

Osgoode Youth Association

Policy Manual

Last Updated: February 2016

Equitable Access

The Osgoode Youth Association (O-YA) strives at all times to provide services in a way that respects the dignity and independence of people with disabilities. O-YA is also committed to giving people with disabilities an opportunity by allowing them to benefit from our services.

This Policy shall apply to every person who deals with participants, the public or other third parties on behalf of ORCC whether the person does so as an employee, agent, volunteer or otherwise.

O-YA is committed to excellence in serving all customers including people with disabilities. As such, O-YA shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. Services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services.
3. Persons with disabilities will be given an opportunity use and benefit from our services. Persons with disabilities may use personal assistive devices and/or support persons in the access of our services.
4. When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

Non-Discrimination

Individuals have the right to be treated with respect in the workplace. O-YA, in exercising its responsibility as the employer, will endeavor at all times to provide a work environment that supports both productivity and the personal goals, dignity and self-esteem of every person.

O-YA will not itself discriminate, and we will not tolerate discrimination by our employees, against any employee or job applicant on the protected grounds of race, colour, religion or creed, sex, age, disability, national origin, language, political belief, criminal record, pregnancy, marital or family status, sexual orientation, or any other ground prescribed by any law that applies to O-YA. "Discrimination" means any action or inaction that differentiates between employees, imposes a disadvantage, or withholds an advantage on the basis of a protected ground. This policy applies to hiring, training, placement, promotion, termination, layoff, recall, leaves of absence, and compensation.

The responsibility for creating and maintaining a positive work environment rests with all of us. In addition to avoiding discrimination, O-YA will not, and employees should not, condone behaviour in the workplace that is likely to undermine work relationships or productivity. Managers, supervisors and co-workers are expected to recognize and refrain from actions that offend, embarrass or humiliate others, whether deliberate or not.

Management has a responsibility to respond immediately to stop any activity in the workplace that undermines this policy, whether or not there has been a complaint. Employees have an equal responsibility not to be frivolous or vindictive in making accusations. Inaction on the part of any individual may result in disciplinary action.

General, Violence and Sexual Harassment

All of O-YA's employees, contractors, students, volunteers, participants and visitors are entitled to be treated with dignity, free from harassment based on the protected grounds of race, colour, national or ethnic origin, sex, religion, age, marital or family status, sexual orientation, disability, or any other ground prescribed by any law that applies to O-YA.

O-YA accepts the obligation to provide a healthy, safe work environment. We recognize that workplace violence is a health and safety issue and we are committed to providing a violence-free environment. In support of this philosophy, it is essential that everyone work in collaboration to recognize, manage and prevent acts of workplace violence.

Violence is any act of aggression, verbal assault, physical assault, or threat in the workplace. Acts of workplace violence will not be tolerated.

"General harassment" is any unwelcome behaviour, conduct or communication directed at an individual that is offensive to that individual and is based on any of the protected grounds. It may be persistent or sporadic and creates an intimidating, offensive or embarrassing work environment.

"Sexual harassment" is any offensive sexual comment, gesture, physical contact or demand for sexual favours, real or perceived, that is deliberate and unwelcome, or that should be known to be unwelcome. It creates an intimidating, offensive or embarrassing work environment.

Among the behaviours that may constitute harassment are:

- differential treatment of employees or co-workers based on race, gender, ethnicity, etc.;
- racist or sexist humour;
- pornographic or other offensive materials displayed in the workplace;
- unwanted physical contact;
- a promise of better treatment in return for sexual favours; or
- implied or expressed threats for refusal of a sexual request

This policy applies to all persons and all activities on O-YA's premises, as well as all organization-sanctioned conferences, training seminars, travel and social events. If you feel you are being subjected to harassment, you should: make your objection clearly known to the offender and ask him or her to stop;

prepare and maintain a written record of the dates, times, nature of the behavior and any witnesses; and report the behavior to the Executive Director.

O-YA will deal with the complaint, and the identity of the parties and the details of the complaint will be kept confidential.

Preventing harassment is everyone's responsibility. All staff are expected to act against harassment even without a complaint, and employees are expected to express their disapproval if they encounter harassing behavior.

A complainant is free, at any point, to pursue his or her complaint under the appropriate human rights law.

