by the Board of Directors.
- **Annual reports** and the most recent charity return are accessible through the SEHAS website [moosominfoodshare.com](http://moosominfoodshare.com)

## SEHAS Staffing

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- All hiring will be done by the Board and positions are to be advertised in the local newspaper.
- The SEHAS operates primarily on volunteer labour.
- The necessity of paid positions, and description of the job expectations are decided by the Board.

## SEHAS Administrator

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- Takes direction from, and answers to, the Board of Directors, with the Chairperson being the primary contact.
- Performs tasks as outlined in the Administrator Job Description.
- Acknowledges that aspects of the Job Description may change and evolve as the Board sees fit, as required for safe and successful operation of both the Food Share and the Thrift Store.
- Must progress through the hiring process, which may include but is not limited to, an interview, a Criminal Records Check, and verification of references.

## SEHAS Administrator- Job Description, Expectations & General Duties

- Oversee the day-to-day operations at the Thrift Store, and work closely with the Food Share Chairperson in the operation of the Food Share.
- Schedule management, including creating a workable schedule and continual maintenance, of Thrift Store volunteers. May work with the Thrift Store Chairperson in this task, but primary responsibility for scheduling and upkeep lies on the Administrator.
- Maintain the Thrift Store float. This includes making sure there is appropriate cash denominations to make change, and doing a daily deposit.
- Manage advertising, which will include but is not limited to the maintenance of social media, communicating with local media, and networking within the community; working closely with the Fundraising, Special Events, Promotions and Advertising Committee in keeping the community updated and excited about the happenings at the Thrift Store and/or Food Share.

- Along with volunteers, receive donations. This may involve lifting and moving household furniture items, larger boxes, etc.
- Along with volunteers, sort through donations.
- Along with volunteers, price (following pricing guidelines) and put out items for sale. This may involve using a step ladder, reaching, bending, lifting, etc.
- Contact appointed board members to assist with any circumstances where direction or guidance is needed.
- Manage raffle ticket monies, or any other monies as directed by the Board of Directors
- Do not allow credit or allow charge accounts to any customers (with the exception of employees and volunteers, on Board approval).
- Follow the policy on holding items.
- Act as a representative of SEHAS, in that you assist clients in an honest and respectful manner.
- Submit a request to the Chairperson of the SEHAS (for Board approval) for any purchases over \$200
- Do not remove from the property, or keep for yourself, any item that belongs to, or was donated to, SEHAS. To maintain honesty and integrity approach the Thrift Store Chairperson (if there) or a volunteer to process a purchase transaction. Removing items donated to, or belonging to SEHAS, without paying for them or without Board approval is theft, and cause for disciplinary action up to and including immediate dismissal or criminal charges.
- Probationary period of 3 months.
- Annual performance reviews every 12 months following the 3 month probationary period performance review.
- With the assistance of volunteers, ensure that the SEHAS building is clean and tidy.
- Ensure that the entrance/exit is clear and safe for customers, clients and volunteers. This may include but is not necessarily limited to sprinkling de-icer, sweeping or shoveling some snow.
- Other duties, as required. Amendments, including the addition, removal or modification of duties may be in effect upon Board decision. These amendments may be decided upon at Board meetings.
- When needing to call in sick or take time off, contact the Chairperson.
- If at any time clarification is needed regarding the roles of the employees or if there are discrepancies in employees understanding of roles of the two positions, these are to be addressed in a professional manner between the two employees and if a resolution can not be reached between the two employees, they shall then approach the Board to assist.
- When the Floor Manager is not working, take on the roles of the Floor Manager in her/his absence.
- Responsible for ensuring that food safety practices are implemented, maintained and communicated. This role may also be called **Food Safety Lead**. Responsible for monitoring food safety practices, including hygiene practices, temperature control and food handling protocols.
- **Key Responsibilities of the Food Safety Lead:** oversee all activities related to food safety including but not limited to: **Hygiene Practices:** Ensure proper handwashing, glove use, and cleanliness of food handling areas; **Temperature Control:** Oversee the monitoring of refrigeration and freezer units to ensure proper cold chain management; oversee the storage and transportation of food at safe temperatures; **Food Handling Protocols:** Enforce best practices for handling, preparing, and distributing food and ensure staff and volunteers are trained and compliant; Conduct regular spot checks of food handling areas to ensure hygiene

and safety protocols are followed; Review, communicate and document food safety expectations to all staff and volunteers at least twice a year.

### SEHAS Administrator – Succession Plan

- The purpose of this succession plan is to ensure the continued leadership and effective operation of SEHAS in the event that the Administrator is unable to fulfill their duties due to unforeseen circumstances or a planned transition.
- The succession plan will be implemented under the following circumstances: Unexpected departure such as a sudden resignation, medical leave, death or disability; planned transition such as retirement and/or temporary absence such as an extended leave or absence due to personal or health reasons.
- The board will be immediately informed of the departure of absence. Following this, options for an interim leader will be considered.
- The succession process for selecting a permanent replacement will involve: the assessment of needs and qualities; a succession committee will be formed; the selection process; decision making.
- The succession plan will be reviewed annually by the Board of Directors to ensure it remains relevant and effective.

### SEHAS Floor Staff

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- Supports and works in partnership with the Administrator. Takes direction from, and answers to, the Administrator and the Board of Directors, with the Chairperson being the primary contact.
- Performs tasks as outlined in the Floor Staff Job Description.
- Acknowledges that aspects of the Job Description may change and evolve as the Board sees fit, as required for safe and successful operation of both the Food Share and the Thrift Store.
- Must progress through the hiring process, which may include but is not limited to, an interview, a Criminal Records Check, and verification of references.

### SEHAS Floor Staff- Job Description, Expectations & General Duties

- Oversee the Floor operations at the Thrift Store, working closely with the Administrator and the volunteers.
- Consults with the Administrator in developing a work plan and prioritizing of tasks for scheduled volunteers. (Remember: Volunteers are volunteering their time, and per the volunteer information sheets, some volunteers prefer to do some jobs and not others. This will always be considered when assigning tasks and roles of volunteers.)
- Reports to the Administrator.
- Endeavour to be a positive leader of the volunteers.
- If volunteers come forward with concerns or other feedback, bring these to the attention of the Board.
- Runs the cash register and assists volunteers with this if they need assistance.
- Along with volunteers, receive donations. This may involve lifting and moving household furniture items, larger boxes, etc.
- Along with volunteers, sort through donations.



- Along with volunteers, price (following pricing guidelines) and put out items for sale. This may involve using a step ladder, reaching, bending, lifting, etc.
- Contact appointed board members to assist with any circumstances where direction or guidance is needed.
- Do not allow credit or allow charge accounts to any customers (with the exception of employees and volunteers, on Board approval).
- Follow the policy on holding items.
- Act as a representative of SEHAS, in that you assist clients in an honest and respectful manner.
- Do not remove from the property, or keep for yourself, any item that belongs to, or was donated to, SEHAS. To maintain honesty and integrity approach the Thrift Store Chairperson (if there) or a volunteer to process a purchase transaction. Removing items donated to, or belonging to SEHAS, without paying for them or without Board approval is theft, and cause for disciplinary action up to and including immediate dismissal or criminal charges.
- Probationary period of 3 months.
- Annual performance reviews every 12 months following the 3-month probationary period performance review.
- With the assistance of volunteers, ensure that the SEHAS building is clean and tidy.
- Ensure that the entrance/exit is clear and safe for customers, clients and volunteers. This may include but is not necessarily limited to sprinkling de-icer, sweeping or shoveling some snow.
- Other duties, as required. Amendments, including the addition, removal or modification of duties may be in effect upon Board decision. These amendments may be decided upon at Board meetings.
- When needing to call in sick or take time off, contact the Administrator.
- Any time off shall be pre-approved by the Board.
- Sick time will have to be pre-approved by the Chairperson, and a maximum number of sick days per calendar year is 12. A doctor's note may be requested for any sick time requests. For serious illness, a maximum of 12 out of 52 weeks may be allowed, with Board pre-approval. This is as outlined in Saskatchewan Labour Standards
- Holiday pay will be paid on each cheque
- Personal phone calls are to be made during breaks.
- Breaks are to be outlined by the Board, based on the number of hours worked per day and will follow Saskatchewan Labour Standards.
- If at any time clarification is needed regarding the roles of the employees or if there are discrepancies in employees understanding of roles of the two positions, these are to be addressed in a professional manner between the two employees and if a resolution can not be reached between the two employees, they shall then approach the Board to assist.

### SEHAS Student Employees/Summer Students

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- Supports and works in partnership with the Administrator and Floor Staff. Takes direction from, and answers to, the Administrator and the Board of Directors, with the Chairperson being the primary contact.
- Performs tasks as outlined in the Student Employee/Summer Students job description.
- Acknowledges that aspects of the Job Description may change and evolve as the Board sees fit, as required for safe and successful operation of both the Food Share and the Thrift Store.
- Must progress through the hiring process, which may include but is not limited to, an interview, a Criminal Records Check, and verification of references.

## SEHAS Student Employees/Summer Students- Job Description, Expectations & General Duties

- Work with Floor Staff and volunteers at the direction of the Administrator
- Endeavour to be a positive team member with the volunteers.
- Runs the cash register and assists volunteers with this if they need assistance.
- Along with volunteers and Floor Staff, receive donations. This may involve lifting and moving household furniture items, larger boxes, etc.
- Along with Floor Staff and volunteers, sort through donations.
- Along with Floor Staff and volunteers, price (following pricing guidelines) and put out items for sale. This may involve using a step ladder, reaching, bending, lifting, etc.
- Consult the Administrator for assistance with any circumstances where direction or guidance is needed.
- Do not allow credit or allow charge accounts to any customers (with the exception of employees and volunteers, on Board approval) and follow the policy on holding items.
- Act as a representative of SEHAS, in that you assist clients in an honest and respectful manner.
- Do not remove from the property, or keep for yourself, any item that belongs to, or was donated to, SEHAS. To maintain honesty and integrity approach the Thrift Store Chairperson (if there) or a volunteer to process a purchase transaction. Removing items donated to, or belonging to SEHAS, without paying for them or without Board approval is theft, and cause for disciplinary action up to and including immediate dismissal or criminal charges.
- With the assistance of Floor Staff and volunteers, ensure the SEHAS building is clean and tidy.
- Ensure that the entrance/exit is clear and safe for customers, clients and volunteers. This may include but is not necessarily limited to sprinkling de-icer, sweeping or shoveling some snow.
- Other duties, as required. Amendments, including the addition, removal or modification of duties may be in effect upon Board decision. These amendments may be decided upon at Board meetings.
- When needing to call in sick or take time off, contact the Administrator.
- Any time off shall be pre-approved by the Board.
- Holiday pay will be paid on each cheque
- Personal phone calls are to be made during breaks.
- Breaks are to be outlined by the Board, based on the number of hours worked per day and will follow Saskatchewan Labour Standards.
- If at any time clarification is needed regarding the roles of the employees or if there are discrepancies in employees understanding of roles of the two positions, these are to be addressed in a professional manner between the two employees and if a resolution can not be reached between the two employees, they shall then approach the Board to assist.

## Compensation Plan

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### Administrator:

Responsible for both the thrift store and the food share. Monday to Friday 9:00 a.m. – 5:00 p.m. = 37.5 hours / week with a ½ hour lunch break plus attendance at board meetings. Per diem when attending fundraising ventures. Hiring wage based on experience. \$18.00 - \$23.00/hour. Scheduled increase of 5% every year for 5 years to be applied after our year end of March 31<sup>st</sup>. Health benefits of \$250.00/month

to be used as a health spending account. Matching RSP contribution to employee contribution up to maximum of \$1434.00/year. Unpaid sick days up to 2 / month.

