



OPERATIONAL POLICIES & PROCEDURES MANUAL

Community Care of West Niagara

FINAL July 2026

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ABOUT COMMUNITY CARE OF WEST NIAGARA

Community Care of West Niagara is a registered charitable not-for-profit organization that has been serving the communities of Lincoln and surrounding area since 1967. We are a volunteer driven organization that relies heavily on our community for donations of goods, including food and clothing, as well as financial donations.

100 VISION, MISSION, VALUES and GUIDING PRINCIPLES

As Community Care of West Niagara mobilizes to support the evolving needs of Lincoln's residents, it is imperative that we clearly state our vision, mission and values. These statements are the bedrock of our culture, our brand and our business strategies.

Vision: "Growing our Community Beyond Hunger".

Mission: We exist to provide essential services and support to families and individuals in Lincoln who are facing economic hardship. Our goal is to bridge the journey of our vulnerable as they strive to restore balance and self-sufficiency.

Values and Guiding Principles:

- Deliver *Impact* through *Compassion* Service.
- Embrace and Drive Change with *Integrity*.
- Be *Relevant* and *Respectful*.
- Foster Community *Resilience* and Nurture *Hope*.

The Executive Director is the official spokesperson for Community Care of West Niagara and is responsible for coordinating media statements made or released on behalf of Community Care of West Niagara and/or the Board of Directors.

Updates Approved at CCWN's Board of Directors Meeting	November 26, 2025
Approved at CCWN's Board of Directors Meeting	January 20, 2021

100A THE ETHICAL FOOD BANKING CODE

Community Care of West Niagara follows the Ethical Food Banking Code as an affiliate member of Food Banks Canada and direct member of Feed Ontario.

Food Banks Canada, the provincial associations, and affiliate food banks/programs will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, religion, sex, sexual orientation, gender identity, gender expression, income source, age, and mental or physical ability.
2. Treat all those who access services with utmost dignity and respect.
3. Implement best practices in the proper and safe storage and handling of food.
4. Respect the privacy of those served and will maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food 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. Represent accurately, honestly, and completely their respective mission and activities to the larger community.

Source: *Food Banks Canada website May 2025.*

Approved at CCWN's Board of Directors Meeting	November 26, 2025

GOVERNANCE AND OPERATING PRINCIPLES

200 GOVERNANCE

Community Care of West Niagara (CCWN) is governed by a volunteer Board of Directors, elected by members at an Annual General Meeting, normally held in the winter of each year. The Board of Directors, the legal authority of Community Care of West Niagara, makes decisions concerning policy and procedures. The Board of Directors is governed by Community Care of West Niagara's incorporating documents, the Not-for-Profit Corporations Act 2010 (Ontario), and Bylaws, and by a set of Governance Policies and Procedures. The Executive Director reports to the Board of Directors, attends Board Meetings and provides monitoring reports, information and advice to the Board of Directors, but does not have a vote on the Board of Directors. The Executive Director is responsible and accountable for all aspects of day-to-day managements and operations, including its employees and volunteers.

The Executive Director of Community Care of West Niagara is responsible for day-to-day management and operations of Community Care of West Niagara. The Executive Director reports to Community Care of West Niagara's Board of Directors, attends Board Meetings and provides monitoring reports, information and advice to the Board of Directors, but does not have a vote on the Board of Directors. The Executive Director has authority to hire and terminate employees and volunteers, and for making decisions relating to the daily operational affairs of Community Care of West Niagara. All employees and volunteers of Community Care of West Niagara report to the Executive Director of Community Care of West Niagara.

Updates Approved at CCWN's Board of Directors Meeting	November 26, 2025
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201 FUNDAMENTAL OPERATING PRINCIPLES

Employees and volunteers must be familiar with Community Care of West Niagara's Policies and Procedures which are established by the Board of Directors to ensure uniform and non-discriminatory application of operational Policies and Procedures, including conditions of employment.

Community Care of West Niagara's operating culture is unique. Our clients' needs and demands for services, programs and resources fluctuate daily. Employees and volunteers are expected to recognize and to respond to our clients in a highly confidential, dignified and professional manner.

Community Care of West Niagara follows the Ethical Food Banking Code as an affiliate member of Food Banks Canada and direct member of Feed Ontario. CCWN operates its Food Program according to the guidelines set out by Food Banks Canada.

All communications about, or representations of, clients will be sensitive, dignified and accurate. Community Care of West Niagara's 'Policies and Procedures' provide the framework within which employees and volunteers of Community Care of West Niagara must conduct business.

Community Care of West Niagara is strongly committed to our employees whose ongoing work fulfills the approved mandate for service to our clients.

Community Care of West Niagara's 'Policies and Procedures' reflect these fundamental principles:

- i. All employees and volunteers have a right to perform their assigned duties in a favourable, safe, and healthy working environment.
- ii. Personal opportunities for learning, training and development assist employees in actualizing their potential.
- iii. Community Care of West Niagara must be responsive to the continually changing needs of our clients, our organization and services, our community, legal requirements and regulatory changes.
- iv. Comprehensive 'Policies and Procedures' facilitates effective, ethical service to the individuals and families whom we serve.
- v. There is an established clear, ethical, just process for the review of personnel decisions.
- vi. Sound Policies and Procedures promote employees' and volunteers' satisfaction.
- vii. Community Care of West Niagara's Policies and Procedures are available to staff and volunteers.

Updates Approved at CCWN's Board of Directors Meeting	November 26, 2025
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202 'POLICIES AND PROCEDURES' REVIEW

Community Care of West Niagara's Policies and Procedures are continuously monitored by the Executive Director and reviewed as required by the Board of Directors.

Changes to Community Care of West Niagara's 'Policies and Procedures' are normally proposed to the Board of Directors via the Executive Director. Policy recommendations may be made directly by the Executive Director or through the work of CCWN's various committees including Executive, Finance, Human Resources and Nominating.

Proposed new or amendments to current Policies and Procedures shall only become effective after receiving formal approval by Community Care of West Niagara's Board of Directors.

Updates Approved at CCWN's Board of Directors Meeting	November 26, 2025
Approved at CCWN's Board of Directors Meeting	January 20, 2021

203 CODE OF CONDUCT

Community Care of West Niagara believes in interacting with all members of our community with dignity, respect, compassion and understanding

Treat clients, volunteers, visitors and staff of Community Care of West Niagara with dignity, courtesy & respect; you can expect the same in return

Aggressive behaviour is not acceptable

Verbal or physical abuse, threats and acts of intimidation or violence of any kind are not tolerated

Use of profanity is not tolerated

Any concerns regarding another's behaviour are to be promptly communicated to Community Care of West Niagara staff

Anyone coming onto CCWN property while impaired, intoxicated or under the influence of narcotics may be asked to leave and/or suspended

Possession and/or consumption of alcohol, cannabis or illegal drugs while on premises will result in a suspension

Anyone that does not comply with this Code of Conduct may be asked to leave and/or refused entry to Community Care of West Niagara

**SURVEILLANCE CAMERAS
HAVE BEEN PLACED IN PUBLIC AREAS**

Approved at CCWN's Board of Directors Meeting	March 28, 2024

204 PERSONAL RESPECT AND EQUALITY

Community Care of West Niagara believes that every person is unique and must be treated with respect and equality. Every person has the right to social and economic justice.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

205 DEFINITION OF DISCRIMINATION AND RACISM

Discrimination is behaviour based on prejudiced feelings and attitudes which lead to differential and unfavourable treatment of persons based on physical and biological differences as well as other factors such as religion and class. Discrimination may be intentional or systemic and works to exclude or restrict access or participation in an organization, institution, employment, education, accommodation and services. An important element in discrimination is the exercise of power, whether it is social, economic or political.

Community Care of West Niagara is committed to the elimination of discrimination and racism wherever it exists. We will not tolerate discrimination and/or racism in any form, and will take an active role to ensure equal civil, social and economic rights for all people.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

206 DENIAL OF SERVICE PROTOCOLS

Community Care of West Niagara must ensure the health and safety of its employees, volunteers, clients and visitors. Where fulfilling the mission conflicts with the health and safety and/or the well-being of employees, volunteers, clients and/or visitors – safety and wellbeing always prevails. Service and/or access to CCWN property may be suspended or denied to anyone who is being abusive, aggressive or violent.

Abusive Person

Speak in a calm but firm manner to the individual.

Warn the individual calmly and directly that;

- a) they need to change the tone and/or content of their language
- b) you will not accept abusive behavior
- c) you will end the interaction if the abusive behavior continues

If the individual is in person and does not de-escalate, disengage and direct the individual to leave.

- a) If the individual refuses to leave, call 9-1-1
- b) Alert the Executive Director and document the incident as appropriate.

Aggressive Person

Tell the individual firmly and directly that you are ending the interaction.

Direct the individual to leave and disengage.

- a) If the individual refuses to leave, call 9-1-1.
- b) Alert the Executive Director and document the incident as appropriate

If the individual is on the phone and does not de-escalate, tell them you are ending the conversation and hang-up. Alert the Executive Director and document the incident as appropriate.

Violent Person

Immediately call for help, disengage and seek shelter in a safe space.

- a) Warn others in the vicinity.
- b) Call 9-1-1.
- c) Alert the Executive Director and document the incident as appropriate.

Denial of Service

Abusive and/or Aggressive Person

Upon review of the incident, the Executive Director may temporarily suspend or deny service and/or access to CCWN property to anyone who is being abusive, or aggressive. The Executive Director will inform the affected parties in the most practical manner.

Violent Person

CCWN will no longer assist or serve this person. This person is prohibited from entering upon the property(ies). The Executive Director will inform the affected parties in the most practical manner.

The Executive Director may also consider issuing a Notice under the Trespass to Property Act and seek the assistance of police.

Approved at CCWN's Board of Directors Meeting	March 28, 2024

EMPLOYEE RECRUITMENT AND SELECTION

300 EMPLOYMENT EQUITY

Community Care of West Niagara is committed to providing equal opportunity to all employees regardless of age, gender, race, religion, citizenship, marital status, family status, national origin developmental or physical disabilities, sexual orientation, job status or any other prohibited ground of discrimination.

Decisions about employment will be made on the essential skills, capability, knowledge, experience and education required to perform the job. Decisions about advancement will be based on performance in current position, as well as essential skills, capability, knowledge and experience required to perform the job.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

301 HIRING OF RELATIVES

For the purpose of this Policy, immediate family member(s) of employees and Board shall be defined as spouse, common-law spouse, child, parent, grandparent, grandchild, brother, sister, daughter-in-law, son-in-law, brother-in-law, sister-in-law, guardian, ward, stepfather, stepmother, stepdaughter, stepson, or persons bearing the same relationships to the spouse. Cohabitants and significant others, while not included in the definition of "immediate family" are subject to the restrictions of this Policy as if they were immediate family.

No individual shall be employed by Community Care of West Niagara under the supervision of an 'immediate family member' who has, or who may have, a direct effect on the individual's progress, performance, or welfare.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

302 VULNERABLE SECTOR CLEARANCE

Community Care of West Niagara requires a completed Vulnerable Sector Clearance from applicants as one of the established screening steps. Successful candidates are placed in a position of trust whereby they interact with vulnerable members of our community (including children), and have access to sensitive information related to their family situations, living conditions, income/debt status, etc.

The cost for this clearance is paid by the candidate. Community Care of West Niagara must see the original clearance and a copy is to be retained in the confidential personnel file for all employees. Vulnerable Sector Clearance checks must be dated no later than ninety (90) days prior to the interview.

During the hiring process and later, while an employee of Community Care of West Niagara, employees are expected to voluntarily come forward with information of any contact with a police department that may have a bearing on their employment status.

The content of the police Vulnerable Sector Clearance report does not necessarily preclude employment. Presently, information regarding contacts with police that conclude without charges or convictions may appear in a Vulnerable Sector Clearance report and would warrant Board review.

Where the Vulnerable Sector Clearance report discloses a conviction, the nature and circumstances, along with references obtained from past employers, or rehabilitative and other efforts subsequently made by the candidate, will be taken into consideration by the Executive Director and Community Care of West Niagara's Board of Directors when making decisions.

If a person is hired, a full explanation/reason is placed in their file. The use of information obtained through the Canadian Police Information Computer System does not contravene the Ontario Human Rights Code.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

303 EMPLOYMENT POSTINGS, PROMOTIONS OR TRANSFERS

Jobs will be posted internally and may be advertised externally. Employees are encouraged to submit applications for open positions for which they think they may be qualified.

Job descriptions that describe the activities and responsibilities of each position are available. They will be reviewed periodically and updated as necessary.

The Executive Director may fill a short-term position of up to six (6) months by appointment, subject to Community Care of West Niagara Board approval. The Executive Director ensures that the selection process is fair and consistent with the Ontario Human Rights code as well as Community Care of West Niagara's values, principles and practices.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

304 EMPLOYEE SELECTION PROCESS

The Executive Director leads the hiring process for the staffing needs of the agency's day to day operations. An Interview Team will normally screen all internal/external applications and identify qualified candidates for interviews.

The Interview Team will:

- i. Develop format, questions, hiring criteria and processes.
- ii. Schedule and conduct interviews for a mutually agreed date, time and location the Team and individual candidates.
- iii. Conduct reference checks for preferred candidate(s), validate degrees, diplomas and credentials.
- iv. Prepare an Employment Agreement setting out the terms and conditions of employment.

An Employment Agreement will be presented to the selected candidate and, if accepted, a start date will be arranged with the new employee.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

305 EMPLOYMENT AGREEMENT

Employment will be confirmed by letter stating the conditions of employment including:

- Start date.
- Job title.
- Probation period.
- Agreed starting wage.
- Anticipated scheduled times and hours.
- Any other conditions which may apply.

Employees will acknowledge the term of employment by signing and dating the Employment Agreement, along with a letter indicating acceptance of Community Care of West Niagara's 'Policies and Procedures'.

Changes will be made in writing and the employee will be provided two (2) working days within which to reply by signing the new Employment Agreement. It then becomes the new Employment Agreement.

Contract workers will have a start and end date.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

306 EMPLOYEE ORIENTATION

New employees will receive an onsite orientation tour, training related to the position they hold as well as a copy of Community Care of West Niagara's 'Policies and Procedures' which outlines the protocols associated with work at Community Care of West Niagara. 'Policies and Procedures' will be reviewed with the employee and form part of the Employee Agreement.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

307 PROBATIONARY EMPLOYMENT PERIOD

At the beginning of employment for/or long-term contract positions within Community Care of West Niagara, there shall be a probationary period to evaluate the employee's ability to fulfill the responsibilities of the position as outlined in the job description and employment contract, and to determine whether the employment arrangement is mutually satisfactory. During this period, either Community Care of West Niagara, or the employee, may terminate the employment without notice and without cause. However, employees who have worked more than three months but less than six months shall be entitled to one weeks' notice or termination pay plus accrued benefits in lieu of notice if there is no just cause for termination.

The probationary period for all full-time employees shall be a period of 6 months.

At least two weeks prior to completion of any probationary period, a written employee evaluation and recommendation shall be conducted by the Executive Director. Upon completion of the probationary period and a satisfactory evaluation of job performance, the employee or long-term contractor's probationary period is concluded.

An employee may be dismissed or may be subject to disciplinary action if they fail to act in accordance with Community Care of West Niagara's 'Policies and Procedures'.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

308 EMPLOYEE ATTENDANCE

Purpose

This policy establishes clear and consistent guidelines for employee attendance, punctuality, and reporting of absences. Regular and timely attendance is essential for Community Care of West Niagara (CCWN) to operate effectively and meet the needs of our clients.

Scope

This policy applies to all CCWN employees, and all categories of employment.

General Expectations

Employees are expected to arrive at work on time, as scheduled, and be ready to begin work at the start of their shift. They are also expected to remain at work for their entire scheduled shift, except for designated breaks and with prior approval from the Executive Director (and/or designate).

Reporting an Absence or Lateness

Procedure

If an employee is unable to report to work or will be late, they must notify the Executive Director (or their Direct Supervisor if one has been assigned) by phone call, text or email at least one hour before the start of their shift. Notification must occur on each day of absence unless an extended leave has been pre-approved.

Failure to report: An unreported absence of three or more consecutive days may be considered job abandonment and could lead to termination

Statutory sick leave: In Ontario, employees who have worked for their employer for at least two consecutive weeks are entitled to three days of unpaid, job-protected sick leave per year. These days can be used for personal illness, injury, or medical emergencies.

Medical notes: CCWN may require a doctor's note or other medical evidence for absences extending beyond a certain period, such as after three consecutive days.

Culpable vs. Non-culpable Absenteeism

Non-culpable (innocent) absenteeism: This refers to absences that are involuntary and beyond an employee's control, such as legitimate illness or injury. While these are not grounds for discipline, chronic non-culpable absenteeism that makes regular attendance unlikely may, under specific circumstances, result in termination for non-disciplinary reasons.

Culpable absenteeism: This refers to absences or lateness that are within an employee's control, such as a failure to notify the Executive Director or an unapproved leave. Culpable absenteeism can result in progressive disciplinary action and could lead to termination.

Unauthorized or Unapproved Absences

Unapproved time off: Taking time off without the Executive Director's approval will be considered an unauthorized absence.

Leaving early: Employees who need to leave work before the end of their shift must receive prior approval from the Executive Director. Excessive requests to leave early, alter shifts, arrive late may be denied.

Progressive Discipline for Attendance Issues

Poor attendance or consistent issues with punctuality may be subject to progressive disciplinary action, including:

- Verbal warning
- Written warning
- Meeting with management and a possible suspension
- Termination of employment

Accommodations for Human Rights-related Absences

In accordance with the Ontario Human Rights Code, CCWN will provide reasonable accommodations for employees with disabilities or other Code-protected characteristics that impact their ability to attend work. This process involves an individualized assessment and the consideration of CCWN's ability to accommodate without undue hardship.

Attendance Tracking

CCWN utilizes computerized payroll software (i.e. Quickbooks), manual timesheets and spreadsheets for tracking and monitoring employee work hours, absences, lieu time, vacation etc.

See Operational Policies 404, 405, 406, 407; 503-507 for additional information

Approved at CCWN's Board of Directors Meeting	December 19, 2025

HUMAN RESOURCES AND EMPLOYMENT

400 HUMAN RESOURCE RECORDS

An individual Human Resource Record for each employee shall be maintained by the Executive Director or by such other person as he/she may designate. This record shall consist of all documents that form part of the employment agreement along with vacation and other time off, performance evaluations and copies of subsequent correspondence and records relating to changes in conditions and nature of employment.

All Human Resource files shall be held in a locked filing cabinet and are deemed confidential.

Information from an employee's Human Resource file may not be disclosed to a third party, other than legal counsel for Community Care of West Niagara, without the written consent of the employee or lawful order.

The Human Resource file will be maintained as part of the records of Community Care of West Niagara and is the only official employee Human Resource file. Each employee has the right to see and receive copies of the documents in his/her Human Resource file upon written request to the Executive Director.

Documents pertaining to the investigation of employee complaints will be kept on file and protected in a secure location for a period of seven (7) years. Documents will be reserved to be reviewed by individuals related to the incident or by an Occupational Health and Safety Officer.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

401 EDUCATIONAL/PROFESSIONAL DEVELOPMENT PROGRAMS

Community Care of West Niagara encourages the professional development and personal growth of its employees through sponsoring their attendance and participation in approved relevant training and development programs.

With permission of the Executive Director, leave of absence with pay may be granted for the employee to attend an educational program, conference, seminar or workshop as part of an individual's professional growth and development.

Providing that the activity, in the opinion of the Executive Director, is necessary or beneficial to the present or future work of Community Care of West Niagara, the Executive Director may approve reimbursement for the registration fee and/or other expenses such as travel and accommodation associated with attending such programs.

Training and development opportunities selected should include courses provided by universities, community colleges, private and public sector organizations and/or Professional Associations (includes seminars, workshops and conferences) and provide all or some of the following:

- i. Enhance job-related skills.
- ii. Provide broader professional knowledge in line with sector and/or professional trends.
- iii. Network to maintain and develop contacts.
- iv. Align with identified performance goals and/or development objectives.
- v. Be documented for the benefit of the Executive Director and inclusion in the employee's Human Resources file.

In specific circumstances where the cost of an educational program may be substantial, full time salaried and hourly employees who have completed six (6) months of continuous service may apply to Community Care of West Niagara's Executive Director for financial assistance. (part-time employees may apply for pro-rated assistance).

The Executive Director will identify which training and development opportunities are consistent with Community Care of West Niagara's program needs, guidelines and procedures.

The employee, upon completion of the opportunity:

- i. If it is not a certificate course (workshop, conference, seminar, etc.), the employee should provide a summary of course contents and derived benefits to the Executive Director for inclusion in their Human Resources file.
- ii. If related to a degree/diploma or certificate, employee provides a copy of transcript and/or receipt to the Executive Director.

Funding for Education and Training opportunities are not normally available to employees on probation.

(Also refer to Section 510- Employee Compensation - Conferences, Workshops, Meetings, etc.).

Approved at CCWN's Board of Directors Meeting	January 20, 2021

402 EMPLOYEE PERFORMANCE EVALUATION AND PROFESSIONAL DEVELOPMENT

Purpose

An evaluation of an employee's job performance is critical for the well-being of both the employee and Community Care of West Niagara. The purposes of a performance evaluation are to:

- i. Improve employee performance in the job by ensuring that employees know what is expected of them.
- ii. Recognize achievements and provide feedback to employees on how well they are meeting the expectations of Community Care of West Niagara.
- iii. Assist employees' personal growth and development.
- iv. Build and strengthen employees' relationships.
- v. Encourage both formal and informal opportunities for communication about any aspect of the employee's employment with Community Care of West Niagara.

Professional Development Review Process

Each employee shall have his/her performance formally appraised in writing at least once a year on or before the employee's anniversary date by the Executive Director.

In addition to the formal performance appraisal, it is expected that each employee will be given regular feedback on his/her performance by the Executive Director.

A performance appraisal of the Executive Director shall be completed by the Human Resources Committee, in writing, on an annual basis.

For all new employees, a formal performance review will be completed two weeks before the completion of their probationary period.

For full-time and part-time employees, goals and objectives and employee's development requirements will be developed cooperatively by the employee and the Executive Director.

Each Employee's performance shall be appraised on the basis of:

- i. The ability of the employee to carry out the job responsibilities as set out in the job description
- ii. The employee's assessment of the tools/supports needed and provided to do his or her job
- iii. The achievement of objectives previously established by the employee and Executive Director

Following the annual performance review, the employee shall be invited to write his/her comments about the contents of the performance review. These comments will be part of the completed appraisal. Employees shall sign the completed performance review which becomes part of the employee's Human Resources file.

Should an employee fail to meet the standards of performance, as outlined in their Job Description, the Executive Director will meet with the employee to address the concerns by establishing a written plan, with measurable goals, that will enable the employee to achieve the expected results/standards and rectify the concerns. For matters pertaining to Executive Director's performance, refer to the Evaluation Framework.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

403 COMPLAINT RESOLUTION

Purpose

Community Care of West Niagara is committed to providing quality service and support to our community. Complaints may arise from time to time, and we are dedicated to addressing them promptly and effectively.

Definition and Scope

A complaint is an expression of dissatisfaction with the services, facilities, or actions provided by CCWN, and can occur between two or more parties. Examples include:

- i. An employee and another employee
- ii. An employee and a volunteer, client, community stakeholder, or Board member
- iii. An employee, a volunteer, or a client and the employer as the interpretation, application or administration of CCWN's Policies and Procedures.

A complaint may be received verbally (by phone or in person) or in writing (by mail, or email). All complaints will be received by the Executive Director or a designate. It is the responsibility of the Executive Director or designate to either resolve complaints, or if directly implicated, transfer it to another person who can resolve it.

Procedure

The person who initially receives the complaint will acknowledge to the complainant that the complaint has been received, and it will be acted on either by themselves or another staff member.

If the complaint is transferred, the recipient must acknowledge to the transferor that they have received it and will act on it.

A timeframe for action will be included in the acknowledgement if it can be reasonably determined.

If a verbal complaint is received, every reasonable effort will be made to address it immediately.

Complaints received in writing will be acknowledged within 2 business days, with efforts being made to investigate and resolve the matter within 2 weeks.

Where a complaint cannot be easily resolved by the person who initially receives the complaint, it will be relayed to the Executive Director. At which point, the Executive Director will investigate and endeavor to resolve the complaint within two (2) weeks.

If the complaint is about the Executive Director, it will be referred to the President of CCWN.

A complaint regarding the President or any CCWN Board Member by the Executive Director may be brought directly to the Vice-President and/or any CCWN Board Member.

Complainants will be kept informed of the status of their complaint.

Records

All parties involved will document basic contact information (ie: name, phone number, email) and record significant details pertaining to the matter.

A record of information on all complaints received will be retained. Information includes a description of the complaint, the person who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution and any follow up required.

A summary of the complaints is provided annually to the Board of Directors for their awareness of the nature and number of complaints received.

Confidentiality

All complaints will be handled with the utmost confidentiality, with information shared only with those directly involved in the investigation and resolution process. Complainants will not face any repercussions for their complaints.

For inquiries or complaints, please contact:

Carole Fuhrer
Executive Director
Community Care of West Niagara
4309 Central Ave Beamsville On
P.O. Box 171 Beamsville Ontario L0R 1B0
905-563-5822 (x5)
carole@communitycarewn.ca

Any individual, donor, member of the public, provincial association, affiliate food bank, and/or business who may have a complaint can also file complaints with Food Banks Canada directly and/or anonymously, either by phone at 1 877 280 0329 or by e-mail at complaints@foodbankscanada.ca.

IMPORTANT CONSIDERATIONS

It is possible, that while addressing complaints that conditions intensify and direction may be required beyond the scope of this particular policy.

See Ops Policies 203, 204, 205, 400, 405, 411, 414 as resources for more information.

Updates Approved at CCWN's Board of Directors Meeting	January 9, 2026
Approved at CCWN's Board of Directors Meeting	January 20, 2021

404 EMPLOYEE RESIGNATION, TERMINATION OR LAY-OFF

An employee resigning from Community Care of West Niagara shall advise the Executive Director in writing. Employees are encouraged to provide one (1) months' notice.

NOTICE OF TERMINATION OR TERMINATION PAYMENT

In the event it is necessary to terminate an employee (full or part-time) for other than just cause, such employee shall be provided with reasonable notice or a termination payment plus accrued benefits in lieu of notice, and such notice of termination shall be no less than required by the Employment Standards Act.

LAY-OFF

Community Care of West Niagara will, pursuant to the Employment Standards Act, give notice to any, or all, employees of a temporary lay-off or closure of Community Care of West Niagara's office during regular business hours. All lay-off or closure notices will be in writing and delivered personally, where possible, or by registered mail, to each employee affected.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

405 PROFESSIONAL CONDUCT AND DISCIPLINE

Community Care of West Niagara's employees, volunteers, and Board members are ambassadors to our community and are expected to conduct themselves in a manner that will enhance the status of Community Care of West Niagara. All workers must be physically, physiologically and psychologically capable and competent of performing their tasks safely and free of impairment that could impact performance, relationships, attendance, reliability and quality.

Discipline

Community Care of West Niagara believes that management has an organizational responsibility to identify unacceptable performance or behavior and to establish a clear, mutually agreed upon plan for correcting it.

Conduct warranting discipline may include:

- i. Reporting to work not "fit for duty".
- ii. Leaving the assigned place of work without permission during working hours.
- iii. Lack of attention to work duties, including failure to adhere to Policies and Procedures.
- iv. Unauthorized use of Community Care of West Niagara's equipment, vehicle, supplies or funds.
- v. Dishonesty.

The following criteria merit review when disciplinary measures are being considered:

- i. Seriousness of the offence.
- ii. Frequency of occurrence.
- iii. Actual, or potential risk, or harm to Community Care of West Niagara and/or related stakeholders.
- iv. Past performance of the individual.
- v. Recent performance.
- vi. Previous disciplinary actions.

Suspension

If a Community Care of West Niagara's employee or volunteer commits another infraction of the same unacceptable behavior/action, that individual may be suspended.

In case of gross negligence or misconduct such as intoxication, fighting or refusal to perform a job without a valid reason, the Executive Director will inform the employee that he/she is being suspended, without pay pending an investigation.

An Act of Abuse, Violence or Harassment in the Workplace

Community Care of West Niagara will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, or any form of neglect or harassment. Such an act will be subject to disciplinary action up to, and including, immediate dismissal.

In keeping with its legal and social responsibilities, Community Care of West Niagara will treat any complaint as a serious matter. All complaints will be thoroughly investigated, with the utmost respect for the confidentiality of all concerned.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

406 DISMISSAL FOR JUST CAUSE

There are circumstances where an employee or volunteer may be dismissed without notice for just cause without limiting the generality of the foregoing; the following may be considered examples of just cause:

- i. Willful misconduct, disobedience or willful neglect of duty that is not trivial.
- ii. The willful neglect, physical or verbal abuse of an employee, volunteer or client.
- iii. Misuse of confidential information.
- iv. Theft
- v. Refusal of an offer of reasonable alternative employment.
- vi. Falsification of Community Care of West Niagara records or documents.
- vii. Failure to report and/or prevent employees, volunteers, clients, contractors or Board members from engaging in illegal activities at Community Care of West Niagara.
- viii. The possession and/or consumption of alcohol, cannabis or illegal drugs while on duty.
- ix. Reporting for work while impaired, under the influence of, or suffering from the effects of alcohol, cannabis, illicit drugs or other intoxicants.
- x. Incompetence or unsatisfactory performance provided that the nature of the incompetence, the required improvements and imminent dismissal have been clearly communicated by Community Care of West Niagara.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

407 FORMAL PROGRESSIVE PERFORMANCE RESOLUTION PROCESS

When informal attempts to resolve a situation of concern regarding the work-related performance of an employee or volunteer have failed, a three-part process with the goal of improved performance will normally be followed. The individuals may expect:

1. Verbal Warning (details formally recorded by the Executive Director)
2. Written Warning
3. Final Warning

Verbal Warning

The goal is to inform the individual of the expected improvement required and for both to agree on the plan to make this happen. The Executive Director will:

- i. Meet with the person to hold a formal discussion about an identified performance or behavior problem. The discussion results in a “Formal Written Plan” to address the problem, including detail specifying roles, responsibilities, required meetings to monitor performance and timeframe.
- ii. Document the details of the Verbal Warning and places the “Formal Written Plan” in the Executive Director’s files. Nothing goes into the individual’s file at this time
- iii. Implement the “Formal Written Plan” and monitors the individual’s performance over an appropriate period of time, making full notes on everything. If improvement is made within the time period, the plan is completed.

Should minimal or unsatisfactory improvement be seen, the Executive Director may proceed to Step 2 in the process, the “Written Warning”.

Written Warning

The Executive Director:

- i. Arranges a formal meeting with the person in question. The Community Care of West Niagara’s Board Chair (or designee) may also attend this meeting.
- ii. Gives the individual a copy of the “Formal Written Plan” from the “Verbal Warning” meeting and the notes that cover the monitoring process. In short, everything that describes what has preceded this meeting, and identifies where improvement is required.
- iii. Makes a “Written Agreement” about the next monitoring period, what the expectations are for improvement, training, roles, responsibilities, and the timeline required.
- iv. Places this “Written Agreement” in the employee or volunteer File, signed by both the Executive Director and the person involved.
- v. Monitors the individual’s performance and behaviors and holds arranged meetings with them to stay on track. Typically, this period is shorter than the first. On successful completion of this phase the process is discontinued.

Should minimal or unsatisfactory improvement be seen, the Executive Director may proceed to Step 3 in the process, “Final Warning”.

Final Warning

The Executive Director:

- i. Meets with the employee or volunteer to conduct a formal discussion about the situation. The Community Care of West Niagara's Board Chair (or assignee) may also attend this meeting.
- ii. Gives the individual in question a letter titled "Final Warning". This letter documents all the decisions and actions taken to date. It provides a final time frame and indicates that if the previously discussed performance and/or behaviors are not modified to the expectations outlined in previous discussions and formal letter, then it may become necessary to terminate the employee's employment.
- iii. Establishes a mutually agreed upon final monitoring period and process with the person.
- iv. Retains related documentation in their Human Resources file.

Throughout this process, the employee or volunteer has opportunities to improve or modify the identified performance or behavior problem; if feeling incapable of making changes to his/her performance or behavior, the individual may resign.