This policy applies to all current employees of O-YA, including full and part-time, casual, contract, permanent and temporary employees, as well as volunteers. This policy also applies to job applicants. This policy applies to all behaviour that is in some way connected to work, including during off-site meetings, training and on business trips.

Harassment is:

- offending or humiliating someone physically or verbally;
- threatening or intimidating someone; or
- making unwelcome jokes or comments about someone's race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

Sexual harassment is:

- offensive or humiliating behaviour that is related to a person's sex;
- behaviour of a sexual nature that creates an intimidating, unwelcome, hostile or offensive work environment; or
- behaviour of a sexual nature that could reasonably be thought to put sexual conditions on a person's job or employment opportunities.

RESPONSIBILITIES and EXPECTATIONS

O-YA is responsible for:

- providing all employees with a harassment-free workplace.

O-YA's Board of Directors are responsible for:

- ensuring that this policy is applied in a timely, consistent and confidential manner;
- determining whether or not allegations of harassment are substantiated; and
- determining what corrective action is appropriate where a harassment complaint has been substantiated.
- the administration of this policy;
- reviewing this policy annually, or as required; and
- making necessary adjustments to ensure that this policy meets the needs of the organization.

O-YA's Executive Director is responsible for:

- fostering a harassment-free work environment and setting an example about appropriate workplace behaviour;
- communicating the process for investigating and resolving harassment complaints made by employees;
- dealing with harassment situations immediately upon becoming aware of them, whether or not a harassment complaint has been made;
- taking appropriate action during a harassment investigation, including separating the parties to the harassment complaint, when appropriate; and
- ensuring harassment situations are dealt with in a sensitive and confidential manner.

Employees are responsible for:

- treating others with respect in the workplace;
- reporting harassment to the Jewish Youth Library
- cooperating with a harassment investigation and respecting the confidentiality related to the investigation process;

Employees can expect:

- to be treated with respect in the workplace;
- that reported harassment will be dealt with in a timely, confidential and effective manner;
- to have their rights to a fair process and to confidentiality respected during a harassment investigation; and
- to be protected against retaliation for reporting harassment or cooperating with a harassment investigation.

PROCEDURE:

Filing a Complaint

An employee may file a harassment complaint by contacting the Executive Director. The complaint may be verbal or in writing. If the complaint is made verbally, the Executive Director will record the details provided by the employee.

The employee should be prepared to provide details such as what happened; when it happened; where it happened; how often and who else was present (if applicable).

Complaints should be made as soon as possible but no later than within one year of the last incident of perceived harassment, unless there are circumstances that prevented the employee from doing so.

The Executive Director will tell the person that the harassment complaint has been made against, in writing, that a harassment complaint has been filed. The letter will also provide details of the allegations that have been made against him or her.

Every effort will be made to resolve harassment complaints within 30 days. The Executive Director will advise both parties of the reasons why, if this is not possible.

If either party to a harassment complaint believes that the complaint is not being handled in accordance with this policy, he or she should contact the JYL's Board of Director.

Mediation

Wherever appropriate and possible, the parties to the harassment complaint will be offered mediation prior to proceeding with a harassment investigation.

Mediation is voluntary and confidential. It is intended to assist the parties to arrive at a mutually acceptable resolution to the harassment complaint.

The mediator will be a neutral person, agreed upon by both parties. The mediator will not be involved in

investigating the complaint.

Each party to the complaint has the right to be accompanied and assisted during mediation sessions by a person of their choosing.

Investigation

If mediation is inappropriate or does not resolve the issue, a harassment investigation will be conducted. All investigations will be handled by an individual who has the necessary training and experience. In some cases, an external consultant may be engaged for this purpose.

The investigator will interview the person who made the complaint, the person the complaint was made against and any witnesses that have been identified. All people who are interviewed will have the right to review their statement, as recorded by the investigator, to ensure its accuracy.

The investigator will prepare a report that will include:

- a description of the allegations;
- the response of the person the complaint was made against;
- a summary of information learned from witnesses (if applicable); and
- a decision about whether, on a balance of probabilities, harassment did occur.

This report will be submitted to the Board of Directors. Both parties to the complaint will be given a copy.