*Administrator Relief:* One-year term position to replace administrator. Hours as above. Wage based on experience. No scheduled increase, no medical benefit or RSP matching.

#### *Part time worker #1:*

Monday to Friday 12:00 p.m. – 5:00 p.m. = 25 hours / week. Additional activities outside normal hours not be reimbursed (fundraising) unless agreed ahead of time. Hiring wage based on experience. \$15.00 - \$17.00. Re-evaluate after 3 months for job effectiveness. May increase at that time up to maximum \$18.00 if warranted. Scheduled increase after each year of continuous work following evaluation of 2-5% No benefits. Holiday pay will be paid out on every paycheck. Unpaid sick days up to 2/month are allowed after all holiday days are used up. Holidays are expected to be taken during the summer months, when the students are working.

#### *Part time worker #2:*

Monday to Thursday 12:00 p.m. – 5:00 p.m. = 20 hours / week. Additional activities outside normal hours are not reimbursed (fundraising) unless agreed to ahead of time. Hiring wage based on experience. \$15.00 - \$16.00/hour. Re-evaluate after three months for job effectiveness. May increase at that time up to maximum \$17.00 if warranted. Scheduled increase after each year for continuous work following evaluation of 2-5%. No benefits. Holiday pay will be paid out on every paycheck. Unpaid sick days up to 2/month are allowed after all holiday days are used up. Holidays are expected to be taken during the summer months, when the students are working.

#### *Casual Worker:*

Hours as decided by administrator. Hiring wage based on experience. Minimum wage. Re-evaluate after 360 hours (3 months' part time). May increase at that time to maximum \$16.00 if warranted. No scheduled increase, no benefits.

#### *Summer student university with government grant:*

Monday to Friday through July and August from 9:00 a.m. – 5:00 p.m. = 40 hours / week. Hiring wage based on experience. \$15.00/hour. Returning student wage decided yearly. Re-evaluate end of summer to see if bonus is warranted. No benefits, holiday pay on each cheque. Unpaid sick days up to 2/month.

#### *Summer student high school with government grant:*

Monday to Friday from May to August from 9:00 – 5:00 p.m. = 40 hours / week. Hiring wage will be minimum wage. Returning student wage decided yearly. Re-evaluate end of summer to see if bonus is warranted. No benefits, holiday pay on every cheque. Unpaid sick days up to 2/month.

## Daily Operations

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### Daily Operations- Thrift Store

- Hours at the Thrift Store are Monday through Thursday, 12:00pm to 5:00pm for shopping or drop offs, and open Friday 12:00pm to 5:00pm for drop offs. The Thrift store will be closed on Stat Holidays.
- We will have a Facebook Page and Instagram account for the Thrift Store in which any special events, sales, etc. will be posted. The Chairperson, one other Board Member, the SEHAS Administrator and any other designated Board Member or employee will be the Administrators for the Facebook Page. Other Board Members are encouraged to be Administrators of the Facebook page as well, and update the page as necessary.
- Everyone, including the Administrator, Board Members and Volunteers are expected to take pride in the appearance of our Thrift Store. It is expected that if anyone sees something that needs attention (for example, something that was spilled on the floor) it will get looked after as soon as possible. This means that everyone plays a role in keeping the space clean and presentable, which may mean that anyone may need to dust, mop, sweep, tidy, rearrange displays, etc. to keep our Thrift Store looking awesome! ☺ Let's get those customers in shopping and coming back often!

### Daily Operations- Food Share

- Food Share will operate in the following manner: Monthly hampers are provided as needed. This is organized by the Administrator and the Food Share Committee Chairperson, with the assistance of other Committee Members, employees, and volunteers, as assigned. Emergency hampers may also be distributed on a case-by-case basis.
- Distribution of monthly or emergency hampers will be done with respect for the individual's privacy at the forefront. No volunteer or employee shall discuss the names or personal information regarding the recipients, with anyone outside of the Organization.
- Before any person is eligible to receive Food Hampers or other support from the Food Share, the potential recipient must complete the **Food Share Indemnifying Release and Agreement** and may be required to provide some personal information to enable SEHAS to provide assistance in the best manner possible.

## Employee & Volunteer Conflict Policy

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1. Any concerns between employees and/or volunteers should first be politely addressed with each other. If the conflict cannot be resolved amicably, the issue should be brought to the administrator. A clear and concise accounting of the event/problem is required. At no time will there be conflict in the presence of customers. At no time will any volunteers be asked to be involved in the conflict between two employees nor shall at no time will any employees be asked to be involved in the conflict between two volunteers.
2. Any concerns between an employee and a volunteer should first be politely addressed with each other. If the conflict cannot be resolved amicably, the issue should be brought to the administrator. A clear and concise accounting of the event/problem is required. At no time will there be conflict in the presence of customers. The employee is asked to consider the fact that volunteers are valuable and hard to replace. If the issue is of significance to the business, it is important to address it quickly. This would include health matters, unsafe practices, customer hassles. If the issue is a relationship problem between the employee and the volunteer, effort will be made to have separation between the two so that both can contribute effectively.
3. The administrator will hear both sides of any issue, consider the consequences and work to determine a reasonable resolution. The resolution proposed by the administrator will be in effect immediately. If this is not satisfactory to the employee and/or volunteer, they can request the matter be brought before the board. With this request, the employee and/or volunteer will be required to present a WRITTEN statement of their concern. As the board is only meeting once/month, it may take some time for the board to make a decision. Until this time, the administrator's resolution will stand.
4. The health, safety and general work environment of our team is of great concern to all of us, and all efforts will be made to keep our work environment conflict free. If continuous conflicts are arising with or between any employees and/or volunteers, the board may need to take steps to preserve the work environment. These steps may include reduced hours or layoffs as necessary.

## Respect in Workplace Policy

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Every worker is entitled to harassment-free employment. South East HealthAbility Society is committed to providing a work environment that is respectful to all people and protects the self-esteem and dignity of every employee and volunteer. The company prohibits all forms of workplace harassment from internal and external sources. This policy defines workplace harassment, outlines the responsibilities of employees, volunteers, clients and management, and identifies what action should be taken if workplace harassment occurs.

### DEFINITION OF HARASSMENT:

As defined in the *Occupational Health and Safety Act*, harassment means any inappropriate conduct, comment, display, action or gesture by a person:

- that either:
  - is based on race, creed, religion, colour, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry or place of origin; or
  - adversely affects the worker's psychological or physical well-being and that the person knows or ought reasonably to know would cause a worker to be humiliated or intimidated; and
- that constitutes a threat to the health or safety of the worker

### Further definition

Harassment is any unwanted physical, visual or verbal; unintentional or intentional; unsolicited or unwelcome conduct that offends, humiliates or intimidates another employee.

Harassment can also be a form of discrimination. Any derogatory actions or remarks based upon the following grounds can also be considered discriminations:

- race
- religion
- color
- gender
- age
- ethnic origin
- marital status
- family status
- mental or physical disability
- physical size or weight
- ancestry or place of origin
- sexual orientation
- financial ability

Harassment can take many forms, including, but not restricted to:

- verbal abuse, threats or intimidation
- unwelcome remarks or jokes that cause awkwardness, humiliation, embarrassment or undermine one's self-respect
- bullying

- sexually suggestive remarks, innuendoes, leering or crude gestures
- unnecessary physical contact, such as touching, patting or pinching
- display of sexist, racist or any other offensive jokes, pictures, posters and materials
- physical assault
- sexual assault

Harassment is any comment, conduct, display, action or gesture that is known to be unwelcome or, where it is reasonable to assume would be unwelcome. Harassment can consist of a single on the job incident or repeated incidents over a period of time. Harassment can happen to both men and women; between supervisors and employees; between co-workers; or between employees, volunteers, customers, clients and suppliers.

Both federal and provincial legislation exists to protect people from all forms of workplace harassment.

Management of the workplace (work assignment, coaching, performance appraisal, disciplinary action, etc.) is not a form of harassment. This policy does not restrict the responsibilities of managers and supervisors in performing these functions.

#### **PURPOSE:**

The purpose of this policy is to assist employees and volunteers in understanding what harassment is, legislation and South East HealthAbility Society Inc. requirements regarding harassment, and how to deal with harassment if it occurs in the workplace.

#### **RESPONSIBILITIES AND AUTHORITIES:**

##### *The Organization:*

- Will communicate our policy to all employees, volunteers and clients.
- Provide employees, volunteers and management with training on their responsibilities and how to deal with occurrences of harassment.
- Investigate and deal with any complaint of harassment in a timely and confidential manner.
- Ensure service suppliers, members, volunteers and clients are contacted if their actions constitute harassment towards any South East HealthAbility Society Inc. employee, volunteer or client providing confidential and professional support to those affected by harassment.

##### *Management:*

- Will advise the board of directors of any complaints.
- Will ensure the complainant is not in fear of retaliation from the alleged harasser.
- Who fail to take appropriate corrective action to prevent harassment or to act promptly in dealing with a complaint, will be subject to disciplinary action.

##### *Employees & Volunteers:*

- Have the responsibility to refrain from causing or participating in the harassment of others.
- Have the responsibility to assist in the solution of harassment issues. If you have witnessed harassment, do not ignore the situation and do not blame the victim. Offer support and be prepared to provide a statement of the events you have witnessed. If an investigation is initiated, this statement may be supportive of the complainant or the individual alleged of the harassment.
- Are responsible to refrain from any communication or discussion of any incidents to people not directly involved.

#### MONITORING AND REPORTING:

Any individual who feels he or she is/has been the victim of harassment should report to his/her manager or to the board of directors. Any individual who believes he/she has witnessed incident(s) of harassment should report to his/her manager or to the board of directors. All unfounded allegations of harassment are serious.



## Workplace Violence Policy

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South East HealthAbility Society Inc. is committed to minimizing or eliminating the risk of violent incidents in the workplace. Southeast HealthAbility Society Inc. employees, volunteers and clients are required to act and take action in a manner that supports this commitment.

### DEFINITIONS:

Workplace violence is defined as any attempt, threat or actual conduct of a person that causes or is likely to cause injury. This includes any threatening statement or behavior that gives an employee, volunteer or client reasonable cause to believe that he/she is at risk of injury. Incidents of violence may occur at the work-site or in other work-related areas.

### PURPOSE:

The purpose of this policy is to define workplace violence and outline the actions to be taken by Southeast HealthAbility Society Inc. and its employees, volunteers and clients to support this policy.

### RESPONSIBILITIES AND AUTHORITIES:

#### *The Organization*

- Southeast HealthAbility Society Inc. will identify work sites and staff positions that have a potential risk of violence.
- Southeast HealthAbility Society Inc. will inform employees, volunteers and clients of the risk of violence from persons who have a history of violent behavior and whom employee, volunteers and clients are likely to encounter in the course of their work. This information will be released providing the law does not prohibit it.
- Southeast HealthAbility Society Inc. will document, investigate and take appropriate actions to deal with any reported incidents of violence.
- Southeast HealthAbility Society Inc. will provide counseling services for employees, volunteers and clients who encounter violent incidents in the workplace.
- Southeast HealthAbility Society Inc. will institute policies and procedures to reduce or eliminate the risk of violence.
- Southeast HealthAbility Society Inc. will provide its employees and volunteers with training on how to recognize, respond to and document incidents of violence.
- Southeast HealthAbility Society Inc. will inform customers, clients and suppliers of its policy if they or their employees' actions constitute violence toward any Southeast HealthAbility Society Inc. employee.