Approved at CCWN's Board of Directors Meeting	January 21, 2021

408 CONFIDENTIALITY AND NON-DISCLOSURE OF PRIVILEGED INFORMATION

From time to time, as a result of their activities, employees and volunteers may have knowledge of confidential information of individuals, groups, agencies, and/or governments in this community. This information is privileged and not to be discussed with persons other than relevant Community Care of West Niagara's employees and Board members.

An employee or volunteer shall sign any non-disclosure or confidentiality agreement as requested by Community Care of West Niagara. If any confidential business of Community Care of West Niagara is disclosed by an employee or volunteer to an outside organization or person, that employee or volunteer may be subject to dismissal.

Any knowledge that Community Care of West Niagara has regarding an employee will be kept confidential except when:

- i. A danger to the community, Community Care of West Niagara or an individual exists.
- ii. There is a legal responsibility to disclose information.
- iii. Written permission from the individual is received.

Approved at CCWN's Board of Directors Meeting	January 21, 2021

409 CONFLICT OF INTEREST

A conflict of interest may arise when an employee's or volunteer's personal and/or private interests come into conflict with the interests they serve through their employment or volunteer activity with Community Care of West Niagara.

A potential, perceived or actual conflict of interest occurs in situations where an employee or volunteer is in a position to make or influence a Community Care of West Niagara decision in such a way that results in a personal gain for the employee, volunteer or for an immediate family member (i.e., spouse or significant other, children, parents, siblings, etc.).

Any person who has a conflict of interest with any activity or program of CCWN, whether personal, philosophical or financial will not be accepted to serve as a volunteer.

Conflicts of interest may also arise when an opportunity or situation:

- i. Prevents the employee from fully performing work for which he or she is employed at Community Care of West Niagara, including overtime assignments.
- ii. Involves organizations that are doing, or seek to do business with, Community Care of West Niagara, including actual or potential vendors, customers or clients.
- iii. Violates provisions of law or Community Care of West Niagara's 'Policies and Procedures'.

An employee or volunteer who is in a potential, perceived or actual conflict of interest shall declare that to Community Care of West Niagara, and must refrain from any involvement in decision-making regarding the conflict.

Updates approved at CCWN's Board of Directors Meeting	December 19, 2025
Approved at CCWN's Board of Directors Meeting	January 20, 2021

410 DRESS CODE

Employees and volunteers are expected to present a 'work-place' appearance that is appropriate to their tasks and reflects a positive, professional image on behalf of Community Care of West Niagara. Radical departures from conventional 'work-place' dress and/or personal grooming and hygiene standards are unacceptable.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

411 ABUSE, VIOLENCE AND HARASSMENT IN THE WORKPLACE

Purpose

The Ontario Human Right Code (RSO 1990, cH19) requires all employers to ensure a workplace free from abuse, violence and harassment. This commitment embraces the spirit of the Ontario Human Rights Act.

Employees, volunteers, clients and Board members of Community Care of West Niagara have the right to operate in a work environment free from abuse, violence and harassment, where personal worth is acknowledged and dignity respected.

CCWN is dedicated to fostering a safe work environment that promotes the health and well-being of all, and is committed to maintaining a sense of safety, both from within and from without, for all employees and volunteers.

No form of abuse will be tolerated – be it physical, sexual, emotional, verbal, or psychological, nor any form of neglect or harassment. It is the responsibility of all employees and volunteers, either as a victim, or as a witness to harassment or a threat of violence toward employees, volunteers, or clients, to inform the Executive Director immediately.

In keeping with our legal and social responsibilities, complaints will be treated as a serious matter. All complaints will be thoroughly investigated, with the utmost respect for the confidentiality of all concerned. Refer to CCWN Operational Policies and Procedures for more information.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

412 DEFINITIONS

Physical Abuse – defined as, but not limited to:

- The use of intentional force that can result in physical harm, or injury to an individual. It can take the form of slapping, hitting, punching, shaking, pulling, throwing, kicking, biting, choking, strangling, or the abusive use of restraints.

Sexual Abuse – defined as, but not limited to:

- Any unwanted touching, fondling, observations for sexual gratification, any penetration, or attempted penetration with a penis, digital or object, of the vagina or anus.
- Verbal or written propositions or innuendos.
- Exhibitionism.
- Exploitation for profit, including pornography.

Emotional Abuse – defined as, but not limited to:

- Chronic attack on an individual's self-esteem. This can take the form of name calling, threatening, ridiculing, berating, intimidating, isolation, hazing, habitual scapegoat, or blaming.

Verbal Abuse – defined as, not limited to:

- Humiliating remarks.
- Name calling.
- Swearing.
- Taunting.
- Teasing.
- Continual put-downs.

Psychological Abuse – defined as, but not limited to:

- Communication of an abusive nature.
- Sarcasm.
- Exploitive behaviour.
- Intimidation.
- Manipulation.
- Insensitivity to race, sexual preference or family dynamics.

Neglect – defined as, but not limited to:

- Any behaviour that leads to a failure to provide services which are necessary, such as:
- Withdrawing basic necessities as a form of punishment.
- Failing to assess and respond to changes in health status.
- Refusing, or withdrawing physical or emotional support.

Harassment – defined as, but not limited to:

- Any unwanted physical or verbal conduct that offends or humiliates.
- Gender-based harassment.
- A single incident, or several incidences overtime.
- Threats.
- Intimidation.
- Display of racism or sexism.
- Unnecessary physical contact.
- Suggestive remarks or gestures.
- Offensive pictures or jokes.
- Unwelcome, or uninvited behaviour.

Individuals who are subjected to, have observed, or are aware of abuse, violence or harassment in the workplace, should report the incident immediately to the Executive Director.

However, if an individual is experiencing abuse, violence, or harassment from the Executive Director, they must report the incident to the Board President of Community Care of West Niagara's.

Moreover, if an individual is experiencing abuse, violence, or harassment from a member of Community Care of West Niagara's Board of Directors, they must report the incident to the Executive Director.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

413 DOMESTIC VIOLENCE

Through the Executive Director, every reasonable precaution will be taken to protect an individual who is being subjected to domestic violence that Community Care of West Niagara becomes aware of. The Executive Director will provide assistance in connecting the employee, volunteer, client, Board member, related community member or service provider to Resources (i.e. Social workers, crisis centers, etc.), to aid in finding a safe environment for this individual. Community Care of West Niagara will implement measures to try and protect the privacy of the person experiencing domestic violence. However, Community Care of West Niagara may be required to release personal information to provide support or protection for the individual in question.

Individuals who perceive that they may potentially be at risk of experiencing a violent situation are encouraged to speak with the Executive Director to prevent this occurrence. employees are obligated to contact the Executive Director if personal legal matters (i.e. restraining order), could potentially result in an act of violence taking place in the workplace.

All employees, volunteers, clients and Board Members bound by this Policy will:

1. Receive and read a copy, or as necessary have it explained to them.
2. Acknowledge receipt and confirm in writing that they understand the Policy and their related responsibilities.
3. Review the Policy on a yearly basis.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

414 POLICE INTERVENTION FOR CLIENT/VISITOR INCIDENTS

Community Care of West Niagara has experienced a rise in inappropriate and aggressive behaviours from Clients and Visitors while on premises.

Inappropriate behaviours may include but are not limited to the use of abusive or threatening language or actions that cause staff, volunteers or clients to be concerned for their safety and that of others.

Protocol

The following protocol has been recommended by the Niagara Regional Police (NRP) to assist staff and volunteers in determining when Police should intervene.

This can include calling 9-1-1 for “Live” or Urgent matters or reporting a Non-urgent matter.

“Live” or Urgent Matters: These incidents or behaviours present an immediate or imminent danger to you or those around you.

This could include:

Threatening behaviours including loud and aggressive language that is inconsistent with the posted ZERO TOLERANCE DIRECTIVES – see attached CODE OF CONDUCT)

- Oral, written or non-verbal threats or intimidation, whether they are explicit or subtle
- Violent behaviours including any physical assault, physical assault causing bodily harm or sexual assault
- Disruption or obstruction of activities or other authorized activities
- Refusal to exit the office or the property when asked
- Use of a weapon to threaten or cause bodily harm to another person
- Use of an inanimate object to intimidate or cause injury to another person
- Being violent towards inanimate objects
- Substance abuse on property
- Defacement of property
- A previously banned person has returned to the property

Process for “Live” or Urgent Matters:

1. **CALL 9-1-1**
2. One (1) person to manage the incident while another person calls the Police, recognizing there will be a list of questions to be answered. You may stay on the line with the Police if you feel threatened.
3. Speak in a calm but firm manner to the Aggressor.
4. Do not attempt (make further attempts) to de-escalate the situation.
5. Isolate the Aggressor if possible and clear the area of other employees, volunteers, students and clients. In extreme circumstances, it may be necessary to evacuate the building.
6. One (1) person notify the rest of the team that there is an active issue in that specific area.
7. Do not provide an audience for the perpetrator.
8. Always ask the Police to provide an Incident Report Number.
9. Inform the Police verbally that the client is not allowed back on the property.
10. Ensure the incident is recorded in case notes on the online database “Link to Feed”.
11. Review camera footage, record timing and retain for records.

12. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.
13. Issue a “Do Not Trespass” letter as required – copies for CCWN, NRP, and Aggressor.

Non-Urgent Matters

A non-urgent incident is one where you need assistance that is not of an emergency nature. These situations do not pose an immediate threat to you, other employees, students, volunteers and clients, or property but are valid security matters that require immediate support.

Non-urgent incidents could include:

- Stolen goods including wallet, cell phone, purse, money, bike, or any other personal property.
- Stolen property belonging to Community Care of West Niagara.
- Fraudulent online behaviour such as fraudulent Community Care of West Niagara cheques.
- Non-urgent car accident such as a car being hit in the parking lot.
- Car damage caused by another person on Community Care of West Niagara property, i.e. “keying” of a car, broken windows, deflated tires, etc.
- Any and all damages to Community Care of West Niagara property caused by another person.

Process for Non-Urgent Matters:

1. Call the general Niagara Regional Police (NRP) (“Police”) number at 905-688-4111. DO NOT call 9-1-1 for non-urgent matters.
2. Ask for an Incident Number if/when there is a decision to send the Police.
3. Review camera footage, record timing and retain for records.
4. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.

Office Visits Where Safety is a Concern

Where an in-person office visit is the only viable option - staff, in consultation with the Executive Director, will:

- Consult and ensure the designated staff is informed about potential safety issue and the expected time of arrival of the individual.
- Determine an appropriate physical area and level of staffing required for the visit, ensuring surveillance is accessible and operational.
- Ensure that a phone is operational and accessible prior to visit.
- Review camera footage, record timing and retain for records.
- As appropriate, contact the Niagara Regional Police.

When to Call the Police for a Mental Health/Welfare Check:

In the case where an individual is on the property and you feel their safety is at risk or they are at risk of harming themselves, call the Police.

This may include:

- Individual is sleeping or staying on Community Care of West Niagara property
- Individual appears to be under the influence of a substance (i.e. mood altering)
- Individual presents with signs of a mental health crisis
- Individual is unresponsive
- Individual is behaving in a way that is dangerous to themselves and/or others

Process

1. **CALL 9-1-1**

2. State that it is a Mental Health or Welfare call so Police Dispatch knows right away that you are not in immediate danger but rather someone else is (i.e. the Client).
3. Use the following guidelines when calling, if appropriate:
 - This is a welfare check for the mental health of a Client, or Visitor on the property
 - The Client is known/unknown to our Agency or to our knowledge - any other Agency
 - Exhibits detachment from reality (delusions), paranoia or hallucinations
 - Demonstrates inability to care for self
 - Is inappropriately dressed, i.e.: for inclement weather
 - Incontinence, may use CCWN property to relieve themselves
 - Sleeps outdoors, in their car, etc. especially in winter weather
 - Expresses suicidal thoughts
4. Ask the Police Dispatch for an Incident Report Number.
5. Review camera footage, record timing and retain for records.
6. Inform staff in the most practical manner about the Incident, and schedule a debrief as necessary.
7. Ensure an Incident Report is completed and provided to the Executive Director within 24hrs, including the Incident Report Number given by the Niagara Regional Police.

Note

The Niagara Regional Police (NRP) ("Police") has a Mobile Unit and a Rapid Response Worker on shift after 1:00 p.m.

Communication supports are incorporated (ie public signage, panic buttons, walkie-talkies, cameras)

Approved at CCWN's Board of Directors Meeting	March 28, 2024

TERMS AND CONDITIONS OF WORK

500 CATEGORIES OF EMPLOYMENT

FULL-TIME EMPLOYEES work the full-time hours of work as set out in Policy 501-Hours of Work, and they are entitled to all employee benefits.

PART-TIME EMPLOYEES are those employees whose appointment agreement calls for a specific lesser number of hours per day or days per week than "Full Time Employees" on a continuing basis.

SHORT TERM CASUAL EMPLOYEES are hired for specific periods to meet seasonal or other short-term needs. Such employees are not entitled to participate in the various employee benefit plans. They will be covered for holiday and emergency leave as per the requirement of the *Employment Standards Act*.

CONTRACT EMPLOYEES are engaged under a letter of agreement for a specified period of time. Conditions that apply will be outlined in the Employment Agreement per Policy 305-Employment Agreement.

INDEPENDENT CONTRACT WORKERS are engaged under a letter of agreement or formal contract to provide a service for an undetermined period of time. Independent contractors do not participate in employee benefit plans.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

501 HOURS OF WORK

Community Care of West Niagara's regular daily office hours are between 8:30 a.m. and 4:30 p.m. Monday through Friday. However, at times, an employee may be required to work evenings and weekends. An employee's regular full-time working week is 40 hours which includes one-half (1/2) hour unpaid daily lunch break. Individual daily start and finish times are scheduled by the Executive Director and exceptions to individual employee's daily time schedule shall only be made by the Executive Director. Where travel is required to perform duties, travel will be considered as part of the normal working hours.

Updated at CCWN's Board of Directors Meeting	March 5, 2026
Approved at CCWN's Board of Directors Meeting	January 20, 2021

502 LIEU TIME

Employees working additional hours per week over the 37.5 hours and less than 44 hours shall take those hours as lieu time.

Lieu time must be taken within six (6) months of the hours worked. All employees are expected to manage their time in order to minimize the accumulation of lieu time.

- i. Employees will keep track of any time over one hour that is accumulated.
- ii. Time off or lieu time must be approved by the Executive Director.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

503 LEAVE OF ABSENCE: SICK LEAVE

Community Care of West Niagara adheres to all leave requirements under the *Ontario Ministry of Labour's* current *Employment Standards Act*. Any requests for leave that are not covered by ESA will be considered on a case by case basis by the Executive Director or the President of the Board of Directors, as appropriate.

FULL-TIME EMPLOYEES shall be granted up to five (5) paid (non-cumulative), sick leave days per year in the event of absence due to illness.

PART-TIME EMPLOYEES shall be granted two (2) paid (non-cumulative), sick leave days in the event of absence due to illness.

The employee must report his/her absence from work due to illness within the first day of such illness to the Executive Director. All sick leaves taken by employees shall be recorded in the Human Resources file.

SHORT TERM DISABILITY LEAVE will be considered on a case by case basis at the discretion of Community Care of West Niagara's Board of Directors.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

504 PREGNANCY AND PARENTAL LEAVE

Pregnancy and Parental Leave

- i. An employee who is entitled to take a Pregnancy or Parental Leave cannot be terminated or laid-off, disciplined or suspended because she/he is so entitled, or has, in fact, applied for or taken such leave.
- ii. Community Care of West Niagara will continue to make the employer contributions to the Extended Health, Dental, and Life Insurance. A full-time employee may make contributions for Long Term Disability through Community Care of West Niagara, or establish their own self-administered plan.
- iii. The full-time employee will coordinate the payment of their portion of group benefits prior to starting a Pregnancy Leave or Parental Leave.
- iv. Paid vacation time will continue to accrue during pregnancy/parental leave. Any hourly workers who receive vacation pay as a percentage of their income will only accrue vacation time while on a pregnancy/parental leave, (in other words, not pay).
- v. The employee must provide at least two (2) weeks' written notice before beginning a Pregnancy Leave or Parental Leave.
- vi. The employee must provide at least four (4) weeks' written notice to change the return date of a Pregnancy Leave or Parental Leave.
- vii. The employee must provide at least four (4) weeks' written notice if he or she plans to resign from Community Care of West Niagara before the end of a Pregnancy Leave or Parental Leave.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

505 FAMILY MEDICAL LEAVE

Community Care of West Niagara will follow the *Employment Standards Act*. The employee is responsible for providing a copy of all significant documentation for filing in their Human Resources file.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

506 BEREAVEMENT LEAVE

All employees shall be allowed up to a total of three (3) working days with pay in any calendar year for bereavement reasons. Bereavement Leave is not cumulative.

PART-TIME EMPLOYEES will be compensated proportionally to time normally worked compared to the full-time hours of work.

Bereavement leave may be granted on the death of:

- Spouse (including common law).
- Significant other (including same sex partner).
- Parent or Parent-in-Law.
- Son or Daughter (biological, adopted, step).
- Sister or Brother (biological, adopted, step).
- Grandparent or Grandchild.
- Guardian or Step-Parent.
- Brother-in-Law or Sister-in-Law.
- Son-in-Law or Daughter-in-Law.

The length of each Bereavement Leave (including additional unpaid leave) requires approval by Community Care of West Niagara's Executive Director.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

507 POLITICAL CANDIDACY LEAVE

An employee seeking Federal, Provincial, Regional, Municipal or School Trustee (but not limited to) election, must immediately notify the Executive Director in writing of intentions to seek elected office. Community Care of West Niagara recognizes, under *the 'Employee Standards Act'*, an obligation to grant a leave of absence without pay to an employee seeking a nomination and running as candidate in a Federal, Provincial, Regional, Municipal or School Trustee election.

In Ontario, employees' jobs are not legally protected. It is the Policy of Community Care of West Niagara that employees seeking elected office will be granted a leave of absence without pay during the election campaign period at the discretion of the Executive Director. If the Executive Director is requesting such leave, it will be at the discretion of the Board of Directors.

Prior to the commencement of a leave of absence, an employee's focus at work must remain job-related. Employees are not allowed to solicit other employees or volunteers for political purposes during working time.

Should an employee be elected to a Regional, Municipal or School Trustee office, the employee is expected to maintain all regular work schedules and obligations. The employee may request, in writing, to the Executive Director, a reduced work assignment, subject to beneficial implementation by Community Care of West Niagara and approval by the Executive Director, or the President of the Board of Directors as appropriate. Should an employee be elected to the Provincial Legislature or Federal Parliament, the employee will resign from Community Care of West Niagara.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

508 REGULAR PAY PERIOD

Employees will be paid every two (2) weeks with twenty-six (26) pay periods per year.

Vacation Periods

Employees shall be paid prior to leaving on vacation for pay periods ending during their absence.

Calculation of Pay for Part of Month

Where it is necessary to compute the pay for a part month, the daily rate is obtained by dividing the full number of working days in the month into the monthly salary. The daily rate is then multiplied by the number of days worked in the month, to arrive at the gross earnings for the period.

Deductions From Pay

- **Canada Pension Plan:** Deductions are according to government regulation the amount of which is made according to income.
- **Income Tax:** After allowing for personal exemption claimed by the individual on Form TD1, tax deductions are in accordance with current income tax tables.
- **Employment Insurance:** Deductions are made according to government regulations.

- **Long Term Disability:** Deductions are made for full-time employees' share of health benefits relating to Long Term Disability.
- **Voluntary Deductions:** shall be made with the employee's written consent. A statement of gross earnings and deductions shall be provided to each employee with each pay cheque.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

509 STATUTORY, CIVIC AND TEMPORARY CLOSURES

The following eleven (11) holidays are observed by Community Care of West Niagara:

1. New Year's Day
2. Family Day
3. Good Friday
4. Easter Monday
5. Victoria Day
6. Canada Day
7. Civic Holiday
8. Labour Day
9. Thanksgiving Day
10. Christmas Day
11. Boxing Day

The following eleven (11) holidays are observed by Community Care of West Niagara: When a holiday falls in a vacation period, an extra day may be added to the vacation. When a holiday falls on a Saturday or Sunday, Community Care of West Niagara will observe the holiday on either Friday or Monday, as designated by the Executive Director.

Temporary Closure

From time to time, the Executive Director, in consultation with the Board of Directors of Community Care of West Niagara, may identify a need to temporarily suspend services to clients and the general public. Such a decision may be due to inclement weather, construction, power outages etc. Employees, who are entitled, will be paid or credited for Statutory Holidays that fall during the lay-off period. During this period, employees have the following options:

1. If overtime has been accumulated the employee may take the time in lieu in order to be paid during the closure period.
2. If no or insufficient overtime has been accumulated, the employee may choose to take unpaid leave, take the time off as paid vacation, or the employee may seek approval from the Executive Director to work during the closure.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

510 EMPLOYEE COMPENSATION

The Executive Director shall from time to time review the compensation framework and other available information on similar positions throughout the voluntary sector and public sector, and shall recommend to the Board of Directors modifications in the compensation framework as may be indicated. The Executive Director shall administer employees' compensation within the compensation framework.

The determination of compensation will be subject to the availability of sufficient funding. Compensation of the Executive Director is set and monitored by the Board of Directors.

Community Care of West Niagara may, from time to time at their discretion, provide employees with a non-monetary gift in accordance to the limitations of the Canada Revenue Agency legislation but does not recognize employees with financial bonuses.

Benefits

In recognition of, and valuing the needs of its employees, Community Care of West Niagara, through the United Way, may provide a comprehensive benefits package for its full-time employees and families.

The underwriters of the benefits package may change from time to time. Presently the package is available for eligible full-time employees who work thirty plus (30+) hours per week and includes medical, dental, life insurance, long term disability and accidental death and dismemberment.

Honoraria

Employees invited to community functions as a representative of Community Care of West Niagara may receive a financial honorarium for performing duties related to their employment with Community Care of West Niagara. Such honoraria are the property of Community Care of West Niagara and shall be submitted to the Executive Director for deposit in Community Care of West Niagara's General Revenue account.

Outside Consulting

Employees asked to provide consultation, above and beyond their Community Care of West Niagara duties, and outside of West Niagara, and on their own time, are allowed to retain any honoraria received.

Expenses and Travel Allowances

Employees are to be reimbursed for the reasonable expenses incurred in fulfilling their responsibilities with Community Care of West Niagara. Specific practices and allowances shall be established and regularly reviewed at least annually by the Executive Director to ensure that they are fair and reasonable.

Employees will be notified on a regular basis of the current rate for travel expenses. Parking charges, regarding meetings, will be reimbursed as incurred. Where an employee has overnight stays, Community Care of West Niagara will reimburse the employee for reasonable accommodation costs and meals. The approximate amount paid shall be determined by the Executive Director prior to the trip. The actual costs of conference fees and luncheons, where the amount is pre-determined, will be reimbursed.

Employees shall submit receipts for all expenses which must be claimed within ninety (90) days.

Mileage

In the event an employee is authorized by the Executive Director to use his/her own car on Community Care of West Niagara business, she/he will be reimbursed by means of a mileage allowance rate to be reviewed annually by the Executive Director. Mileage must be submitted to the Executive Director within thirty (30) days for approval.

Conferences, Workshops, Meetings, etc.

Where it is beneficial to Community Care of West Niagara to have an employee attend a conference, his/her participation in the conference may be approved by the Executive Director, and his/her travelling expenses will be paid for by Community Care of West Niagara.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

510A LIVING WAGE POLICY

Purpose

At Community Care of West Niagara (CCWN), it is important for us to be aware of, and maintain, a high level of social responsibility. We strive to make decisions and take actions that have a positive impact on our community, our staff, and the people we serve.

As a responsible employer, we believe that our employees need to earn a wage that sustains a lifestyle that meets the needs of daily living and provide some discretionary income. We recognize that paying a living wage constitutes a critical investment in the long-term prosperity of our organization by fostering a dedicated, skilled and healthy workforce.

Definition

The living wage is the hourly rate of pay that enables wage earners living in a household to:

- Feed, clothe and provide shelter for their family
- Promote healthy child development
- Participate in activities that are an ordinary element of life in the community
- Avoid the chronic stress of living in poverty

This hourly rate is calculated every two years by the Ontario Living Wage Network, based on the living expenses of a family of four with two children aged 3 and 8, with both parents working full-time. Local living expenses are calculated for Food, Clothing and Footwear, Shelter, Transportation, Child Care, Non-OHIP Health Care, Parents' education, Contingency Fund and Other (such as personal care, furniture, household supplies). The cost of government deductions (provincial and federal taxes, Employment Insurance and Canada Pension contributions) and the value of government transfers like the Canada Child Tax Benefit are also factored into the calculation.

Application

This Policy applies to all employees employed by CCWN (full time and part time), as well as all employees employed by a *contractor or sub-contractor who perform services directly or indirectly for CCWN on a regular ongoing basis.

Direct Staff

Staff earning only a salary or wage will earn at least the current Living Wage for our area (Niagara). When the living wage is recalculated, any increases in the living wage will be passed onto staff within 6 months of the new calculation.

***Contracted Staff**

Where services are contracted, we choose vendors/ service providers that pay a living wage to their staff. This clause covers external contracts that provide services for Community Care of West Niagara on a regular, ongoing basis; that is, for at least 120 hours of labour per year. Living Wage clauses will be included in all formal agreements and renegotiated agreements with contractors that meet the above criteria prior to engaging.

Benefits in Consideration

In instances where non-mandatory benefits are provided to staff, the basic hourly wage due to staff may be adjusted to reflect the positive impact these benefits have on the employee’s ability to meet basic needs and have some discretionary income.

These benefits include health, dental, vision and prescription coverage for staff covered by this Policy. Benefits may be provided on a cost shared basis; however, the premiums shared by CCWN and its staff, does not reduce their hourly wage to an unacceptable level with respect to the current Living Wage.

Accountability

Community Care of West Niagara (CCWN) maintains its participation in this Policy through the Ontario Living Wage Employer Program. We are accountable for upholding and keeping current with this Policy. CCWN will ensure that a relevant process is in place for employees to raise any issues relating to the Living Wage Policy in a safe and confidential manner.

Approved at CCWN’s Board of Directors Meeting	September 25, 2024

511 VACATION

Vacations shall be scheduled with due regard to the needs of Community Care of West Niagara. Employees are to submit requests in writing to the Executive Director. Every attempt will be made, whenever possible, to accommodate an individual employee's requests.

FULL-TIME EMPLOYEES: Vacation time begins to accrue from the commencement of employment, but cannot be taken until the completion of six (6) consecutive months of work unless authorized by the Executive Director.

A statement of vacation time and overtime accrued will be made to each employee on a quarterly basis each year, or upon request by the employee.

Vacation not taken within three (3) months of the fiscal year end in which the employee has the entitlement shall be forfeited, unless authorized by the Executive Director. Vacation entitlement does not accrue while on extended sick leave. Vacation days not used cannot be paid out in lieu.

The Executive Director shall schedule the vacation of all employees.

On termination of employment, employees shall be paid vacation pay owing to them under this Policy.

FULL-TIME EMPLOYEES receive fifteen (15) working days' vacation with pay per year, unless otherwise stated in their Employment Agreement.

After five years of continuous service, full-time employees shall be provided with twenty (20) working days' vacation with pay.

After ten years of continuous service, full-time employees shall be provided with twenty-five (25) working days' vacation with pay.

PART-TIME EMPLOYEES accumulate vacation pay, based on their normal hours worked, at a 4% vacation pay rate, subject to regular source deductions. The accumulated vacation pay balance is normally received by part-time employees at their scheduled vacation time.

Part-time employees can request and take up to ten (10) unpaid days of vacation per fiscal year.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

512 SMOKE FREE WORKPLACE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. Community Care of West Niagara (CCWN) is committed to upholding the law and promoting a safe and healthy workplace for all employees, volunteers and visitors (including clients) by prohibiting smoking and vaping in enclosed workspaces.

Definitions

The following definitions have been taken from Ontario.ca or the Smoke-Free Ontario Act.

- “Enclosed workplace” means any part of a building, structure, or vehicle with a roof that an employee or volunteer works in or visits, even during off-hours. This includes hotel rooms, banquet halls and vehicles used for business purposes.
- “Electronic cigarettes” means a vaporizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating element designed to heat a substance and produce a vapour intended to be inhaled by the user of the device directly through the mouth, whether or not the vapour contains nicotine.
- “Smoking” means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational).
- “Vaping” means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine.

Policy

Community Care of West Niagara is a smoke-free workplace.

No smoking or vaping is permitted on CCWN premises by employees, volunteers, contractors, or visitors at any time, except within any designated smoking areas. Smoking or vaping are also prohibited in any other enclosed workplace such as hotel rooms or vehicles being used for CCWN business.

In accordance with the Smoke Free Ontario Act (SFOA), CCWN will:

- Post the required smoke free signage at each entrance and exit of the enclosed workplace, place, or area in appropriate locations and in sufficient numbers to ensure that employees and the public are aware that smoking and the use of electronic cigarettes is prohibited in the enclosed workplace, place, or area.
- Ensure that no ashtrays or similar equipment remain in the enclosed workplace or place or area, other than a vehicle in which the manufacturer has installed an ashtray.
- If a designated smoking area has been created, it will be clearly marked with signage. This is the only place employees, visitors or contractors may smoke or vape, provided they do so in a safe manner, with all extinguishable and smoking products materials disposed of properly in the appropriate trash receptacle.

There is no obligation of CCWN to provide smoking breaks outside of designated break times.

This policy is intended for the workplace only. While CCWN supports living a healthy lifestyle for everyone, it will not penalize employees or volunteers for smoking or vaping in their personal life.

Non-Compliance:

Employees and volunteers who do not comply with the guidelines of the Smoke Free Ontario Act (SFOA), as set out in this policy, will be subject to disciplinary action, including possible suspension or termination.

Approved at CCWN's Board of Directors Meeting	January 9, 2026

513 REMOTE WORKING

Remote working is the concept of working from home or another location on a full- time, part-time or intermittent basis. Remote working is not a formal, universal employee benefit; it is, instead, an alternative method of meeting the needs of the organization and employee.

Remote working may occur for a variety of reasons, including but not being limited to:

- Responding to a government-directed closure of the workplace for health reasons, e.g., a pandemic;
- Closure of the workplace by the employer for any reason, e.g. construction or inclement weather;
- An organizational commitment to reducing its carbon footprint by reducing employee travel time, and;
- A desire on the part of the organization to be responsive to employee needs.

Community Care of West Niagara (CCWN) has the right to refuse to make remote working available to an employee and to terminate a remote working arrangement at any time. Any assessment and recommendation in this case would be made on a common-sense basis by CCWN.

Policy**Compensation and Work Hours**

The employee's compensation, benefits, work status and work responsibilities will not change due to participation in the remote working program, neither will the amount of time the employee is expected to work per day or pay period.

Eligibility

The decision about which employees are eligible for remote working is made by the Executive Director or their designate based on the reasons remote work is being considered, the suitability of the job, an evaluation of the likelihood of an individual being a successful remote worker, and an evaluation of the organization's ability to supervise. In all situations, a remote working arrangement must be approved by the Executive Director or their designate, except in the case of the Executive Director, in which case the decision to undertake remote work must be approved by the Board of Directors.

Equipment/Tools

The organization may provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary.

The use of equipment, software, data supplies and furniture when provided by the organization for use at the remote work location is limited to authorized persons and for purposes relating to organization business. The organization will provide for repairs to equipment owned by CCWN. When the employee uses their own equipment, the employee is responsible for maintenance and repair of equipment.

Workspace

The employee shall designate a workspace within the remote work location for placement and installation of any equipment to be used while remote working. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

Data Security and Confidentiality

If working from home-based workspace, the employee will only use a privately owned, password-protected Internet connection that does not have a public Wi-Fi connection to access CCWN's servers and e-mail. All information related to the employee's work, including documents and e-mail in print and electronic form, will be kept confidential from any unauthorized person regardless of whether the information is considered confidential or not. In the event of any data security breach or access by any unauthorized person, the employee will immediately inform the Executive Director or their designate.

Office Supplies

Office supplies will, where possible, be provided by CCWN as needed. Where this is not possible, out-of-pocket expenses for other supplies may be claimed as expenses with appropriate documentation (e.g., receipts and invoices) but these expenses must be pre-approved by the Executive Director or their designate.

Worker's Compensation

During work hours and while performing work functions in the designated remote work area, remote workers are covered by worker's compensation.