Substantiated Complaint

If a harassment complaint is substantiated, Board of Directors will decide what action is appropriate.

Remedies for the employee who was harassed may include: an oral or written apology; compensation for lost wages; compensation for any lost employment benefits such as sick leave; and compensation for hurt feelings.

Corrective action for the employee found to have engaged in harassment may include: a reprimand; a suspension; a transfer; a demotion; and/or dismissal.

Both parties to the complaint will be advised, in writing, of the decision.

Other Redress

An employee who is not satisfied with the outcome of the harassment complaint process may file a discrimination complaint with the Canadian Human Rights Commission.

PRIVACY and CONFIDENTIALITY

All parties to a harassment complaint are expected to respect the privacy and confidentiality of all other parties involved and to limit the discussion of a harassment complaint to those that need to know.

Personnel Files

Your personnel file is a record of facts about you and your job at O-YA. Some of these facts must be collected by law for tax and Employment Insurance benefits. Records of events including promotions, special assignments, training and other changes are documented. Tardiness, absenteeism, and work problems are also noted. You may submit information on community and other honors you receive. We are interested in your outside achievements and want to know about them.

Please advise O-YA's Executive Director of any changes in your home address, telephone number, email address, beneficiary, or persons to notify in case of emergency.

The contents of your personnel file may include the original contract/offer of employment, revisions, performance reviews, commendations, counseling reports, records of sick, annual and other types of leave/ time-off, copies of required certifications, emergency contacts, etc. No documents will be included in your employee's file without your knowledge. If you disagree with an item in your file you may provide a document for the file in response.

Your file is kept confidential but you may ask to see it at any time, providing it is reviewed in the presence of the Executive Director. The Treasurer and Executive Director have access to your file. Otherwise, information about you can only be released with your approval.

If you resign, retire or are terminated, we are required by law to retain your personnel file for seven years.

Facility & Equipment Access

Employees who require access to O-YA facilities after working hours or to open/close the building will be issued keys and an alarm code. These will be administered by the Executive Director. The ED will maintain a log of all codes and keys issued/returned on a permanent basis. A Security Key Contract form signed by you and will be kept in your personnel file.

Employee Conduct

Absenteeism & Tardiness

O-YA expects all employees to assume responsibility for their attendance and promptness.

In the event that you will not be able to report to work on time, contact the Executive Director or the co-worker for your shift as soon as possible, but at least 15 minutes prior to your normal starting time. This will allow work and schedules to be adjusted. Inform this person of the reason for your absence and your likely arrival time, if you will be able to come in later.

If you are not able to fill a scheduled shift, Youth Workers are asked to find a replacement Youth Worker. It is not necessary to notify the Executive Director of this change, but please make sure that Shift Schedules are correctly filled out. If you are not able to find a replacement Youth Worker to fill your shift, please contact the Executive Director as soon as possible.

Closing O-YA Early Due to Lack of Participation

If, a minimum of 1 hour before O-YA is scheduled to close, there are no participants at O-YA, Youth Workers have the discretion to close the Centre. If the decision is made to close, please post a note on the front door that the Centre is closed and sign your time sheets only for hours worked.

Two Staff Minimum

It is the policy of O-YA to operate (while open to the public) with no fewer than 2 staff (or one staff and one qualified volunteer) on shift at any time. If a Youth Worker has to unexpectedly finish their shift early for any reason, and a replacement staff / appropriate volunteer cannot be found, O-YA must be

closed. If the decision is made to close, please explain the closure to participants and post a note on the front door that the Centre is closed and sign your time sheets for hours scheduled. If we have to close due to lack of staff, Youth Workers who were able to make their shift will be paid for the full shift they were scheduled for. Party Rental staff are an exception to this rule (there is usually only 1 staff on shift during party rentals).

Confidentiality of Information

Confidential information about O-YA, its customers, clients, suppliers or employees should not be divulged to anyone other than persons who are authorized to receive such information. This policy applies to all O-YA employees, temporary employees and volunteers. When you are in doubt as to whether certain information is confidential, seek management approval before disclosing it to anyone.

All media questions should go through the Executive Director and/or Communications Representative on the Board of Directors

Confidential information pertaining to finances, private business activities and plans of O-YA is considered O-YA's property. Use of such information for personal advantage or private speculation is strictly forbidden.