#### *Employees & Volunteers*

- Employees and volunteers are expected to report any violent incidents to their manager.
- Employees and volunteers are expected to refrain from violence in the workplace as a condition of employment.
- If exposed to a violent incident, employees agree to consult their physician for treatment or attend counseling services provided by our Employee Assistance Program.

### MONITORING AND REPORTING:

All employees and volunteers will monitor and report possible incidents of workplace violence.

Managers will monitor all reported incidents and the related investigation and required action.

Managers will monitor affected employees and volunteers and ensure they receive ongoing support as needed.

## Alcohol and Substance Use Policy

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The purpose of this Procedure is to foster and promote a workplace free of the negative effects of Alcohol and Substance use, and to protect the safety and well-being of employees, volunteers and their families. The use of Alcohol and Substances can also have adverse effects on the safety and well-being of our customers, contractors, the general public, and/or the environment.

Furthermore, SEHAS recognizes that Alcohol or Substance use Disorder is a treatable disorder and that early intervention in addition to compliance measures greatly improves the probability of sustainable recovery. Accordingly, the intent of this procedure is one of prevention, and the Board of directors will provide whatever assistance accessible/available to help resolve a use disorder and other personal difficulties.

This procedure applies to all employees and volunteers of SEHAS, while on company premises, while conducting SEHAS business.

Confidentiality will be maintained, except where limited disclosure is necessary in relation to an employee not being fit for work. That is only information limited to the level of functionality (e.g. being fit for work) may be shared as required for purposes of determining whether an employee or volunteer is fit for work appropriate work accommodations, and/or work re-entry initiatives. Confidentiality may be broken in the event of a threat of risk to safety of the employee or others.

Every employee and volunteer are expected to report fit for duty and remain fit for duty throughout their shift. Being fit for duty is required in order to minimize the risk of unsafe and unsatisfactory performance due to the use of alcohol and substances. Alcohol and substances shall be used as generic terms referring to four different classes of substances- alcohol, illicit substances, medications and other substances.

### Alcohol

When on company business or on company premises, employees are prohibited from:

- Consuming, distributing, offering or selling Alcohol.
- Being under the influence of Alcohol

### Illicit Substances

When on company business or on company premises, employees and volunteers are prohibited from:

- Using, possessing, distributing, offering or selling Illicit Substances or Substance Paraphernalia;
- Being under the influence of Illicit Substances

### Medications

Employees and volunteers are expected to responsibly use Medications including those that are prescribed and over-the-counter. Medications of concern are those that inhibit or may inhibit an employee's or volunteer's ability to perform their job safely and in an acceptable manner. When on company business or on company premises, employees and volunteers are prohibited from:

- The intentional misuse of Medications (e.g. not using the Medication as it has been prescribed or directed by the pharmacy, using someone else's prescription medication, combining Medication and Alcohol or Substance use against direction);
- Being under the influence of Medication which affects an employee's and/or volunteers' ability to safely and acceptably perform their duties;

- The possession of prescription Medications without a legally medically-obtained prescription; and
- Distributing, offering or selling of Medications.

In the interest of being fit for work, employees and/or volunteers who require the use of a Medication are expected to:

- Investigate (through their doctor or pharmacist) whether the Medication can negatively affect their being Fit for Work by explaining their job functions;
- Act responsibly and use a safe alternative Medication choice when available (e.g. nondrowsy).

**Note:** If the Medication an employee or volunteer is using will affect their being Fit for Work, they are required to advise their supervisor or manager of any need for modified work.

If there is any concern about safe performance due to Medication use, the employee or volunteer may be assigned to alternate or modified duties if available and at the discretion of management or the Board of directors.

### Other Substances

When on company business or company premises, employees and volunteers are prohibited from:

- Using, possessing for the purpose of consumption, distributing, offering or selling Other Substances;
- Being under the influence of Other Substances

### Other Procedural Requirements- Unexpected Call-In Situations

If an employee or volunteer is under the influence of Alcohol or Substances and is contacted by the SEHAS Administrator or a Board member or one of their partners to perform unscheduled services, it is the responsibility of the employee or volunteer to decline the call-in. If someone is being asked for advice and is under the influence of Alcohol or Substances, they are expected to declare the situation.

### Employee Assistance and Accommodation

South East HealthAbility Society Inc. is committed to accommodating and assisting any of its employees and volunteers who have a Substance or Alcohol use disorder and assist them in seeking treatment. Employees and volunteers who suspect that they may have a Substance or Alcohol use disorder that could affect their being fit for work are encouraged to seek advice and treatment before their work performance is affected. Employees and volunteers who disclose their Substance or Alcohol use disorder to South East HealthAbility Society Inc. and seek assistance before it affects their work performance will not be subject to discipline. However, employees and volunteers who fail to disclose their Substance or Alcohol use disorder until after they are in violation of this Procedure will be subject to discipline up to and including dismissal pursuant to the terms of this Procedure.

### Training and Awareness

SEHAS is committed to ensuring employees are informed about the existence of this Procedure and to ensure that SEHAS is taking reasonable steps to inform employees and volunteers of the risks associated with the use of Alcohol and Substances and the assistance available to them. This Procedure will be reviewed with all new employees.

## Aftercare and Accommodation

SEHAS is committed to accommodating employees and volunteers with disabilities established pursuant to a Substance Abuse Evaluation (“SAE”).

Employees and volunteers who have:

- voluntarily disclosed a potential Alcohol or Substance dependency;

Will be asked to report for a SAE.

Should SEHAS determine that employment will be continued after a violation, the employee would be required to enter into a Return to Work Agreement governing the employee's continued employment. Such Return to Work Agreement will include the specific recommendations of the SAE.

The specific consequences for failure to comply with the Return to Work Agreement during the monitoring period will be set out in the Return to Work Agreement.

## Investigations and Discipline

### Initial Investigation:

In addition to the specific steps identified elsewhere in this Procedure, in all situations when there are grounds to believe an employee is not fit for work, the Administrator, Chairperson or Board member will:

- Escort the employee and/or volunteer to a safe place;
- Ensure that the employee and/or volunteer is escorted at all times and not left unattended. Interview the employee and/or volunteer and provide them with an opportunity to explain why they appear to be in a condition where they are not fit for work. The employee and/or volunteer should be able to provide a reasonable explanation for their behaviour or condition, and the Chairperson or designate will take action appropriate to the situation; and
- If there are immediate medical concerns, arrangements will be made for appropriate medical attention at a local hospital or clinic.

### Further Investigation:

The Administrator is responsible for coordinating with the Board of Directors if further investigation is required.

## Discipline

The following are violations of this Procedure and are grounds for disciplinary action up to and including termination of employment:

- Any violation of the Alcohol and Substance provisions of this Procedure, taking into consideration the outcome of a SAE;
- Failure to report a Triggering Event;

## Definitions

- **Alcohol and Substances** means any substance which has the potential to change or adversely affect the way a person thinks, feels or acts. For purposes of this Procedure, Alcohol and Substances of concern are those that inhibit an employee being fit for work and include but are not limited to the following categories
  - **Alcohol** means beer, wine and distilled spirits, and includes the intoxicating agent found in medicines or other products.
  - **Medication** means any drug obtained legally, either over-the-counter or through a doctor's prescription.
  - **Illicit Substances** means any drug or substance whose use, sale, possession, purchase or distribution is restricted or prohibited by law (e.g. street drugs such as heroin and cocaine or Medications obtained through illegal means).
  - **Other Substances** means any other product that is legally or illegally used, resulting in cognitive or physical limitations that negatively impact being Fit for Work. (e.g. Cannabis, legally obtained marijuana, synthetic marijuana, cathinone derivatives commonly known as "bath salts", doda, glues, aerosols, and other similar products).
  - **Cannabis:** means the dried leaves of hemp plant cannabis sativa that yield THC; commonly referred to as marijuana.
- **Company business** refers to all activities undertaken by employees in the course of SEHAS operations, whether conducted on or off SEHAS premises and includes but is not limited to work conducted on SEHAS premises and premises of customers and also includes time during meals and breaks whether on or off SEHAS premises.
- **Company Premises** includes but is not limited to all land, buildings, property, facilities, vehicles, and equipment owned, leased, licensed, or otherwise operated, controlled or used by SEHAS.
- **Contractor** refers to any person or entity, including their employees, who have been contracted, sub-contracted, or otherwise engaged to provide services to SEHAS.
- **Employee** includes all employees on SEHAS payroll.
- **Volunteer** includes all volunteers who volunteer at SEHAS.

## SEHAS Illness and Injury Policy

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### Illness Management

#### Reporting Illness:

- **Self-Reporting:** Any individual who feels unwell or exhibits symptoms of illness (e.g., fever, cough, sore throat, vomiting, diarrhea) must immediately inform a supervisor and refrain from working in food preparation, packaging, or distribution areas.
- **Symptom Guidelines:** Common symptoms to watch for include, but are not limited to:
  - Fever or chills
  - Cough or shortness of breath
  - Sore throat
  - Vomiting or diarrhea
  - Fatigue or muscle aches
  - Skin rashes or open wounds

#### Illness Exclusion:

- Individuals exhibiting any of the symptoms mentioned above should not handle food, work in food-related areas, or come into direct contact with food or food packages.
- If an individual is diagnosed with a contagious illness (e.g., flu, COVID-19, norovirus), they must stay home until they are cleared by a healthcare provider or symptom-free for at least 24 hours.

#### Return to Work:

- **Cleared by a Healthcare Provider:** Staff or volunteers diagnosed with an illness that could pose a risk to food safety must receive a healthcare provider's clearance to return to work.
- **Symptom-Free Period:** Individuals may return to work only after being symptom-free for at least 24 hours, or as specified by a healthcare professional.

#### Preventing Illness Spread:

- **Hand Hygiene:** Regular handwashing with soap and water is required. Hand sanitizers (with at least 60% alcohol) should be used when soap and water are unavailable.
- **Masks:** If an individual exhibits mild symptoms (e.g., cough, cold), a mask should be worn to reduce the spread of respiratory droplets.
- **Disinfection:** Frequently touched surfaces should be cleaned and disinfected regularly. Food handling areas should be sanitized after each shift or when illness is suspected.

### Injury Management:

#### Reporting Injuries:

- **Immediate Reporting:** Any injury, no matter how minor, must be immediately reported to a supervisor or manager. Injuries can include cuts, bruises, slips, trips, falls, or any other harm caused while at the food bank.
- **First Aid Kit:** A fully stocked first aid kit should be available at all times. All staff and volunteers should know the location of this kit and how to use basic first aid supplies.

#### First Aid for Minor Injuries:

- **Cuts and Scrapes:** Clean and disinfect the wound, apply a bandage, and monitor for signs of infection.

- **Sprains or Strains:** If an injury is related to a strain or sprain, apply an ice pack, elevate the injured area, and avoid further use until the individual is able to move without pain.
- **Bruising:** In cases of minor bruising, apply an ice pack to reduce swelling and inflammation.

#### Major Injuries or Emergencies:

- **Serious Injuries (e.g., fractures, heavy bleeding, head injuries):** If the injury is serious, immediately call emergency services (911). Provide first aid as appropriate until help arrives.
- **Head Injuries:** In case of a concussion or head injury, the injured person should be taken to a healthcare facility immediately, and they should not return to work until cleared by a healthcare professional.
- **Heavy Bleeding:** Apply pressure to stop bleeding, and seek emergency medical assistance.