Liability

The employee's remote workspace will be considered an extension of the organization's workspace. Therefore, CCWN will continue to be liable for job-related accidents that occur in the employee's remote workspace during the employee's working hours.

CCWN will be liable for injuries or illnesses that occur during the employee's agreed-upon work hours*. The employee's at-home work hours will conform to a schedule agreed upon by the employee and the Executive Director or their designate. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began remote working.

CCWN assumes no liability for injuries occurring in the employee's remote workspace outside the agreed-upon work hours.

The organization is not liable for loss, destruction, or injury that may occur in or to the employee's home* (with the exception of above). This includes family members, visitors, or others that may become injured within or around the employee's home.

Dependent Care

Normally, remote working is not considered a substitute for dependent care. However, recognizing that there may be family demands on employees whose remote working location is their home, the Executive Director or their designate may negotiate a flextime arrangement that accommodates the employee's needs and still meets the needs of CCWN. When this type of arrangement is negotiated, it will be described and confirmed in a written agreement that is signed by both the employee and the Executive Director or their designate.

Taxes

It will be the employee's responsibility to determine any tax implications of maintaining a home office area. CCWN will not provide tax guidance nor will the organization assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

Communication

Employees must be available by phone and email during their working hours. Employees will remain available for meetings etc. deemed necessary by the organization, whether such meetings are held virtually or face-to-face.

The organization will reimburse pre-approved work-related voice and data communication charges. These charges will be claimed by the employee as an expense with appropriate documentation, e.g., invoices and receipts.

Compliance with CCWN Policies

The employee remains obligated to comply with all organization rules, practices and instructions.

Remote Working Agreement

Employees who have been given permission to work remotely will sign an agreement with CCWN, see sample agreement (513 A).

Updates approved at CCWN Board of Directors Meeting	February 25, 2026
Approved at CCWN's AGM	January 20, 2021
Approved at CCWN's Board of Directors Meeting	April 20, 2020

513A Sample Employee Remote Working Agreement

This Agreement, effective [insert date], is between [insert employee name] (hereafter referred to as “the employee”) and Community Care of West Niagara (hereafter referred to as CCWN).

The parties agree as follows:

Scope of Agreement: The employee agrees to perform services for CCWN as a “remote worker.”

The employee agrees that remote working is voluntary and may be terminated at any time with at least 2 weeks written notice with or without cause by either CCWN or the employee, subject to any government directives or organizational situations making work from CCWN locations impossible.

Term of Agreement: This Agreement shall become effective as of the date written above, and shall remain in full force and effect as long as the employee works remotely, unless the agreement is terminated.

Termination of Agreement: The employee’s participation as a remote worker is entirely voluntary. Remote working is available only to eligible employees, at CCWN’s sole discretion. Remote working is not an employee benefit intended to be available to the entire organization. As such, no employee is entitled to, or guaranteed the opportunity to, work remotely. Either party may terminate employee’s participation in the program, with or without cause, upon at least 2 weeks’ notice in writing to the other party. CCWN will not be held responsible for costs, damages or losses resulting from cessation of participation in the remote working program. This Agreement is not a contract of employment and may not be construed as such.

Salary, Job Responsibility, Benefits: Salary, job responsibilities, and benefits will not change because of involvement in the program, except as they might have changed had the employee stayed in the CCWN offices and/or work sites full-time, e.g., regular salary reviews will occur as scheduled, and the employee will be entitled to any organization-wide benefits changes that may be implemented. The employee agrees to comply with all existing job requirements as now are in effect in the office and/or work sites.

Work hours, Overtime, Vacation: Work hours are not expected to change while the employee is working remotely. Existing CCWN policies regarding overtime, vacation, sick time, etc., will still apply.

Work Schedule: The daily work schedule for the days when working at home is subject to negotiation with and approval by the Executive Director or their designate.

Equipment: CCWN may provide some equipment and/or software needed for remote working. This equipment remains the property of CCWN and must be returned to the organization upon request. Further, it is understood that such equipment is provided for CCWN-related work and if working from home, other household members or anyone else should not use the equipment and/or software. Organization-owned software may not be duplicated except as formally authorized. CCWN will be responsible for insurance and maintenance of all organization-provided materials. The employee may use personal equipment for remote working purposes. In such cases, the employee will be responsible for the maintenance and insurance required for the equipment.

Workspace: The employee agrees to designate a workspace within the remote location for placement and installation of any CCWN equipment to be used while remote working. The employee agrees to maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

CCWN must approve the site chosen as the employee's remote workspace. Any organization materials taken home should be kept in the designated work area at home and not be made accessible to others.

Office Supplies: Office supplies will be, where possible, provided by CCWN as needed. Where this is not possible, out-of-pocket expenses for other supplies may be claimed as expenses with appropriate documentation (e.g., receipts and invoices) but these expenses must be pre-approved by the Executive Director or their designate.

Worker's Compensation: CCWN will be responsible for any work-related injuries under the Workers Safety and Insurance Board (WSIB) of Ontario, but this liability is limited to injuries resulting directly from work and only if the injury occurs in the designated work area. Any claims will be handled according to the normal procedure for WSIB claims.

Liability for Injuries: The employee understands that the employee remains liable for injuries to third persons and/or members of the employee's family on the employee's premises. The employee agrees to defend, indemnify and hold harmless the employer, any affiliates, employees, contractors and agents, from and against any and all claims, demands or liability (including any related losses, costs, expenses, and attorney fees) resulting from, or arising in connection with, any injury to persons (including death) or damage to property caused, directly or indirectly, by the services provided herein by the employee or by the employee's willful misconduct, negligent acts or omissions in the performance of the employee's duties and obligations under this Agreement, except where such claims, demands, or liability arise solely from the gross negligence or willful misconduct of CCWN.

The employee agrees that CCWN may, with at least 48 hours' notice, visit the remote work location for the purpose of determining that the site is safe and free from hazards, and to maintain, repair, inspect, or retrieve organization-owned equipment, software, data or supplies. In the event that legal action is required to regain possession of organization-owned equipment, software, or supplies, the employee agrees to pay all costs incurred by employer, including attorney's fees, should CCWN prevail.

Dependent Care: Normally, remote working is not considered a substitute for dependent care. However, recognizing that there may be family demands on employees whose remote working location is their home, the Executive Director or their designate may negotiate a flextime arrangement that accommodates the employee's needs and still meets the needs of CCWN. When this type of arrangement is negotiated, it will be described and confirmed in a written agreement that is signed by both the employee and the Executive Director or their designate.

Taxes: It will be the employee's responsibility to determine any income tax implications of maintaining a home office area. CCWN will not provide tax guidance nor will the organization assume any additional tax liabilities. The employee is encouraged to consult with a qualified tax professional to discuss income tax implications.

The employee remains obligated to comply with all of CCWN's policies, rules, practices, instructions and this Agreement. The employee understands that violation of any of the above may result in preclusion from remote working. I have read and understand this Agreement and accept its conditions.

Employee Signature

Date

514 INCLEMENT WEATHER

Policy

CCWN will “close” because of severe weather when normal operation would pose a significant danger to clients, staff, volunteers and the community in attending meetings, programs, sessions or other activities held within CCWN.

Concerns over safety while on site, and in traveling to and from the given CCWN location will be paramount to CCWN’s decision to close. In addition, in making decisions to close, we will recognize the impact that other closures in the region have for our clients, staff, and volunteers. With those factors in mind, decisions will be based on a variety of information such as:

- Weather reports from Environment Canada
- Accessibility of site roadways and parking lots
- Reports of road and highway conditions for Niagara Region
- Status of public sidewalks
- Closing of school boards, colleges, and universities as well as other businesses and services

Definition

In this policy “inclement weather” refers to severe weather conditions involving snow, rain, wind and/or ice.

Decision to Close

The decision to close CCWN will be made by the Executive Director.

Based on the decision, the Executive Director will release one of the following announcements:
Release by 7:00 am. for work day, 3:00pm. for program nights and meetings etc.

- Due to inclement weather, CCWN is closed and all activities are cancelled for the day.
- Despite inclement weather (or other events), CCWN will be open today and services will be provided. A decision on evening activities, events and programs will be announced by 3 pm.

Individual staff, clients and volunteers are responsible for checking the CCWN website, their telephone/text messages, CCWN Social Media posts and to listen for local radio station announcements of closures.

CCWN will notify Radio 610CKTB of any closures by completing the form on the [610CKTB website, Storm Desk page.](#)

Updates approved at CCWN’s Board of Directors Meeting	February 25, 2026
Updates approved at CCWN’s Board of Directors Meeting	January 20, 2021
Approved at CCWN’s Board of Directors Meeting	November 20, 2012

515 WORKING ALONE

Purpose

The purpose of this policy is to establish safety procedures and requirements for employees when circumstances require them to work in a setting where they are not near any other employees, volunteers, or members of the public.

Definition

Working alone for the purpose of this policy means “working at a worksite for any period of time as the only worker, where assistance is not readily available in the event of injury, ill health or emergency”. This can also apply to working in an area of a worksite where the employee cannot be seen or heard by other employees, volunteers, or members of the public.

Obligations under the Employment Standards Act

The Employment Standards Act of Ontario (ESA) and the Ontario Health and Safety Act (OHSA) do not have specific requirements for working alone. However, under OHSA s25 (2)(h) employers must “take every precaution reasonable in the circumstances for the protection of a worker”. This means ensuring the safety of workers even when working by themselves.

Assessing Danger Factors

Factors to be assessed in determining whether working alone constitutes a situation of danger or unacceptable risk include:

- the nature, potential frequency of occurrence and potential consequence of the hazards associated with a task, to determine the potential severity of the hazard
- to what degree the hazard is a normal condition of employment for the job
- the remoteness of the work site, or restricted access which will duly delay the notification and response of emergency personnel; and
- the procedures implemented by CCWN to reduce the risk of the above hazards

Medical Episode Risk

Employees with a heightened risk of a medical episode that could risk their long-term health or safety should never work alone for extended periods. Employees are encouraged to report any heightened risk of a medical episode to management prior to working alone.

General Policy

Health and safety hazards of each CCWN location will be assessed by a designated Staff member and ongoing recommendations will be provided for improving the health and safety of employees who may be working alone at that location. Employees are encouraged not to work alone whenever possible.

All employees who are working alone at a location will be required to:

- Inform the Executive Director or designate that they will be at the location alone
- Ensure that all entrances and exits are closed and locked to secure access to the building
- Remain in regular contact with the organization, ensuring they are in contact with a co-worker at least once every 2 hours during normal business hours
- Never operate heavy machinery (i.e. forklifts)
- Avoid any dangerous or potentially hazardous activities such as electrical work

- Never work at heights, including the use of ladders, or in confined spaces
- Report all situations, incidents or 'near misses' where being alone increased the severity of the situation
- Never allow visitors (i.e. clients, donors, or drop-ins) enter the building, especially any identified as high-risk individuals

In addition, employees working alone will refrain from:

- Allowing other guests/members to enter the building (aside from scheduled appointments)
- Handling large sums of money
- Engaging in any task with a heightened risk of accident or injury

Remote Monitoring Equipment

In certain situations, remote monitoring equipment such as a surveillance camera may be used to allow an employee to work alone while still performing a task that would normally be restricted under this policy. This arrangement must be established in advance, and the monitoring employee must make continued surveillance a priority.

Approved at CCWN's Board of Directors Meeting	June 24, 2026

WAREHOUSE AND FOOD SAFETY

600 FOOD SAFETY AND PREPARATION

Policy

The purpose of the Community Care of West Niagara Food Program is to receive, organize, and distribute donated food to people in need within the community efficiently and safely.

Safe Food Handling practices are crucial for preventing contamination, maintaining food quality, and ensuring compliance with regulations. The following policies and procedures outline the processes in place to ensure CCWN maintains compliance with all applicable food safety and public health requirements.

Overview of Services Provided

CCWN follows written safe food-handling procedures developed by Food Banks Canada to efficiently and responsibly receive, organize, and distribute donated food. The essential aspects of the services are:

- Food collecting and sorting: Ensuring food products meet quality standards before distribution.
- Inventory: Keeping track of food supplies, organizing them for easier access and monitoring expiration dates.
- Client assistance: Providing support and guidance to clients and understanding their dietary needs.
- Volunteer coordination: Recruiting, training and coordinating volunteers who assist clients and complete the sorting, packing, and distributing of food items.

Compliance

Employees complete mandatory Safe Food Handling training endorsed by Food Banks Canada as part of their onboarding process and at regular intervals, so certification remains current. Specific CCWN volunteers also participate in the same training. Records of attendance, certification, and recertification are documented in appropriate files.

Ongoing Food Handler training is provided and documented when new staff and volunteers are onboarding to the team complement.

Inspections from the Municipal Health Authority are conducted annually. The results of the inspection are reviewed with the entire staff team, key food handling volunteers, and the Board of Directors. A link to the results is posted on the CCWN Website for easy public access.

Should CCWN be found in violation or non-compliance: the findings will be documented and shared accordingly, corrective actions will be taken and documented, then the appropriate regulatory body/authority will be updated.

Research and Updates

Personnel attend training sessions, webinars, conferences etc. hosted by regulatory bodies, FEED Niagara, Feed Ontario, Food Banks Canada on an ongoing basis to remain informed and current. CCWN receives information and resources distributed by our health units and sector counterparts.

Personnel Practices

Personnel food safety policies ensure a hygienic environment and help to prevent contamination of food, food contact surfaces, equipment and tools that could spread germs or cause harm to clients. By adhering to proper hygiene and storage protocols, food handlers protect public health, minimize waste, and create a safer workplace environment.

Preventing Contamination

Personnel working with open food, food equipment or utensils, or food-contact surfaces must take precautions to prevent contaminating food by:

- Starting with clearing the area as necessary, then clean and sanitize space if repacking food
- Ensuring food is elevated and not stored on the floor at any time, even for a brief period
- Washing hands before, and after handling food; in between if moving from one food to another or if hands get soiled in any way
- Utilizing gloves as required
- Ensuring long hair is tied back or in a net, beards are covered as appropriate – wash hands immediately afterwards, and before gloving up
- Refraining from wearing jewelry, nail polish, false nails, false eyelashes or other objects that could contaminate food
- Wearing closed-toe shoes in the food preparation area
- Avoiding eating or drinking in the food preparation area

Approved at CCWN's Board of Directors Meeting	April 8, 2026

601 FOOD QUALITY, CHOICE AND QUANTITY

Policy

Food Quality: Community Care of West Niagara is committed to providing food of the best possible quality to our clients. In accordance with Food Banks Canada Guidelines, CCWN follows all best practices for Best Before Dates and Expiry Dates so clients can be sure they receive safe and nutritious food.

To ensure all staff, volunteers, and clients know that food provided by CCWN is suitable for distribution, a Navigating Best Before Dates chart is available in all food areas as a reference.

Policy

Food Choice and Quantity: Community Care of West Niagara provides food services to clients from Tuesday to Friday 9:00 a.m. to 3:00 p.m. (varies for holidays, and accommodations are made as required). During operating hours there are up to 4 volunteers working at a time to help clients. Clients are given 30 minutes to shop in the Food Shopping Room with their assigned volunteer, who will keep track of their points used and assist with refrigerated and frozen goods.

CCWN is a client-choice food service provider. Clients are assigned points based on family size for the Food Shopping Room. Points allocated for each family size are reviewed regularly to ensure that clients receive an adequate amount of assistance during each visit. Currently the point values are:

Household	Points
1 person	15
2 people	20
3 people	25
4 people	30
5 people	35
6 people	40
Larger Households	Assessed Case by Case

To ensure effective use of points and proper management of available goods, each shelf section has a limit of items that can be taken based on family size. Each section has a chart with the limit for that section. Point values for each item are clearly labelled on each shelf for that section. The point values or limits on items are changed based on inventory. Inventory levels are regularly reviewed to ensure that as much food is available to clients as possible.

Approved at CCWN's Board of Directors Meeting	April 8, 2026

602 SAFE FOOD HANDLING

Policy

Classification of Foods: Certain products require special handling due to the risks associated with them during handling, distribution, storage and use. Generally, products can be separated into risk categories:

Non-perishable Foods (lowest hazard) include items that do not require refrigeration, such as pre-packaged food, canned or jarred foods, and dry goods (sugar, pasta).

Low Hazard Perishable Foods include uncut raw fruit and vegetables; bread and pastries (without cream or meat fillings).

Potentially Hazardous Foods include products are more likely to cause food borne illness. They support rapid growth of bacteria and other microorganisms. Examples: dairy products, eggs, meat, poultry, fish and seafood, tofu, sprouts, melons, leafy green vegetables, and peeled or cut up fruits and vegetables.

High Risk Foods must not be accepted at Food Banks. These include:

- Food not in original containers
- Open or partially used food

- Foods prepared in a home environment
- Ungraded eggs
- Anything containing alcohol including hand sanitizer
- Energy drinks
- Opened personal products

Dry Goods

Items such as dry pasta, cereals, crackers, pancake mixes, and sugar must be unopened in the manufacturer's original packaging, protecting from air and environmental contamination. Product should be stored in a cool, dry, well-ventilated area off the floor. Follow good procedures of stock rotation using best before dates guidelines provided by Food Banks Canada.

Boxes with inner bags: Discard if the inner bag is torn, contaminated or has mold inside. If the outer box is damaged but inner bag is sound, discard box and label bag with contents, ingredients, lot code and best before date.

Boxes without inner bags: Discard if opened, contaminated or has signs of insects.

Bags: Discard bags that are torn or punctured, with visible signs of insect or rodent damage, or with visible spills and stains. Replace missing or illegible labels.

Canned Goods

Food canning is a process used to safely preserve food. Canned foods may be found in glass or metal containers or flexible laminated pouches. Commercially canned products are shelf-stable at room temperature. While the can remains intact, without dents or bulges, outside contamination is prevented and the food remains sterile until opened. When damaged, contamination of the contents may have occurred.

Label defects: Unlabeled cans must be discarded
 Loose labels should be secured to the can, bottle or jar

Metal containers with defects: Cans with serious defects must be discarded unless they contain dry foods such as coffee or powdered drink mixes. These defects may result in microbiological hazards. Cans with deep body dents, fractured seams, holes or visible evidence of leakage, pull-top containers with observable fractures on the lid, bulged or rusted cans must be discarded.

Minor body dents that do not affect the seam integrity of the product can be stored and distributed.

Glass and plastic containers: Containers with loose or crooked caps, bulged safety seals or raised vacuum buttons, dirt under the rim of the cap, unusual product separation, leaks, cracks or chips must be discarded.

Other canned products:

- Home canned products must be discarded
- Aerosol cans without tops must be discarded
- Pull top containers must be examined carefully, they are susceptible to small openings along the score line

Baked Goods

Fresh bread, buns, muffins: Items that are moldy, stale or have damaged packaging are not to be distributed. Proper ingredient declarations must be included as they may contain high priority allergens, such as sesame seeds, nuts and milk ingredients.

Bakery products indicating they require refrigeration must be refrigerated.

Fresh Fruit and Vegetables

Uncut Raw Fruits and Vegetables: Items must be inspected to assess condition of product received. Discard products with signs of mold, wilt or spoilage. Minimally processed fruits and vegetables and sprouts must be stored in the refrigerator (at 4°C/40°F or colder).

Exceptions include potatoes, tomatoes, bananas, onions, sweet potatoes and pumpkins.

Pre-cut fruits and vegetables that have been sliced or had their natural coatings removed are to be refrigerated (at 4°C/40°F or colder) or kept frozen.

Note: Garbage must be emptied frequently as partially spoiled produce can quickly result in problems with odours and flies.

Dairy and Egg Products

Dairy and egg products are considered potentially hazardous as they contain high levels of moisture and protein which can support the growth of disease, causing the production of toxins.

Products include: Eggs, Milk, Butter, Cream, Cheese, Yogurt, Ice cream, Frozen desserts

Receiving:

- All eggs must be Grade A and federally inspected. Cracked eggs must be discarded
- Milk and milk products such as cream, cream products, ice cream, frozen desserts and yogurts must be stored and distributed in their original, unopened containers
- Pasteurized ice cream that is partially softened may be accepted if in the original, unopened package.

Storage:

- Eggs must be kept refrigerated (at 4°C/40°F or colder) and stored on the bottom shelf of the refrigerator
- Dairy products must be kept refrigerated or frozen

Special considerations:

- Cheeses with evidence of mold should be discarded
- Dry powdered milk is considered shelf stable

Fresh Meat, Poultry and Seafood

Fresh meat, poultry, seafood and game, are potentially hazardous products. They must be donated from an approved source and properly sealed and labelled.

Receiving Procedure

Received at chilled temperatures (at 4°C/40°F or colder)

- Close the fridge door securely each time it is opened. Do not overload with food or put hot food directly into it
- Ensure adequate space around all foods to ensure airflow for the storage of food
- Securely closed in food grade packaging materials
- Separated according to food type
- Labelled and dated

Do not accept foods that:

- Do not come from a reputable source
- Appear spoiled (unusual odors or appearance or visible mold)
- Have been in the danger zone more than 2 hours
- Are packaged in non-food grade packaging materials

Receiving Frozen Products Procedure

Frozen foods should be completely frozen upon receipt (at -10°C/14°F or colder); and must be kept in a solid frozen state. If outer cases are damaged or badly soiled, but the inner case is sealed, the label must be kept with the inner case to relabel the product.

Frozen foods need to be examined, to ensure that they have not been thawed and refrozen due to the possibility of pathogen growth while thawed.

Indicators of refreezing include:

- Meat may appear “glassy”
- Presence of ice crystals
- Other food (e.g., peas) may be clumped together

Procedure for Inadequate Temperature:

- Everything stored in the fridge/freezer for up to 2 hours in a different range of temperature must be thrown away
- If something is not in a solid state in the freezer, it must be thrown away

Special Considerations:

- Check fridge and freezer units regularly
- Keep doors closed as much as possible
- Check food for damage due to prolonged storage

Approved at CCWN’s Board of Directors Meeting	April 8, 2026

603 RECEIPT, PROCESSING AND RECORDING OF FOOD DONATIONS

Receiving, Sorting, Stocking Donations

Upon receipt, all donated food will be identified as either non-perishable or perishable.

Non-perishable foods (also known as shelf stable) will be weighed, sorted and then stored on shelves in the warehouse.

- The products are sorted by kind first, and subsequently by “Best Before” date in accordance with Food Banks Canada Guidelines for shelf stable food
- Items that are past their “Best Before” dates by less than 1 year/12months are placed on the Free Shelf; some exceptions apply and will be listed in the food sorting area
- Items that are past their “Best Before” dates by over than 1 year/12months are discarded

“Best Before” dates indicate when the unopened product will retain its peak quality, taste, and nutritional value. They are not safety dates, and non-perishables are usually safe to consume after this date when stored properly. CCWN follows the FBC Guidelines for optimal consumption by product and timeline.

- On a timely basis, non-perishable foods are brought from their storage shelf to stock the Food Shopping Room. “Best Before” dates are reviewed once again to ensure compliance.

Perishable foods will be weighed and then immediately stored in a walk in cooler or freezer according cold chain maintenance procedures. Food Handlers will set a plan for sorting perishables in accordance to Food Banks Canada and to comply with cold chain requirements.

- The products are sorted by kind first
- Subsequently, perishables are sorted by ‘Best Before’ or ‘Expiry’ date
- Perishable items that are past their ‘Best Before’ or ‘Expiry’ date are discarded
 - Exceptions include when refrigerated items are frozen ahead of these dates, thus extending their shelf life.

Perishables usually have ‘Best Before’ dates (referring to quality/freshness) rather than strictly defined expiry dates (referring to safety), though some exceptions exist. Considerations:

Best Before: Required on foods with a shelf life of 90 days or less like bread, yogurt, produce.

Meat and Dairy: While often labeled "best before," safety is paramount. Raw meats and dairy should be consumed by their date, or frozen before it expires.

‘Packaged on’: Dates are found on perishable items that have a relatively short shelf life, typically 90 days or less. They tell you when a product was packed at the retail store, such as for deli items, bakery goods, or meat, and are usually accompanied by information about the food’s shelf life.

Expiry Dates: Restricted to specifically regulated items like infant formula, meal replacements, and nutritional supplements.

Weighing Donations

All donated or purchased items received at CCWN are to be weighed upon receipt, using the floor scale located in the warehouse.

The exception to this, are items acquired by CCWN but not distributed for the purposes of client service (e.g. office equipment, supplies etc).

If the items being weighed are in a bin or on a cart, the weight of the receptacle is to be deducted from the total value displayed. The receptacle should be placed or rolled to the centre of the scale for an accurate measurement.

Manual Data Collection & Recording

The weight is to be recorded in pounds/lbs and notated on the **'Food Pickup/Receiving form'** or the **'Food Donation Pick-Ups'** form, depending on origin of the items.

For donations shared with other agencies by CCWN, those items are to be weighed and recorded on the **'To Other Agencies'** form.

Items that are deemed waste, or spoilage, are weighed and recorded on the **'Spoilage' form**.

Electronic Data Collection & Recording

The data contained on the 4 aforementioned forms, are to be transferred to the electronic database 'Link2Feed' on a daily or weekly basis for reporting/record keeping purposes. The hard copy forms should be filed and kept for a period of 2 years.

In addition, the data contained on the 'Food Donation Pick-Ups' form that relates to FoodRescue.ca is to be transferred to the electronic database 'Second Harvest' on a daily basis for reporting/compliance purposes.

Approved at CCWN's Board of Directors Meeting	April 8, 2026

604 FOOD HANDLING COLD CHAIN TEMPERATURE

Policy

Precautions will be taken to protect food from temperatures that would damage them or affect their safety. Every effort will be made to prevent the loss of food due to improper temperature levels. Designated Food Handlers will verify that refrigerator and freezer temperatures remain in safe an appropriate temperature zone.

Temperatures must be monitored and recorded for all refrigerators and freezers and recorded on the appropriate Log Form. This is done twice a day for each day the agency is operating: once at the beginning of the day, first shift in; and once at the end of the regular business day.

All staff and volunteers responsible for checking refrigerator/freezer temperatures must follow the established procedures.

General Procedures

- Check thermometer in the refrigerator/freezer unit
- Record temperature in the appropriate location on Log Form for the specific unit
- Ensure door/lid of unit is closed
- Report to Designated Staff member any temperature that is above or below the acceptable level shown on the Log Form

Corrective/Preventative Action for Refrigerator

Discard all food in the refrigerator if temperature is in the temperature danger zone at the beginning of the day, or if remains in the zone for two hours even if the temperature was below 4°C at the start of the shift.

If the temperature at mid-shift is in the temperature danger zone, monitor and record the temperature every hour to determine if there is a mechanical problem that requires a repair technician.

Corrective/Preventative Action for Freezer

If temperature at start of shift is above the acceptable level, assess all food in the freezer to determine whether it has thawed and is refreezing (if so, discard all food in the freezer).

If the food shows no sign of having been thawed, monitor and record the temperature every hour to determine if there is a mechanical problem that requires a repair technician.

Food Pick-ups and Transportation

When picking up food and transporting it to CCWN, our Fleet Vehicle will be clean, equipped with cooling blankets and insulated food totes that are clean, in good repair and capable of maintaining the proper temperature for hot, cold and/or frozen products.

Upon receipt of food, the Designated Staff member or volunteer will verify:

- Temperature of refrigerated food being picked up is 4 degrees C or lower
- Temperature of frozen food being picked up is at least -10 degrees or lower
- Temperature of hot foods being picked up is 60 degrees or higher
- Food being received is not contaminated
- Food is loaded and arranged to prevent contamination

Receiving Food Deliveries and Transportation

Upon delivery of food, the Designated Staff member or volunteer will verify the following conditions are met:

- The Delivery Vehicle Box interior is clean, free of malodorous smells and no evidence of pests is identified
- Temperatures of refrigerated food are checked and recorded on arrival, and refrigerated foods are put in refrigerated storage
- Temperatures of frozen food are checked and recorded on arrival and frozen foods are put in frozen storage
- Food is free from contamination by other items in the load (allergen control, raw meats away from other foods, chemicals and cleaners are not close to food)
- Cases of product from manufactures or from Feed Ontario will be recorded to include the product lot code, best before date and source

Approved at CCWN's Board of Directors Meeting	March 25, 2026

605 ALLERGEN CONTROL

Policy

Precautions will be taken to prevent allergen contamination of food during sorting, storage, breakdown and repacking of foods. This approach will protect food bank clients from the risk of allergen contamination of foods which could lead to serious illness or death.

All staff and volunteers tasked with food handling will sort, store and repackage food according to the established procedures. Employees with Food Handling Certification will verify that correct approaches are used as needed to prevent allergens from contaminating other foods.

Procedure

- a) All Food Handlers will know about the following 10 allergens of concern:

Gluten containing foods	Soya	Seafood
Peanuts	Sulfites	Tree nuts
Mustard	Dairy products	
Eggs	Sesame	

- b) Sorting and storage of foods precautionary measures:
- Clean all spills in a timely fashion and take extra care to thoroughly clean up spilled allergens and allergen containing foods
 - Prevent allergens and allergen containing foods from spilling onto or into other foods during sorting and storing. (e.g. store breads and bags of flour below non-allergenic foods)
 - Protect special allergen-free foods (e.g. gluten free) from contamination, by the named allergen, by storing them in separate areas or placing the special food above the allergen
 - Do not break down or repack peanut butter and nut, soy and sesame seed spreads, or nuts and seeds
 - Breakdown and repack non-allergen containing foods before any allergen containing foods

- Clean and sanitize food contact surfaces and the surrounding areas after breaking down and repacking any allergen or allergen containing food, as well as after all repacking

Approved at CCWN's Board of Directors Meeting	March 25, 2026

606 REPACKING, LABELLING AND RELABELING

Repacking

All foods to be repacked will be handled to prevent contamination and cross-contamination and will be labelled to provide information that could impact client safety. This will enable food bank clients and food banks to clearly identify a product and its ingredients so that they can reduce risk of allergic reactions; and to enable food banks clients to identify products associated with a recall.

Procedure

All staff and volunteers responsible for repacking and labelling food will:

- Plan the order for repacking (i.e. repack foods that do not contain allergens before repacking allergen containing food)
- Clear the area to be used for repacking and labelling
- Wash hands
- Sanitize equipment and area to be used; air dry
- Follow safe food handling practices to prevent contamination product
- Label the packages after repacking each product, or have other personnel add the labels
- Alternatively, a single label may be displayed where the clients can see all ingredients listed clearly
- Record product detail on the repacking and labelling record or repacked eggs log to enable traceability
- Clean and sanitize equipment and repacking area after each product that contains a specific allergen, ensuring all allergen residue is removed (e.g. flour can be repacked after wheat bran without cleaning between but cleaning must be done before non-wheat products)
- Clean and sanitize the equipment and area used for repacking and labelling

Labelling and Relabeling

All products will be accurately labelled to provide information that could impact client safety. This will enable food bank clients and food banks to clearly identify a product and its ingredients, so they can reduce risk of allergic reactions, identify products associated with a recall, and determine product shelf life.

Procedure

Labels should indicate key information from the original product packaging including:

- Common name of product
- Ingredient list if specified on original label
- Allergen list as shown separately on original label
- Lot code
- Best before date if specified
- Storage instructions if specified
- Donor/distributor/manufacture name and address

- Discard all food that may be cross contaminated with an allergen

Approved at CCWN's Board of Directors Meeting	March 25, 2026

607 FOOD HANDLING – REPACKING AND LABELING EGGS

Policy

All eggs will be inspected, Grade A eggs that are labelled accurately. This information is important to enable food bank clients and Food Handlers to clearly identify any eggs associated with a recall and determine shelf life.

All staff and volunteers responsible for repacking and labelling eggs will follow the established procedures.

Procedure

- a) Clear, clean and sanitize area being used to sort, repack and label eggs according to established procedures
- b) Wash hands and ensure that hands are washed again if/when Food Handlers change or contamination occurs; and after handling damaged eggs
- c) Inspect each egg and discard any that are cracked, broken or otherwise damaged.
- d) Wipe intact eggs with a dry, single use dry towel if needed
 - Do not use a damp cloth or towel as it may spread germs (bacteria, viruses, fungi, or protozoa)
- e) Repack inspected, Grade A eggs from flats into new food grade packaging or egg cartons, record repacking on appropriate Log Form
- f) Label cartons to indicate:
 - Producer name and address
 - Lot code
 - Best Before Date
 - Keep refrigerated
 - Canada Grade A
- g) Repack Grade A eggs from damaged cartons into new food grade packaging or egg cartons labelling as outlined above - using information from the original carton
- h) Wipe intact eggs with a dry, single use dry towel if needed
 - Do not use a damp cloth or towel as it may spread germs (bacteria, viruses, fungi, or protozoa)
- i) Clean and sanitize area used for repacking

Approved at CCWN Board of Director's Meeting	March 25, 2026

608 FOOD SAFETY RECALL AND TRACEABILITY

Policy

Steps will be taken to enable the tracing of boxes, cases of food shared with other food banks and to identify and remove recalled foods from storage to protect clients by quickly identifying products associated with a food safety recall and sharing information.