Confidential information obtained as a result of employment with O-YA may not be used for furthering any private enterprise, or as a means of making personal gains. Use or disclosure of such information can result in civil or criminal penalties, both for the individuals involved and for O-YA.

In the course of any job, you may become aware of personal and confidential information. O-YA depends on the maturity and loyalty of each employee to keep private any such information and to keep confidential any personal matters discussed. Breach of the duty of confidence is a serious matter and may result in discipline up to and including dismissal.

Personal Belongings

O-YA values your personal belongings! A lot of thefts from the workplace are 'crimes of opportunity' - so let's not give anyone to opportunity to steal from you. Any personal items you bring to O-YA with you must be kept OUT OF SITE in the Youth Worker office. This means that purses, cell phones, wallets, etc. should be stored either in a desk drawer or hidden behind / under the desk or hung behind the door on your hook. If you are particularly concerned about the safety of your personal belongings, you are welcome to lock things in the cleaning closet between the 2 bathrooms.

Security of Property & Theft

Preserving and safeguarding O-YA's property is the responsibility of each of us as employees. Equipment, materials and supplies are the property of O-YA and must be used only for organizational business, and must be protected from theft, misuse or damage. Also, no organizational property may be borrowed without the authorization of your supervisor. Theft of O-YA's property or of a fellow employee's property while at work may result in dismissal and in criminal charges.

Personal Appearance

O-YA believes that the success of our organization is determined in part by establishing and maintaining a proper business atmosphere. You are, therefore, expected to dress in a manner consistent with the nature of your work.

Dress Code

O-YA encourages Youth Workers to dress in a 'nice casual' but professional manner, while still respecting your own individual sense of style. For example, nice yoga pants or jeans and a t-shirt / sweater are appropriate where as track / sweat pants are not. Please do not wear clothing that is ripped, torn or stained. Short skirts / shorts and low cut / revealing tops are not acceptable. If you are unclear about what is acceptable attire, please ask the Executive Director for clarification.

Piercings & Tattoos

Staff with visible body piercings (other than in your ears) or tattoos should discuss what is appropriate with the Executive Director.

General Workplace Rules

O-YA does not have an exhaustive list of workplace rules. We have already outlined guidelines for appropriate conduct and attitudes, and expect you to check with the Executive Director if you are uncertain about engaging in any activity.

Acceptable Activities While Working

The following activities are NOT acceptable while you are working a shift at O-YA:

- Reading a personal book
- Doing homework
- Extended talking on the phone (you may make / receive personal calls at O-YA, but please keep them brief)
- Personal cell phone use
- Using computer(s) for non-work related activities
- Talking only in groups of Youth Workers without including participants
- Bringing / using a personal laptop (unless you are doing O-YA work related activities)

All of these activities prevent you from what you have been hired to do as a Youth Worker, which is interact with our participants. If you happen to be working part of a shift where there are no participants, please find something productive to do (such as organize the storage room, help clean up the Youth Worker office, organize a kitchen cupboard, organize book shelves, generate some programming ideas, etc.)

Consumption of Drinks, Snacks & Meals

If participants at O-YA are eating a snack or meal, you may also eat your snack or meal out in the main room with them. If, however, you are having a snack or meal break at a time when participants are not

eating, please have your snack or meal in the Youth Worker office or Boardroom away from participants. Food that participants cannot consume (ie: pop, energy drinks or treats / candy during the After School program; or anything that program participants are not allowed to have) should be consumed in the Youth Worker office away from participants view.

Youth Workers are welcome to keep perishable food or drinks in the fridge, and non-perishable items in the Youth Worker cupboard in the kitchen. Please ensure that you discard of your food when it has expired. O-YA management reserves the right to dispose of any food deemed expired.

Smoking in the Workplace

O-YA is dedicated to providing a healthy, comfortable and productive work environment for our employees.

Second-hand smoke is a known health hazard and will be treated in the same manner as any other health hazard, i.e., removal from the workplace so as not to place employees at risk. This goal can be achieved only through efforts to protect non-smokers and to help smokers adjust to restrictions on smoking.