#### Post-Injury Procedures:

- **Incident Report:** An injury report should be filled out for any injury, including minor incidents. This document should include details of the injury, how it occurred, and any actions taken.
- **Medical Follow-Up:** If a serious injury occurs, the individual should seek medical attention. The food bank will ensure that follow-up care is coordinated, if necessary.

#### Preventive Measures for Injury and Illness:

##### Safe Work Practices:

- **Proper Training:** All staff and volunteers should be trained in safe food handling, equipment operation, and the use of protective wear (gloves, aprons, etc.).
- **Ergonomics:** Ensure that workstations are set up to minimize strain, and encourage breaks to prevent repetitive stress injuries.
- **Safety Equipment:** Ensure all areas where food is stored or prepared are free from hazards. Slip-resistant mats should be placed in areas prone to spills.
- **Proper Footwear:** Closed-toe, slip-resistant shoes must be worn at all times to reduce the risk of foot injuries.

##### Environmental Cleanliness:

- **Sanitation:** Maintain a clean environment to reduce the risk of contamination and illness. Surfaces should be wiped down with food-safe disinfectants, and trash should be regularly removed from food areas.
- **Food Safety:** Follow strict hygiene and sanitation protocols when handling food. This includes ensuring that food storage areas are kept at the correct temperatures, and that food is kept safe from contaminants.

#### Reporting and Documentation:

##### Incident Reports:

- All illness and injury incidents must be documented, including details of the situation, actions taken, and any follow-up measures.
- Incident reports should be submitted to food bank management to identify patterns and improve safety protocols.



### Monitoring and Review:

- **Regular Reviews:** Illness and injury incidents will be reviewed regularly to ensure that food bank operations are safe and that preventative measures are being followed.
- **Policy Review:** This policy will be reviewed annually to ensure it is up-to-date with the latest health and safety regulations. Updates will be communicated to all staff and volunteers.

## Confidentiality:

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Employees are required to maintain the confidentiality of all sensitive information related to the organization, its clients, and other employees. This includes financial data, personal information, and proprietary business information.

**Access to Information:** Access to confidential information should be limited to those who need it to perform their duties. Unauthorized access or disclosure of confidential information is strictly prohibited.

**Use of Information:** Confidential information should only be used for its intended purpose. Personal use or disclosure of such information outside of the organization's operations is not permitted.

**Disclosure:** Confidential information may only be disclosed to third parties if required by law or with the explicit written consent of the individual or entity concerned. In all other cases, disclosure is prohibited.

**Protection of Information:** All individuals must take reasonable steps to safeguard confidential information, including secure storage of physical documents and secure handling of electronic data. This includes following all established protocols related to password protection, encryption, and secure communication channels.

**Termination of Relationship:** Upon leaving the organization, individuals must return all confidential information in their possession and continue to uphold the confidentiality obligations stipulated in this policy.

**Breach of Confidentiality:** Any breach of this policy must be reported immediately to the Board Chair. Failure to report a breach may result in disciplinary action. Violations of this Confidentiality Policy may result in disciplinary action, including but not limited to termination of employment or volunteer status, legal action, and/or other remedies available under the law.

**Confidentiality Agreement:** All individuals with access to confidential information will be required to sign a Confidentiality Agreement upon their association with the organization. This agreement reaffirms their commitment to protect and maintain the confidentiality of all sensitive information.

All health-related information (such as illness reports or injury details) will be handled confidentially in compliance with applicable privacy laws. Only necessary personnel will have access to sensitive health information.

## Fundraising & Resource Development Policies

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### Fundraising & Resource Development Practices

All fundraising activities will be conducted truthfully and will not mislead donors or the public, which includes:

- Fundraising materials will be clear and truthful and include our organization's contact information.
- We will accurately describe our organization's activities and the intended use of solicited funds in all fundraising solicitations.
- Fundraising activities will comply with federal and provincial laws governing fundraising and charitable solicitation.
- Individuals raising funds must promptly disclose any actual or apparent conflicts of interest and ensure that all donations accepted are consistent with the organization's mission and values.
- Anyone seeking or receiving funds on behalf of the organization – whether a volunteer, employee, or contracted third party – must act with fairness and integrity, comply with all applicable laws.
- Anyone representing the organization must provide verification of their affiliation with the organization and are responsible for securing and safeguarding all confidential information, including credit card details provided by donors
- The Board will regularly review fundraising strategies and practices to ensure alignment with this policy and the organization's overall strategy.
- The Board will regularly review any revenue generating activities.
- Anyone seeking funding from our organization can visit our website at [www.moosominfoodshare.com](http://www.moosominfoodshare.com) to fill out an application form. All applications are reviewed at the next board meeting.

### Working With Third-Party Fundraisers

All relationships with third-party fundraisers will be ethical and transparent, which includes:

- Fundraisers will not be compensated based on a commission or a percentage of the amount raised. Exceptions include fees charged by third-party platforms or payment processors, which are based on their standard rates.
- Fundraisers must act with integrity and fairness, ensuring that all fundraising activities align with our organization's ethical standards.
- Conflicts of interest must be disclosed, and fundraisers must not accept gifts that conflict with the organization's mission.
- If the organization formally enters into a cause-related marketing agreement with a third party, all related marketing materials will disclose how the organization benefits from the promotion, including any minimum or maximum amounts payable to the organization.

## Donor Engagement

We respect the privacy and rights of all donors. We adhere to laws and guidelines concerning the protection of personal information and the right of donors to remain anonymous if they choose.

- Donor information will not be sold, shared, or traded with other organizations.
- All fundraising solicitations are conducted in a respectful manner and without pressure.
- The organization is committed to respecting donors' and prospective donors' wishes by upholding their requests to remain anonymous, limit contact frequency, avoid telephone or digital communications, refrain from sending printed materials, and discontinue contact as requested
- Any donor or member of the public may report complaints about our fundraising practices directly to the Board Chair. All complaints will be investigated promptly and resolved in a fair and timely manner.

## Gift Acceptance & Designated Funds

All donations received are managed and allocated ethically and transparently in accordance with donor wishes and organizational needs:

- We will provide clear, truthful, and detailed information about how donations are used and their impact. This includes regular financial reports and updates on organizational achievements made possible by donor contributions.
- Funds raised will be allocated as specified in donor communications, and general donations will be used to support the greatest needs of the organization as determined by the Board.
- Restricted funds will be used only for their designated purposes.
- We accept gifts that are consistent with our mission and that do not compromise our principles. The Board of Directors retains the right to refuse gifts that are not in the best interest of the organization or that come with conditions that are too restrictive.
- Donors will be encouraged to see independent financial advice if the proposed gift is a Planned Gift and/or the organization has any reason to believe the proposed gift might significantly affect the donor's financial position, taxable income, or relationship with their family members.

## Donor Receipts

All Official Income Tax receipts for monetary gifts and gifts in kind that equal or are greater than \$20.00 will be issued in compliance with all regulatory requirements.

## Investment Policy

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All investable assets over \$100,000 must have an investment policy along with it. Our investment goal is to have an emergency contingency in the form of two alternating term deposits, along with enough money that is not allocated for something else to run the day to day business activities.

**Objective:** The financial objective of this organization is to sustain operations and provide support to those who are in need in our community.

### Definitions:

Investable assets- Any readily available cash or cash equivalents that can be invested.

Asset allocation- An investment strategy that divides an investment portfolio into a balanced risk and reward scenario.

**Asset Allocation:** \$40,000.00 amount must be available in each chequing account at all times. \$150,000.00 amount must be reserved in case of emergencies. Remaining cash must follow investment procedures.

### Procedure for Investments:

When checking accounts reach \$100,000 and it's not allocated for something else, any amount will be transferred into a term deposit at the boards discretion or be donated. Term deposits will sit until maturity. When deposits mature after one year, a board meeting will be held to determine what it will be used for. There will be two term deposits up to \$75,000.00 in each with a combined total of \$150,000.00 for emergency use.

**Donation Procedure:** When excess funds are available, and all obligations are paid, money can be donated to the organizations of the boards choosing.

**Asset Protection:** All accounts must be signed off by two approved personnel to avoid fraud.

## Business Continuity Plan

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### EMERGENCY CONTACTS:

- Samantha Campbell- SEHAS Administrator  
306-435-9052
- Lori Shepherd- SEHAS Chair of Board of Directors  
306-434-7563
- Trina Brace- SEHAS Board Member Director  
306-435-9784

### RISKS TO ORGANIZATION:

- Natural disaster
- Criminal activity
- Fire
- Cyber attack
- Slander
- Pandemic
- Liability
- Human risk
- Financial
  - Lack of donations
  - Failing to comply with standards and losing non-profit status
  - Lack of funding

### EVACUATION PLAN:

In the event of an emergency, all people in the building must leave through the nearest exit. There is an exit located at the west side of the building and two located on the north side. Everyone is advised to gather at the designated muster point at Mullet's Home Hardware and await further instruction. The most senior staff or board member is designated to remain until everyone has exited and double check all rooms.

### CYBER PRECAUTIONS:

All documents are backed up to a private OneDrive and to a USB. Paper copies are made of important documents in the case of a security breach. Strong passwords must be used and updated every year. All computers have anti-virus software installed.

### Communication Plan:

In the event of our operations being disrupted, stakeholders will be informed via our website, social media, and posters on our building. They will continue to be informed of any announcements through these methods.

### Continuing Operations:

If our operation were to be shut down, it is our main priority to continue to serve our community. All efforts will be put towards our Food Share operations to continue providing hampers. This service may need to be adapted to be feasible.

### Staff and Volunteers

- All non-essential workers and volunteers will not come into work.
- Our full-time employee will be transitioned to remote work to continue administrative work.

An emergency board meeting will be held to discuss further solutions to the problem at hand.

### Occupational Health & Safety

For any matters related to Occupational Health And Safety, please see our Occupational Health and Safety manual; located in the office or the back room.

### Accessibility Policy

The organization is dedicated to ensuring accessibility and non-discrimination on all protected grounds, including disability. We are committed to providing equal access to food and services for everyone in our community. In cases where our physical facilities may not be fully accessible, we will make necessary arrangements to ensure that all individuals can receive our services without barriers. We comply with all local accessibility laws and continually seek feedback to improve inclusivity and access in all areas of our operations.

# FOOD BANK POLICIES

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## Purpose of Manual

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The purpose of this **Food Operations & Safety Standards Manual** is to establish a framework for safe operations and consistent services. This manual ensures that all operations align with the Food Banks Canada Standards of Excellence and ensures the highest standards of hygiene, safety, and efficiency in food handling, storage, and distribution. To fully comply with relevant legislation and regulatory standards, this manual requires supporting documentation included in the appendices.

## Food Safety Risk Level Assessment

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To ensure safe food handling, storage, and distribution, our organization adheres to guidelines and best practices set by Food Banks Canada's Standards of Excellence. The activities allowed and restricted in each risk level category help define the procedures we follow:

### *LOW-Risk Organizations:*

Allowable Activities:

- Receive and sort food donations while maintaining the cold chain.
- Break down bulk packaged food items, provided they are protected by packaging or the food is intact (e.g., sealed containers, whole fruits).
- Pack whole, fresh produce that clients can wash, peel, or cook before consumption.

Restrictions:

- No handling of unpackaged or open food.
- No food preparation (cooking or meal assembly).
- No washing of fresh produce or rinsing of items.
- No acceptance of community garden produce.
- No repacking whole-shell eggs

### *MEDIUM-Risk Organizations:*

Allowable Activities:

- Receive and sort food donations while maintaining cold chain procedures.
- Repack food items, provided they are low-risk and do not include allergenic foods like peanut butter or flour.
- Handle open food as long as it is non-allergenic, and pack food hampers for distribution.
- Repacking whole-shell eggs

Restrictions:

- No handling of high-risk allergenic foods.
- No washing or preparation of raw foods.
- No growing or accepting of community garden produce.