All staff and volunteers who are responsible for managing recalls announced by the Canadian Food Inspection Agency are responsible for following established policy and procedures.

Procedure

All Food Handlers will keep track of cases and boxes of food shared with other agencies and food banks. CCWN accesses CFIA food recalls and allergy alerts.

Designated Staff members will register for and monitor email notification from CFIA at <https://recallsrappels.canada.ca/en/subscribe> or <https://recalls-rappels.canada.ca/fr/abonnez-vous>

Routine activities include:

- a) Review and follow up on CFIA recalls and alerts using Recall Notice Action Record
- b) Check email daily for notifications from CFIA
- c) Record the product type and date of CFIA notice on Recall Notice Action Record
- d) Record name of person responsible for recall follow up
- e) Post a notice of the recall/allergy alert to inform food bank clients and record date notice was posted
- f) Check warehouse for recalled products and isolate them to prevent them from being shared and record date check was completed
- g) Check records to determine whether your food bank shared cases/boxes of recalled products with other agencies or food banks
- h) If recalled products were shared with other agencies or food banks, inform the agencies immediately by telephone so they can remove the products from their shelves and inform clients if products were shared
- i) Follow CFIA directions regarding actions to take with recalled product
- j) Note activity details on Log Form

Approved at CCWN Board of Director's Meeting	March 25, 2026

609 RECALLS AND ITEMS NOT TO BE DISTRIBUTED

Procedures for recalled items

Recalls are added to the binder by the Designated Staff person or their designate, when applicable. Staff members are notified of the recall by the Administrative Coordinator or Community Donations Coordinator. All staff who handle food are expected to read the recall and initial the Record Notice.

The details of the recall are added to the recall binder with any other active recalls for reference. This binder is kept in the Food Shopping Room to ensure active recall information is readily available to staff, volunteers and clients.

Preventative Measures

- Discard all food that may be cross contaminated with an allergen.
- Correct inaccurate labels before sharing the food with clients.
- Discard products that are not identifiable (e.g. without English/French label, individual cans without labels).
- Replace missing or damaged labels from known products with accurate labels.
- Discard all food in the refrigerator if the temperature is in the temperature danger zone at the beginning of the day, or if it remains in the zone for two hours even if the temperature was below 4°C at the start of the shift.
- Discard contaminated products.
- Discard products that have evidence of pest infestation.

Approved at CCWN Board of Director's Meeting	April 8, 2026

610 CLEANING AND SANITATION OF FOOD CONTACT SURFACES

Policy

Food contact surfaces will be sanitized using an acceptable sanitizing solution to protect clients from disease causing germs. This will be completed before and after any food is repackaged by a Designated Staff member or volunteer. All surfaces and equipment in use will be sanitized utilizing an appropriate solution of bleach/water.

Procedure

The Ontario Food Premise regulation specifies a concentration of 100ppm chlorine when using bleach/water mixture. The amount of bleach needed to reach this concentration can be calculated using Public Health Ontario's Chlorine Dilution Calculator.

<https://www.publichealthontario.ca/en/Health-Topics/Environmental-Occupational-Health/Water-Quality/Chlorine-Dilution-Calculator>

Example – 1 litre of water using 5% sodium hypochlorite requires 2.1 mL of bleach, which is just under half a teaspoon.

- The solution to sanitize approved food handling (repackaging) is a combination of 4 ml of unscented household bleach with a strength of 5% sodium hypochlorite to 1 Litre of potable water.

If the mixture is below 100ppm chlorine, it will not be strong enough to sanitize. If it is above 100ppm chlorine, the mixture could potentially chemically contaminate food/food contact surfaces, corrode surfaces, and potentially affect the person using it (irritated skin, eyes, respiratory tract).

The solution will be stored in a non-metallic container, using a label that clearly indicates the contents. The bleach should be carefully added to the water in a well-ventilated area, using both gloves and eye protection for the safety of staff/volunteers.

Caution: Bleach and water should never be mixed with any other chemicals as it would become a significant hazard substance.

The approved area for food repacking is the table located in the kitchen area.

Check Solution Concentration:

- Using dry hands, take a sanitizing solution test strip from the test strip vial. Dip small portion of the test strip into the solution being checked.
- Allow the solution to wet the strip and then remove the strip from the solution.
- Compare the colour on the test strip to the colour codes on the vial.
- Confirm that the concentration of the solution is correct.

Please refer to Allergen Policy for any food potentially containing allergens.

Approved at CCWN Board of Director's Meeting	March 25, 2026

611 SINK LOCATION

Hand-washing Station

Location and Type: The hand-washing station is located in the Kitchen on the main floor of the Beamsville office, next to the Food Shopping Room.

It is a triple compartment stainless-steel sink that provides clean, drinkable water. One compartment sink is used for washing hands and for other activities that keep food handling safe.

Access and Maintenance: All Food Handlers are to ensure the path to the sink is always clear of any obstacles, keeping the area around the sink clear. Single use paper towels, soap, hand sanitizer and garbage receptacle are easily accessible and nearby.

Washing and Sanitizing Equipment Station

CCWN maintains a triple compart stainless-steel sink, and currently only repackages eggs. If in the future we move to a high-risk facility status, we are in a position to designate sinks for cleaning and sanitizing tools and equipment that meet open food.

Approved at CCWN Board of Director's Meeting	April 8, 2026

612 HANDWASHING

Policy

All staff and volunteers will follow proper handwashing practices to reduce the risk of contaminating food, food contact surfaces, equipment and tool that could spread disease germs to clients.

Hands should be washed multiple times throughout the day, including:

- Before beginning work
- Before putting on food handling gloves and after removing gloves
- Before returning to work from breaks
- After visiting the washroom
- After packaging/repackaging food such as eggs, raw material, garbage or performing maintenance or sanitation activities
- After any action that could lead to contamination such as touching face, hair or clothes, wiping nose, or picking up items from the floor

Procedure

- 1) Roll up sleeves to expose the wrists
- 2) Wet hands and wrists under warm water and apply soap from the dispenser (bar soap may be contaminated so is unacceptable)
- 3) Rub hands together vigorously. Scrub for at least 20 seconds. Scrub in between and around fingers. Scrub fingertips and wrists
- 4) Rinse hands and wrists under warm running water
- 5) Dry hands with a clean, single-use towel (e.g. paper towel)
- 6) Turn off water tap using a single-use towel to prevent recontamination of clean hands. Use a single service towel or other tool to open doors to prevent recontamination of hands
- 7) Discard the used single-use towel in appropriate container (e.g. trash can)

Approved at CCWN Board of Director's Meeting	March 25, 2026

613 FOOD HANDLING GLOVES

Policy

All staff and volunteers will wear food handling gloves and follow safe food handling practices when breaking down and repacking foods. They will also be worn at other times when there is a risk of contaminating food with bare hand contact, or if bare hand contact could result in injury (i.e. handling cleaning products or solutions). This approach will prevent or minimize contamination of food, food contact surfaces, equipment and tools that could spread disease germs. It will also protect individuals from exposure.

Procedure

- 1) Wash hands following proper hand washing procedures immediately before gloving up.
- 2) Take gloves from package and put them on.
- 3) Prevent contaminating gloves before handling food for repacking.
- 4) Change gloves after any action that could lead to contamination, such as touching face, hair or clothes, wiping nose, picking up items from the floor, or handling markers used for labelling.
- 5) Wash hands immediately after removing gloves inside out, to avoid contamination and remove bacteria on hands that grow while wearing gloves.

Approved at CCWN Board of Director's Meeting	March 18, 2026

614 ILLNESS AND INJURY

Policy

Communicable diseases are illnesses that can be transferred from one person to another and through people to food products.

Staff and volunteers experiencing signs of illness will need to use their personal judgement to wear a mask and work where they are not required to handle food, packaging materials or food contact surfaces; or will be sent home until they are deemed healthy enough to return.

Prior to starting their shift, personnel exhibiting any of the following symptoms must report them to the Designated Staff member:

- Fever
- Diarrhea
- Vomiting
- Sore throat with fever
- Excessive coughing or sneezing

In addition, open cuts and sores that are not properly covered can be a source of microbiological contamination. Personnel with cuts or open wounds must cover them with waterproof bandages and change frequently so that they remain clean and intact. Cover all bandages on hands with (a) disposable glove(s).

Procedure for Illness

- Work in a non-food handling area
- If no work is available in a non-food handling area, return home until illness passes

Procedure for Injury on Hand(s)

- 1) Wash hands following handwashing procedures
- 2) Cover injury with appropriate bandage
- 3) Put on food handling gloves
- 4) Replace gloves as needed to prevent gloves from causing contamination
- 5) Wash hands after removing gloves

Procedures for other Injuries

- Cover injury with appropriate bandage
- Apply protective cover to prevent bandage from contaminating food and other items
- Wash hands following handwashing procedures

Approved at CCWN Board of Director's Meeting	March 25, 2026

615 SUPERVISION AND COACHING OF FOOD HANDLERS

Policy

All staff and volunteers who handle food will be supervised and coached effectively to maintain high standards of food safety, hygiene, and quality. Food Handling Training will be offered to staff and volunteers that supervise other team members to ensure consistent safe handling food practices.

All food-handlers must be supervised by a designated staff who has undergone training in food safety.

Those individuals are responsible for ensuring food-handlers consistently adhere to food safety regulations and safe food handling policies.

Procedure

Regular inspections and observations will be conducted to ensure compliance with hygiene standards.

New food handlers will receive orientation and training on food safety, hygiene practices, and operational procedures before handling food.

Supervising staff will provide regular coaching to address performance issues, and reinforce good practices.

All training and coaching sessions will be documented including date, and topics covered.

Food Handlers are responsible to adhere to food safety and hygiene practices, participate in training and coaching opportunities and report any concerns or breaches in food safety to staff immediately.

Failure to comply to this and other safe food handling policies may lead to disciplinary action (staff) or dismissal from volunteer duties (volunteer).

Approved at CCWN Board of Director's Meeting	March 25, 2026

616 SAFE FOOD HANDLER TRAINING AND CERTIFICATION

Policy

All staff and volunteers who handle food will be required to complete Safe Food Handler training or hold a current Certification of Food Banks Canada Food Safety training, or an approved equivalent.

The Certification is required for Designated Staff members handling food and/or overseeing volunteers who are handling food. Volunteers who are under the supervision of staff will be required to complete Safe Food Handler training that is appropriate for the volunteer role they are in.

Procedure for Certification – Food Banks Canada Food Safety

- Staff will log on to www.foodbankscanada/litmos.com/self-signup-or-safecheck1.com (both accepted by FBC).
- Staff will complete training and provide copy of Certification to the Executive Director who will retain a copy for their employee file.
- If staff have safe food handling Certification from another program it must be approved by the Executive Director.

Procedure for Safe Food Handler Training

- Safe Food Handler training may be offered to volunteers whose role requires it or who express interest in completing it as determined by the Executive Director.
- Safe Food Handler training will be delivered by Designated Staff who are Certified in Safe Food Handling and are responsible for their supervision.
- Training will occur as part of the volunteer Orientation and Training Plan or when new tasks that include food handling/sorting are taken on.
- Safe Food Handler Training will be documented in the Volunteer's Personnel file and on the Safe Food Handling Record Log Form.
- Training records will be reviewed yearly to ensure compliance with this policy.

Approved at CCWN Board of Director's Meeting	March 25, 2026

617 HEALTH AND SAFETY

Purpose

Community Care of West Niagara is committed to establishing programs for the protection of employees, volunteers and clients from injury and/or occupational diseases in the workplace.

Scope

All employees, volunteers or those contracted by Community Care of West Niagara will be expected to comply with the safe work practices and procedures established by CCWN.

Responsibilities

Management Responsibilities: The Executive Director (or designate) must ensure a copy of the Occupational Health and Safety Act (OHSA) is available to all staff members in a readily accessible location. Leadership will also:

- Designate a Health and Safety Representative
- Ensure all necessary repairs are completed in a timely fashion
- Provide information about the hazards in the workplace, proper safety equipment, training, and competent supervision
- Post a copy of WSIB's "in Case of Injury at Work" poster and to follow proper procedure in case of injury

Employee Responsibilities: Employees play a key role in health and safety in the workplace.

Under the OHSA workers must:

- Work in compliance with the Act and regulations
- Use or wear any equipment, protective devices or clothing required by the employer
- Report to the employer any known missing or defective equipment or protective device that may endanger the worker or another worker
- Report any hazard or contravention of the Act or regulation to the employer
- Not remove or make ineffective any protective device required by the employer or by the regulations
- Not use, or operate any equipment or work in a way that may endanger any worker
- Not engage in any prank, contest, feat of strength, unnecessary running or rough/ boisterous conduct

General Safety Rules

Safety rules in the workplace are important because they protect employees, clients, and volunteers and the organization's reputation. Enforcing safety rules can reduce job accidents and injuries and maximize productivity. Limiting risks can improve the work environment and keep people safe.

WHIMIS

All employees will be required to complete Workplace Hazardous Materials Information System (WHMIS) training before the completion of the probationary period. When using chemicals all safety precautions must be followed.

Employees are to refer to the manufacturer's label when using chemicals to clean. Any product being decanted must have a label that indicates possible hazards.

Product safety sheets for each consumer product will be made available in the Health and Safety Binder located in the Administrative Office and on the bulletin board in the Main Floor Camera Room.

Injury Prevention

Community Care of West Niagara is committed to the health and safety of its employees and volunteers.

According to the Workplace Hazardous Materials Information System requirements the legislation aims to reduce the frequency, severity and costs associated with accidents and illness related to hazardous materials in the work environment.

Personal Protective Equipment (PPE)

PPE is equipment that personnel may be asked to wear to minimize exposure to specific safety hazards. Examples include respirators, gloves, aprons, and head, eye, ear, hand and foot protection. Staff and volunteers will use the equipment, protective devices or clothing that the agency requires.

CCWN will ensure personal protective equipment is available for use by employees and volunteers when using chemicals, handling food products, or for first aid purposes.

Protective Footwear

Closed-toe shoes refer to unrated footwear enclosing the entire foot to be worn by every staff member (employee), student, volunteer, and contractor who performs tasks that may expose them to a foot related hazard.

The need for foot protection and set standards in the workplace is due to falling and rolling objects, sharp objects, exposed energized electrical conductors and other hazards that can create potential foot injury.

Approved at CCWN Board of Director's Meeting	April 22, 2026

618 HAZARD IDENTIFICATION, PREVENTION AND PROCEDURES

Biological Hazard

This is manifested by organisms such as bacteria, viruses, parasites, fungi (consider infection pest procedures and hygiene, sharps disposal, storage, etc.).

How to Prevent: In many cases following standard protocols such as regular handwashing and wearing Personal Protective Equipment (PPE), such as gloves, can be effective in the prevention of

biological hazards. It is also important to conduct routine cleaning procedures and assess the risks of each action in the workplace.

Procedures: Biological hazards must be approached with the utmost care and diligence. As soon as personnel discover the hazard, a staff member is notified immediately and they will:

- Isolate the hazard.
- Request support from another staff member, if necessary.
- Put on gloves and other necessary PPE.
- Clean the hazard and sanitize with appropriate products.
- Display any necessary signage (ex. wet floor sign), if applicable.

Chemical Hazard

This is caused by solid, liquid, vapor, gas, dust, mist (consider WHMIS, personal protective equipment (PPE), safe work procedures, proper storage, training, etc.).

How to Prevent: Chemical hazard prevention involves protecting food from contamination by non-food items such as cleaning agents, pesticides, sanitizers, and allergens. Key measures include strict separation of chemicals from food, proper labelling, and training.

Procedures: Chemical Storage & Handling

Separation: Store cleaning agents, lubricants, pesticides, and other poisonous materials in a designated, secure area away from food, packaging materials, and food contact surfaces.

Bottom Shelf Rule: If separate storage is not possible due to space limitations, store chemicals on the bottom shelf, well below any food items to prevent leaks or spills from contaminating food.

Original Containers: Keep all chemicals in their original containers with manufacturer labels intact.

Repackaging Caution: If cleaning agents are divided into smaller, working containers, they must be clearly and immediately labelled with the ingredient name. Never reuse food containers for chemicals.

Hazardous Materials: Do not store pesticides on-site.

Ergonomic Hazard

This is caused by anatomical, physiological and psychological demands on the volunteers and staff members (risk factors include poor joint postures/positions, repetition, excessive forces-lifting/lowering, push/pull).

How to Prevent: Key strategies to prevent ergonomic hazards include using mechanical aids, optimizing workstation layout, and implementing safety training for volunteers and staff.

Procedures:

- Ensure chairs, desks, and monitors are adjustable to maintain a neutral posture, with screens at eye level
- Exercise proper lifting techniques

- Reduce repetition and force by using mechanical aids (carts, flatbeds, baskets etc.) for heavy lifting Vary tasks to prevent overuse of specific muscles
- Exercise Proper Posture and Keep joints in a neutral position—shoulders relaxed, elbows at 90-110”, and feet supported
- Implement short, frequent breaks (e.g., the 20-20-20 rule for eyes) to stretch and reduce strain
- Adjust lighting to reduce glare and ensure comfortable temperatures
- When standing for long periods of time, the use of proper footwear and anti-fatigue mats can prevent extensive discomfort and ergonomic hazard

Psychological Hazard

Psychological hazard prevention involves protecting staff and volunteers from stress, burnout, vicarious trauma, and emotional strain caused by high-demand environments, client interactions, or limited resources.

How to Prevent: Key strategies include implementing trauma-informed practices, fostering a supportive organizational culture, ensuring role clarity, and having access to mental health resources.

Sharps and Drug Paraphernalia

This is caused by any object that can cut the skin (includes needlestick injuries). These hazards can expose staff and volunteers to infections such as HIV, Tetanus, and Hepatitis C. May expose personnel to substances upon touch.

How to Approach: Sharp objects and paraphernalia may be present when working at CCWN. It is important for all personnel to be aware of any potentially sharp items in all work areas. If the sharp item is used for work purposes (Ex. Box cutters), it is important to follow guidelines for the use of that item. If the sharp item or paraphernalia is present in public areas and does not belong to Community Care of West Niagara, a staff member is to be notified immediately to arrange for its proper disposal.

Approved at CCWN Board of Director’s Meeting	April 22, 2026

619 BUILDING CLEANING AND SANITATION

Daily Sanitation Log

At the end of each day, staff members or volunteers will fill out the Daily Sanitation Log. This log is where all the cleaning and sanitation tasks are recorded.

Once the log sheet is completed, it must be filed. This helps the agency keep a clear record of all sanitation work. Properly filed logs are important because they show that the agency is following necessary cleaning routines and is compliant with health and safety standards.

This documentation will be filed in a binder located in the Warehouse and monitored by the designated Staff member. The records may be subject to periodic audits and inspections to verify adherence to sanitation protocols.

Wiping and Disinfecting Protocol

- Protect exposed food.
- Remove visible dirt by using a broom, squeegee, and disassemble equipment, if required.
- Rinse surfaces that are to be cleaned.
- Apply detergent/cleaning agent for sufficient time to loosen soil; use mechanical aids, such as brushes, if required.
- Rinse with potable water to remove residues and loosen dirt.
- Inspect for cleanliness and clean again, if required.
- Apply sanitizer where required.
- Allow surfaces to air dry.

Vanguard Sanitizer Procedures

Materials Needed:

- Quaternary Ammonium Solution (branded name of product)
- Potable Water
- Measuring tools
- Mixing Container
- Testing Strips

Safety Measures:

- Wear gloves
- Wash hands immediately after completing the procedure.

Procedure and Verification

- Measure and add quaternary ammonium solution to achieve 200 ppm concentration.
- Add potable water to reach the desired final volume.
- Mix thoroughly.
- Use testing strips to check concentrations for 1-2 seconds. Within 10 seconds compare the test pad with color scale, it must be green (as marked in 200 ppm).

Storage

- Store the sanitizer away from food, and other chemicals to prevent contamination and cross-reactivity.
- Keep in a labeled container away from sunlight and extreme temperatures

Management and Use

- Ensure surfaces are clean before applying sanitizer. Use a cloth or sponge to spread the solution evenly on every food-contact surface.
- Allow the sanitizer to remain on the surface for the recommended contact time (usually 1-5 minutes) to ensure effectiveness.
- Rinse sanitized food-contact surfaces with potable water after the contact time to remove any residue.

- Regularly verify the sanitizer’s concentration using testing strips to ensure it remains within the specified ranges (200 ppm quaternary ammonium).

Approved at CCWN Board of Director’s Meeting	April 22, 2026

620 PROPER LIFTING

CCWN is committed to helping prevent any spinal, muscular or ligament damage caused by improper lifting. As a safety measure, all employees and volunteers are encouraged to follow the proper lifting techniques:

- Squat down bending at the hips and knees only. If necessary, put one knee to the floor and extend the other knee in front, bent at a right angle (half-kneeling)
- Press chest straight forward. This helps keep the upper back straight and maintain a slight arc in the lower back
- Slowly lift the object by straightening the hip and knee joints (not the back). If in a half-kneeling position, straighten one leg or the other first, keeping the back straight
- Hold the object at midlevel as close to the body as possible
- Use feet to change direction by taking small steps
- Set down the load carefully, squatting with the knees and hips only

It is important for personnel to:

1. Take advantage of rest periods to relax tired muscles; this rest prevents fatigue from building up
2. Report discomforts experienced during work; reporting will help to identify hazards and correct working conditions
3. Know how to recognize manual material handling hazards and report concerns
4. Consider “warm up” needs: It is important to know that muscles, tendons and ligaments are not prepared to meet the physical stress of handling tasks when they are not "warmed up."
5. Pulls, tears or cramps are more likely when stretched or contracted suddenly under such conditions. These injuries can lead to more serious and permanent injury if physically stressful work is continued
6. Warming up and mental readiness for physically demanding tasks are important for any kind of material handling, but particularly for occasional tasks where the worker is not accustomed to handling loads

Approved at CCWN Board of Director’s Meeting	April 22, 2026

621 HEALTH AND SAFETY IN WAREHOUSE ENVIRONMENT

Racking and Industrial Shelving

When racking or industrial shelving units are used to store non-perishable goods, staff and volunteers will:

- 1) Stack items within the required weight limits for the racking/industrial shelving
- 2) Place heaviest items on the bottom of the racking/industrial shelving
- 3) Use proper lifting techniques to move and carry boxes
- 4) Use dolly, cart, or a 2 person lift if object is heavy or requires you to carry it contrary to proper body mechanics.

Ladders

Ladders and step stools are common in many workplaces. Using them incorrectly may create hazards. For example, incorrect use may affect balance, which increases the risk of a fall and/or contribute to a strain or awkward positions, increasing the risk of a musculoskeletal disorder (MSD).

Tasks that require the use of a ladder or step stool should be designed for personnel to maintain proper balance and MSD hazards are eliminated or controlled (i.e. proper lifting techniques). Before using a ladder or step stool, personnel are to inspect the item for any damage or defect.

When climbing up and down a mobile ladder, stand or platform, all personnel will:

- Always use handrails
- Face the proper direction facing the shelving/racking
- Carry objects with one hand and maintain a grasp on the handrail with the other hand, only if the manufacturer permits the worker to carry loads while using the ladder
- Not carry a load that does not fit between the handrails
 - Large, awkward, unbalanced and heavy loads can affect the worker's balance and view when climbing up or down

Working on Ladders

When working on a mobile ladder, stand or platform, all personnel will:

- Only use a mobile ladder stand for a short period of time
- Choose a mobile ladder platform for longer duration tasks
- Keep hands above mid-thigh
- Keep both feet on the ladder steps or platform
- Keep the ladder close to the work being performed
- Ensure balance can be maintained, even if they were to let go of the ladder with their hands
- Be readily able to achieve three-point contact (i.e. three-limb contact, two feet and one hand in contact with the ladder) when working on mobile ladder stands

When working on a mobile ladder, stand or platform, personnel will not:

- 1) Rise up on toes
- 2) Turn sideways on the ladder steps
- 3) Reach down the steps to pass or receive an object
- 4) Perform forceful or jerky pushing and pulling movements
- 5) Hold onto something other than the ladder to improve balance

- 6) Perform extended overhead reaches as this can lead to body sway and balance loss
- 7) Lean backwards while moving or placing objects (the size of an object should not interfere with the worker's position on the ladder or platform)
- 8) Overreach beyond the ladder guardrail or handrail (with noticeable forward bending and arms fully extended or bending sideways reaching out to the side)

Handling Objects

It is very important for all personnel to be aware that when handling objects on a mobile ladder stand or platform, that even lightweight objects can: affect balance thus increasing the risk of a fall and increase the risk of an musculoskeletal disorder (MSD).

When handling objects on a mobile ladder stand or platform, the objects must not:

- Affect the worker's balance
- Interfere with the ability to use handrails or with their view
- Exceed the weight capacity of the ladder when combined with the weight of the worker

Objects being handled should be:

- less than 9 kg for males and 6 kg for females when using one hand
- less than 18 kg for males and 10 kg for females when using two hands below shoulder
- less than 14 kg for males and 7 kg for females when using two hands above shoulder

Weights are based on musculoskeletal disorder limits for infrequent lifting of objects, for example, one lift every 30 minutes. For more frequent lifting, acceptable lifting values may be lower.

Access to other Work Surfaces

Workers will only access units with spring-loaded castors (no positive locking mechanism) from the ground.

Workers will not get on or off a mobile ladder stand or mobile ladder platform from any other elevated surface unless the unit is secured against movement and designed for that purpose (for example, removable mid and top rails are present).

Approved at CCWN Board of Director's Meeting	April 22, 2026

622 RACKING AND INDUSTRIAL SHELVING SAFETY

Purpose

The purpose of this policy is to establish safe requirements for the installation, use, inspection, maintenance, and operation of Racking and Industrial Shelving to reduce the risk of injury, structural failure, product damage, and equipment incidents within warehouse and storage operations.

Scope

This policy applies to all staff, volunteers, contractors, visitors, forklift operators, and working in or around warehouse storage systems, including:

- Racking
- Industrial shelving
- Lift truck operations near storage systems
- Storage and retrieval activities

Definitions

Racking: Racking differs from industrial shelving in some key areas. Racking is larger, requires greater skill to assemble, requires greater qualification for approval (sometimes professional engineer approval is required), and is intended for use with lift trucks. Racking commonly accommodates two pallets, per level, and may be assembled as high as 20' and often up to 5,000 lbs. per level.

Industrial Shelving: Industrial shelving is much smaller than racking. It can be assembled by a common person as opposed to a skilled professional. This shelving is commonly available at local hardware stores whereas racking is provided by specialists. Industrial shelving is often less than 8' high as it is intended to be assembled by the common person. Many of the details with this equipment are not legislated. The manufacturer in this realm sets the standard and may be able to support up to 3,000 lbs. per level.

PSR: In Ontario, industrial steel racking systems frequently require a Pre-Start Health and Safety Review (PSR) to comply with section 7 of Regulation 851 (Industrial Establishments). A PSR is mandated for new installations unless manufacturer documentation confirms compliance, or anytime the racking is altered, moved, or damaged, requiring a Professional Engineer's seal.

General Policy

All racking and industrial shelving will be installed, maintained, inspected, and used in accordance with manufacturer specifications, applicable legislation, engineering requirements, and workplace safety standards. No individual work will modify, overload, damage, misuse, climb on or operate around storage systems in a way that creates a hazard.

Racking

Racking is designed so that mechanical lifting devices, typically lift trucks, are used to place loads onto them. These racks could be made of steel, wood, aluminum, or concrete structural members.

The applicable provision of the Industrial Establishments Regulation is clause 45(b), according to the Occupational Health and Safety Act (OHSA) under the Material Handling section, requires that materials, articles or things be transported, placed or stored so that the material, article or thing will not tip, collapse or fall. In addition, the regulation requires these items to be removed or withdrawn without endangering the safety of any worker. Following the OHSA regulations, staff and volunteers must apply the following measures:

- Machinery, equipment or material that may tip or fall and endanger any worker shall be secured against tipping or falling.

- Cylindrical objects stored on their side shall be piled symmetrically, with each unit in the bottom row choked or wedged to prevent motion.

Racking Requirements

General

- All racking shall be used only as intended by the manufacturer
- Racking systems are designed to support palletized loads only
- Racking shall not be used as structural support for mezzanines, floors, work platforms, or work surfaces unless specifically engineered and approved

Assembly and Modifications

- Racking systems will be assembled only using manufacturer-approved standardized components.
- Structural repairs or modifications that differ from the original design are prohibited.
- Unauthorized welding, substitute beams, unapproved hardware, or incompatible parts will not be used.
- Any modification or reconfiguration requires approval from the manufacturer or a professional engineer.
- Compatible parts and hardware must always be used.

Load Capacity

- Every racking unit shall have a clearly visible posted load capacity
- Load capacities will be established only by the original manufacturer; or a qualified professional engineer
- Load ratings apply only to the specific configuration that was evaluated
- Reconfigured systems must be re-evaluated and re-rated before use
- Lift truck operators must know and follow all posted load capacities

Installation Requirements

New, modified, or expanded racking systems will:

Be installed on firm, level concrete surfaces meeting manufacturer requirements

Be securely anchored to the floor

Include post protectors or equivalent protective barriers

Maintain required clearances from electrical conductors unless written authorization is provided by a qualified electrician

Be configured to safely accommodate the lift trucks used in the facility

Maintain safe aisle widths appropriate for equipment operation

Not obstruct:

Emergency exits

Aisles

Emergency lighting

Fire protection equipment

Electrical panels

Recommended Minimum Aisle Widths

- Narrow aisle reach trucks: minimum 10 feet
- Sit-down counterbalance forklifts: minimum 16 feet

Pre-Start Safety Review

Before doing any work involving racking systems within the Warehouse, a thorough pre-start safety review must be conducted. This review is important to ensure all safety measures are in place and adhered to, in accordance with the OSHA and its current regulations.

The primary purpose of the pre-start safety review is to identify and mitigate potential hazards associated with racks. In this case, the designated Staff member will oversee and conduct the review. All other relevant workers are encouraged to actively participate in the review process and follow safety protocols.

Inspection of Racking: All racks are inspected for structural integrity, stability and load capacity when needed.

Identification of Potential Hazards: The Warehouse environment is assessed for potential hazards such as overloading racks, improper stacking or inadequate aisle space for safe maneuvering of forklifts or other devices.

Safety Equipment Check: The availability and functionality of safety equipment such as safety harnesses, guardrails, and signage indicating load capacity limits are verified.

Emergency Procedures: Every team member can identify emergency procedures, including evacuation routes, emergency contact information, and protocols for reporting incidents or accidents.

Pedestrian and Traffic Safety: Pedestrians will have a designated aisle for walking to maximize safety and their visibility to lift truck drivers. Workers who commonly encounter lift trucks will also wear high visibility vests.

Pedestrians will not retrieve products using a ladder (or mobile stairs) when stored in racking, instead, they will use a lift truck.

Inspection and Maintenance

Inspection Frequency: Racking systems will be inspected and documented as a routine component of the Monthly Workplace Inspection Checklist. Detailed Racking Inspections will be completed during the Quarterly Seasonal Inspection rotation.

Competent Inspectors: Inspections shall be conducted by trained and competent persons knowledgeable re: racking hazards, structural damage indicators, manufacturer requirements, and safe loading practices.

Damaged Equipment: Any structurally damaged racking or shelving shall be immediately removed from service or isolated until repaired or replaced. Repairs must comply with manufacturer or engineering requirements.

Industrial Shelving

Industrial shelving systems will be installed on firm, level, dry surfaces and comply with manufacturer instructions and load limits. They will not be used with lift trucks or store pallets. Weight limits will be visibly posted on every shelving unit.

Shelving will not block pathways, exits, fire extinguishers, fire hoses, electrical panels emergency equipment.

Damaged shelving shall be removed from service immediately.