Smoking will not be permitted in the workplace or on City of Ottawa or O-YA property.

The success of this policy will depend upon the thoughtfulness, consideration and co-operation of smokers and non-smokers. All employees share in the responsibility for adhering to and enforcing the policy. Any conflicts should be brought to your supervisor's attention and, if necessary, referred to the Executive Director for a final decision. In all cases, the right of the non-smoker to protect his or her health and comfort will take precedence over an employee's desire to smoke.

People who violate the smoking policy will be subject to disciplinary action.

Substance Abuse

O-YA recognizes that substance abuse is a danger to the health and safety of its employees and the public, and will try to ensure that the hazard is removed from the workplace.

Alcohol and illegal drugs are not permitted on O-YA property. Employees under the influence of drugs or alcohol at work will be subject to disciplinary action up to and including dismissal. Employees who report to work under the influence of drugs or alcohol will be sent home immediately. Alert your supervisor when you are taking any legitimate prescription or over-the-counter medication, and make your supervisor aware of any possible side effects that may hamper your performance, so that your work assignments may be adjusted.

Regular Pay Procedures

All O-YA employees are paid biweekly by direct deposit on the Friday following each 2 week pay period. If a scheduled payday falls on an organization-observed holiday, you will be paid on the day preceding the holiday.

All required deductions, including income tax, Canada Pension Plan and Employment Insurance, will be withheld automatically from your pay. Your paystub will be emailed to you.

Please review your pay stub for errors. If you find a mistake, report it to the Executive Director immediately. The ED will take the steps necessary to correct the error.

Staff Meetings

O-YA conducts Staff Meetings periodically. These Staff Meetings are mandatory for all staff. If you are not able to attend a Staff Meeting, please notify the Executive Director as soon as possible. It is then your responsibility to catch up on any information you might have missed at the meeting.

Inclement Weather Days and The After School Homework Club

During the winter months, if there is an 'Inclement Weather' day for Ottawa-Carleton School Board Schools, O-YA's After School Homework Club will not run. If you have an After School shift scheduled on an Inclement Weather Day, that shift will be cancelled. If your shift that day also included a Drop In portion, please start your shift at 5:30 pm.

Shift Schedules

Youth Worker Shift Schedules are posted at approximately one month at a time on the Bulletin Board in the Youth Worker office and on O-YA's website at www.o-ya.ca on the password protected Staff Page. Every effort will be made to ensure that Youth Workers are scheduled the number and placement of days that works best for them. However, shift availability is not guaranteed and Youth Worker flexibility is required.

Extra Shifts

From time to time, extra shifts may become available for Youth Workers to work during a Party Rental, etc. When these shifts are available, a sign up sheet will be put on the Youth Worker bulletin board where you can sign up to work. If you sign your name for a shift, please make sure to make a note of that shift in your own personal calendar.

Important Information Online

A section of O-YA's website exists just for the use of O-YA staff. To access this page, go to O-YA's website at www.o-ya.ca and look for the About O-YA menu and then the O-YA Staff Page sub-menu. This page is password protected. You will be given the password upon being hired, and notified by a note on the Bulletin Board when this password changes.

Maintaining Centre Cleanliness

- It is part of your job when you work a Drop In / After School shift to 'surface clean' the Centre at the end of your shift. Before you leave O-YA for the night, please take a look around (paying special attention to the kitchen and bathrooms) and think about whether it is presentable for those groups who use O-YA during the day.

- Make sure that counters are sprayed clean and wiped down (there is cleaning spray or cleaning wipes under the sink), the sink is clean (you can do this with cleaning spray too, but if there is stuck-on food or paint, an SOS pad works well) and that leftover food is out of the drain.
- Sweep the main floor
- Tidy surfaces (the kitchen counter should be cleared off, the boardroom table and the table in the front should be clear)
- Wiped down bathroom counters (you can use a cleaning wipe or cleaning spray and paper towel)
- Clean the fridge (throw out old / spoiled food and wipe down surfaces)

Garbage / Recycling Night

If you are working a Drop In shift on Thursday nights, please put ALL (!!!!!) of the garbage out at the end of your shift, curbside beside the parking lot entrance. Garbage is picked up VERY early on Friday mornings, so it needs to go out Thursday night.