### *HIGH-Risk Organizations:*

#### Allowable Activities:

- All activities allowed in low- and medium-risk categories.
- Handle high-risk foods, such as allergen-containing items.
- Repack fresh produce, wash, rinse, or peel fruits and vegetables.
- Prepare meals, cook food, and practice other high-risk activities like "gleaning".
- Grow or accept produce from community gardens.
- Repacking whole-shell eggs

## Food Operations

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### Commitment to Health and Safety Policies

Our organization is fully committed to maintaining a safe and healthy environment for staff, volunteers, and all individuals involved in our operations. To achieve this, all health and safety measures will comply with provincial legislation, including the Saskatchewan Employment Act, Occupational Health and Safety Regulations, and the Saskatchewan Food Safety Act.

### Warehouse Safety

The following processes and practices will be used to ensure that all warehouse activities, including shelving, equipment usage, and vehicle operations, are conducted safely to prevent accidents and injuries:

#### *Shelving and Racking Safety*

- Shelving and racking must be secured to prevent tipping.
- Heavy items should be placed on lower shelves, while lighter items should go on higher ones.
- Weight capacity signs should be visible on each shelf or rack to prevent overloading, and personnel should receive guidance on safe loading limits.
- Regular inspections of shelving units to check for damage or instability must be conducted.

#### *Equipment Use*

- Regular maintenance and safety checks will be carried out on all equipment.

#### *Incident Reporting:*

- Any safety incidents or near-misses will be recorded using an Incident Report Form.

**\* See appendices for detailed safety plans.**

### Food Weight Recording Policy

All incoming food products must be weighed and accurately recorded for inventory and reporting purposes.

#### *Weighing Food Procedure*

- All incoming food donations must be weighed upon receipt.
- Calibrated scales will be used to ensure accurate measurements.
- The type of food, its weight, and date of receipt will be recorded.
- Scales will be regularly sanitized as per food safety requirements.

## Food Safety

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### Compliance with Food Safety Regulations

We comply with all local, provincial, and federal food safety regulations (such as the Saskatchewan Food Safety Act) to ensure the safe handling, storage, and distribution of food. This includes compliance with regular public health inspections, food safety regulations regarding temperature control, cross-contamination prevention, and hygiene practices.

All inspection outcomes and corrective actions for any issues raised must be documented and securely stored in keeping with established document retention guidelines.

### Food Safety Leadership

The administrator will be designated the responsibility for ensuring that food safety practices are implemented, maintained, and communicated. This role may be called a **Food Safety Lead**. This individual will monitor food safety activities, including hygiene practices, temperature control, and food handling protocols.

If the organization has more than two full-time staff, this role must be assigned to a staff member. Otherwise, a trained volunteer may be appointed.

#### *Key Responsibilities of the Food Safety Lead (or equivalent):*

- Oversee all activities related to food safety, including but not limited to:
  - **Hygiene Practices:** Ensure proper handwashing, glove use, and cleanliness of food handling areas.
  - **Temperature Control:** Oversee the monitoring of refrigeration and freezer units to ensure proper cold chain management; oversee the storage and transportation of food at safe temperatures.
  - **Food Handling Protocols:** Enforce best practices for handling, preparing, and distributing food and ensure staff and volunteers are trained and compliant.
- Conduct regular spot checks of food handling areas to ensure hygiene and safety protocols are followed.
- Review, communicate and document food safety expectations to all staff and volunteers at least twice a year.

### Dignity of Clients

The organization is committed to upholding the dignity and respect of all clients. We take efforts to ensure we do not exploit clients in any form and are sensitive and fair in our representation of their needs and circumstances.

- When describing those we serve, whether through graphics, images, or text, we ensure that the language and visuals used are respectful, accurate, and reflective of our clients' dignity.
- We commit to fairly representing the needs of our clients and how these needs will be addressed in all communications, whether internal or external.

- We will provide training and resources to staff and volunteers to ensure they understand and adhere to this policy. This includes guidance on the appropriate use of language, images, and other media when representing clients.

## **Informed Consent**

The organization upholds the rights of clients by ensuring informed consent is properly obtained and recorded for the voluntary disclosure of client data.

### *Obtaining and Recording Informed Consent*

- The organization will employ a clear, transparent process for obtaining informed consent. This includes providing clients with comprehensive information about what data is collected, how it will be used, and whom it will be shared with if applicable.
- All records of informed consent will be securely stored in the client's personal file.

### *Ensuring Service Accessibility:*

- Service will not be denied or limited if a client chooses not to disclose personal data. This policy is clearly communicated to clients during the initial service application and consent process.
- Staff are trained to explain that the provision of services is not contingent on the agreement to disclose personal data, ensuring clients fully understand their rights to refuse.

### *Staff and Volunteer Training:*

- The organization will ensure all new and existing staff and volunteers understand the principles of informed consent and the organization's policy, emphasizing the importance of client autonomy and the ethical handling of client data.

## **Shared Network Commitments**

The organization actively participates in national initiatives and data collection to support the collective goals of Food Banks Canada.

- We participate in significant data-collection projects such as HungerCount and the Food Banks Canada's Network Survey.
- We ensure that our organizational details in Food Banks Canada's Network Portal are kept current, including hours of operation, address, and contact information.
- We are dedicated to reducing food insecurity and poverty throughout Canada. As a member of the Food Banks Canada network, we align our mission, programs, and services with the network's overarching objectives to enhance the collective impact of food banks across the nation.

## **SEHAS No-Cost Food Access**

We provide core food-support services to clients at no financial cost and without any implicit or explicit conditions, such as participation in volunteer work, donations, or engagement in religious activities.

Signage in food distribution areas will clearly state that no cost is associated with receiving food assistance and that no conditions apply, and all staff and volunteers involved in food distribution will be trained on this policy and the importance of unconditional access to food.

## Environmental Controls

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### Facilities and Equipment

We are committed to maintaining a clean, sanitary, and well-maintained environment across all areas of our facility to ensure the safety and quality of food distributed. This includes food handling and storage areas, common spaces, washrooms, and other parts of the facility.

The following structured cleaning and maintenance schedule will be followed to ensure the highest hygiene standards are met throughout the interior and exterior of the facility:

#### *Daily Cleaning and Sanitation Procedures:*

- **Floors:**
  - Sweep and mop all floors in food handling, storage, and preparation areas at the end of each shift.
  - Wash and disinfect floors in washrooms and common areas at least once daily.
- **Work Surfaces and Equipment:**
  - Clean and sanitize all food contact surfaces (e.g., countertops, tables) before and after food handling activities using food-safe sanitizing solutions.
  - Food-handling equipment (e.g., slicers, scales, carts) must be sanitized at the end of each shift.
- **Washrooms and Common Areas:**
  - Clean and disinfect washrooms, including sinks, toilets, door handles, and floors, at least once daily.
  - Common areas such as break rooms should be wiped down and sanitized frequently to maintain hygiene standards.
- **Garbage Disposal:**
  - Garbage must be removed from food handling, washrooms, and common areas at the end of each day. Bins must be lined and kept covered to prevent attracting pests.

#### *Weekly Cleaning and Maintenance:*

- **Sanitizing Bins and Waste Containers:**
  - Garbage bins and waste containers must be sanitized weekly to prevent odors and potential pest problems.

#### *Monthly Cleaning and Maintenance:*

- **Deep Cleaning:**
  - Shelves, storage units, and all surfaces in food storage and handling areas must undergo deep cleaning on a rotating basis (e.g., each section cleaned every few weeks).
  - Floors and walls in all areas must be washed and sanitized at least monthly.
  - Conduct a monthly inspection of the entire facility (both interior and exterior), including food storage and handling areas, washrooms, and exterior grounds, to identify areas that require repairs or additional cleaning.

#### *General Equipment Maintenance:*

- **Food Handling Equipment:**
  - All food handling equipment (e.g. refrigerators, freezers, thermometers) must be maintained in good working condition according to manufacturer's guidelines.
- **Thermometers and Calibration:**
  - Thermometers must be calibrated regularly (as per manufacturer's guidelines) to ensure accurate temperature readings.
- **Equipment Maintenance Schedule:**
  - Refrigerators, freezers, and other major equipment undergo routine maintenance quarterly or as per manufacturer guidelines.

#### *Monitoring and Review:*

- **Cleaning and Maintenance Logs:**
  - Logs must be maintained for all cleaning and maintenance activities. These logs should include the date, area cleaned, and the initials of the staff/volunteer responsible for the task.

#### *Sinks*

The following guidelines will be followed to ensure easy access to handwashing stations and appropriate sinks for washing and sanitizing equipment, preventing contamination, and supporting hygiene compliance:

#### *Low-Risk Organizations:*

- **Handwashing Stations:** At least one easily accessible handwashing station must be located in or near all food handling areas. It must be stocked with soap, clean water, and drying materials (paper towels or air dryers) at all times.

#### *Medium-Risk Organizations:*

- **Handwashing Stations:** At least one easily accessible handwashing station must be located in or near all food handling areas. It must be stocked with soap, clean water, and drying materials (paper towels or air dryers) at all times.
- **Double-Sink:** A double-sink must be used to provide separate sinks for washing/sanitizing equipment and utensils.

#### *High-Risk Organizations:*

- **Dedicated Handwashing Stations:** At least one easily accessible dedicated handwashing station must be located in or near all food handling areas. It must be stocked with soap, clean water, and drying materials (paper towels or air dryers) at all times.
- **Double or Triple-Compartment Sinks:** A two- or three-compartment sink must be used for washing and sanitizing equipment and utensils used in food preparation.
- **Commercial Kitchen/Facility:** A commercial kitchen or facility must be used for thawing, cooking, processing, and other high-risk and priority allergen-containing food activities to ensure proper food safety measures are followed and contamination risks are minimized.

## Potable Water

Our organization will only use water from municipal sources that have been tested and treated by the municipality to ensure it is potable (safe for drinking and food handling). Well water or any non-municipal water sources will not be used for any food-related purposes.

Potable water must be used in all key areas of our operations, including:

- **Handwashing:** All handwashing stations must use potable water to ensure the water used for personal hygiene does not introduce any contaminants.
- **Food Preparation and Ice Making:** Potable water must be used for all food preparation activities, including cooking, washing produce, and making ice for food-related purposes.
- **Cleaning and Sanitizing Utensils and Equipment:** Potable water must be used for cleaning and sanitizing all food-related equipment, utensils, and surfaces to ensure they are free from contaminants and safe for contact with food.

### *Water Advisories:*

If the municipal water supply becomes contaminated (e.g., during events such as flooding or heavy rainfall), we will closely follow local advisories and take corrective actions as required. Common advisories include:

- "Boil Water": Water should be boiled before use in any food-related processes.
- "Do Not Consume": The water should not be consumed, but may be used for other non-food-related activities.
- "Do Not Use": The water is unsafe for any purpose, and alternative water sources must be used.

## Operational Controls

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### Pest Management

We adhere to strict pest management procedures to ensure a safe and clean food environment, including regular inspections and monitoring to prevent any contamination risks. All pest control actions must comply with food safety standards to ensure that pest management efforts do not introduce any contamination risks to food, equipment, or surfaces.