Industrial Shelving units are intended for low-weight storage and are loaded by hand from the ground. By following the Ontario Occupational Health and Safety Act guidelines, we ensure that materials stored will not tip, collapse or fall. Manual stocking of shelves is performed, following the safe lifting guidelines:

- When stocking shelves above eye level, all staff and volunteers are required to use a ladder
- Heavier items are placed on the lower shelves
- Regularly used items are placed at waist level
- The oldest product and/or items already opened are placed at front of shelves
- Stacking Items should be no higher than 4 cans tall
- Stacking boxes cannot exceed over 6 feet in height
- Any damage to the shelves will be reported right away
- Load capacities will be posted on each rack and must be adhered to

Documentation and Records

CCWN will retain the following records:

- Manufacturer specifications
- Engineering certifications
- Installation documents
- Inspection records
- Repair records
- Training records
- Load rating documentation

Approved at CCWN's Board of Directors Meeting	June 24, 2026

623 WALK IN COOLERS and WALK IN FREEZERS

Purpose and Scope

This policy is to ensure workers (staff, volunteers, contractors etc.) safety regarding cold storage, while preventing entrapment, hypothermia, slips/falls, and injury for all while working in walk-in coolers and freezers.

Entry and Entrapment Prevention

Emergency Release Mechanism: All walk-in doors MUST have a functional safety release latch. Internal Safety switches are not to be disabled under any circumstance.

Daily Inspection: A designated Staff member must test the safety release latch from the inside of the freezer every day, to ensure it is functional, not frozen shut or obstructed.

Propping Door: While working inside, workers may use a doorstop or propping device (for short periods at a time) to prevent the door from locking behind.

Note: This is not a substitute for checking the emergency release.

The Buddy System: Staff and volunteers are welcomed and encouraged to work in pairs, as appropriate. If working on their own, a Staff member will be notified of the worker's entry and expected exit time.

Internal Communication: Two-way radios are available while working inside the unit (verify they are charged and function) and the use of personal mobile phone is permitted for safety purposes; note that cold temperatures can rapidly drain batteries.

Personal Protective Equipment (PPE) & Safety Clothing

Required Wear: Appropriate cold-weather gear (insulated jackets, gloves, and hats) will be made available for anyone spending more than 10 minutes inside. See designated Staff member before starting the work.

Footwear: Non-slip, closed-toe rubber-soled shoes are required in the warehouse area, coolers and freezers to prevent slips, falls and injury.

Safe Working Practices

Time Limits: Limit exposure time in the freezer. If working for a long period, take regular breaks in a warm area.

Visibility: Ensure lighting is operational. If emergency lighting is installed, it must be tested regularly.

Clearance: Do not block cooling units, fan guards, or emergency exits with inventory, pallets or any other material. Maintain an 18" clearance area around the sprinklers inside each of the units.

Shelving: Use a ladder or stool to reach high shelves. Do not climb on shelves.

End-of-Shift Sweep: A designated "closer" must physically check all walk-in units at the end of operations to ensure no one is inside.

Training and Emergency Procedures

New Worker Training: All staff and volunteers must be shown how to operate the door, use the release mechanism, and proper lifting techniques.

Maintenance

Dry Floors: Floors are to be kept clear of debris and spills are cleaned up promptly; drains must be kept in working order.

Ice Buildup: Any excessive frost on doors, ceiling, or floors must be reported to a designated Staff member immediately to take appropriate safety measures.

Reliable Operation: Walk in Coolers and Walk in Freezers will be periodically inspected and serviced as required to ensure worker and food safety.

Approved at CCWN's Board of Directors Meeting	May 27, 2026

624 LIFT TRUCK SAFETY

Purpose

The purpose of this policy is to establish safe operating requirements for lift trucks and powered industrial vehicles to prevent injuries, equipment damage, product loss, and workplace incidents.

The OHSA sets out the legal framework for workplace health and safety in Ontario. It mandates that employers, supervisors, and workers comply with regulations aimed at preventing workplace injuries and illness. Followed by section 56 and 59, Regulation 851 addresses specific requirements related to material handling, including the use of equipment.

Scope

This policy applies to all employees, contractors, volunteers, and authorized operators who work with or around lift trucks and powered industrial vehicles at any CCWN operated facility including:

- Reach Trucks
- Electric Lift Trucks
- Pallet Jacks
- Sit-down counterbalance Forklifts
- Attachments and approved personnel lifting devices

Lift Truck Safety Course

Also known as "Forklift Safety Course", the Lift Truck Safety Course is essential for ensuring safe operation of lift trucks within workplaces, in compliance with the Occupational Health and Safety Act.

The course provides comprehensive theory and practical training for operators and employers on the safe use of lift trucks, aiming to prevent accidents, injuries and property damage.

Operator Training

The training will include basic principles of lift truck operation, including stability, load handling, and potential hazards. Hands-on practice is incorporated and supervised by a qualified instructor to develop skills in maneuvering, lifting and stacking loads safely. Operators are assessed to ensure they can operate the lift truck competently and safely before certification.

Proof of certification for each operator will be held and retained by CCWN for records. One initial training certification is the minimum requirement, and refresher training is recommended every 3 years or sooner if:

- Unsafe operation is observed
- An incident occurs

- Workplace conditions change or
- A different type of lift truck is introduced

Safety Procedures and Risk Management

- 1) Perform pre-operational checks to ensure the lift truck is in safe working condition.
- 2) Carry out training in safe loading and unloading procedures, including weight limits and load stability principles.
- 3) Cover safe driving practices, such as maintaining clear visibility, using horns and signals, and navigating narrow aisles and congested areas.
- 4) Identify common hazards associated with lift truck operations, such as collisions, tip-overs, and pedestrian interactions.
- 5) Develop strategies for hazard recognition, risk assessment, and effective risk controls to mitigate workplace incidents.
- 6) Educate operators on the importance of regular maintenance and inspections to ensure lift trucks are in safe operating condition.
- 7) Understand inspection protocols for checking brakes, steering, tires, hydraulics, and other critical components.
- 8) Provide training on how to respond to emergencies, such as equipment malfunctions, spills and injuries.
- 9) Review protocols for evacuations, first aid, and reporting incidents to ensure timely and appropriate responses.
- 10) Maintain records of training, certifications and evaluations to comply, at minimum, with OSHA regulations.

Safe Operations Practices

CCWN must ensure that workers operating heavy equipment are adequately trained and competent to operate the equipment safely. Training will cover equipment operation, safe loading and unloading procedures of palletized products, and emergency shutdown procedures.

Each Operator must hold a valid certification demonstrating their competence to operate equipment safely and utilize Personal Protective Equipment (i.e. CSA-approved steel-toed safety footwear, face shields and gloves) as appropriate.

A qualified designated Staff member will conduct a pre-operational inspection before each use, monitor the operation of equipment to ensure that safe practices are followed and intervene if unsafe conditions are noted.

Battery charging and maintenance shall follow manufacturer and facility safety procedures. Lift truck Inspection forms provided by CCWN will include the manufacturer's checklist and the completed Inspection records will be retained for a minimum of two (2) years.

At minimum, the following conditions must be verified before each operation:

- Annual safety certification is current and displayed
- Capacity plate is visible and legible
- Controls return to neutral properly
- Braking systems function correctly
- No hydraulic leaks are present
- No fuel system leaks are present
- Guards are installed and secure, including overhead guard
- Equipment has not been improperly modified
- Forks are level, secured, and in good condition
- Lift cylinders are clean and dry
- Required lighting functions properly
- Horn is operational

Annual Safety Certification

- All lift trucks will receive annual safety certification inspections
- Certification decals or proof will be displayed on the equipment

General Operating Procedure

- 1) Ensure the intended pathway is clear of obstacles and debris before driving lift truck
- 2) Inspect the lift truck for damage or deficiencies
- 3) Engage the lifting mechanism and raise the lift truck forks a couple of inches to transport it to desired working location
- 4) Lower the lift truck forks to the ground before inserting into a pallet
- 5) Once the forks are inserted into the pallet, ensure the wheels are free of obstruction and can move freely
- 6) Engage the lifting mechanism and lift the pallet enough to ensure the load can be transported smoothly
- 7) Transport the pallet to the desired location, always ensuring a clear field of vision
- 8) Once the load is moved to the desired location slowly lower the loaded pallet to the ground using the lowering mechanism
- 9) Remove the lift truck forks from the pallet and return the lift truck to a location that is out of the flow of traffic

Load Handling

Operators will:

- Transport only properly palletized and stable loads
- Ensure loads are evenly stacked and level
- Prevent pallet overhang
- Never store broken pallets in racking
- Avoid contact between the lift truck and racking
- Never impact racking with loads or equipment
- Honor posted racking weight capacities

Regular Pallet Jacks and Electric Pallet Jacks

Operators of regular and electric pallet jacks must receive specific and proper training on safe operation practices, including:

- Operating controls and steering mechanisms
- Maneuvering in narrow aisles and congested areas

- Loading and unloading procedures

Annual Pallet Jack Inspection

Conducting regular inspections of pallet jacks is necessary, in case they are damaged and to ensure they are in safe working conditions. The inspections will include checks for:

- Brake functionality
- Tire condition and pressure
- Steering and hydraulic system weight
- Maintenance schedule
- Records of previous inspections, and repairs conducted if needed

Forklifts

According to section 52 of Regulation 851 and the OHSA, lifting devices will be operated by a licensed person, in a way that:

- No part of the load passes over any worker
- Where a worker may be endangered by the rotation or uncontrolled motion of a load, at least one (or more) guide rope is used to prevent rotation or other uncontrolled motion
- When a load is in a raised position, the controls are attended to by a certified operator

Mobile equipment will:

- Have head lights and taillights that provide adequate illumination when/if lighting conditions are such that its operation may be hazardous
- Include a screen or canopy guard adequate to protect the operator when/if exposed to the potential hazard of falling material
- Only be used to transport a person other than the operator when that worker is seated in a permanently installed seat and/or man cage

Maintenance and Inspections

Designated staff and volunteers will be regularly trained in the appropriate operation of a forklift and ensure that forklift licenses are kept up to date.

The forklift (where applicable) will be inspected at the beginning of each shift, and a pre-use inspection log will be completed prior to its use.

Handling equipment must undergo regular inspections (every 6 months) as per manufacturer guidelines and regulatory requirements.

Inspections will cover mechanical components, brakes, steering systems, and safety devices. If the case specifies a tow motor, training must be done every three years and inspections every 6 months. The establishment and adherence to a maintenance schedule is essential to ensure that handling equipment remains in good working condition.

Records of inspections, maintenance activities and repairs conducted on handling equipment will be maintained.

Equipment Malfunction Procedures

- Damaged, defective or unsafe equipment will be isolated, shut down, locked out and removed from service until such time as it can be repaired
- Only qualified truck lift technicians will service the equipment
- Unauthorized repairs or modifications are prohibited
- Maintenance records are retained for the lifetime of each piece of equipment

Pedestrian Safety

Pedestrian safety will be always prioritized

Operators will maintain safe clearance from pedestrians

Operators will sound the horn when approaching intersections, corners or pedestrians

Spotters will be used where visibility is obstructed or blind spots exist

Pedestrians must remain outside the spill zone of loads

When pedestrians enter the spill zone:

- The Operator will engage a brake and remove hands from operating levers

Approved at CCWN's Board of Directors Meeting	June 24, 2026

625 VEHICLE OPERATION AND MAINTENANCE

As part of the course of their work, CCWN personnel (employees and volunteers) may be required to operate their own personal vehicle, or one provided by Community Care of West Niagara. This policy and related procedures outline required responsibilities of the employees, volunteers and employers to ensure a safe driving culture for all.

Employer Responsibilities

As the employer, CCWN will take all steps to ensure agency vehicles are as safe as possible. Personnel will not be required to drive in conditions that are unsafe or likely to create an unsafe environment, physical distress or fatigue.

Providing Driver Training: Only Designated staff members and volunteers who have completed all the necessary orientation, training, certifications, and qualifications will be authorized to drive agency vehicles. This includes: the approved driver(s) to have opportunities for test drives; review standard processes and participate in a travel buddy system to learn pick up routes; and any required training and/or certificates that are specific to CCWN's fleet of vehicles.

Employee Responsibilities

The designated employee or volunteer is responsible for their actions and must follow traffic laws, be conscious of road safety and demonstrate safe driving and other good road safety habits. Drivers are personally responsible for traffic violations, infractions, and fines they incur while driving, even during work or volunteer duties. The driver, as the operator, is typically liable for infractions under the Highway Traffic Act.

Drivers must:

- 1) Ensure they hold a current driver license for the category of vehicle they are driving and this license is carried when driving a company vehicle
- 2) Notify CCWN immediately if their driver's license has been suspended or cancelled, or has had limitations placed upon it
- 3) Display the highest level of professional conduct when driving a CCWN vehicle
- 4) Drive within the legal speed limits, including driving according to the conditions
- 5) Wear a seat belt and make sure all occupants always wear their seat belt
- 6) Avoid distraction when driving
- 7) Use phone, GPS or other electronic devices only if hands free
- 8) Report any near-misses, crashes and scrapes, including those that do not result in injury

Drivers that use their own vehicle for CCWN business

If personnel are driving their own vehicle for CCWN business, the same policies apply along with the following additional requirement:

- Their vehicle must be insured for these purposes. Drivers must show evidence, upon request.

Actions considered as breaches of conduct

The following actions while driving to conduct CCWN business (be it in a CCWN fleet vehicle or personal vehicle) will be viewed as serious breaches of conduct and may be cause for dismissal:

- a) Drinking or being under the influence of drugs while driving
- b) Driving while disqualified or not correctly licensed
- c) Failing to stop after a collision
- d) Acquiring penalty points leading to suspension of license
- e) Any actions that warrant the suspension of a license
- f) Reckless or dangerous driving causing death or injury

What to do in the event of a Vehicle Break down, Accident or Incident:

- Stop the vehicle immediately at the scene or as close as possible, ensuring it is safe to do so
- Turn off the engine
- Switch on the vehicle's 4-way warning lights
- Ensure your own safety
- Obtain the following information if others are involved:
 - details of the other vehicle(s) and license plates
 - name(s) and phone numbers of the other vehicle owner(s) and driver(s)
 - name(s) and phone numbers of any witness(es)
 - insurance information
- Assess the damage of the vehicle and determine if the police or a tow truck is needed to remove the vehicle
- Contact CAA Niagara to have the vehicle towed if necessary to the service centre
- information is stored in Fleet Vehicle glove compartment
- Contact the Executive Director or designate to report breakdown, accident or injury

CCWN Fleet Vehicle Maintenance and Inspection Protocols:

1. Daily vehicle inspections will be performed by a Designated Staff member
2. Monthly vehicle inspections will be performed and recorded by a Designated Staff member

3. Completed Monthly Vehicle Inspection Forms will be filed in a secure cabinet and/or electronically
4. Daily fleet vehicle mileage will be logged on Daily Mileage Forms located in the Vehicle Binder
5. Completed Daily Mileage Forms will be filed in a secure cabinet and/or electronically
6. Routine Vehicle inspections and regular oil changes will be performed by a certified mechanic
7. 'Maximum Load Capacity' signage will be visible in all CCWN Fleet Vehicles as appropriate
8. License plate sticker renewal will be coordinated by a Designated Staff member

Approved at CCWN's Board of Directors Meeting	April 22, 2026

COMMUNICATION TECHNOLOGY AND SOCIAL MEDIA

Community Care of West Niagara's facsimile and copying machines, telephones and computers (including internet and email capability) are provided for business purposes only.

700 TELEPHONES/VOICEMAIL

Answer telephones by identifying yourself in a pleasant but professional manner. All callers should be forwarded to the appropriate employee or volunteer in a timely fashion. This is a small office and voices carry. Use appropriate language. Normally, refrain from using the telephone system for any but the briefest of urgent personal calls.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

701 PERSONAL CELL PHONES

Personal cell phones provide many useful functions assisting work related responsibilities at Community Care of West Niagara. Excessive use of a personal cell phone during working hours to make extended personal calls, to browse the Web or social media, or to send and review personal messages, is a misappropriation of Community Care of West Niagara's time and resources and is not permitted, and will be cause for disciplinary action.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

702 E-MAIL , INTERNET AND PHOTOCOPIER

Community Care of West Niagara's e-mail, internet and photocopying are for business use only. Inappropriate use will be cause for disciplinary action. Community Care of West Niagara strictly prohibits the use of computer resources for use in the illegal download or upload of copyright materials without authorization from the copyright holder.

E-mails may contain viruses embedded in attachments that can destroy computers and infect the network. Repairs become costly and if work has not been backed-up, will be time consuming. Unless you are sure about the content or the sender of an e-mail, do not open it, and delete it. Always keep your work backed up.

Employees must guard against '**Phishing**' messages that may appear with '**official**' logos or **trademarks**, attempting to acquire or 'verify' information such as confidential usernames, passwords or client information. *Never provide information to such online requests.*

Only programs approved by the Executive Director may be installed on Community Care of West Niagara computers.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

703 FACSIMILE MACHINE

The facsimile machine is for business use only. A computer-generated Cover Page complete with logo and Agency information should always be used. A facsimile is as professional as a letter or document mailed on Community Care of West Niagara letterhead.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

704 SOCIAL MEDIA: APPROPRIATE USE: GUIDELINES

Social Media (such as, but not limited to Facebook, Twitter, Linked-In, My-Space, etc.) is an effective way to communicate with other people and promote the work and success of Community Care of West Niagara.

- i. Do not disclose confidential or proprietary information on Community Care of West Niagara's Social Media pages. Disclosure of confidential or proprietary information, without authorization of the Executive Director may result in immediate termination.
- ii. Community Care of West Niagara's employees will be held responsible for what they write or post on the Community Care of West Niagara's page. Inflammatory comments, disparaging remarks, negative or inappropriate language or posts, may result in disciplinary action up to and including termination.
- iii. Community Care of West Niagara's employees must not engage in social media discussions regarding competitors' products, legal or government issues related to Community Care of West Niagara and our industry, without prior approval from the Executive Director.
- iv. Respect copyrights. Only post text, images or video created by someone else with proper attribution and/or authorization. If you have questions about copyright law and/or usage of certain media, contact the Executive Director.
- v. Social Media is not a substitute for inter-agency communications. Important information should be transmitted within normal Community Care of West Niagara's communication channels, not through Social Media outlets.
- vi. Social Media is not a substitute for client service. Refer clients to the appropriate program staff instead of handling inquiries entirely through Social Media.
- vii. In the event that a Community Care of West Niagara's employee discovers any on-line group(s) formed to discuss Community Care of West Niagara's staff, its products, or services, the employee must bring it to the immediate attention of the Executive Director.
- viii. If you have questions about how to respond to a specific post or group, discuss the issue with the Executive Director.
- ix. Use good judgment when posting photos from Community Care of West Niagara's events. Notify employees who are in photos that you wish to paste and obtain their permission.
- x. Always adopt a positive attitude when responding to comments on Community Care of West Niagara's Social Media or when making general comments about the agency.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

705 SOCIAL MEDIA: EMPLOYEE PERSONAL USE

The Intent of this Policy is to ensure employees are aware of their responsibility to maintain a positive image as a representative of Community Care of West Niagara.

- i. Employees of Community Care of West Niagara are seen by our community as representatives of Community Care of West Niagara outside of regular business hours and, therefore, should conduct themselves in a manner that respects the guidelines set out in this Policy.
- ii. Employees who have personal social media accounts (e.g. Face Book, Linked-In, Blogs, Twitter, Four-Square, etc.), have a unique opportunity to positively promote the business of Community Care of West Niagara. Social media offers an effective and interactive tool for employees to let people know about Community Care of West Niagara, and for employees to get to know more about our community.
- iii. Employee use of social media during regular working hours shall not have a negative impact on user productivity or efficiency. Excessive use of social media for personal reasons is a misappropriation of Community Care of West Niagara time and resources, and is subject to disciplinary action.
- iv. Use of personal social media must not be in conflict with Community Care of West Niagara's existing 'Policies and Procedures'.
- v. Employees are prohibited from disseminating any private Community Care of West Niagara's information, or comments that may reflect negatively on Community Care of West Niagara. Posts attributed to an employee involving the following are not tolerated and will be cause for disciplinary action:
 - a. Proprietary and confidential agency information.
 - b. Discriminatory statements or sexual innuendos regarding co-workers, management, customers, or vendors.
 - c. Defamatory statements regarding the agency, its employees, customers, competitors, or vendors.
- vi. Where an employee mentions Community Care of West Niagara, they will be required to include a disclaimer stating that any opinions expressed are the employee's own, and do not represent the agency's positions, strategies, or opinions.
- vii. Employees are expected to conduct themselves professionally both on and off duty. When an employee publicly associates with Community Care of West Niagara, all materials associated with their page may reflect on the agency. Inappropriate comments, photographs, links, etc. must be avoided.
- viii. Community Care of West Niagara's policies governing the use of copyright materials, corporate logos and other forms of branding and identity, apply to electronic communications. Employees are prohibited from using Community Care of West Niagara's protected materials (e.g. copyright material, branding and/or logo(s)), without prior express written permission.
- ix. Community Care of West Niagara's employees are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization from the Executive Director to act as a designated Community Care of West Niagara's representative.

- x. Community Care of West Niagara strictly prohibits the use of agency owned computer resources for use in the illegal download or upload of copyright materials without authorization from the copyright holder.
- xi. Community Care of West Niagara's Social Media Policy is not intended to interfere with the private lives of our employees or to impinge on employees' right to freedom of speech. The intent of this Policy is to ensure that Community Care of West Niagara's image and branding are protected, maintained and remain highly regarded.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

706 THIRD PARTY EVENT

Community Care of West Niagara encourages organizations and individuals to hold fundraising events where the net proceeds will be donated to Community Care of West Niagara to benefit the aims and objectives of the agency. 'Third Party' events promote greater awareness of Community Care of West Niagara in the community, as well as broadens the base of donors and partnerships.

In order to optimize the resources of Community Care of West Niagara, a Policy is necessary to ensure that the resources required to run the on-going operations of Community Care of West Niagara are utilized appropriately.

Policy

1. Any individual or organization planning to hold an event to benefit the Community Care of West Niagara will submit a proposal describing the event. The Executive Director (or designate) will review and approve the proposal and inform the Board of the event.
2. The Executive Director must approve of the use of Community Care of West Niagara's 'Brand' (including name and/or logo), in the promotion of any event.
3. The Community Care of West Niagara's 'Brand' may only be used in promotions if at least fifty per cent (50%) of the net proceeds will be turned over (unless certain circumstances are deemed appropriate by the Executive Director), to CCWN.
4. Where Community Care of West Niagara is to issue individual donation receipts, the event organizer must supply to CCWN an accounting of the revenues and expenses of the event (provided by a representative of the event organizer), the amount of the donation per ticket and a list with the name, address and phone number of ticket purchasers, noting the number of tickets bought by each purchaser.
5. As per Canada Revenue Agency regulations, if more than eighty per cent (80%) of the event ticket price is the cost (real or in-kind), then a donation receipt cannot be issued (under the Canada Revenue Agency's split receipting rules).

6. If the event organizer wishes additional assistance from Community Care of West Niagara, the request shall be made in writing and submitted to the Executive Director (or designate) for review.

Procedures

The following procedures are outlined to ensure a mutually beneficial alignment, the appropriateness of the donation, volunteer involvement, sponsorship, partnership, event, promotion and/or publicity, and prevent any possible conflicts with ongoing Community Care of West Niagara's activities and the organization's mission.

1. The 'Third Party' application is to be completed and submitted to Community Care of West Niagara in the early stages of the event planning phase. Subsequently, an agreement between the sponsoring organization and Community Care of West Niagara will be formalized prior to the event upon approval.
2. If insurance is required for the proposed event, it is the responsibility of the 'Third Party' to secure appropriate and adequate coverage.
3. Community Care of West Niagara reserves the right to review the vendor/sponsor/solicitation list to consider any conflicts and mitigate duplication of approach with current business relationships.
4. A request for Community Care of West Niagara volunteers may be submitted during the event-planning phase for review and consideration. The agency will consider its capacity and related policies before committing to provide human or office resources to solicit donations, handle mailings, attend committee meetings, recruit attendees or collect monies.
5. All expenses incurred from the 'Third Party' event is the responsibility of the 'Third Party', and can be reimbursed by the event proceeds. Community Care of West Niagara is not responsible for any financial loss incurred from the event.
6. If a 'Third Party' desires an ongoing cause-related marketing relationship, Community Care of West Niagara may request a one-year history of cause-related marketing with other non-profit organizations before a decision to affiliate.
7. Community Care of West Niagara will lend out props, banners, flyers and/or promotional material as they are available. It is the partnering organization's responsibility to ensure that the event consists of signage and props (e.g. donation jars, food bins, etc.) that meet the standards of Community Care of West Niagara.
8. Community Care of West Niagara reserves the right to display any photographs or quotes from individuals participating in events or 'Third Party' events, to be displayed in the Community Care of West Niagara's newsletter, bulletin board, website, posters, brochures and/or other promotional material.

Community Care of West Niagara's 'Brand', Advertising and Media Channels

- a) Community Care of West Niagara's 'Brand' (i.e. logo), is to be used in its pure, original form and in accordance to prescribed guidelines. Access will be obtained upon partnership approval.

- b) The Community Care of West Niagara's 'Brand'/name is to be used in any printed form (i.e. brochures, flyers, posters, banners, newsprint, etc.), and approval on all artwork is required prior to production.
- c) When the Community Care of West Niagara's name is to be used on the radio and/or television, all press releases are requested and reviewed by the Executive Director (or designate) prior to release to the media. Community Care of West Niagara must be consulted about what media is being contacted to mitigate confusion, or conflict with any current relationship between the media and CCWN.
- d) The Partnering organization will take full responsibility for any costs incurred by purchasing any media advertisement to promote an event, significant donation or awareness promotion.
- e) 'Third Party' events will be considered on an individual basis about inclusion on:
 - Community Care of West Niagara's website.
 - Social media accounts.
 - In-house publications and promotions, such as e-newsletters and e-mail blasts.
- f) The Partnering organization will take full responsibility for any loss or damage to borrowed Community Care of West Niagara's marketing and promotional items, agreeing to repair or replace as necessary.

**Refer to Policies: 100, 409, 704, 706A, CCWN Brand Guide-for additional information.*

Updates approved at CCWN's Board of Directors Meeting	December 19, 2025
Approved at CCWN's Board of Directors Meeting	June 30, 2020

706A FUNDRAISING

Purpose

Community Care of West Niagara (CCWN) relies on fundraising to support its operations and as such may authorized staff/employees and or third parties to operate fundraising events to benefit the organization. All fundraising activities conducted by or on behalf of the organization must be truthful and not make claims that are misleading or cannot be upheld.

CCWN carefully considers how it interacts with people in vulnerable circumstances while conducting fundraising activities – be it in person, over the phone, online etc. Steps are taken to ensure that fundraising practices do not target or exploit the trust, lack of knowledge, lack of capacity, apparent need for care and support, or vulnerable circumstances of any donor.

Policy

When fundraising activities are conducted by or on behalf of CCWN, the activities of the organization will be clearly described in any communication. The fundraising events will clearly display CCWN's name, the purpose for which the funds will be used, the income tax receipting practice or policy including the minimum amount required for receipting, and disclose upon request, whether the individual or entity seeking donations is a volunteer, employee or contracted third party.

Any materials distributed on behalf of the CCWN for the purposes of fundraising will include the address and other contact information including email address, website and phone number.

CCWN will not pay commission, finder's fees or compensation based on the value of the transaction to individuals soliciting donations or manage the solicitation of donations.

While conducting any fundraising activity on behalf of CCWN anyone seeking or receiving funds including staff, volunteers, or third parties must:

- Act with fairness, integrity, and in accordance with all applicable laws
- Disclose immediately to the Executive Director any actual or apparent conflict of interest or loyalty
- Provide verification of the affiliation of the person representing the organization; and
- Secure/safeguard any confidential information including credit card information provided by donors
- Cease contacting a prospective donor who states that they do not wish to be contacted

Procedure

Prior to any fundraising events conducted by CCWN staff, volunteers or by a third party the proposed activity will be discussed with the Executive Director. It is essential to ensure the event, and fundraising activity remain consistent with the mission, values and policies of CCWN.

Staff are to ensure that they, volunteers, and third parties have been orientated on the fundraising policy and any required processes such as confidential documentation of personal information.

Approved at CCWN's Board of Director's Meeting	March 24, 2024

707 PRIVACY POLICY – WEBSITE

Purpose

This Privacy Policy applies to the following website: www.communitycarewn.ca

The respect of website visitors' private information is of the utmost importance to Community Care West Niagara (CCWN), the organization responsible for this website.

This website Privacy Policy identifies:

- the way personal information is collected and processed. "Personal information" means any information that could identify someone, such as name, mailing address, email address, location and IP address;
- Individual rights regarding one's personal information;
- who is responsible for the processing of the collected and processed information;
- to whom the information is transmitted;
- if applicable, the website's policy regarding cookies.

Collection of Personal Information

The following personal information is collected:

- Last Name
- First Name
- Mailing Address
- Postal Code
- Emailed Address
- Phone Number
- Credit Card Number

Forms and Methods of Collection

Personal information is collected through the following methods:

- Registration forms
- Order forms
- Donation forms

The data collected is for the purpose of: gathering contact information for or pertaining to donation payments, payments for ticket/event registration, ordering items.

Access to Credit Card Data

When a website visitor enters credit card data into The Bridge App Donation Form (CCWN's service provider), it is sent directly to the payment processor. CCWN does not have the ability to schedule recurring or future payments. If donations are provided to the Bridge App directly, donors choose to enter their own information into their personal account on the app. The payment processor then gives The Bridge App a unique token that it can use to charge the credit card in the future. CCWN and The Bridge App Inc. do not see or store any confidential credit card information.

Payment Processor

Community Care of West Niagara currently engages the services of CardPointe as its payment processor for credit card transactions.

Cookies and Log Files

Information is collected through log files and cookies. This enables CCWN to process statistics and information on traffic on the Website, to ease navigation and improve website visitor experience.

Cookies used by the Website

The cookies files used by the Website are the following:

- Member log-in activity
- Date of last visit
- Total number of visits
- Day and time of connection

The use of such files permits CCWN to improve the service; to offer a personalized visitor welcome; and to complete statistical surveys.

Objection to the Use of Cookies and Log Files by the Website

Website visitors have the right to object to the recording of these cookies and log files by configuring their web browser. Once the visitor has deactivated cookies and log files, they may continue use of the Website. However, any malfunction resulting from this deactivation may not be considered of CCWN's making.

Sharing of Personal Information

Personal information may be shared with Third party service providers ("Service Providers") who provide (without limitation) administrative/operational services; data processing; marketing & communication services; website hosting services; credit card processing; or who otherwise process personal information for purposes that are described in this website privacy policy; or otherwise has notified to the visitor at the time when their personal information is being collected. Examples include: cookie consent banners, terms and conditions, when registering for an event receiving information about charitable tax receipting.

Storage Period of Personal Information

The Controller will keep in its computer systems, in reasonable security conditions, the entirety of the personal information collected for the following duration: 7 years.

Hosting of Personal Information

CCWN's website and Tymbrel Software is hosted by:

Delta4Digital located at the following address:

60 James Street Suite 500

St. Catharines Ontario L2R 5B8

Phone number: 1-905-769-1555.

Personal information is collected and processed in Canada.

CONTROLLER

Controller: The "Controller", Community Care of West Niagara, is in charge of determining the purposes for which personal information is processed and the means used for such processing. CCWN may be contacted at 905-563-5822 or info@communitycarewn.ca.

Obligations of the Controller

The Controller (CCWN) is committed to protecting the personal information collected, to not transmitting it to third parties without informing the website visitor, and to respecting the purposes for which personal information was collected. In the event that the integrity, confidentiality or security of personal information is compromised, the Controller is committed to notifying the website visitor(s) impacted.

Right of Objection and of Withdrawal

Website visitors have the right to object to the processing of personal information by the website ("right to object"). They also have the right to request that personal information does not appear, for example, on a mailing list ("right to withdraw"). If website visitors wish to exercise the right to object or the right to withdraw, they must submit a written request via email at info@communitycarewn.ca.

Right of Access, of Rectification and of Removal

Website visitors have the right to consult, update, modify or request the removal of information pertaining to themselves by submitting a written request via email at info@communitycarewn.ca.