There is a recycling calendar on the Youth Worker bulletin board. Please make sure ONLY the appropriate recycling goes out to the curb, and that both blue boxes have been sorted.

Please check the garbage / recycling area beside O-YA to make sure that all garbage / recycling that is located there also makes its way to the curb.

ALL garbage must go to the curb INSIDE of a plastic garbage bin WITH THE LID ON TIGHT and not just in a plastic garbage bag ... we've been having issues with birds getting into the garbage and making a huge mess.

Attitude & Conduct

O-YA expects all employees to maintain a level of personal conduct that will not reflect negatively on themselves or on the credentials of O-YA. Employees whose conduct compromises the integrity of O-YA may face disciplinary measures and the possibility of dismissal.

No employee should act in any way that will diminish the credibility of any other employee, supplier or other business contacts of O-YA.

O-YA expects all of its employees to be courteous at all times and to convey a friendly, approachable image to its suppliers, customers and fellow employees. Whether it is a telephone call or personal meeting, you are O-YA to the person with whom you are conducting business. This same courteous attitude is also expected of you in dealing with your fellow employees.

Yelling, swearing, using insulting or abusive language and fighting are strictly forbidden in all work-related situations.

Computer Use

General Use

Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Unacceptable Use

The following activities are, in general, prohibited. Under no circumstances is an employee of O-YA authorized to engage in any activity that is illegal under local, provincial, federal or international law while utilizing O-YA owned resources. The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by O-YA.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which O-YA or the end user does not have an active license is strictly prohibited.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- Effecting security breaches. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a user profile or account that the employee is not expressly authorized to access. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.

Software Installation Policy

Employees may not install software on O-YA computers. Should an employee require the use of software that is not currently available for install on the network, it must be approved by the Executive Director before deployment.

Social Media Policy

As a condition of employment, O-YA requires that all employees observe the following guidelines when referring to the O-YA's programs, activities, participants and other employees, in a blog, on a social media outlet (Twitter, Facebook, etc.) or website.

- Employees must be respectful in all communications and blogs related to or referencing the O-YA, its participants and/or other employees.
- Employees must not use obscenities, profanity or vulgar language.
- Employees must not use blogs or personal web sites to disparage O-YA, programs, participants, and/or other employees of O-YA.
- Employees must not use blogs or personal web sites to harass, bully or intimidate other employees or program participants. Behaviours that constitute harassment and bullying include, but are not limited to, comments that are derogatory with respect to race, religion, gender, sexual orientation, colour, or disability; sexually suggestive, humiliating or demeaning comments and threats to stalk, haze, or
- physically injure another employee or participant.
- Employees must not use blogs or personal web sites to discuss engaging in conduct that is prohibited by association policies including, but not limited to, the use of alcohol and drugs, sexual behaviour, sexual harassment, bullying and illegal activities.
- Employees must not post pictures of participants, visitors and/or other employees on a web site without obtaining their written permission.

The use of O-YA's name and/or logo is not allowed without written permission from the Executive Director.

Any employee found to be in violation of any portion of this Social Networking and Blogging Policy will be subject to immediate disciplinary action, up to and including termination of employment and / or criminal charges.

Communications

When you communicate with anyone outside the organization, you represent O-YA to them. Always be careful that your language and manner reflect professionalism, respect and a high level of customer service to our suppliers, clients and the general public. All written and oral communications should avoid all forms of discrimination, in order to comply with human rights law.

It is the practice of O-YA that all communications sent out should be consistent in format, in the interest of professionalism.

Customer Service

O-YA's funders, program participants and patrons pay our wages and should always receive excellent customer service by all employees.

Greet everyone by name and with a smile whenever possible. Never ignore someone who is waiting to receive attention, even if it is not your explicit duty to do so. Be prepared to answer any questions, or get

someone who can whenever approached by a customer. Customer satisfaction depends on customers getting the service they expect they should in all aspects of the O-YA's operation. All of O-YA's employees are responsible for providing a high quality of customer service.

Public Relations

The Executive Director is responsible for dealing with unsolicited media attention. In the ED's absence, please provide the media with the Executive Director's business card and ask them to contact the ED.

Program coordinators wishing to embark upon a media campaign as part of promotional efforts for their program and services are to apprise the Executive Director.