### *Pest Control Procedures:*

- Pest control devices (e.g., traps) will be strategically placed in food storage and handling areas to detect and manage pest activity without posing a contamination risk to food or food-contact surfaces.
  - *Rodent poisons (i.e. bait stations or other bait products) are not permitted inside the facility unless a certified pest management company provides the service for temporary purposes.*
- Staff and/or volunteers must regularly (weekly, or as needed) check food storage and handling areas for signs of pests, including inspecting pest control devices and checking around the facility perimeter, under tables, and around storage racks.

- Any evidence of pests must be documented in a Pest Control Checklist & Log and addressed promptly.
- If deemed necessary, a pest control service will be contracted to conduct additional inspections and treatments.

#### *Monitoring and Review:*

- Pest Control Checklist & Logs will be reviewed quarterly to assess the effectiveness of pest control measures and identify any areas for improvement.
- Allergen Controls

All priority allergen-containing food must be accurately labelled to support traceability and inform clients of any priority allergens present in the food items. All priority allergen control actions must comply with food safety standards to avoid any risk of cross-contamination or misinformation.

The following procedure applies to ***priority allergen-containing foods***:

#### *Definition of Priority Allergens:*

- A priority allergen is a specific substance, typically a food ingredient or protein, identified as having a high likelihood of causing severe allergic reactions, such as anaphylaxis, in sensitive individuals.
- The Canadian Food Inspection Agency (CFIA) defines priority allergens as:
  - Eggs
  - Milk
  - Mustard
  - Peanuts
  - Crustaceans and mollusks
  - Fish
  - Sesame seeds
  - Soy
  - Sulphites
  - Tree Nuts
  - Wheat and triticale

#### *Definition of Open Food:*

- Open food is any food that could become contaminated because it is not protected by packaging.
- Individually packaged foods are not considered open food. For example, items such as granola bars, crackers in sleeves, or bulk-wrapped foods remain protected as long as their packaging is intact.

#### *Separation of Allergens:*

- Open priority allergenic foods must be stored separately from non-allergenic foods in designated areas to avoid cross-contamination.
- When repacking and/or preparing foods, ensure priority allergenic and non-allergenic foods are handled in separate areas and separate equipment (e.g., cutting boards, knives) is used to ensure no cross-contact occurs.
- Repacked and/or prepared food items must be clearly labeled with their contents and indicate any priority allergenic ingredients.
- Staff and volunteers handling priority allergenic foods must use gloves and sanitized utensils at all times. Gloves should be changed when switching between allergenic and non-allergenic foods.

#### *Record Keeping:*

- Dated records of all repackaged and/or prepared foods containing priority allergens must be maintained.

### **Purchase and Handling of Eggs**

All eggs distributed to clients must be Grade A, inspected by a government-approved facility, and properly labeled. The organization is required to maintain records of all egg purchases, including the supplier's name and contact information, to ensure traceability and compliance with food safety standards. These records should be stored for at least one year.

### **Handling of Open Food**

We follow all open-food handling and repacking procedures outlined to ensure all handling of open food is done safely and in compliance with food safety standards. The following procedures will be followed to prevent contamination and cross-contamination during **repacking and open food handling activities**:

#### *Definition of Open Food:*

- Open food is any food that could become contaminated because it is not protected by packaging.
- It includes food in open packages such as when repacking sugar or flour; unwrapped bakery items, for example muffins, donuts, cookies and rolls that may be donated in bulk; and unpackaged food that clients might consume without rinsing, washing, or peeling.
- Individually packaged foods are not considered open food. For example, items such as granola bars, crackers in sleeves, or bulk-wrapped foods remain protected as long as their packaging is intact.



#### *Open Food Handling Procedures for LOW-Risk Organizations:*

- Not applicable

#### *Open Food Handling Procedures for MEDIUM and HIGH-Risk Organizations:*

- **Storage of Open Foods:** All open foods must be stored in sealed, sanitized containers to prevent contamination. Containers should be clearly labelled with the contents and any relevant allergen information.
- **Handling Open Foods:** Staff and volunteers must handle open food using gloves and/or sanitized utensils at all times.
- **Surface and Equipment Sanitation:** All surfaces and equipment used for handling open food must be cleaned and sanitized before and after use. Separate utensils and equipment should be used for allergenic and non-allergenic foods, and allergenic foods should be repacked in a separate area.
- **Labeling and Traceability:** Each repacked item must be clearly labelled with the contents, allergens, and the date of repacking to ensure traceability.

#### *Additional Open Food Handling Procedures for HIGH-Risk Organizations:*

- **Advanced Food Handling Procedures:** High-risk organizations must ensure that open food, especially allergenic or potentially hazardous items, is handled in a controlled environment such as a commercial kitchen. High-risk foods must be stored and handled separately to minimize contamination risks.
- **Temperature Control:** For foods that require temperature control, proper refrigeration and temperature logs must be maintained during all stages of handling and repacking.
- **Dedicated Spaces for High-Risk and Priority Allergen-Containing Foods:** High-risk foods, such as raw meats or eggs, must be handled in dedicated areas and with designated utensils to prevent contamination.

#### *Record Keeping:*

- Dated records of all repackaged and/or prepared foods must be maintained.

### **Inventory Tracking, Traceability, and Recall**

Food recalls must be managed effectively and promptly to protect clients from potentially harmful products. The following procedures will be used to track food inventory, isolate recalled products, and communicate recalls to all stakeholders:

#### *Key Responsibilities*

##### **1. Food Safety Lead (or equivalent):**

- Responsible for monitoring food recalls issued by the Canadian Food Inspection Agency (CFIA) and taking immediate action.
- Ensures compliance with all recall processes and reporting obligations.

##### **2. Volunteers/Staff:**

- Support the recall process by identifying, isolating, and removing recalled products from shelves and hampers.

### *Inventory Tracking Procedures for Traceability:*

- All large donations or purchases of food must be recorded in detail in an Inventory Management System or Tracking Log.
  - For example, records should be kept for a donation of a pallet of a single type of food or if several cases of a product are purchased.
  - Mixed donations from retailers or food drives, where products are varied (such as assorted canned goods), do not require individual record-keeping, but the total quantity should still be logged.
- Information recorded in the Inventory Management System or Tracking Log must include:
  - **Dates:** Record the date the food was received and when it was distributed.
  - **Product Name:** Include the exact name or description of the food item.
  - **Best-Before Date:** Ensure the best-before or expiration date is documented for traceability.
  - **Supplier Information:** Include the source of the donation or purchase, such as the supplier or donor organization.
  - **Quantity Received and Distributed:** Record the total quantity of the food received and how much has been distributed to ensure traceability in the event of a recall.

### *Step-by-Step Recall Procedures:*

#### **1. Monitoring of Food Recalls:**

- The Food Safety Lead (or designated person) will subscribe to and regularly check notifications from the CFIA for food recalls.
- Recall alerts will be reviewed daily to stay updated on any food safety issues that might affect our stock.

#### **2. Immediate Action on Recalled Products:**

- Upon receiving a recall alert, immediately review the inventory for the recalled product.
- Isolate the recalled items from all other food supplies to prevent accidental redistribution.
- Safely dispose of recalled products, or label them clearly with "Do Not Use - Recalled" and store them in a designated quarantine area.
- Record the product name, best-before date, and batch or lot number in the Inventory Tracking System or Log.

#### **3. Notification to Clients and Stakeholders:**

- Post recall notices in the food bank's distribution area and on social media (when applicable) to notify clients.
- If the recalled product has been shared with other organizations, notify them immediately to ensure proper isolation and disposal of the product.
- Notifying each individual client affected by a recall is not required.

#### **4. Reporting the Recall:**

- Complete the **Recall Reporting Log** detailing the recall action, product information, and any communication with clients or partner agencies.
- If necessary, submit the recall report to local health authorities or the CFIA as required.

#### *Record-Keeping Requirements:*

- **Recall Reporting Log:** The Recall Reporting Log must include the date of the recall, product details, actions taken, and outcomes (e.g., disposal, return to supplier).
- **Inventory Records:** Records must be maintained for at least one year.

## Cold Chain Management

All perishable food items must be stored, transported, and distributed at safe temperatures to prevent spoilage and foodborne illness, using the following procedures:

#### *Acceptable Cold Chain Temperatures:*

- **Refrigerators:** 0°C to 4°C (32°F to 40°F)
- **Freezers:** -18°C or lower (0°F or lower)
- **Transportation/Distribution:** Perishable food must not remain at temperatures between 4°C and 60°C (40°F to 140°F) for longer than 2 hours.

#### *Measuring Temperatures:*

- Only calibrated thermometers (digital or probe) will be used to measure the temperature of food products and storage equipment (refrigerators, freezers, and transport containers). Thermometers must be regularly calibrated to ensure accuracy.
- Infrared or probe thermometers must be used to measure surface and core temperatures of food items when received, stored, or distributed. Probe thermometers must be sanitized between uses to avoid cross-contamination.

#### *Handling Perishables During Distribution:*

- When perishable food is taken out of refrigeration (e.g., for hamper packing or distribution), it must not remain at temperatures between 4°C and 60°C (40°F to 140°F) – known as the "danger zone" – for longer than 2 hours.
- If food will be outside of cold storage for more than 2 hours, it should be placed in coolers with ice packs or insulated containers to keep it at safe temperatures.
- After 2 hours in the danger zone, perishable food must be discarded.
- The time it takes for clients to transport food home should be factored into this 2-hour window. When necessary, inform clients at distribution of how long items have been unrefrigerated, so they can refrigerate or freeze promptly.
- The temperature of perishable food outside of refrigeration must be checked periodically using an infrared or probe thermometer.

#### *Perishable Food Receiving Process:*

- When receiving food, the interior of the delivery vehicle must be inspected for soundness, cleanliness, off-odours, and evidence of pests (live or dead insects, rodents).
- Upon receiving deliveries of perishable items, temperatures must be checked using an infrared or probe thermometer and recorded to ensure they fall within safe limits.

- The temperature of refrigerated food on arrival should be **4°C or lower**, and frozen foods should be **-18°C or lower**.
- If refrigerated foods arrive at a temperature higher than 4°C (but no more than 7°C), it must be verified that transportation did not exceed 2 hours.
- Temperatures for hot foods (if applicable) should also be included to ensure they are maintained at **60°C or higher** during transport.
- Products must also be checked for contamination/cross-contamination from non-food chemicals, raw foods, and allergens during receiving.
- Deliveries should only be accepted if the temperature meets food safety standards for the specific food items.
- Record the temperature of the food in the Temperature Log immediately upon receipt.

#### *Food Storage Processes and Monitoring:*

- All refrigeration and freezer units must be monitored regularly to ensure they are functioning correctly and maintaining the appropriate temperatures.
- Temperature sensors with alarms should be installed in each refrigerated and freezer unit to alert staff if temperatures deviate from the safe range.
- For units without alarm systems, staff must manually check and record temperatures at the beginning, middle, and end of each shift. These steps include:
- Updating the Temperature Log at designated times to ensure compliance and identify potential issues.
- During periods of high activity or when storing high-risk foods, increase monitoring frequency to every 2-3 hours.
- Refrigeration and freezer units must not be overloaded, which could impede air circulation and cause temperature fluctuations.

#### *Corrective Actions:*

- If storage or transportation temperatures fall outside acceptable ranges, corrective actions will be taken immediately:
  - Transfer affected items to another functional unit.
  - Discard food if it has been in the danger zone for longer than 2 hours.
- If temperatures exceed the limits, foods should be considered unsafe and must be discarded immediately.
- Document any temperature deviations and actions taken, including the date, time, and nature of the issue in the Temperature Log.