Security

Personal information collected is stored in a secure environment. People working on behalf of CCWN are obligated to respect the confidentiality of personal information. To ensure the security of website visitor personal information, the following protocols are in place:

- SSL (Security Sockets Layer) Protocol
- SET (Secure Electronic Transaction) Protocol
- Access management - person authorized
- Access management - person concerned
- Automatic backup
- Username/password
- Firewalls

CCWN is committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to safeguard the confidentiality of website visitor transactions. Nevertheless, no mechanism can ensure complete security and transmitting personal information on the Internet always entails a level of risk.

Children

CCWN website includes sections aimed towards children. The collection of their personal information is done with the consent of the parents, or legal guardian. Consent is obtained through the program or service registration form(s).

Specific Review

Our Privacy Policy - Website may be viewed at all times at www.communitycarewn.ca
This Policy will be reviewed and ratified by the Board of Directors upon the enactment of new legislation or regulations to ensure continued compliance.

Acceptance of Privacy Policy – Website

By utilizing CCWN's website, website visitors certify that they read and understand this Privacy Policy and accept its conditions, more specifically conditions relating to the collection and processing of personal information, and the use of cookies.

Applicable Law

Legislative provisions as specified in:

Personal Information Protection and Electronic Documents Act, SC 2000, c 5;

Updates approved at CCWN's Board of Directors Meeting	December 19, 2025
Approved at CCWN's Board of Director's Meeting	April 28, 2021

708 ANTI-SPAM

Purpose

Community Care of West Niagara is committed to protecting the privacy of our supporters and ensuring compliance with Canada's Anti-Spam Legislation (CASL). This Policy outlines how we handle commercial electronic messages (CEMs), such as emails and newsletters, to ensure that our communications are respectful and lawful.

A Commercial Electronic Message (CEM) is any email or other electronic message sent to encourage participation in a commercial activity. For Community Care of West Niagara, this includes newsletters, fundraising updates, or any other communications that promote our programs, services or support. This Policy is meant to be read in conjunction with other Community Care of West Niagara policies, including the *Privacy related policies.

When sending out a Commercial Electronic Message, Community Care of West Niagara will ensure that messages are only sent out to those who have given consent, either express or implied, as defined in CASL.

Express Content

CCWN obtains clear permission, usually through an opt-in process, where individuals voluntarily sign up to receive our communications (e.g., subscribing to our newsletter). Before potential new recipients are added to its communications listing, CCWN will ensure that they are asked for their consent to be added and that this consent is documented in their file. (unless they have given implied consent, see below)

Implied Consent

If an individual, business, or entity has donated, volunteered, or interacted with us previously in a way that suggests they would expect to receive communications related to their engagement with Community Care of West Niagara, it is considered as implied consent.

Whether or not consent is required, CCWN will make efforts to ensure that the recipient only receives the messages they want. All CEMs will include a clear and straightforward way for recipients to opt-out or unsubscribe from receiving future messages. This will be done by informing Community Care of West Niagara that you no longer wish to receive the information or via a visible "unsubscribe" link.

Each CEM will include the following:

Identification of Community Care of West Niagara: The message clearly identifies CCWN as the sender.

Contact Information: We will provide our physical address and an email address or phone number for recipients to contact us.

Purpose: The purpose of the correspondence will be made clear (e.g., providing information about upcoming events, donations, or food bank news). The content and subject line of all CEMs will be truthful and not misleading. We will never send CEMs with false or deceptive information about Community Care of West Niagara's activities or services.

CCWN obtains consent for every CEM sent out on behalf of CCWN from existing business relationships (within the last 2 years) or non-business relationships (have donated or volunteered within the last 2 years). Exceptions include:

CEMs sent out on behalf of CCWN that:

- Provide a requested quote or estimate for the supply of product, goods or services;
- Facilitate or confirm a previously agreed to commercial transaction;
- Provide warranty, product recall or safety information about a product, goods or service provided;
- Provide factual information about a subscription, membership, account or similar relationship;
- Present information directly related to the employment relationship or related benefit plan;
- Deliver a product, goods or service including updates or upgrades related to a transaction;
- Have a primary purpose of raising funds for CCWN, as a Registered Charity. This includes:
 - General solicitations for funds;
 - Promotions of fundraising events;
 - Other events or services undertaken to carry out CCWN's charitable mission.

**Refer to Ops Policies 707,709, 710 for further information related to CASL and Privacy*

Approved at CCWN's Board of Directors Meeting	December 19, 2025

709 RECORD RETENTION

Purpose

The purpose of this record retention policy is to outline documents retained by Community Care of West Niagara. By listing which information to keep and how long documents must be retained, we are ensuring the accuracy and security of important records.

Definitions and Scope

This policy covers new hire paperwork, onboarding documents and company productivity information, donor information, volunteer information, client information collected to ensure program eligibility, and any other documentation that is required for the operation of the organization.

This policy applies to anyone who accesses, contributes or manages any documents related to the records mentioned above. This policy covers a variety of electronic and physical records including: Emails; Meeting minutes; Spreadsheets; Documents; Presentations; Scanned items, as examples.

Record: Any company documents that are stored for future reference.

Record Retention: The method for securing and overseeing records.

Retention Period: The length of time a record is to be kept in the company's files and storage.

HUMAN RESOURCE RECORDS

Any legal or business documentation submitted by employees during their application process, initial days of employment or pertaining to their performance during their employment with CCWN.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Executive Director's office for two years after employee termination; Electronic Records will be retained in a password protected/locked electronic folder until two years after termination.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after termination for a period of 5 years. The records will be shredded and disposed of by a professional record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

CLIENT RECORDS

Client Financial or Personal Documents submitted by clients to assess eligibility for programs operated by Community Care of West Niagara or on behalf of a Community Partner by Community Care of West Niagara.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Client Services Coordinator's office for two years after last client service or program participation; Electronic Records will be retained in a password protected/locked electronic folder until two years after last client service or program participation termination.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after termination for a period of 5 years. The records will be shredded and disposed of by a professional

record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

DONOR RECORDS

Donor information is retained for the purposes of issuing charitable tax receipts, recognition, and for sharing information about the work and events of the organization in adherence to both CCWN fundraising, privacy policies, and any pertaining legislation.

Retention Period & Protection: Physical Records will be retained in a locked cabinet in the Manager of Community Engagement office for two years. Electronic Records will be retained in a password protected/locked electronic folder and/or CRM fundraising platform and/or donor spreadsheet and databases until 7 taxation years after final donation was made.

Storage and Disposal: Physical Records will be moved to CCWN file archives two years after last donation was received, for a period of 5 years or 7 taxation years after final donation was made. The records will be shredded and disposed of by a professional record disposal company. Electronic Records will be retained only as long as necessary to fulfill the purposes for which it was collected, or, as required by law. When no longer required, personal information will be securely destroyed or anonymized.

CCWN file archives are currently held at CCWN’s Beamsville location, in a locked filing room. All Financial information will be kept in accordance to CRA regulations.

IMPORTANT CONSIDERATIONS

It is possible that while addressing the needs for responsible record retention that direction is required beyond the scope of this particular policy.

Other resources include: Ops Policies 400,406, 407, 906; Gov Policies 201, 204, 205, 506, 600

Approved at CCWN’s Board of Directors Meeting	January 29 th , 2026

710 PRIVACY POLICY – GENERAL

Purpose

Community Care of West Niagara is committed to protecting the privacy and the personal information of its donors, volunteers, employees, clients, and other stakeholders. We value the trust of those we deal with and the public. CCWN recognizes that maintaining this trust requires transparency and accountability as to how the information shared with us is treated.

During the course of our various projects and initiatives, CCWN routinely gathers and uses personal information. Anyone from whom we collect such information can expect that it will be carefully protected and that any use of, or other dealing with, this information is subject to consent.

Definition and Scope

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinion or beliefs, as well as facts about, or related to, the individual. Examples include: name, address phone number, and email address. The exception to this applies to business contact information and publicly available information and when individuals use their home information as business contact information as well.

Accountability

CCWN is responsible for the personal information under our control and have designated the Executive Director and/or their designate to ensure compliance with this policy and applicable laws.

Limited Collection

Personal information collected is limited to that which is necessary for the purposes identified by CCWN. Information is collected by fair and lawful means.

Limiting Use, Disclosure, and Retention

Personal information is only used or disclosed for the purposes for which it was collected unless the individual consents otherwise or if it is required by law. Personal information is retained only as long as necessary for the fulfillment of those purposes.

Consent

CCWN obtains individual consent before collecting, using, or disclosing your personal information, except where permitted or not required by law. Consent may be provided verbally, in writing, or electronically; by providing their personal information they consent to its use as outlined in this policy.

Safeguarding of Personal Information

Appropriate physical, organizational and technological measures are implemented to protect personal information from loss, theft, unauthorized access disclosure, copying or modification. Computers and network systems are password protected and secured. Only authorized individuals requiring personal information to perform their job duties may access secure systems and databases.

Retention and Disposal

Personal information is retained only as long as necessary to fulfill purposes for which it was collected or as required by law. When no longer required, personal information is securely destroyed or anonymized.

Individual Access

Individuals have the right to access their personal information held by CCWN and to request correction if it is inaccurate or incomplete.

Specific Review

This Policy will be reviewed and ratified by the Board of Directors upon the enactment of new legislation or regulations to ensure continued compliance.

**Refer to Policies: 707, 708, 709 for additional information.*

Approved at CCWN's Board of Directors Meeting	December 19, 2025

ACCESSIBLE CLIENT SERVICE

Community Care of West Niagara strives at all times to provide services in a way that respects the dignity and independence of people with disabilities. All goods and services provided by Community Care of West Niagara shall follow the principles of dignity, independence, integration and equal opportunity.

800 SCOPE

- This Policy applies to the provision of goods and services at premises owned and operated by Community Care of West Niagara.
- This Policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Community Care of West Niagara, including when the provision of goods and services occurs off the premises of Community Care of West Niagara.
- The section of this Policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Community Care of West Niagara.
- This Policy shall also apply to all persons who participate in the development of the Community Care of West Niagara's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

801 PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

Community Care of West Niagara will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all clients receive that same value and quality.
- Allowing clients with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk.
- Using alternative methods, when possible, to ensure that clients with disabilities have access to the same services, in the same place and in a similar manner.
- Taking into account individual needs when providing goods and services.
- Communicating in a manner that considers the client's disability.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

802 ASSISTIVE DEVICES

Client's own assistive device(s):

- Persons with disabilities may use their own assistive devices, as required, when accessing goods or services provided by Community Care of West Niagara.
- In cases where the assistive device presents a safety concern, or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the client.

Approved at CCWN's Board of Director's Meeting	January 20, 2021

803 GUIDE/SERVICE ANIMALS

A client who is accompanied by guide/service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide/service animals.

FOOD SERVICE AREAS:

A client accompanied by a guide/service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

RECOGNIZING A GUIDE/SERVICE ANIMAL:

If it is not readily apparent that the animal is being used by the client for reasons relating to his or her disability, Community Care of West Niagara may request verification from the client which may include:

- A letter from a physician, or nurse, confirming that the person requires the animal for reasons related to the disability.
- A valid identification card signed by the Attorney General of Canada.
- A certificate of training from a recognized guide dog, or service animal training school.

CARE AND CONTROL OF THE ANIMAL:

The client that is accompanied by a guide/service animal is responsible for maintaining care and control of the animal at all times.

ALLERGIES:

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Community Care of West Niagara will make all reasonable efforts to meet the needs of all individuals.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

804 SUPPORT PERSONS

If a client with a disability is accompanied by a support person, Community Care of West Niagara will ensure that both persons are allowed to enter the premises together and that the client is not prevented from having access to the support person.

There may be times where seating and availability prevent the client and support person from sitting beside each other. In these situations Community Care of West Niagara will make every reasonable attempt to accommodate the client's needs.

In situations where confidential information might be discussed, consent will be obtained from the client, prior to any conversation where confidential information might be discussed.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

805 NOTICE OF DISRUPTIONS IN SERVICE

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Community Care of West Niagara. In the event of any temporary disruptions to facilities or services that clients with disabilities rely on to access or use Community Care of West Niagara's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable.
- Reason for the disruption.
- Anticipated duration.
- A description of alternative services or options.

When disruptions occur Community Care of West Niagara will provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.
- Contacting clients with appointments.
- Verbally notifying clients when they are making a reservation or appointment.
- By any other method that may be reasonable under the circumstances.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

806 TRAINING

Training will be provided to all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Community Care of West Niagara, for example:

- Drivers.
- Vendors.
- Event operators.

Training Provisions

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Client Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices.
 - Require the assistance of a service animal.
 - Require the use of a support person (including the handling of admission fees).
 - Instructions on what to do if a person with a disability is having difficulty accessing your services.
 - Community Care of West Niagara's policies, procedures and practices pertaining to providing accessible client service to clients with disabilities.

Training Schedule:

Community Care of West Niagara will provide training as soon as possible. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf during orientation. Revised training will be provided to reflect changes to legislation, procedures and/or practices.

Record Of Training:

Community Care of West Niagara will keep records of training that include the dates training was provided.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

807 NOTICE OF AVAILABILITY AND FORMAT OF DOCUMENTS

Community Care of West Niagara shall notify clients that the documents related to the 'Accessibility Standard for Client Service' are available upon request and in a format that takes into account the client's disability. Notification will be given by posting the information in a conspicuous place, owned and operated by Community Care of West Niagara, and/or by any other reasonable method.

Clients may submit feedback or questions related to accessibility to:

Carole Fuhrer, Executive Director
Community Care of West Niagara
4309 Central Avenue, Box 171
Beamsville, ON L0R 1B0
Telephone: 905-563-5822

E-mail: carole@communitycarewn.ca

Clients who provide formal feedback will receive acknowledgements of their feedback, along with any resulting actions based on concerns that were submitted. This Policy, and its related procedures, will be reviewed as required in the event of legislative changes.

Approved at CCWN's Board of Directors Meeting	January 20, 2021

GIFT ACCEPTANCE

900 GIFT ACCEPTANCE

Purpose

Community Care of West Niagara (“CCWN”, “Community Care” or the “organization”) is authorized to accept both current and deferred gifts from donors. The term “current gift” describes an outright contribution of cash or property, which can be used immediately by the organization in support of its funding priorities. Securing “current gifts” is Community Care of West Niagara’s highest priority and donors who are capable and inclined to make outright gifts will be encouraged to do so.

“Deferred gifts” include gifts by Will (Bequests), life insurance policies, retirement plan accumulations and gifts of residual interest. All fundraising programs, solicitation plans, and activities shall be subject to the oversight of Community Care of West Niagara’s Board of Directors.

The purpose of the following policies and guidelines is to identify the various types of gifts that may be promoted and accepted, the general policies applicable to those gifts, and specific administrative guidelines for each type of gift. These policies ensure that all gifts accepted by Community Care of West Niagara will be cost-effective, will not produce undue liability, and will be acceptable to the Canada Revenue Agency (CRA).

GENERAL POLICIES

Responsibilities to Donors

This policy is to inform, serve, guide, or otherwise assist donors who wish to support its activities, but never, under any circumstances, to pressure or unduly persuade.

- All persons acting on behalf of the organization, in staff positions or as volunteers, will conduct themselves in accordance with generally accepted professional standards of accuracy, truth, and integrity.
- In all matters involving donors, their interest and well-being must take precedence over the interests and needs of Community Care of West Niagara. In cases of potential or actual conflict of interest, those acting on behalf of the organization, must declare the conflict and allow someone else to act on its behalf.
- Persons acting on behalf of Community Care of West Niagara shall, in all cases, encourage the donor to discuss proposed gifts of significance with independent legal and/or financial advisors of the donor’s choice and at the donor’s expense, to ensure that the donor receives a full and accurate explanation of all aspects of the proposed charitable gift. This provides opportunity for the donor to also consider/understand how the gift may affect their financial position, taxable income, or relationship with their family members, etc.
- Community Care of West Niagara reserves the right to decline a gift if the donor has not obtained appropriate, independent advice.

Authorization

Only selected volunteers, (including the Treasurer of Community Care of West Niagara), and designated staff, (including the Executive Director of Community Care of West Niagara), are authorized to negotiate ‘current and deferred gift’ arrangements of significance with prospective

donors, consistent with the Gift Policy and Guidelines outlined in this document, as approved by Community Care of West Niagara's Board of Directors.

- All planned gift arrangements requiring execution by Community Care of West Niagara shall first be reviewed and approved as to the Form advised by its legal counsel. Where substantially the same Gift Agreement Form is used repeatedly, only the prototype needs prior approval.

Planned gifts must be:

- Reviewed and approved by Community Care of West Niagara's Board of Directors (or its delegate) prior to acceptance.
- Relevant information about the gift shall be ascertained, including a copy of any appraisal secured by the donor. Community Care of West Niagara reserves the right to secure its own appraisal. These gifts include:
 - Gifts of real estate, shares in privately owned companies, stock options, tangible personal property, partnership interests, and other property interests not readily negotiable.
 - Gifts of residual interest, (including charitable remainder trusts).

Gifts of cash, publicly traded securities, life insurance policies and retirement plan accumulations, do not generally require approval by the Board of Directors. Any gift, however, may be referred to the Board if subject to:

- Possible unacceptable restrictions.
- If it creates an undesired financial burden on Community Care of West Niagara.
- Jeopardizes Community Care of West Niagara's tax-exempt status.

Declining a Gift

At times, Community Care of West Niagara may choose to decline a gift if one or more of the following conditions are known:

- There are conditions on a gift, or its use designation, which are inconsistent with the Mission, Values and Goals of Community Care of West Niagara.
- The gift could financially jeopardize the donor and/or Community Care of West Niagara.
- The gift or terms of the gift are illegal.
- Community Care of West Niagara does not have the resources to honour the terms of the gift.
- An appropriate fair market value cannot be determined, or will result in unwarranted or unmanageable expense to Community Care of West Niagara.
- There are physical, or environmental hazards involved.
- Where false promises have been made.
- The gift could jeopardize the tax-exempt status of Community Care of West Niagara. The gift could improperly benefit any entity (individual and/or Community Care of West Niagara).

OFFICIAL DONATION RECEIPTS

Community Care of West Niagara has been issued a Charitable Registration Number by the Canada Revenue Agency, which permits it to offer official donation receipts to eligible donors, suitable for income tax purposes. This privilege is governed by federal statute and internal organization policy.

The word “gift”, by its common-law definition, is generally held to be a “voluntary transfer of property without valuable consideration”.

Policy

Community Care of West Niagara will issue an official receipt for donations that qualify as charitable gifts, per the Income Tax Act, and Canada Revenue Agency’s policy guidelines, as amended from time to time. Community Care of West Niagara will consider charitable gifts from those that are unencumbered, and those over which the donor has no jurisdiction, or signing authority.

CCWN will automatically issue tax receipts for donations of \$20 or more. Donations made online will be issued to the email address provided by the donor. Receipts for all other donations will be mailed out to the address provided by the donor.

Guidelines

When a contribution is received by Community Care of West Niagara, it is the responsibility of its staff to determine that it is acceptable and that it qualifies as a charitable gift.

If there is any uncertainty as to whether a donation qualifies as a charitable gift, advice will be sought in the following order:

- From Community Care of West Niagara’s Executive Director.
- From the Board President or Treasurer.
- From a qualified tax consultant or auditor.
- From qualified legal counsel.

CONFIDENTIALITY OF INFORMATION

CCWN honours donors’ and prospective donors’ requests to remain anonymous; limit the frequency of contacts; not be contacted by telephone or other technology; discontinue contact.

Policy

- All information pertaining to donors and donations received by Community Care of West Niagara is confidential.
- The Executive Director (or their delegate), will approve access to donor information, with access granted only to those involved in Community Care of West Niagara’s activities and planning.

Guidelines

- All necessary steps will be taken to ensure that donor information will be kept confidential.
- On behalf of Community Care of West Niagara, staff members are charged with the responsibility of maintaining accurate and complete records of all donors and donations committed and/or received.
- A donor may request that her/his gift and/or information pertaining to that gift remain anonymous.
- A donor may also request that his/her gift not be publicly recognized.
- Unless requested specifically by the donor, public recognition will be extended to donors in accordance with Community Care of West Niagara’s Gift Recognition Policy, or as negotiated with the donor as part of the gifting process.

- Donor lists, records and/or mailing information maintained in the name of Community Care of West Niagara, will never be sold or exchanged with other organizations or entities.
- The sharing of gift and donor information with partner organizations, (e.g. the Niagara Community Foundation), to achieve stated donor gift objectives, shall require prior written authorization by the donor.

DESIGNATION OF GIFTS

Community Care of West Niagara has a responsibility to handle all monies placed into its care in accordance with the donor's gift designations, (past, present and future). Adhere to all applicable laws in this regard, both federal and provincial. All gifts received by the organization should only be designated for purposes that are in accordance with the Mission and Values of Community Care of West Niagara.

Policy

- All donors can choose to have their gift be fully expendable and/or held in a long-term fund in service to Community Care of West Niagara's approved programs and activities.
- Donors can be invited to designate their gifts to specific programs, funds or projects.
- On rare occasions, a gift may be declined as a result of restrictions placed on the gift.

Guidelines

- Unrestricted gifts, or gifts with no designation specified, are allocated to the general fund account.
- Gifts restricted to a specific program or fund will be allocated to a program or fund account identified for this purpose.
- Gifts restricted to a specific project will be allocated to the project account.

ACCEPTANCE POLICIES

GIFTS OF CASH:

Definition

Cash may take the form of cheques, money orders, currency or other legal tender, including contributions made by credit and debit cards and/or through online giving processes.

Policy

Cash donations are always welcomed by Community Care of West Niagara, and an appropriate donation receipt will be issued to donors wherever possible.

Guidelines

Authorized Community Care of West Niagara's staff will deposit the gift in accordance with its established gift administration procedures and prepare the official donation receipt in the name of Community Care of West Niagara. Community Care of West Niagara's staff will record the gift entry in the database and prepare the appropriate acknowledgement(s).

GIFTS OF SECURITIES:

Definition

Examples of securities are shares of stock in a corporation, bonds, treasury bills, other documents evidencing a liability, or mutual funds. Some securities may be publicly traded and receive preferable tax treatment when donated to a registered charitable organization in Canada.

Policy

Community Care of West Niagara will accept securities as “in-kind” charitable donations. Community Care of West Niagara reserves the right to sell securities and manage the funds according to its investment policy. The amount of the donation receipt is determined by the:

- Fair market value (FMV) of the security at the close of business on the day the security is received by the custodian of Community Care of West Niagara’s investment counsel.
- Fair market value (for non-marketable securities) on the date of transfer provided through a written evaluation prepared by an independent appraiser who is qualified to evaluate such shares.
- Gifts of shares in a privately-owned company will be accepted on the approval of the Board of Directors (or its delegate), only as long as Community Care of West Niagara assumes no liability in receiving them, and the Board is satisfied with the evaluations provided.

Guidelines

Shares in private companies may be accepted if they can be sold in the near future to the corporation, other shareholders or others interested in acquiring an interest in the corporation. Alternatively, such shares may be accepted if an arrangement is made to redeem the shares upon the death of the shareholder. The Board of Directors (or its delegate), will review all gift arrangements involving private shares.

All gifts of publicly-traded securities will be reviewed by Community Care of West Niagara’s Executive Director (or their delegate) to ensure the securities are both readily marketable and acceptable by law.

IN-KIND GIFTS:

Definition

In-kind gifts are generally gifts of real or tangible property, such as real estate and include personal property such as art, books, jewelry, gift cards and other valuable items. This category would also include gifts of agricultural products, consistent with the current *The Local Food Act*.

The Local Food Act introduced a non-refundable income tax credit for farmers who donate agricultural products to eligible community food programs in Ontario, including food banks. The credit is worth twenty-five (25) per cent of the fair market value (FMV) of the agricultural products donated, and can be claimed for donations made on, or after January 1, 2014, in addition to the charitable donation tax credit claimed.

Policy

Community Care of West Niagara welcomes gifts of all kinds and will issue a donation receipt for such contributions, where permitted by law. The donation receipt will be issued for the fair market value on the date the gift is received (or the assets are transferred), consistent with the Canada

Revenue Agency guidelines. Community Care of West Niagara may retain the gifted asset(s), or sell it and use the proceeds for its unrestricted 'highest priority' needs, or as designated by the donor.

Guidelines

In order to issue a donation receipt for an in-kind gift, Community Care of West Niagara requires:

- A minimum of one independent appraisal be acquired from a reputable appraiser. Original appraisal documents must be in hand as well as a deed of gift, naming Community Care of West Niagara the irrevocable owner of the gift. Appraisals are undertaken at the expense of the donor.
- For items valued under \$1000, an authorized member of Community Care of West Niagara's staff may ascertain the value of the item. If there is not a qualified staff member, an independent appraisal may be required. In such cases, appraisals will again be undertaken at the expense of the donor.
- Receipts confirming the purchase price of gift cards will be provided prior to the issuance of any charitable receipt, in accordance with the Canada Revenue Agency's requirements.
- Gifts of real estate, whether outright or in some form of residual interest, will be subject to the following, and Community Care of West Niagara's staff shall:
 - Receive, from the donor, qualified appraisals of the proposed gifted property.
 - Confirm the donor has clear title to the property.
 - Ascertain that acceptance of the gift would be in Community Care of West Niagara's best interest after consideration of such factors as zoning restrictions, marketability, current use and cash flow.
 - Obtain its own independent appraisal. Community Care of West Niagara may, at its discretion, obtain a third independent appraisal, and, in such cases, issue a receipt based on the agency's own appraisal.
 - If the real estate possibly contains toxic wastes, the donor shall secure an environmental audit and provide the results to the agency. No property containing toxic wastes shall be accepted prior to removal and/or indemnification of Community Care of West Niagara against all present and future liabilities.

For gifts-in-kind of equipment or similar property, the Board of Directors (or its delegate) must approve acceptance of the asset to ensure that Community Care of West Niagara is prepared to maintain the asset, including all related financial obligations.

ESTATE GIFTS BY WILL (BEQUESTS):

Definition

A Bequest is a specific provision in a Will, directing assets from the estate to Community Care of West Niagara. The amount of the Bequest may be specified or the Bequest may be a residual interest after all debts, taxes and other specific Bequests have been paid.

Policy

Bequests made to Community Care of West Niagara may qualify as a charitable gift, if the terms and conditions of the Bequest are consistent with the needs of Community Care of West Niagara. Official donation receipts will be issued to the estate of the deceased, suitable for income tax purposes.

Guidelines

Sample Bequest language will be made available to prospective donors and their lawyers to ensure that Bequests are properly designated and the proper legal title for Community Care of West Niagara

is used. Community Care of West Niagara staff will not become involved in the final preparations, execution or witnessing of a Will in which Community Care of West Niagara is named as a beneficiary.

Communications with Community Care of West Niagara (e.g. letters, copy of the Will and/or estate account summaries, etc.) received from the executors, trustees, or legal counsel will be reviewed by the Board of Directors (or delegated staff).

The purpose of the Bequest will be reviewed to ensure that it is not in conflict with the needs or policies of Community Care of West Niagara. The Committee will review any Bequests that are in conflict, and an appropriate action plan will be determined.

Community Care of West Niagara's staff will maintain an ongoing file of all estates and will ensure that all related correspondence is dealt with in accordance with these policies.

GIFTS OF LIFE INSURANCE:

Definition

A donor may choose to donate an existing, fully paid-up life insurance policy or purchase a new policy in the name of Community Care of West Niagara. The donor can name Community Care of West Niagara as the owner and beneficiary, or just a beneficiary under the policy. Different tax treatments apply depending on the donor's choice.

Policy

If a donor contributes an existing policy (a policy already issued and currently 'in force'):

- A fully paid-up policy transferred to Community Care of West Niagara provides the contributor with a donation receipt for the fair market value (FMV) as calculated on the date of ownership transfer (often, but not always, the cash surrender value of the policy), provided that Community Care of West Niagara is named the owner and beneficiary of the policy. Upon the donor's death, Community Care of West Niagara receives the face value of the policy.
- If an individual donates an existing policy on which premiums are still owing and Community Care of West Niagara is named the owner and beneficiary, it may issue donation receipts for the FMV of the policy when ownership is transferred, and for all subsequent premium payments paid by the donor.

If the donor purchases and donates a new policy:

- When a donor purchases a new policy and names Community Care of West Niagara as owner and beneficiary, the donor receives a donation receipt for the annual premium payments paid on the policy. The donor may make premium payments through Community Care of West Niagara, or directly to the insurance company, as negotiated with the donor. Upon the donor's death, Community Care of West Niagara will receive the face value of the policy.

In both of the scenarios described above, the donor could also choose to direct the insurance proceeds to their estate and name Community Care of West Niagara as beneficiary of these proceeds in their Will. However, such gift arrangements could be subject to Will challenges and erosion by probate fees and, therefore, should not be recommended.

Donors can also choose to retain ownership of a policy and name Community Care of West Niagara as beneficiary directly, bypassing probate costs. Under this arrangement, the donation receipt for the full value of the policy proceeds will be prepared for estate use.

Guidelines

The Board of Directors (or its delegate) will authorize acceptance of all gifts of life insurance. A Community Care of West Niagara's staff member will confer annually with the appropriate insurance companies to ensure that outstanding premium payments have been made. In cases where the donor does not make the required premium payments, Community Care of West Niagara may elect to:

- Assume responsibility for the payment of premiums.
- Retain the policy with a "paid up", but reduced face value.
- Cash in the policy for its current FMV.

GIFTS FUNDED WITH REGISTERED RETIREMENT SAVINGS PLAN/INCOME FUND/TAX-FREE SAVINGS PLAN PROCEEDS (RRSPs/RRIFs/TFSA's):

Definition

A donor may choose to donate the proceeds of an existing RRSP, RRIF and/or TFSA plan to Community Care of West Niagara. The donor can name Community Care of West Niagara as beneficiary of the plan for all, or part, of the proceeds invested. Upon the donor's death, the proceeds are paid directly to the organization and an official donation receipt may be issued to the estate for the full value of the gift.

Policy

RRSP/RRIF/TFSA proceeds are welcomed by Community Care of West Niagara and an appropriate official donation receipt will be issued.

Guidelines

Individuals may designate Community Care of West Niagara as beneficiary of a registered retirement savings plan (RRSP), registered retirement income fund (RRIF), or tax-free savings account (TFSA), receive a donation receipt for the gift and have the tax credits available for use by the estate at death.

The following are the guidelines to handle such gift arrangements:

- When a prospective donor provides written advice that Community Care of West Niagara has been named as a beneficiary of an RRSP/RRIF/TFSA plan, the information should be recorded as a "pledge". If a specific amount is known, it should be entered, otherwise an (approved) estimated amount should be used for documentation purposes.
- When the gift of RRSP/RRIF/TFSA proceeds is actually received by Community Care of West Niagara, it will likely flow from a third-party source (i.e. an investment firm, bank, brokerage house or trust company, where the donor has documented the beneficiary designation on file).
- In such cases, it will be important to acknowledge receipt of the gift from the financial institution, and it is generally appropriate to advise the estate executor (if known) and/or immediate family of the gift being received.
- The proceeds of such gifts should be recorded as an outright gift of cash when received, and a donation receipt for the full amount received should be issued to the estate.

REINSURED GIFT ANNUITIES:

Definition

A reinsured gift annuity is an irrevocable transfer of money or other assets to Community Care of West Niagara, where a portion of the gift capital is used to purchase an annuity from an insurance company. The cost of the annuity is determined by the donor's age and income requirements. The remainder of the donor's contribution is considered an outright gift and is used for purposes specified

by the donor and acceptable to Community Care of West Niagara.

The annuity pays the donor a guaranteed income for a specified time, or for the rest of the donor's life, as dictated by the terms of the agreement. Life annuity payments would end with the death of the donor unless structured otherwise. The income from the gift annuity may be partially or completely tax free, depending on the age of the donor.

Policy

All reinsured gift annuities require the approval of the Board of Directors (or its delegate). Upon signing of the contractual agreement, the gift portion may be used by Community Care of West Niagara for its highest priority needs. The minimum amount that the organization will accept for a gift annuity is \$20,000. The cost of the commercial annuity generally should not exceed seventy to seventy-five (70-75) percent of the assets transferred in order to result in a suitable gift. Donation receipts will be issued in accordance with the Canada Revenue Agency's policy.

Guidelines

Community Care of West Niagara will deal only with reputable insurance brokers who have previous experience with reinsured gift annuity arrangements. A commercial insurance company shall be selected, and the terms of the annuity contract negotiated by appropriate

Community Care of West Niagara's staff. Only "A" rated companies shall be selected to reinsure any annuity obligation. At least two market quotes should be obtained, unless directed differently by the donor.