#### *Staff and Volunteer Training*

- All staff and volunteers must be trained on these processes, making sure they understand:
  - How to handle perishable food quickly and efficiently during distribution.
  - How to take food temperatures properly using a food thermometer.
  - How to keep accurate records in the Temperature Log.

#### *Monitoring and Verification:*

- Temperature logs for receiving, storage, and distribution must be maintained and reviewed quarterly by the Food Safety Lead to identify any trends or recurring issues.
- Internal audits of cold chain management procedures must be conducted quarterly to ensure compliance with food safety standards. Logs must be kept for at least one year for verification purposes.

#### **Personnel Food Safety Practices**

All staff and volunteers involved in food handling must follow best practices to prevent contamination and ensure safe distribution. The following procedures must be followed:

#### *Handwashing Procedures:*

- All staff and volunteers must wash their hands at the beginning and end of each shift, or more frequently as needed.
- Hands must also be washed after using the restroom, sneezing, coughing, handling raw food, touching their face, handling non-food materials (e.g., trash), and between switching food types (e.g., from raw meat to vegetables).
- Hands must be washed for a minimum of 20 seconds with soap and running water, ensuring to scrub between fingers and under fingernails.
- Hand sanitizers may be used as an additional step but never as a substitute for proper handwashing.

#### *Use of Gloves:*

- Gloves must be worn whenever handling food, and they must be replaced when changing tasks (e.g., moving from food preparation to serving), after handling raw or priority allergen-containing food, or after any action that compromises hygiene (e.g., touching face or equipment).
- Gloves should be discarded and replaced if they become damaged or contaminated.
- Gloves must be removed and hands washed before breaks and after sneezing, coughing, or any possible contamination.

#### *Clothing and Protective Gear:*

- All staff and volunteers must wear clean clothing at the start of their shift.
- Appropriate protective gear (e.g., aprons, hairnets, masks) must be worn during food handling.
- Hair must be restrained with hats or hairnets, and facial hair should be covered to prevent contamination.

#### *Health and Wellness:*

- Staff or volunteers who show any signs of illness, including fever, coughing, vomiting, or diarrhea, must not be allowed to handle food.
- Open wounds or cuts must be properly dressed with waterproof dressings, and gloves must be worn to avoid exposure to food.

### *Safe Food Handling:*

- Raw and priority allergen-containing food must be stored and handled separately to avoid cross-contamination. Different utensils, cutting boards, and storage containers should be used for raw and priority allergen-containing foods.
- All work surfaces must be cleaned and sanitized before and after each use.
- Only clean and sanitized utensils should be used for food handling. Equipment and utensils must be sanitized between uses, especially when switching between different food types (e.g., raw meats to vegetables).

### *Personnel Oversight and Input*

To ensure that safe food-handling practices are consistently followed and continuously improved, we ensure regular oversight of food handlers and actively solicit feedback from staff and volunteers.

### *Supervision and Coaching of Food Handlers:*

- The Food Safety Lead and other trained staff or volunteers will observe food-handling procedures regularly to ensure compliance with safety standards.
- Immediate coaching will be provided to food handlers if unsafe practices are identified to ensure ensuring corrective actions are taken on the spot.
- All new staff and volunteers will receive thorough training in essential food-handling procedures, followed by ongoing guidance and periodic refresher training.

### *Input for Food Safety Practices:*

- Staff and volunteers are encouraged to provide feedback on the current food safety and handling procedures. This includes raising concerns about challenges they encounter during daily operations or suggesting improvements that could enhance food safety.
- Feedback can be directed to the Food Safety Lead (or designate) in person or in writing. Feedback may also be shared anonymously using the organization's suggestion box or following the Complaints Policy process.
- All feedback will be reviewed by the Food Safety Lead (or designate) and other relevant staff or volunteers on a quarterly basis. Actionable suggestions will be integrated into future training, processes, or operational guidelines, and any changes made based on feedback will be communicated.

### *Record Keeping for Food Safety Practices:*

- Records or any feedback from employees or volunteers and associated follow-up will be kept for a minimum of one year.

## *Training*

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### *Training and Certification for Food Handlers*

All staff and volunteers handling food and managing operations must complete appropriate training to ensure that food safety risks are minimized and that they can respond effectively to food safety hazards.

#### *Training Requirements:*

- All new food-handling staff and volunteers must undergo an initial training that covers basic food safety principles, hazard identification, and safe food handling procedures.
- The training must include critical topics such as:
  - Understanding foodborne illnesses and contamination risks
  - Proper handwashing and glove use
  - Time and temperature control to prevent the growth of pathogens.
  - Cross-contamination prevention (e.g., keeping raw and cooked foods separate)
  - Personal hygiene and illness reporting
  - Proper use and sanitation of equipment and utensils
  - Responding to food safety emergencies (e.g., spills, product recalls)
- All staff and volunteers must participate in refresher training sessions annually.

#### *Verification and Record-Keeping:*

- A record of all completed training sessions will be maintained, including the names of participants, dates, and training content. These records must be retained for a minimum of 12 months.

### **Operations Management Training**

Supervisors and managers (who may be either paid employees or volunteers) in operations are required to complete specialized food safety training to effectively manage food-handling and safety protocols. The specific requirements for training and certification depend on the risk level of the organization (low, medium, or high) as defined below:

#### *Certification for LOW-Risk Organizations:*

- At least one supervisor/manager must complete Food Banks Canada food safety training or an equivalent certification.

#### *Certification for MEDIUM-Risk Organizations:*

- All supervisors or managers involved in operations must complete Food Banks Canada food safety or equivalent training.
- At least one supervisor or manager must hold a government-accredited food safety certification when high-risk food activities are occurring.

#### *Certification for HIGH-Risk Organizations:*

- All supervisors or managers involved in operations must complete Food Banks Canada food safety or equivalent training.
- At least one supervisor or manager **on each shift** when high-risk food activities are occurring must hold a government-accredited food safety certification.

#### *Verification and Record-Keeping:*

- Dated records of all supervisors or managers who have completed the required food safety training must be kept.
- Copies of the completed training certificates for each supervisor or manager must be retained.

## Policy Reviews and Updates

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The organization will review and, if necessary, update all policies at least once a year or more frequently as needed due to legal, regulatory, or operational changes.

- Training sessions will be conducted to familiarize staff and volunteers with the revised policies.
- All previous versions of policies will be archived for historical reference and compliance tracking.
- Updated policies will be made readily accessible to all staff and stakeholders.



## The Ethical Food Banking Code

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Food Banks Canada, its Members (provincial associations), Affiliate Member food banks, and associated agencies believe that everyone in Canada has the right to physical and economic access at all times, to sufficient, safe and nutritious food which meets their dietary needs and food preferences.

### **The Ethical Food Banking Code**

Food Banks Canada, its member (provincial associations), Affiliate Member food banks, and associated agencies will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, income source, age, mental or physical ability.
2. Treat all those who access services with the utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling food.
4. Respect the privacy of those served and will maintain the confidentiality of personal information.
5. Not require payment of any kind for donated food or consumer product, at any time, from those assisted by their perspective programs.
6. Acquire and share food in a spirit of cooperation with other food banks and programs.
7. Strive to make the public aware of the existence of hunger, and of the factors that contribute to it.
8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
9. Respect accurately, honestly, and completely their respective missions and activities to the larger community.
10. Any discussion surrounding a client's personal situation is strictly prohibited.

Moosomin Food Share volunteers do willingly promise to hold in confidence all personal matters that come to their attention in the line of duty with the Moosomin Food Share. This includes material from and about any person involved in or associated with the Food Bank. They will respect and uphold the privacy of the people with whom they are in contact and conduct their duties in a responsible and respectful manner.

## Appendix A- SEHAS Board Members & Employees

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Lori Shepherd	Chairperson
Marilyn Klinger	Vice-Chairperson
Jonathan Pearce	Secretary/Treasurer
Garry Beckett	Director
June Van De Kerckhove	Director
Trina Brace	Director
Diana Hoff	Director
Beryl Stewart	Director

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Samantha Campbell	Administrator / Executive Director
Jaedyn Moore	Administrator Assistant
Marguerite Osborne	Part Time Worker #1
Diane Jamieson	Part Time Worker #2
Halaina Johnson	Part Time Worker #3

## Appendix B- Employee Orientation Checklist

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- ☐ Introduction to the Board of Directors
- ☐ Explanation and review of expectations and general duties by the Chairperson or designate.
- ☐ Review of Policy and Procedure Manual, including Bylaws.
- ☐ Review Alcohol and Substance Use Policy
- ☐ Review Compensation Plan
- ☐ Review Employee Conflict Policy
- ☐ Review Respect in Workplace Policy
- ☐ Access to the Saskatchewan Employment Act and Occupational Health and Safety Regulations (either provided with the website addresses or access to a printed copy).
- ☐ Complete and sign a Federal and Provincial Tax deduction declaration (TD1)
- ☐ Explanation of pay, hours of vacation, holidays, and any other administrative business.
- ☐ Explanation of a three month probationary period, with appraisal at the end of the three months, and an annual appraisal.

## Appendix C- Food Share Indemnifying Release and Agreement

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Moosomin Food Share  
Operated by South East HealthAbility Society Inc.  
P.O. Box 1803  
Moosomin, Sask S0G 3N0

The undersigned person is aware that the Moosomin Food Share is a non-profit association engaged in the collection of food stuffs from various producers, people, organizations, retail and wholesale outlets, the storage of same and the redistribution of such food stuff to individuals who request them. The undersigned has applied to the Moosomin Food Share for food stuff subject to the understanding as outlined below.

In consideration of the Moosomin Food Share agreeing to supply food stuff to the undersigned person, the undersigned individual hereby agrees to the following:

1. The undersigned person or agency acknowledges and agrees they are receiving the food stuff from the Moosomin Food Share on an “as is” basis. Upon receipt of the food stuff, the undersigned will inspect the food stuff immediately to ensure it is fit for human consumption and the undersigned acknowledges that they shall be responsible to discard any food stuff that may be unfit, to ensure that all food stuff distributed is fit for human consumption.
2. The undersigned person hereby releases and forever discharges the Moosomin Food Share, its members, servants, agents, representatives and officers of and from all manner of action, causes of actions, claims or demands which against the said Moosomin Food Share, it’s members, servants, agents, representatives and officers. The undersigned may hereafter have a reason of any death or injury, loss or damage howsoever caused arising out of or in connection with the supply of food stuff by the Moosomin Food Share to the undersigned and the consumption of such food stuff, and not withstanding that any such injury, death, loss or damage that have been contributed to or occasioned by the negligence of the Moosomin Food Share, it’s members, servants, agents, representatives. The undersigned agency further agrees to save harmless and keep indemnified Moosomin Food Share, it’s members, servants, agents, representatives and officers from and against all claims, action, costs, expenses and demands in respect of any death or injury to the undersigned or to any person who receives the food stuff from the undersigned arising out of or in connection with the consumption of food stuff, and not withstanding that any such death or injury may have been contributed to or occasioned by the negligence of the Moosomin Food Share and its members, servants, agents, representatives and officers.

It is understood and agreed that this Indemnifying Release has been obtained by the Moosomin Food Share on its own behalf and as agent for the members, servants, representatives and officers of the Moosomin Food Share.