GIFTS OF RESIDUAL INTEREST:

Definition

A residual interest gift refers to an irrevocable legal arrangement under which property is deeded to Community Care of West Niagara, but the donor retains use of the property for life, or a term of years after which time Community Care of West Niagara ultimately takes possession.

Policy

At the time of the gift, a donation receipt will be issued for the present value of the asset at the time of irrevocable transfer in accordance with the Canada Revenue Agency's guidelines.

Guidelines

The Board of Directors (or its delegate), must approve acceptance of all gifts of residual interest. A legal agreement must be drafted and reviewed by the donor's legal counsel. Community Care of West Niagara will prepare prototype agreements and financial illustrations upon request to assist prospective donors with their gift decision.

For gifts of residual interest, the terms of the gift and responsibilities for expenses shall be specified in a deed of gift executed by the donor and Community Care of West Niagara. Community Care of West Niagara reserves the right to inspect the property from time to time to ensure that its interest is properly safeguarded.

PAYMENT OF FEES RELATED TO GIFTS

FINDER'S FEES OR COMMISSIONS:

Policy

In general, Community Care of West Niagara will pay no fee to any person as consideration for directing a gift to Community Care of West Niagara. It is understood that such fees may or may not be legal without prior written consent.

In the case of irrevocable deferred gifts which involve the management of assets, the payment of such a fee may subject Community Care of West Niagara, its management and Board of Directors to federal and/or provincial securities regulation.

Guidelines

In no event whatsoever will a commission or finder's fee of any type be paid to any party in connection with the completion of a gift to Community Care of West Niagara without prior written approval of the Executive Director (or delegate), and subsequent written notification to the donor involved as to the amount and recipients of such fees.

PROFESSIONAL FEES:

Policy

Community Care of West Niagara will pay reasonable fees for professional services rendered in connection with the completion of a charitable gift to Community Care of West Niagara. Such fees will be paid only with the *prior* approval of the Executive Director (or delegate).

Guidelines

The following are suggested guidelines to handle the payment of professional fees:

- Such fees shall be paid only following discussion with, and approval by the donor.
- Fees shall be reasonable, and directly related to the completion of a charitable gift.

They shall be limited to:

- Appraisal fees owed to persons who are competent and qualified to appraise the property involved and who have no conflict of interest.
- Legal fees for the preparation of documents.
- Accounting fees related to the transaction.
- Fees charged by "Fee for Service" from financial planners.
 - In the case of financial planners, such persons must declare, in writing, that they are compensated only through fees for services rendered, and that they are not also compensated for the sale of investment products to clients.
 - In the case of legal, accounting and/or other professional fees, an attempt shall be made by the Executive Director (or delegate), to ascertain the reasonableness of such fees prior to payment. As indicated, the Board of Directors may be consulted to secure such guidance. In cases where proposed fees appear excessive, a summary of fees shall be submitted to Community Care of West Niagara's legal counsel for review and approval prior to authorization of payment.
 - In cases where the individuals receiving fees were initially engaged by the donor and Community Care of West Niagara is then asked to pay some or all of the fees involved, the donor shall be notified that the payment of such fees may result in a taxable benefit to the donor in the amount of the fees paid.

Specified Review: These policies and guidelines shall be reviewed and ratified by the Board of Directors upon the enactment of new legislation or regulations affecting Fundraising and Gift Acceptance by the organization to ensure continued compliance.

Updates Approved at CCWN's Board of Directors Meeting	February 25, 2026
Approved at CCWN's Board of Directors Meeting	January 20, 2021

DISASTER AND EMERGENCY PREPAREDNESS

1000 PURPOSE, SCOPE AND OBJECTIVES

Community Care of West Niagara (CCWN) is committed to establishing emergency preventative and/or response procedures for the protection of employees, volunteers and clients.

Purpose

To establish and document appropriate response procedures to ensure that CCWN is prepared to respond to different types of emergencies, critical incidents or operational disruptions in a timely and effective manner.

Scope

This applies to all CCWN staff, volunteers, clients and visitors. This policy also applies to external organizations that utilize any spaces on CCWN property or who are directly connected to any organizational initiatives.

This applies to all three CCWN locations:

1. 4309 Central Avenue Beamsville, ON
2. 3763 Quarry Road, Lincoln, ON and
3. 3831 Victoria Avenue, Vineland, ON

Definitions

Emergency: A situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

Source: [Emergency Management and Civil Protection Act](#), R.S.O. 1990, c.E9

Objectives:

CCWN's key objectives in any emergency are:

- Preservation of life
- Minimize harm – both physical, financial and reputational
- Establish a clear framework by which to respond to incidents or emergencies
- Establish clear guidelines to clearly communicate direction and coordination to all at CCWN
- Minimize disruption to the ongoing operation of the organization
- Minimize emotional stress
- Ensure ongoing assessment of the plan in order to continually improve our response capability

With reference to the Emergency Management and Civil Protection Act, R.S.O 1990, CCWN will ensure that:

- i. A copy of the Emergency Management and Civil Protection Act will be available to all employees and volunteers in a readily accessible location.
- ii. Community Care of West Niagara will designate a Health and Safety Representative whose responsibility, with the Executive Director, will be to ensure that the proper procedures are followed in response to a disaster or an emergency.

- iii. The Health and Safety Representative will ensure that this document is placed in an accessible location for all staff, volunteers and visitors and is to be reviewed on an annual basis with the signing of an attestation.
- iv. Emergency exercises and drills are completed in a timely manner on an annual, or bi-annual basis as required/recommended.

This will be:

- 1. Made available to all staff (hard copy), and an electronic copy will be kept on the electronic shared drive for easy access.
- 2. Prominently displayed, alongside the Occupational Health and Safety Book, on the main floor by the Food Room.
- 3. Placed in the Communication Book for volunteer reference.
- 4. Circulated to all current CCWN Board Members and subsequently will be added to the Board Orientation Binder for new members to review.
- 5. Part of annual policy review and attestation process for staff, volunteers and Board of Directors

Approved at CCWN's Board of Directors Meeting	March 25 th , 2026

1001 IMMEDIATE EMERGENCY CONTACTS

CCWN EMERGENCY RESPONSE TEAM CONTACTS

ROLE	POSITION	CONTACT & PHONE
CCWN Incident Commander	Executive Director	Carole Fuhrer Work: 905-563-5822 x5 Cell: 905-973-4999
Alternate CCWN Incident Commander	Manager of Community Engagement	Lynda O'Donnell Work: 905-563-5822 x3 Cell: 905-516-0676
Chief Fire Warden	Manager of Community Engagement	Lynda O'Donnell Work: 905-563-5822 x3 Cell: 905-516-0676
Alternate Chief Fire Warden	Administrative Coordinator	Nicole Abbas Work: 905-563-5822 x1 Cell: 289-440-0123
Health & Safety Representative(s)	Community Donations Coordinator	John Phillips Work: 905-563-5822 x6 Cell: 905-460-6005 Jonathan Bott Work: 905-563-5822 Cell: 905-981-7969
First Aiders	All CCWN Staff	Dora Liptay Work: 905-563-5822 x2 Cell: 905-931-4043 Emma Shipley Work: 905-563-5822 x4 Cell: 289-659-1267

FEED ONTARIO

NAME	PHONE
Carolyn Stewart-Stockwell	Office: 416-656-4100 x2935 Mobile: 416-559-1788

FEED NIAGARA

NAME	POSITION	CONTACT
David Vandersteen	FEED Niagara Manager	Work: 289-815-1923 Cell: 905-869-3678

EXTERNAL CONTACT LIST – EMERGENCY RESPONSE

AGENCY/COMPANY	CONTACT	LOCATION	PHONE NUMBER
Local Emergency Services	N/A	N/A	9-1-1
Hospital	West Lincoln Memorial	169 Main St E, Grimsby, ON L3M 1P3	905-945-2253

EXTERNAL CONTACT LIST – GOVERNMENT

AGENCY	PHONE	EMAIL
Emergency Management Ontario	416-326-8525	N/A
Public Health Ontario	1-877-543-8931 Media: 647-260-7247	media@oahpp.ca communications@oahpp.ca
Niagara Public Health	905-688-3762 After Hours: 905-984-3690	niagararegion.ca/health
Canadian Food Inspection Agency	General: 1-800-442-2342 (Canada & USA) Central: 226-217-1200 (51200) Northeast: 705-739-0008 Southwest: 519-691-1300 Toronto: 647-790-1100	N/A
Town of Lincoln Fire Chief: Greg Hudson Deputy Fire Chief: Bill Blake Fire Prevention Officer: Trevor Doomernik	905-563-2799 ext 253 905-563-2799 ext 261 905-563-2799 ext 255	cemc@lincoln.ca ghudson@lincoln.ca bblake@lincoln.ca tdoomernik@lincoln.ca

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1002 GENERAL RESPONSE PROCEDURES

Purpose

These procedures are designed to facilitate and guide effective coordination of resources, services and activities necessary for Community Care of West Niagara (CCWN) staff to:

- Protect and preserve life and property
- Minimize and/or mitigate the effects of the emergency on staff, volunteers, community members and the physical infrastructure of CCWN property
- Enable the recovery and restoration of CCWN and its programs in a quick and efficient manner

These procedures are designed to protect the health and safety of facility staff and the public and to ensure that all occupants of the facility are able to egress the building safely and without delay.

Included in these procedures are definitions of the occasions in which a building evacuation may be required, the responsibilities of the Facility Emergency Response Team and all occupants. All facility occupants share responsibility for the coordinated evacuation.

Application and Scope

This plan provides guidance to the site and CCWN employees in the event of the following potential emergencies or crises:

- Site emergency (i.e. fire, security, major injury or fatality)
- Disaster or emergency in the community (i.e. major storm, traffic accident, power outages)

CCWN will be required to activate its facility emergency response plans and follow its normal notifications to respective stakeholders in an emergency.

In the event CCWN requires support from Feed Ontario, a call to the designated ECC Director will be made by the Executive Director.

General Information

Evacuation of the CCWN Facility will be conducted under the following conditions:

1. When there is an imminent threat to life, or safety
2. At the direction of the Local Emergency Services Incident Commander or CCWN Incident Commander
3. If one of the following occur:
 - Active Fire/Alarm
 - Structural Threats (major failure or building collapse)
 - Hazardous Materials (chemical spill, toxic release, or gas leak)
 - Natural Disasters (hurricanes, tornadoes, or severe flooding)
 - Security Incidents (bomb threats)
 - Civil Disturbances (riot or violence in proximity to any of the CCWN buildings)

Upon receipt of direction to evacuate, the following guidelines will assist CCWN staff in evacuating all site personnel:

1. Fire Warden will ensure any building occupants in the immediate area are instructed to evacuate safely using the nearest safe exit or stairwell. Ensure that all building occupants refrain from using the elevators.
2. Leave the building immediately by following the closest and safest evacuation route.
3. Close but do not lock doors.

4. Proceed on foot to the nearest Muster Point. Muster Points are designated for each CCWN location by individual building occupants.
5. The Fire Warden is to perform roll calls at each Muster Point and report the list of missing individuals to the local emergency services Incident Commander (Fire/Police/EMS) or the CCWN Incident Commander.
 - i. **Note:** If it is not safe to proceed to the nearest Muster Point, the CCWN Incident Commander or a member of the Emergency Response Team will direct personnel to the alternate evacuation gathering location.
6. The CCWN Incident Commander, in conjunction with the Local Emergency Services Incident Commander will report the status and estimated duration of the emergency to all evacuees.
7. All personnel are to wait at the evacuation gathering location until advised that it is safe to return to the facility or to leave the site.

Muster Points

When fire alarms are sounded or an evacuation is ordered, site personnel are to evacuate the facility under the direction of the CCWN Incident Commander or local emergency services.

The following locations have been designated as Muster Points:

4309 Central Avenue, Beamsville, ON

- Primary: Public Parking Lot across the street from CCWN
- Alternate: BDSS Parking lot one block North

3763 Quarry Road, Lincoln, ON

- Public Works Yard

3831 Victoria Avenue, Vineland, ON

- Vineland Missionary Church, 3874 Victoria Avenue

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General Response Procedure Steps

The General Response Procedures are as follows:

1. Incident (real or perceived) occurs.
2. Alarm is received through building alarm system or security personnel receive a warning through a phone call or by observation. It is also possible that there will be no advance warning or alarm. (i.e. bomb threat, tornado.)
3. If assistance is required immediately, site personnel will notify Emergency Services (9-1-1).
4. Site personnel will contact the CCWN Incident Commander.
5. The CCWN Incident Commander will investigate and verify that there is an incident.
 - If there is no emergency situation, the CCWN Incident Commander will direct that the team utilize standard operating procedures (SOPs) to deal with the event.
 - If there is in fact an emergency situation, the CCWN Incident Commander will notify the key response personnel listed in the contact list as well as the necessary emergency services agencies.
6. The CCWN Incident Commander will direct staff to safely evacuate or shelter in place. If evacuating site, the staff will obtain the daily sign in sheet to assist staff with conducting headcounts for all staff, volunteers and visitors.

7. Once an emergency has been confirmed, the CCWN Incident Commander will:
 - Ensure local emergency response services have been activated to support the site
 - Inform the President of CCWN, or designate
 - Notify Feed Ontario
8. When the emergency is over, a debriefing will be held and a final report written.

After Hours

Should an alarm sound after normal business hours, any staff onsite is requested to immediately evacuate their premises and congregate outside at the main entrance. NO ONE is to exit the building alone except in cases of imminent danger.

WARNING AND ALERTING:

All Emergencies:

When an emergency occurs within the building, the fire alarm may be activated depending upon the nature of the emergency. Alarms may be activated by:

- Smoke detectors, heat detectors
- Fire alarm pull stations

For Reference Only

The fire alarm systems at CCWN locations operate as two-stage alarm systems, meaning there are two different “stages” or alarm sounds and evacuation is not necessarily automatically required when you hear an alarm.

Two-stage systems are designed to allow building occupants to remain inside the building, but to stand by and be prepared to evacuate, during the First Stage while the CCWN Incident Commander investigates. Evacuation is required when the second-stage alarm sounds.

Activation – Incident Commander (IC):

Upon notification of an emergency affecting the facility, the CCWN Incident Commander will:

1. Respond to the emergency location, if safe to do so.
2. Assess the emergency based on information available.
3. Take necessary actions to initiate response activities.
4. Direct emergency response operations of the staff and coordinate response with local emergency services agencies.
5. Communicate with all CCWN staff, volunteers, Board of Directors and the public regarding the emergency.

CCWN Staff

Upon notification of an emergency affecting the facility, all staff will:

1. Initiate immediate actions and control measures, as per training.
2. Notify the CCWN Incident Commander immediately.
3. Carry out duties as identified in this manual.
4. Carry out duties as assigned by the CCWN Incident Commander.

Other Personnel and Visitors

Upon notification of an emergency affecting the facility, all volunteers/visitors:

1. Follow directions of the site staff and local emergency service agencies.
2. Take necessary actions to ensure personal safety.

Response Operations

The CCWN Incident Commander and support staff conducts the initial emergency response operations until local emergency service agencies arrive on the scene. When local emergency services arrive, they will assume responsibility for emergency operations.

The CCWN Incident Commander and support staff remain available to work with local emergency services and provide assistance. The CCWN Incident Commander, in conjunction with the local emergency services, will notify the facility occupants/evacuees on any decision to send occupants home.

Public & Media Relations

Public Information and Media Relations will be managed in conjunction with the local emergency services. Where the impact is only to the CCWN operations, staff and reputation, Feed Ontario will support CCWN's Executive Director/Designate in communicating with the public and the media.

All Clear

When the emergency situation has been resolved, CCWN and Local Emergency Services Incident Commanders will announce the **ALL CLEAR**.

Post-Incident Recovery

Post-incident recovery activities should be initiated as soon as possible – preferably while response operations are still underway. Recovery operations may include:

- Clean up
- Public relations
- Employee assistance
- Litigation
- Insurance claims
- Repair of property damage
- Restoration of services
- Provision of an alternative facility, if required

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1003 ORGANIZATION: ROLES AND RESPONSIBILITIES

CCWN Emergency Response Team

The CCWN Emergency Response Team (ERT) is the first line resource for all emergency operations affecting the facility. The team will use the Incident Command System (ICS) to respond to all incidents. ICS provides CCWN with the flexibility to deal with different types and sizes of incidents.

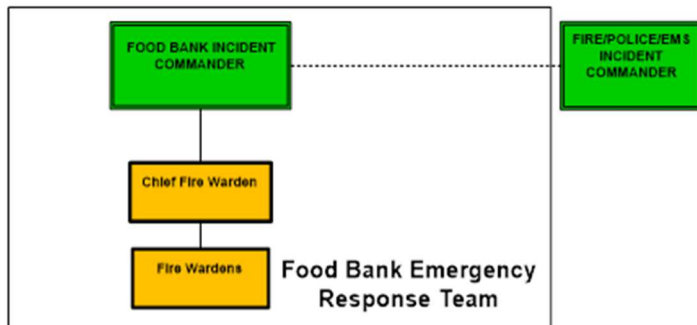
It is possible that in isolated circumstances, an emergency may be so severe that it overwhelms the capabilities of the CCWN Emergency Response Team. In those situations, external resources may be notified to provide support, if able to do so.

The CCWN Emergency Response Team, with the assistance of local emergency services will:

1. Carry out immediate emergency response activities that are within the capabilities of the personnel's training and equipment. These activities include evacuation and first aid.
2. Secure the facility, if required. Ensure this is done as safely as possible.
3. Mobilize off-site community emergency resources as required.
4. Co-ordinate activities of all resources employed on site.

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Diagram: CCWN Emergency Response Team



CCWN Incident Commander (IC)

The CCWN Incident Commander is responsible for the following **pre-emergency** activities:

- Direct the planning, development, training/exercising and testing of the CCWN ERT
- Ensure the CCWN Emergency Response Plan (ERP) is reviewed and updated

The CCWN Incident Commander is responsible for the following **emergency response** activities:

- Direct implementation of the ERP
- Proceed to the area of the emergency
- Serve as the Incident Commander (IC) during emergency response operations
- Upon arrival at the emergency area:
 - obtain a briefing from the first responder at the scene
 - assess the situation for potential and further actual hazards to site personnel

- implement corrective measures
- Liaise and work with local emergency services Incident Commander(s)
- Notify and maintain on going communication with:
 - Government agencies
 - Local municipality Emergency Operations Centre (Social Services area)
 - Feed Ontario
 - Others as required
- Provide direction to staff following an evacuation or once life safety response operations are completed
- Support orderly transition from emergency response operations to business recovery/resumption operations
- Keep a written record of decisions and actions during response
- Ensure post-incident debriefings and a final report is prepared and submitted
- Other duties as required

Chief Fire Warden

The Chief Fire Warden is responsible for the following **pre-emergency** activities:

- Work with the CCWN Incident Commander to ensure facility staff is provided with training and exercises to increase awareness and confidence
- Keep written records of all emergency preparedness and response activities, including but not limited to tests, drills, false alarms, and actual emergency responses.
- Other duties as assigned by the CCWN Incident Commander.

The Chief Fire Warden is responsible for the following **emergency response** activities:

- Implement emergency response procedures, including evacuation plans.
- Serve as the facility's CCWN Incident Commander in the absence of the CCWN IC.
- Maintain communications with the CCWN Incident Commander.
- Verify with the CCWN Incident Commander that appropriate emergency services are notified.
- Collect and verify head count from Fire Wardens at Muster Point(s).
- Report head counts to the CCWN Incident Commander.
- Coordinate search procedures with on-scene emergency services agencies if required.
- Coordinate the control and operations of the facility systems and services.
- Liaise with the CCWN Incident Commander or any on-site emergency services agencies to provide information on physical facility operations as required.
- Other emergency response duties as required.

As well as the following **emergency response** First Aid related Duties:

- Provide or arrange initial first aid response until trained medical responders are available.
- Keep records on status of casualties who have been given first aid.
- Report to the medical responders on the condition of any casualties who have been given first aid.

Fire Wardens

The Fire Wardens are responsible for the following **pre-emergency** activities:

- Participate in training and exercises
- Familiarize oneself with the site emergency procedures.
- Familiarize oneself with the location of all fire extinguishers and fire alarm pull stations in assigned area.

- Familiarize oneself with the location of emergency exits in the facility.
- Identify people with special needs in area and take note of where they are located. Where possible, assign assistants ('buddies') to assist these individuals in the case of an evacuation.
- Provide the Chief Fire Warden with a regularly updated list of people with special needs in the facility.
- Watch for, and report, unsafe conditions in assigned area to Chief Fire Warden or the CCWN Incident Commander.
- Ensure that all site occupants are familiar with the site emergency procedures.
- Keep the Fire Warden Safety Vest and the procedures in a readily accessible location.
- Other duties as assigned by the Chief Fire Warden.

The Fire Wardens are responsible for the following **emergency response** activities in the event of the discovery of a fire (numbered by order of task, if applicable):

1. Activate the fire alarm at the nearest pull station by pulling on the handle.
2. Call 9-1-1. Provide the following information:
 - a. Your Name
 - b. The building name and address
 - c. A call-back telephone number
 - d. Your location within the facility
 - e. The nature of the emergency
 - f. Any additional information requested by the emergency dispatcher
3. Put on the Fire Warden Safety Vest.
4. Supervise the orderly evacuation in accordance with the procedures outlined in this plan, as indicated below.
5. Ensure that facility occupants vacate using the nearest safe exit. If there is an elevator, ensure it is not to be used during the evacuation.
6. Ensure that the individuals under your care are directed to the designated Muster Point.
7. Conduct a sweep of the floor area with minimal exposure to risk, and ensure that the evacuation is complete by verifying that all offices, washrooms and warehouse have been evacuated. Close all doors when exiting.
8. Take note of the individuals who refuse or are unable to evacuate (such as people with special needs).
9. Once the facility is deemed clear, and/or the sweep is complete, proceed to evacuate.
10. Inform the Chief Fire Warden of the status of the evacuation and the location of the individuals who have not evacuated.
11. Perform a roll call at the Muster Point to ensure that facility occupants under your supervision have safely evacuated the facility.
12. While emergency measures are in effect, remain in contact with the Chief Fire Warden to receive status updates.
13. Instruct facility occupants to wait until the 'all clear' has been given by the local emergency services or the CCWN Incident Commander prior to returning to the facility.
14. See Appendix B for Quick Reference Guide – In the Event of a Fire.

Feed Ontario

Feed Ontario, once notified, will activate and setup an Emergency Coordination Centre. The Emergency Coordination Centre will support food banks directly or indirectly impacted by a major disaster or emergency in their community. The Emergency Coordination Centre functions include:

- Supporting staff at the different food banks by providing access to outside resources (perishable, non-perishable foods, supplies, transportation services)

- Managing incoming financial donations in an emergency or disaster
- Coordinating the response to a major disaster impacting multiple communities
- Providing crisis communications to support any stakeholder inquiries and coordination (this includes communications with the public, media, other food banks, community, government agencies, Emergency Management Ontario, Board of Directors)
- Managing the Feed Ontario website during an emergency
- Managing reputational issues related to any food bank or the Association

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1004 HAZARDS

HAZARD ASSESSMENT

#	Hazard	Likelihood	Impact	Risk Rating
	<u>Natural</u>			
1.	Pandemic Influenza	2	4	Moderate
2.	Flood	1	4	Moderate
3.	Severe Winter Storm	4	4	Severe
	<u>Human made</u>			
4.	Major fire/explosion	1	5	Moderate
5.	Power failure	3	3	Moderate
6.	Loss of heat	3	2	Low
7.	Loss of water	1	1	Low
8.	Bomb threat	1	5	Moderate

Hazard Risk Matrix

LIKELIHOOD	5. Expected					
	4. Probable					
	3. Moderate					
	2. Unusual					
	1. Remote					
IMPACT		1. Negligible	2. Low	3. Moderate	4. Severe	5. Catastrophic

LOW	MEDIUM	HIGH
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1004.1 HAZARD SPECIFIC RESPONSE PROCEDURES

Community Care of West Niagara has highlighted these Hazard-Specific Procedures to facilitate and guide effective coordination of resources, services and activities necessary for staff, volunteers and/or visitors to minimize the potential risk to personnel and property. Each hazard-specific situation will include the following:

- General Information
- Procedures
- Appendices (as necessary)

Natural and Human made hazards include:

1. Severe Weather
2. Severe Injuries/Man Down/Fatalities
3. Hostage Situation/Workplace Violence
4. Suspicious Letter or Package
5. Prolonged Power Failure/Loss of Utilities
6. Flooding
7. Fire

1. Severe Weather

The protocols described in this section are designed to provide guidance for developing a planned response to storms such as tornadoes, severe windstorms or winter storms (i.e. ice or blizzard). Severe weather may cause power outages, blocked roads and damage to facilities and facility systems, which can affect the safety of people.

General Information:

Severe weather events, such as tornadoes, severe windstorms and winter storms represent an uncontrollable risk that can have a devastating effect on life and property.

Environment Canada (EC) is the primary source of information for monitoring the threat of tornadoes, severe windstorms and winter storms. Environment Canada issues weather watches and warnings to advise of weather conditions that may affect personal safety and/or property.

Environment Canada – Colour Coded Weather Alerts

Environment and Climate Change Canada now uses a colour-coded weather alert system to communicate the severity and potential impact of weather events. All alerts—Warnings, Advisories, and Watches—are assigned a colour to help individuals quickly understand risk levels and take appropriate action. Use their mobile app, [WeatherCAN](#) or visit their [Weather Information map](#) to view and get immediate weather forecasts and alerts.

Alert Colours and Risk Levels:

- Yellow: Indicates potentially hazardous weather that may cause moderate, localized, or short-term impacts (e.g., minor damage, disruptions, or health risks). These alerts are the most common
- Orange: Indicates severe weather likely to result in significant impacts, including widespread disruption, property damage, or safety risks. Impacts may be prolonged or affect large areas
- Red: Indicates very dangerous, potentially life-threatening weather with extreme, widespread, and prolonged impacts. These alerts are rare and require immediate action

Alert Types:

- Warnings: Issued when severe weather is occurring or imminent; immediate action is required
- Advisories: Issued for significant but less severe conditions; caution and protective action are recommended
- Watches: Issued when conditions are favourable for severe weather; preparedness is advised

Tornado:

1. A “tornado watch” means conditions are favorable for the development of tornadoes within the areas and times specified in the watch.
2. A “tornado warning” means one or more tornadoes are occurring in the area specified. The expected direction, development, and duration will be given in the warning.
3. If the facility is in the path of a tornado, emergency precautions should be taken immediately.
4. Be alert to what is happening outside. Some of the characteristics associated with tornadoes include:
 - A sickly greenish or greenish black colour to the sky;
 - Hail (is a real danger sign if a watch or warning has been issued);
 - Unusually high relative humidity;
 - A strange quiet that occurs within or shortly after the thunderstorm;
 - Clouds moving very fast, especially in a rotating pattern or converging towards one area of the sky;
 - A sound like a waterfall or rushing air that turns into a roar as it comes closer, the sound of a tornado has been likened to that of both railroad trains and jets;
 - Debris dropping from the sky, and or branches or leaves being pulled upwards, even if no funnel cloud is visible; and
 - An obvious “funnel-shaped” cloud that is rotating.

Procedures:***Scenario 1: Tornado/Severe Windstorm or Winter Storm Advance Warning***

Please follow Steps 1-5 below:

1. Once apprised of the possible threat of a tornado or severe windstorm, the CCWN Incident Commander will assign a staff member or volunteer to monitor weather alerts via the Environment Canada WeatherCAN app and/or local weather broadcasts
2. Whomever the CCWN Incident Commander has assigned in “1.” above will advise and update the CCWN Incident Commander of the tornado/severe windstorm watch
3. The CCWN Incident Commander notifies site personnel of the ongoing watch
4. The ERT instructs occupants to move away from exterior walls, windows and large glass areas and to be prepared for evacuation when order is given by the CCWN Incident Commander or Chief Fire Warden
5. Ensure all windows and doors are closed
6. All occupants stay calm and follow the directions of the CCWN Incident Commander or ERT members

Scenario 2: A Tornado/Severe Windstorm or Winter Storm Strikes the facility without Advance Warning

Please follow Steps 1-10 below:

1. The CCWN Incident Commander consults with local emergency services agencies to determine if it is safe to send facility occupants home in advance of the tornado/severe windstorm or winter storm. The CCWN Incident Commander communicates with the site personnel about the decision and notifies the CCWN President, or designate
2. If the threat is imminent, the CCWN Incident Commander orders relocation of all facility occupants to a safe location
3. Stay away from windows, outside walls and doors and **DO NOT** use the elevator
4. If possible, take shelter in an inner hallway or room on the main floor
5. The ERT directs staff, volunteers or visitors who are outside the facility to seek shelter and if possible, move inside to the safe location
6. The Fire Wardens conduct a head count and report results to the Chief Fire Warden
7. The Chief Fire Warden confirms with all the Fire Wardens that all persons have been accounted for
8. The CCWN Incident Commander and ERT provide assistance to local emergency services agencies, including establishing an emergency medical staging area, as required
9. Once the tornado or severe winter storm appears to have passed, the CCWN Incident Commander obtains advice and direction from local emergency services agencies regarding the threat situation and the safety of the facility. **A structural damage assessment may be required. No one shall re-enter the building and no work shall commence until an "All Clear" has been given by the Incident Commander in coordination with local emergency services agencies.**
10. EITHER:
 - a. If the local emergency services agencies and the CCWN Incident Commander determine that the facility is safe for reoccupation, the ERT will direct building occupants to return to their workspace. The CCWN Incident Commander coordinates a debriefing meeting of the ERT, and submits a post-incident report to the CCWN Board of Directors
 - OR
 - b. If the local emergency services agencies and/or the CCWN IC determine that the facility is not safe for reoccupation, the CCWN IC communicates with all staff and the CCWN Board about the decision

Thunderstorm

Summer is the peak season for thunderstorms. You are in danger from lightning if you can hear thunder. Lightning often strikes from as far away as 16 kilometers from rainfall.

- When lightning is seen or thunder is heard, quickly move into a hard-topped vehicle or a grounded building.
- Park vehicles away from trees and other tall objects.
- Avoid contact with corded phones.
- Avoid contact with electrical equipment or cords.
- Avoid contact with plumbing. Do not wash hands.
- All individuals outside should reach a safe shelter or location by the time the elapsed flash to bang reaches a count of 30 seconds.
- Individuals can return to outdoor activities once 30 minutes has elapsed since the last flash or thunder. One of the most dangerous forms of lightning is a "bolt of blue" which typically

originates out of the back side of a thunderstorm and has been known to strike as far as ten miles away.

**Reference to day-to-day weather situations is included in the CCWN Operational Policies and Procedures Policy 514 – Inclement Weather.*

2. Severe Injuries/Man Down/Fatalities

The purpose of a planned response to severe injuries/medical emergencies is to ensure timely medical attention. Medical emergencies can occur during the normal planned daily duties of employees as well as during emergencies. Staff members, volunteers or visitors who know first aid, will provide emergency first aid to injured persons in the facility within the limits of their training and equipment.

Procedures:

- Call 9-1-1. Provide the following information:
 - Your Name
 - The building name and address
 - A call-back telephone number
 - Your location within the building complex
 - The nature of the emergency
 - Patient information (age, sex, medical history, etc.)
 - Any additional information requested by the emergency dispatcher
- Follow the emergency dispatcher's instructions
- First aid should only be administered by individuals certified in first aid
 - If they are certified to perform first aid, render first aid or provide assistance to those rendering first aid.
 - Should a certified first aider not be available, EMS Dispatch will provide step-by-step directions to assist in responding to the medical emergency
- Contact the CCWN Incident Commander
- Stay with the patient until help arrives. Talk to the patient, and keep them warm and comfortable so that they remain calm
 - Other staff will guide the local emergency services to the place where the injured person is located

CCWN Incident Commander:

- Upon receipt of an emergency notification, proceed to the emergency location and assist the First Aider(s), as required
- Notify local emergency services
- If someone is critically injured or killed, immediately notify the Ministry of Labour Immigration, Training and Skills Development Health and Safety Contact Centre (operates 24/7)
 - 1-877-202-0008
 - This must be completed even if the person is not a worker, where the fatality or critical injury occurred where a worker was working or might reasonably be expected to work and there is a reasonable connection between the hazard that led to death or critical injury and worker health and safety
- Inform other people on-site of the situation status
- Ensure the following:
 - Incident scene is secured until investigations are completed

- Statements are taken from those involved
- Pictures of the scene are taken as required
- Identification of victim(s), if possible
- For injury or medical evacuation, notify the next of kin* as to the status and hospital that will receive the injured (prepare statement). All fatality reporting is completed through police
- The CCWN Incident Commander coordinates a debriefing meeting of the ERT, and submits an incident report to the CCWN Board of Directors
- As the employer, you must provide a written report within 48 hours to the Ministry of Labour, Immigration, Training and Skills Development, and the health and safety representative

**This is required if it is a CCWN employee or volunteer. For all other injuries not involving CCWN employees, notification to the next of kin will be conducted by Niagara Regional Police Service*

3. Hostage Situation/Workplace Violence

The purpose of a planned response to a “Hostage Situation or Workplace Violence” is to protect employees and the general public in the event of such an incident.

General Information:

The first outside response to a shooting or violent incident will probably be by local law enforcement agencies. If there is a serious or protracted emergency such as a hostage situation, contact 911 immediately.

Workplace Violence is defined by the Occupational Health and Safety Act (OHSA) as the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker. Accidental situations are not meant to be included. A person must apply, attempt to apply, or threaten to apply physical force against a worker.

Procedures:

The CCWN Incident Commander will be the focal point for immediate response before law enforcement arrives, as well as for recovery activities after the police leave the premises. However, while on the scene, law enforcement has complete authority. All facility occupants shall cooperate with police efforts and follow their instructions. These procedures outline the steps for managing incidents or risks of Workplace Violence on CCWN property and in compliance of provincial regulatory requirements.

General Response Actions:

- Notify 911 to report a hostage incident is taking place.
- If required, the CCWN Incident Commander will activate and instruct the ERT to evacuate all personnel from the facility.
- If required, the CCWN Incident Commander will also instruct the ERT to secure certain areas of the facility.

When a Violent Intruder is encountered in the workplace:

Under the OHSA, the employer has numerous responsibilities for assessing the risks of workplace violence, including:

1. Assess the risk of workplace violence that may arise from the nature of the workplace, type of work and/or conditions of work

2. Consider the circumstances of the workplace and of those common to similar workplaces, as well as any other elements prescribed in regulation
3. Develop measures and procedures to control identified risks that are likely to expose a worker to physical injury

Following an assessment, the employer must advise the Health and Safety Representative of the results. If it is in writing, a copy must be provided to the Representative. The risks of workplace violence should be re-assessed as often as is necessary to protect workers from it.

In the event of an active violent situation or immediate threat of violence at a CCWN facility:

- Inform the CCWN Incident Commander (if not already aware), and call 911.
- The CCWN Incident Commander will keep the police informed of the situation until they arrive on-site.
- If directed by the police, the CCWN Incident Commander instructs the ERT to evacuate and secure applicable area(s) of the facility
- The CCWN Incident Commander instructs site staff to safeguard the crime scene area(s) and evidence until police arrive
- The CCWN Incident Commander suggests area(s) that the police and other emergency service agencies may wish to avoid
- The CCWN Incident Commander assembles witnesses or others with important relevant information for police interviews
- The CCWN Incident Commander and staff provide information to police as needed regarding:
 - The facility and site
 - Available personal background of the person(s) involved
 - Possible keys, utility shut-offs, communication panels, heating and ventilation systems, and
 - Possible areas for staging, command posts, emergency medical services, etc.
- The CCWN Incident Commander starts and maintains an incident log identifying situation, time, responses etc.

When the **ALL CLEAR** is provided by the police, the CCWN Incident Commander informs the ERT to relay the information to facility occupants. The CCWN Incident Commander will coordinate a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors.

4. Suspicious Letter or Package:

The purpose of a planned response to a “Suspicious Letter or Package” is to minimize the potential risk to staff, volunteers and visitors, if applicable.

Procedures:

When a Suspicious Package Is Received/Reported

- Treat the package as if it is potentially harmful
- Notify the CCWN Incident Commander
- Look for the following indicators:
 - No return address
 - Excessive postage
 - Addressed to title only
 - Badly typed or written
 - Lopsided/uneven bulky packaging
 - Strange odor
 - Mailed from another country
 - Excessive tape or string

- Wrong title or name
 - Misspelled words
 - Protruding wires
 - Oily stains or discoloration
- **Do not** move, shake, bump, open or smell the package
 - Evacuate to a nearby area (remain within the general vicinity)
 - Do not leave the building until instructed to do so by the police or the CCWN IC
 - Isolate package if possible. Secure the area
 - The CCWN Incident Commander notifies police and the ERT
 - The CCWN Incident Commander and Security will escort police to the area where the package was found and to the person who received the package
 - If directed to do so by the police, the CCWN Incident Commander communicates the evacuation order to the ERT
 - Police and other emergency services agencies are to handle the incident according to procedure
 - When police issue an **ALL CLEAR** the IC will instruct the ERT to inform the occupants
 - The CCWN Incident Commander coordinates a debriefing meeting and a post-incident evaluation report to the CCWN Board of Directors

Bomb Threat

Bomb threats are usually made by telephone to individuals during normal working hours, or to a 24-hour manned location or control room outside of business hours. When a bomb threat is received by telephone, the person receiving the call will:

- Listen carefully
- Be calm and courteous. Do not interrupt the caller
- Record all pertinent information about the call and caller on Bomb Threat Form – see *Appendix A*
- Try to keep the caller talking for as long as possible to obtain maximum information
- Try to notify another person on-site, preferably while the caller is on the line, and advise that person to call 911
 - Otherwise, as soon as the caller hangs up, call 911
- Record all details of the threat on the form that you can remember about the caller and the threat
- If caller hangs up, trace the call by dialing *57 (see instructions on how to trace a call below)
- On the call with 911, please provide the following information:
 - Your Name; The building name and address
 - A call-back telephone number
 - Your location within the building; The nature of the emergency
 - Any additional information requested by the emergency dispatcher
- Follow the emergency dispatcher's instructions, which may include an order to evacuate
- Notify the Incident Commander who will conduct a rapid risk assessment and determine if an evacuation is necessary
- The IC will, with minimum exposure to risk, conduct a preliminary search of the premises to identify whether something is out of place and report any irregularities to local emergency services
- Common building areas will be searched by emergency services with support from staff
- Emergency services will provide additional instruction to facility occupants upon arrival

Evaluating the Threat

In general, it has been found that a real bomb threat has several characteristics:

- It is usually the work of a dangerous person
- The bomber tends to prolong the call and be willing to furnish some details as to the location of the device and reasons for planting, etc.
- The call is frequently repeated

On the other hand, **the prank caller:**

- Tends to be hurried in giving the message and will seldom provide details regarding the location of devices or reasons for planting
- Will not frequently repeat the call because of the fear of being traced

All bomb threats, genuine or otherwise, will be documented and reported to the local police

After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors

5. Prolonged Power Failure/Loss of Utilities

The purpose of a planned response to “Loss of Utilities” is to minimize the potential risk to staff, property and CCWN operations.

General Information:

Loss of utility supply may be the result of on-site failure (i.e. line rupture) or may be the result of loss of supply from a utility provider.

The loss of utility supply, the failure of any major components of the facility’s HVAC systems, the fire alarm or security systems may not result in an immediate risk to health and safety. It does not normally present an immediate risk to property. A prolonged outage may cause issues to storage of perishables onsite.

Procedures:

- Notify the CCWN Incident Commander
- The IC will verify the extent of the outage (how much of the facility is affected, how long the outage is expected to continue and contact the service provider)
- The IC will discuss the situation with the Executive Director and if necessary the latter will do the following:
 - Secure all access points
 - Shut down gas (or arrange for shutdown)
 - Shut down electrical system (or arrange for shutdown)
 - Shut down water (or arrange for shutdown)
- The IC may notify the ERT to evacuate the facility if required
- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors

Loss of Natural Gas

Natural Gas is used to heat the facility. The CCWN Incident Commander will work with the service provider to determine how long the service will be out and communicate this to all staff.

In the event of a loss of natural gas site personnel will be evacuated and sent home until the issue can be resolved.

Loss of Water

Water is required for staff health (drinking water and washrooms) and for certain facility equipment. Loss of water in excess of 2-3 hours may create a public health issue. The CCWN Incident Commander will work with the service provider to determine how long the service will be out and communicate this to all building occupants.

If a loss of water is experienced caused from the municipality, contact Town of Lincoln staff by phone for guidance:

- 905-563-2799
- After Hours: 905-641-0971 (information is taken by dispatch and an on-call supervisor will call back)

Procedures:

- Secure potable water. If possible, access bottled water or contact water hauling truck company to provide potable water
- Only use potable water for any use
- Do not use compartment sink or bathroom sinks
- Use alcohol-based hand sanitizer (70% isopropyl alcohol) to replace handwashing
- Do not flush toilets

If the loss of water lasts longer than half of a work day the Incident Commander will make the following recommendations for further action.

When water is restored:

- Await clearance from the Town of Lincoln to use the water again
- If Public Health was notified, follow any directions they provide
- Run all faucets and flush toilets

6. Flooding

The purpose of a planned response to flooding is to outline the procedures to follow when an increase of water levels could potentially cause flooding at CCWN facilities.

General Information:

There are two types of warnings that apply to possible flooding:

"High Stream Flow Advisory"

- Stream levels are expected to rise rapidly, and no imminent flooding is expected
 - Minor flooding in low-lying areas is possible
- Residents/Businesses in the flood plain are to be informed of the rapidly rising water levels and recommended to take precautions

"Flood Warning"

- Rising river levels will result in flooding of areas adjacent to the rivers

- Municipal officials are informed, and residents/businesses in the low-level areas are to be advised accordingly. These persons are to be advised to take appropriate measures to avoid flood damage and consider evacuation where deemed necessary

Procedures:

General Response:

- Monitor radio, television and online media for instructions from local authorities
- Contact the CCWN Incident Commander with the potential flood threat
- If a flood is imminent, site staff will secure and shutdown the facility along with essential services as required. This includes shutting down any fuel lines and closing all areas of the building
- Shutdown all electrical equipment and power to the facility, if possible
- The site ERT will evacuate all site personnel as instructed by municipal officials and/or the IC
- Stay out of the flooded area until the local municipality gives permission to return

Incident Commander Responsibilities:

- Direct site personnel to shut down the facility safely
- Confirm all power and natural gas feeds have been shut off
- Monitor radio, television and online media for instructions from local authorities to determine the impact to the facility and area
- Contact 911 (or local emergency services contact phone number) if any employees are injured, trapped, missing, or other pending catastrophic emergency is occurring that will cause harm or further physical destruction; be prepared to give details, such as your name, building address, what the emergency is, etc.
- The 911 Dispatcher may be overwhelmed with calls and you may be put on hold; assign another person this task to hold the line
- Determine if anyone is required to stay onsite and evacuate non-essential personnel
- If flooding has impacted the site, evacuate all personnel
- Notify authorities to request any support
- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors

7. Fire

The purpose of a planned response to a fire is to establish clear procedures and responsibilities to ensure the safety of all individuals and minimize harm in the event of a fire emergency.

General Information:

CCWN is responsible for keeping staff, volunteers, visitors and other building occupants safe from fire. It is important to ensure fire safety through prevention, planning and practice.

Procedures:

CCWN Supervisory Personnel

1. Take building key prior to leaving the fire area, if able
2. Close all doors behind you
3. Dial 911
4. Provide correct street address and location of fire in the building
 - a. Beamsville: 4309 Central Avenue

- b. Lincoln: 3763 Quarry Road
- c. Vineland: 3831 Victoria Avenue
- 5. Exit Building via an Emergency Exit immediately
- 6. Head to designated Muster Point
- 7. Remain outside the building until/unless a Fire Official directs otherwise

CCWN Occupants

- 1. Leave the fire area immediately
- 2. Close all doors behind you
- 3. Dial 911 – if not already done by the Supervisory Personnel
 - a. Provide correct street address and location of fire in the building
- 4. Exit building via an Emergency Exit immediately
- 5. Head to designated Muster Point
- 6. Remain outside the building until/unless a Fire Official directs otherwise

CCWN Occupants and Supervisory Personnel

If you are in a room with the door closed at the time you hear a fire alarm:

- 1. Before opening the door, feel the door and the door knob to detect the level of heat.
- 2. Then, brace yourself against the door and open it slightly. If you feel a hot draft or pressure, close immediately.
- 3. If you successfully open the door and there is no fire or smoke in the corridor, close the door behind you and leave via the nearest Emergency Exit.

If you are unable to leave your room/area:

- 1. Close the door – make sure it is unlocked for Fire Fighter access
- 2. Dial 911
 - a. Provide correct street address and your location in the building
- 3. Seal cracks where smoke could enter with wet towels, blankets, or masking tape
- 4. Signal to Fire Fighter through a window if possible.

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Approved at CCWN's Board of Directors Meeting	January 20 th , 2021
Approved at CCWN's Board of Directors Meeting	April 20 th , 2020

1005 EMERGENCY RESPONSE EQUIPMENT

The following materials and equipment are available at the facility:

EQUIPMENT	QUANTITY	CCWN LOCATION	LOCATION IN BUILDING
First Aid Kits	3	4309 Central Ave, Beamsville, ON	On shelf in white cabinet in storage room
		3763 Quarry Rd, Lincoln, ON	Located beside eye wash station
		3831 Victoria Ave, Vineland, ON	
Safety Vest	2	Beamsville	Back door, in warehouse by computer desk
	8	Quarry Rd	Hung up in the warehouse
	0	Vineland	
Clipboard	5	Beamsville	Computer desk in the warehouse
	0	Quarry Rd	
	0	Vineland	
Staff, Volunteer & Visitor Sign in sheet	1	Beamsville	Red binder in reception area in a wall pocket
	1	Quarry Rd	In the office
	1	Vineland	Blue binder on top of FN's desk
Megaphone		Beamsville	
		Quarry Rd	
		Vineland	

The Emergency Response Equipment will be inspected annually, ideally during Emergency Preparedness Week in May.

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1006 EMERGENCY RECOVERY

Community Care of West Niagara has highlighted these Emergency Recovery efforts to facilitate and guide effective coordination of resources, services and activities necessary for staff, volunteers and/or visitors to initiate as soon as possible following an emergency or disaster, or preferably while response procedures are still underway.

Actions taken during response procedures should be decided on, whenever possible, with post-incident recovery in mind.

Clean-up Activities:

- Clean-up of the emergency site should begin as soon as possible.
- If the emergency involves a fire, clean-up can begin after the Fire Department has released the incident site.
- Should fatalities result, it will be necessary to wait until Provincial OH&S, the Office of the Medical Examiner and the RCMP release the site.
- If the event is security related, the local police or RCMP will have to release the site prior to the commencement of any clean-up activities.

Public and Media Relations Post Emergency

When an emergency occurs, it will be necessary to carry out public and media relations activities. The priority is to demonstrate to the public and media that the organization is concerned for the health and safety of employees, volunteers, contractors, and the public.

Public Relations activities may include:

- Providing counselling services to employees, contractors, and other building occupants affected by the incident
- Conducting media briefings to inform the public and employees with information on the following:
 - Impact and damages made to the CCWN facility
 - A description of recovery activities
 - An expected timeline for restoration of operations
 - Actions that CCWN is taking to prevent a recurrence

CCWN Incident Commander Responsibilities:

- Provide a message to the employees, volunteers, CCWN Board of Directors, and public and media
- Forward any inquiries from the general public and the media to appropriate individuals

Feed Ontario Responsibilities:

- Liaise with the CCWN Incident Commander to ensure the appropriate message is being provided to the employees, volunteers, public and media
- Draft internal and external messaging
- Update the Feed Ontario website
- Determine best representative and method to provide communications to key stakeholders (internal and external)

Employee Assistance Program

Employees affected by the incident may experience delayed / long term reactions. These effects may include:

- Loss of employment due to destruction of work place (loss may be real or perceived)
- Critical Incident Stress

CCWN will facilitate the engagement of Critical Incident Stress Debriefing services to employees and family members, who don't have access via benefits or otherwise, as necessary.

Post Incident Investigations

Every emergency involving a fatality, a serious injury, and loss or significant damage to the CCWN facility will be investigated, analyzed and followed-up. As soon as possible after an incident, designated site personnel will conduct an investigation into the incident. The CCWN Incident Commander may request support from the Feed Ontario office.

PARTICULAR CARE MUST BE EXERCISED TO ENSURE THAT ALL EVIDENCE IS PRESERVED IN ITS ORIGINAL STATE. Where loss or damage to site property, evidence will not be disturbed until permission has been received from the Insurance Company adjuster or any government agencies involved.

Serious Injury / Fatality Investigations

Following an incident where a fatality or a serious injury has occurred, government agency representatives will likely decide to carry out an investigation into either the extent or cause of the injury/fatality. The CCWN Incident Commander will confirm their identity by requesting their credentials. The IC will ensure the representatives are to be afforded full co-operation in the performance of their duties from all CCWN personnel.

Work at the scene of the injury/fatality must not be resumed until permission has been obtained from the Chief Medical Examiner's Office, the RCMP and any provincial government agency. Resumption of work may be permitted on a restricted basis to facilitate recovery procedures or when failure to resume operations may endanger the lives of others.

Post Incident Reviews

Immediately after the emergency or an exercise, the CCWN Incident Commander will request all staff to meet, review and evaluate the response. This meeting can reference the after-action review, and should focus on improvements to emergency response procedures and equipment used, as well as the effectiveness of the lines of communication. The review could include response agencies or other personnel who were involved with the emergency.

The meeting itself must identify the following as a minimum:

- Cause of the incident
- Adequacy of resources responding to the incident
- Whether personnel were properly trained and responded effectively and timely according to predefined procedures
- Whether the equipment was effective and adequate
- How a recurrence can be prevented
- Recommendations on procedures that will improve future emergency response efforts

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1007 TRAINING, EXERCISES AND PLAN MAINTENANCE

Training

Training is a basic requirement for an effective emergency response organization, and is a continuous process.

Emergency Response Team members

Emergency Response Team members will be provided with training on the activation and operations of the Disaster and Emergency Preparedness Policy. This training consists of an overview of the plan itself and of the actions that building occupants carry out to protect their own safety.

Training for ERT members should consist of:

- Plan familiarization
- Incident Command System for conducting emergency operations
- Fire extinguisher training
- Standard First Aid; and
- Public and media relations for key personnel (CCWN Incident Commander)

Training Frequency

Training is conducted as follows:

ERT Members	
Plan Familiarization:	Will occur once every year, ideally during Emergency Preparedness Week in May *The emphasis will be on specific roles and responsibilities
Standard First Aid:	Will be provided via an accredited establishment (i.e. St. John Ambulance) for at least 1 CCWN employee *Certification is renewed every 3 years
Fire Extinguisher Training:	Will be provided to CCWN employees by an accredited establishment (i.e. Troy Fire and Sprinklers) with annual inspection (January-March)
Public and Media Relations:	Will be provided to the CCWN Executive Director once every two years via Feed Ontario

Exercise/Validation

Exercises are useful in preparing people to perform their emergency response roles. They help to:

- Practice implementation of emergency plans
- Familiarize personnel with roles and responsibilities
- Practice skills of emergency response
- Identify opportunities to improve emergency plans
- Test equipment
- Validate procedures and protocols
- Build confidence in responders
- Maintain general awareness of the plan

This information is incorporated into staff orientation upon hire, and reviewed at least once every calendar year.

Table-Top Exercises

Table-top exercises are round-table discussions of potential emergency situations. They are used to evaluate elements of the emergency response plan and promote thought about the plan and its suitability.

Drills

Drills are hands-on activities to practice particular elements of the emergency response system such as facility evacuation and head counts. They are used to develop specific skills.

Fire Alarm Drills

Site staff will contact the local fire department approximately 2 to 3 weeks prior to the proposed fire drill date to arrange for the attendance of local Fire Department officials during the course of the fire drill.

On the day of the drill, the CCWN Incident Commander will meet with Fire Department officials and, at the designated time, will commence the fire drill by activating the alarm. It is crucial that even if the local Fire Department is unable to attend the drill in-person, that they are made aware of it and to treat it as such. At the sounding of the alarm, building occupants are to initiate Fire and Evacuation Procedures. Upon completion of the drill, building occupants will be permitted to return to the building.

The purpose of a fire drill is three-fold:

- To test the alarm system and safety equipment designed to protect the safety of building occupants;
- To test the procedural elements of the Emergency Response Plan and to help train individuals responsible for its implementation; and
- To provide ongoing training for all facility occupants.

Fire drills should be treated as though they are actual alarms.

Exercise Frequency

- Table-Top exercises **(annually)**
- Fire Alarm Drills **(annually, fire department requirement)**

Plan Maintenance

Plan Review

Plan maintenance is the key to effectiveness and a continuous improvement process. It is recommended that the CCWN Emergency Response Plan (ERP) will be reviewed at least once a year. The CCWN Incident Commander is responsible for ensuring the review of the ERP and that the necessary updates are completed.

Updating

Any changes identified in the review or other process will be incorporated into the ERP. Under the direction of the CCWN Board of Directors, the Incident Commander, changes will be made to each copy of the plan on the distribution list. If major changes arise in hazards, operations, facilities or personnel, the manual may be amended.

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Distribution

MANUAL #	LOCATION	RESPONSIBLE PERSON
1		
2		
3		
4		
5		
6		

Plan maintenance and review will occur once every year, ideally during Emergency Preparedness Week in May.

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APPENDICES

Appendix A: Bomb Threat Form

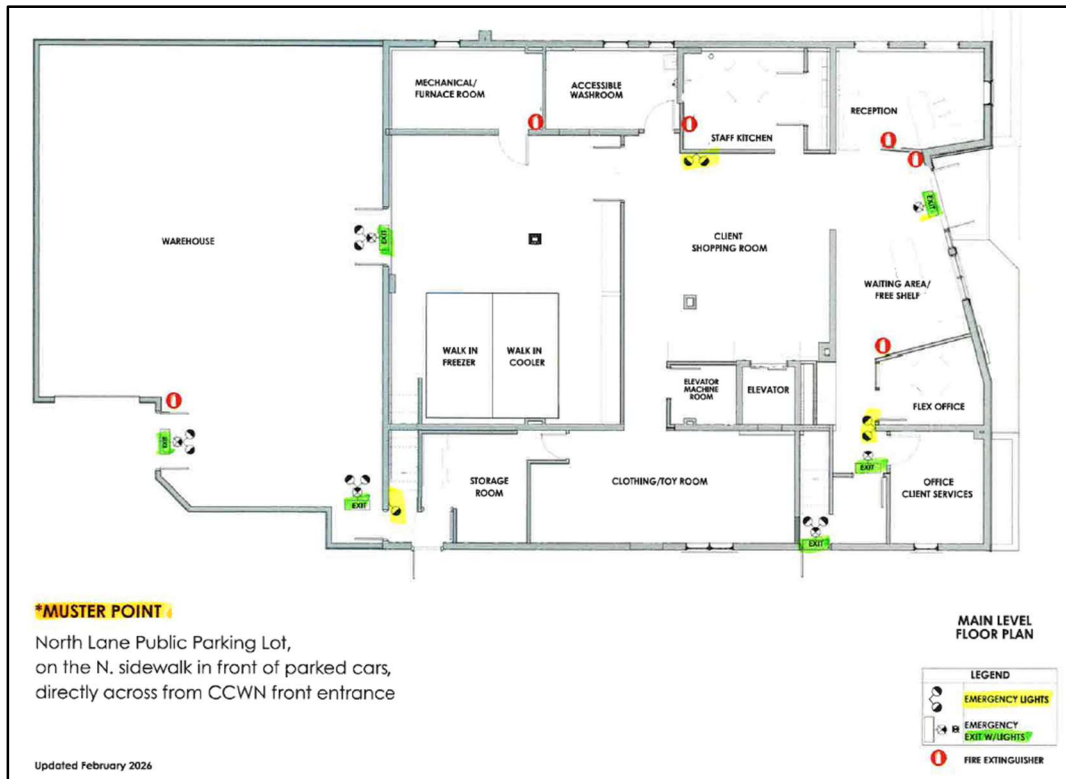
Call Received By:		Date and Time of Call				
Name:		Month	Date	Year	Time	a.m. p.m.
Threat: Try to Use Exact Wording						
Questions to Ask the Caller						
When will the bomb go off?						
Where is the bomb?						
What does the bomb look like?						
Where in the facility did you put it?						
Where are you calling from?						
Why are you planting the bomb?						
Who are you?						
Are you alone?						
Voice and Background Sound Checklist						
Voice:		Attitude:	Background Sounds:	Accent:		
☐ Male	☐ Female	☐ Calm	☐ Office Machines	☐ English		
☐ Adult	☐ Child	☐ Angry	☐ Airplanes	☐ French		
☐ Slurred	☐ Laughing	☐ Factory Sounds	☐ Italian			
☐ Distorted/Synthesized	☐ Emotional	☐ Traffic	☐ German			
☐ Deep	☐ Accusatory	☐ Trains	☐ Asian			
☐ Raspy	☐ Incoherent	☐ Music	☐ Other			
☐ Intoxicated	☐ Nasal	☐ Children				
☐ Stutter	☐ Nervous	☐ Voices				
☐ Nasal	☐ Other	☐ Other				
☐ Deep Breathing						
☐ Lisp						
☐ Other						

Appendix B: Glossary

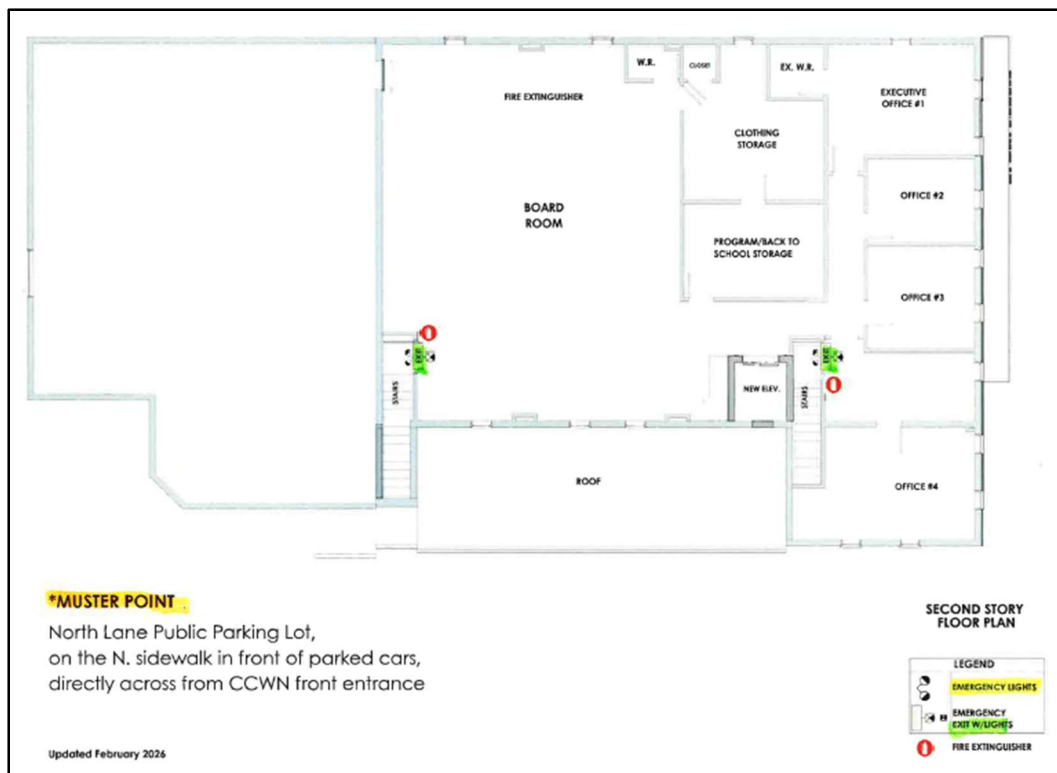
ACRONYM	DEFINITION
All Clear	All Clear: A signal indicating that an emergency situation has ended and it is safe to return to the building.
ECC	Emergency Coordination Centre
Chief Fire Warden	Responsible for overseeing the safe evacuation of the building during an emergency. They will act as the primary contact for local emergency services and designated Fire Wardens.
False Alarm	The accidental or unintended activation of the fire alarm system.
ERP	Emergency Response Plan
ERT	Emergency Response Team
Fire Drill	The intentional activation of the fire alarm system with the purpose of practicing and testing evacuation and emergency procedures.
Fire Wardens	In charge of overseeing the safe evacuation of a designated area or group of building occupants in accordance with the Emergency Response Plan.
HVAC	Heating, Ventilation, and Air Conditioning
IC	Incident Commander
ICS	Incident Command System
Muster Point	A safe meeting point located away from the building and selected by building occupants for their personnel in the case of an evacuation.
OH&S	Occupational Health and Safety
People with Disabilities	Individuals who may be unable to perform evacuation procedures or who require assistance to do so
SOPs	Standard Operating Procedures
Shelter in Place	Find a place of shelter in one's present location and stay there until instructed otherwise

Updates approved at CCWN's Board of Directors Meeting	March 25 th , 2026
Approved at CCWN's Board of Directors Meeting	January 20 th , 2021
Approved at CCWN's Board of Directors Meeting	April 20 th , 2020

Appendix C: Beamsville (2 floors) Emergency Floor Plan

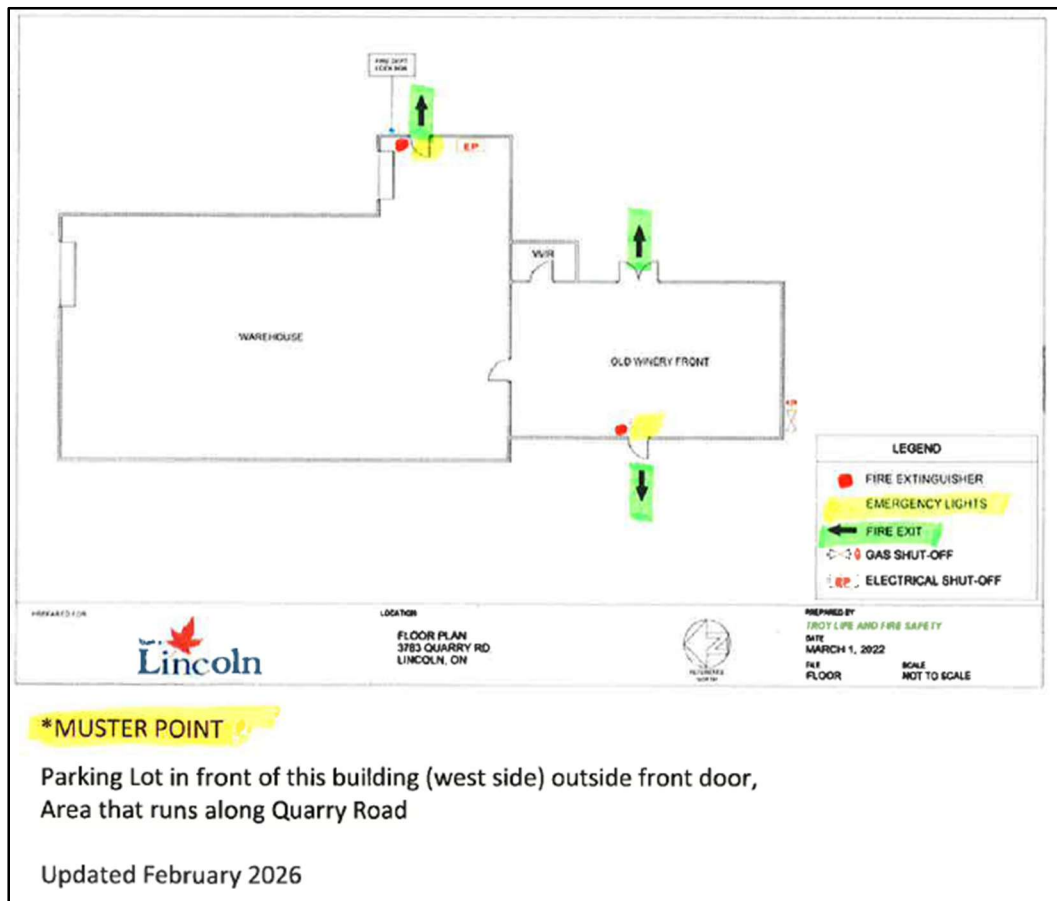


i. Beamsville First Floor



ii Beamsville Second Floor

Appendix D: Quarry Road Emergency Floor Plan



Appendix E: Vineland Emergency Floor Plan