\*\*The undersigned person acknowledges that if a hamper is ordered, and then not picked up at the designated date and time \_\_\_\_\_ the Moosomin Food Share has the right to refuse the right for the undersigned to order a hamper for the next pick up date and time. \*\*

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Signature of Recipient

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Signature of Witness (Food Share Representative) and Date

## Appendix D- Moosomin Food Share Family Profile

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Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Number of people in the family: \_\_\_\_\_

Ages of children (if any): \_\_\_\_\_

Comments:

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## Appendix E- Board of Directors Code of Ethics and Confidentiality Agreement

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### **South East HealthAbility Society Inc. Confidentiality Agreement**

**This agreement is made between the South East HealthAbility Society Inc.  
And  
Name**

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#### **Acknowledgements:**

That all documents and information regarding the South East HealthAbility Society Inc. (SEHAS) services, suppliers, methods of operation, clients, employees, volunteers and financial information are highly confidential and constitute confidential information.

That during association with the SEHAS, the undersigned may be exposed to and have an opportunity to learn about the organization's confidential information including its operations, methods of doing business, participants, families, employees, volunteers, finances and other confidential information.

#### **Confidential Information:**

Certain information related to the business of the organization is considered to be confidential information. This "confidential information" includes, but is not limited to:

- Food Share Recipients and Thrift Store Customers: financial and legal status, personal affairs and history.
- Personnel information regarding employees and volunteers, including the names, contents of their files and applicable employee remuneration and benefit policies.
- Information concerning the organization's business management, financial management and financial status.
- Information which the undersigned acquires respecting any process, plan, research, equipment, services or methods of doing business by the organization.
- Information contained in computer records and any computer passwords or security access information used.
- Other information related to the organization that was communicated in confidence (expressly or implied).

The undersigned shall keep in confidence all the confidential information. The undersigned shall not disclose any confidential information directly or indirectly to any person, firm, organization or other entity for any reason except in the course of his/her duties with the organization and with its consent.

The undersigned shall not use any confidential information in any manner except for the exclusive benefit of the organization.

The undersigned shall not disclose nor use in any manner other than for the exclusive benefit of the SEHAS, any confidential information disclosed to the organization by a third party.

The undersigned shall comply with the organization's policies and regulations as established from time to time for the protection of the organization's confidential information.

In the event of the termination of his/her association with the SEHAS, in whatever manner, the undersigned shall promptly deliver to the organization all documents, data and records or any reproduction for excerpts of information or data pertaining to the organization obtained during his/her association with the SEHAS.

A Director who breeches confidentiality or otherwise breeches their fiduciary responsibility toward the SEHAS may be required to resign from the Board of Directors.

A Director shall disclose any situation that may be considered a conflict of interest for the Director. This may include:

- I. Personal relationships with individuals (employees, participants or others).
- II. Any other interests of a personal nature in situations that may be before the board.

If such a conflict should arise the Director will:

- I. Declare his/her interest.
- II. Remove him/herself from discussions.
- III. Refrain from voting.

A Director expressing a conflict of interest may be requested to remove him/herself from a meeting during discussion until voting has occurred on the conflict of interest issue.

Any member of the Board of Directors may request an in-camera meeting to discuss eligibility of a Director where there is evidence that a conflict of interest exists. The Board Member in question will be informed of the meeting, conclusions and recommendations immediately following the meeting.

Every Director of the SEHAS shall act honestly and in good faith with a view to the best interests of the SEHAS and exercise care, diligence and skill that a reasonable, prudent person would exercise in comparable circumstances.

#### **Permitted disclosures:**

The undersigned is permitted to disclose confidential information only in the following circumstances:

- I. To a court or body of competent authority if required to disclose to that body (subpoena).
- II. To employees of the organization who require the information and where the undersigned has taken such measures as necessary to preserve the confidential nature of the information.
- III. To auditors, bankers, lawyers of the organization who have been authorized by legal representatives of the agency, to have access to the information and where the undersigned has taken such measures as are necessary to preserve confidential nature of the information.

***This agreement shall remain binding upon the undersigned whether or not the association with the SEHAS ceases. The undersigned acknowledges that s/he has had time to review this agreement and understands its terms and affect.***

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(EMPLOYEE/VOLUNTEER SIGNATURE, DATE)

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(WITNESS SIGNATURE, DATE)

## Appendix F- Volunteers/Employees Code of Ethics and Confidentiality Agreement

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### South East HealthAbility Society Inc. Confidentiality Agreement

**This agreement is made between the South East HealthAbility Society Inc.**  
**And**  
**Name**

---

#### **Acknowledgements:**

That all documents and information regarding the South East HealthAbility Society Inc. (SEHAS) services, suppliers, methods of operation, clients, employees, volunteers and financial information are highly confidential and constitute confidential information.

That during association with the SEHAS, the undersigned may be exposed to and have an opportunity to learn about the organization's confidential information including its operations, methods of doing business, participants, families, employees, volunteers, finances and other confidential information.

#### **Confidential Information:**

Certain information related to the business of the organization is considered to be confidential information. This "confidential information" includes, but is not limited to:

- Food Share Recipients and Thrift Store Customers: financial and legal status, personal affairs and history.
- Personnel information regarding employees and volunteers, including the names, contents of their files and applicable employee remuneration and benefit policies.
- Information concerning the organization's business management, financial management and financial status.
- Information which the undersigned acquires respecting any process, plan, research, equipment, services or methods of doing business by the organization.
- Information contained in computer records and any computer passwords or security access information used.
- Other information related to the organization that was communicated in confidence (expressly or implied).

The undersigned shall keep in confidence all the confidential information. The undersigned shall not disclose any confidential information directly or indirectly to any person, firm, organization or other entity for any reason except in the course of his/her duties with the organization and with its consent.

The undersigned shall not use any confidential information in any manner except for the exclusive benefit of the organization.

The undersigned shall not disclose nor use in any manner other than for the exclusive benefit of the SEHAS, any confidential information disclosed to the organization by a third party.

The undersigned shall comply with the organization's policies and regulations as established from time to time for the protection of the organization's confidential information.



In the event of the termination of his/her association with the SEHAS, in whatever manner, the undersigned shall promptly deliver to the organization all documents, data and records or any reproduction for excerpts of information or data pertaining to the organization obtained during his/her association with the SEHAS.

A volunteer who breeches confidentiality or otherwise breeches their fiduciary responsibility toward the SEHAS may be limited in their volunteer scope, be required to resign from the volunteer pool, or at the direction of the Board of Directors, may be banned from all or parts of the facility.

A volunteer shall disclose any situation that may be considered a conflict of interest for the volunteer. This may include:

- III. Personal relationships with individuals (employees, participants or others).
- IV. Any other interests of a personal nature that may have a negative impact on the operation of the SEHAS.

If such a conflict should arise the volunteer will bring the conflict up to the Administrator or a Board Member. The matter will be addressed between the volunteer(s) involved, the Administrator and the Board of Directors, if conflict resolution can not be resolved in the first instance.

Every volunteer of the SEHAS shall act honestly and in good faith with a view to the best interests of the SEHAS and exercise care, diligence and skill that a reasonable, prudent person would exercise in comparable circumstances.

**Permitted disclosures:**

The undersigned is permitted to disclose confidential information only in the following circumstances:

- IV. To a court or body of competent authority if required to disclose to that body (subpoena).
- V. To employees or to the Board of Directors of the organization who require the information and where the undersigned has taken such measures as necessary to preserve the confidential nature of the information.
- VI. To auditors, bankers, lawyers of the organization who have been authorized by legal representatives of the agency, to have access to the information and where the undersigned has taken such measures as are necessary to preserve confidential nature of the information.

***This agreement shall remain binding upon the undersigned whether or not the association with the SEHAS ceases. The undersigned acknowledges that s/he has had time to review this agreement and understands its terms and affect.***

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(VOLUNTEER /EMPLOYEE SIGNATURE, DATE)

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(WITNESS SIGNATURE, DATE)

## Appendix G- Volunteer Profile Form

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Date \_\_\_\_\_

Volunteer's Name \_\_\_\_\_

Phone number (s) \_\_\_\_\_  
\_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_

Preferred type of volunteer work \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Hours available \_\_\_\_\_  
\_\_\_\_\_

Any additional information \_\_\_\_\_  
\_\_\_\_\_

Volunteer Profile form complete (v) \_\_\_\_\_

Bylaws Read (volunteer to sign) \_\_\_\_\_  
\_\_\_\_\_

P&P Manual Duties and Responsibilities Read (volunteer to sign) \_\_\_\_\_

Volunteers Code of Ethics & Confidentiality Agreement Read (volunteer to sign) \_\_\_\_\_

## **Expense Claim Form**

**Name:**

<u>Date</u>	<u>Description</u>	<u>Receipt</u>	<u>Amount</u>
<u>Total</u>			

The below signed is requesting reimbursement of the above expenses, incurred on behalf of the Moosomin Thrift Store and/or Food Share operated by SEHAS. By signing, the claimant agrees that the expenses listed are true and accurate.

\_\_\_\_\_  
Claimant's Name and Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approval Signature

\_\_\_\_\_  
Date

## Appendix I- Security and Operations

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**Building Security:** Before leaving the premises, the last person present must make certain that the locks are in place on all doors.

**Keys:** Each person that has access to building keys will be required to sign a contract and be responsible for paying the costs to replace door locks in case of lost keys. If a key is lost the Chairperson must be notified so arrangements can be made to ensure security. It is the SEHAS Coordinator's responsibility to maintain a record of who has keys, and to safeguard spare keys.

Keys to the SEHAS building are to be held by the following people only:

1. Paid employees
2. Chairperson
3. Food Share Chairperson or Representative
4. Building Maintenance Committee Chairperson.

In the event that any other person require a key for any period of time, a Key Contract must be signed.

Keys are to be handed in upon the resignation or dismissal of the key holder.

**Safety:** It is imperative that all employees and volunteers conduct activities with the utmost concern for their own, other employees, volunteers, and client safety. Unsafe working conditions shall be brought to the Chairperson immediately and appropriate corrective measures will be initiated.

## Appendix J- South East HealthAbility Society (SEHAS) Key Contract

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If you wish to hold a Food Share or Thrift Store key, you must be aware of and agree to the following:

1. You are responsible for making sure the building is locked and secure after you leave.
2. Keeping a SEHAS key cannot be taken lightly and you need to be aware that those who have a key are responsible to ensure the Thrift Store/ Food Bank building is locked up properly. If the building is broken into at some time, please be aware that those having keys will be the first to be questioned, especially if you have been in the building after hours.
3. If you lose your keys you are required to inform the Chairperson forthwith, and you will be responsible for the cost of replacing the locks and new keys.

There are keys available at the Thrift Store if you need to sign one out.

Key Number Signed out: \_\_\_\_\_ Person signing it out: \_\_\_\_\_  
[Print name]

By signing below, you agree to the above conditions.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



## Appendix K- Media Release Form

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This media release form is effective \_\_\_\_\_ by \_\_\_\_\_ who acknowledges and agrees to the terms below:

Date

Name

1. The party grants permission to SEHAS to use their photographs on company social media accounts including Facebook, Instagram, and on the company website, without acknowledgement or recognition given to the party.
2. The Party grants SEHAS creative permission to alter the photographs, permitted that the photographs are not altered in an explicit manner or cause malicious representation of the Party and their associates.
3. The Party consents any third party (including any agency, client, publication or other organization or institution) in whole or in part, for distribution of the photographs on their social media accounts, for the purposes of publicity and promotion of the Company.
4. In giving this consent, the Party releases SEHAS from liability for any violation of any personal or proprietary right the party may have in connection with third parties' use of the images on social media.
5. The Party certifies that they are 18 years of age or older.

In witness whereof, the party agrees to this form by signing below.

\_\_\_\_\_  
First and last name printed

\_\_\_\_\_  
Signature