Staff Expenses

Out-of pocket expenses should only be incurred by O-YA staff if these expenses have been pre-approved by either O-YA's Program Coordinator or Executive Director. If O-YA participants are requesting either food or supplies that we do not have on hand, please explain that staff are not able to make additional purchase, but that we would be happy to consider their requests for the future.

Participant Code of Conduct

As a community based not-for-profit organization, O-YA's relationship with our clients is critical to our success, and we will do our best to provide a safe and enjoyable environment with high quality and fun programs. As an employer, O-YA is responsible to provide its employees with a rewarding, challenging and safe work environment. For these reasons, O-YA has expectations of our participants in our day to day operations:

Participant Code of Conduct

- Keep your hands and feet to yourself.
- Speak nicely to each other, to Youth Workers and to volunteers.
- Touch only what belongs to you.
- Stay within the activity area (Day Camps & After School).
- Listen to the instructions given by O-YA's Youth Workers and volunteers.
- Take care of O-YA's facility, equipment and furniture.
- Leave valuable / personal items at home, put away or with you at all times. O-YA is not responsible for lost or stolen items.

Suspensions

O-YA Youth Workers will make every effort to work with participants to make sure everyone is safe, happy and having fun. As such, failure to respect the above Code of Conduct may result in participant suspension from O-YA.

Behaviours which are unacceptable will be communicated to participants (Drop In, Day Camps and After School) and to parents at sign out (Day Camps and After School). Based on the intent and severity of an incident, participants may be given warnings, time outs or suspensions from O-YA.

Individuals may be asked to leave O-YA for the following reasons:

1. When a participant has contravened the above Code of Conduct.
2. When a participant threatens or harms fellow group members, staff or volunteers or is disruptive to the group's ability to function.
3. When a participant behaves violently, or is threatening or obscene in interaction with employees, volunteers or other service users.

Working to Bring Participants Back

If a participant is asked to leave O-YA for any length of time, O-YA's philosophy is to work to bring them back, and to always start fresh with them upon their return. O-YA Youth Workers and Executive Director will work with suspended participants and their parents on a behaviour plan for when they are allowed back to O-YA. The behaviour requirements will be well defined for their continued participation in our programs.

After School Procedure

5 Minute Time Out

If a student breaks a rule, depending on severity, O-YA Youth Workers use a 1-2-3 system of discipline. 1 = 1st warning, 2 = 2nd warning, 3 = 5 minute time out either immediately and/or during free / activity time. At each warning, students will be told which rule they broke and given a suggestion of how to improve their behaviour.

Parent/Guardian Called To Pick Student Up

If a student gets three 5 minute 'time outs', parents/guardians will be called to pick their child up immediately. While students are waiting for pick up, they must wait in the Executive Director's office. Severity or intent of rule breaking may result in a call to parents with no preceding 'time outs'.

If a parent will not pick up their child immediately, a one week suspension will be considered.

One Week Suspension

If a student's parents/guardians have to be called 3 times for early pick up, that student will be suspended from O-YA's After School Homework Club for 1 week (5 school days from the time of suspension). Parents/guardians will receive written notice of this upcoming suspension at the second 'call for pick up'. Severity or intent may result in a one week suspension with no preceding 'calls for pick up' or written notice.

Program Suspension

If a student is suspended from O-YA's After School Homework Club for three 1 week periods, that student will then be suspended from O-YA's After School Homework Club for the remainder of the school year. Parents/guardians will receive written notice of this upcoming suspension at the second suspension. Severity or intent may result in program suspension with no preceding suspensions or written notice.

Day Camp Procedure

5 Minute Time Out

If a participant breaks a rule (depending on severity), O-YA Youth Workers use a 1-2-3 system of discipline.

1 = 1st warning, 2 = 2nd warning, 3 = 5 minute time out either immediately and/or DURING FREE / ACTIVITY TIME. At each warning, participants will be told which rule they broke and given a suggestion of how to improve their behaviour.

Parent/Guardian Called To Pick Student Up

If a participant gets three 5 minute 'time outs', parents/guardians will be called to pick their child up immediately. While participants are waiting for pick up, they must wait in the Executive Director's office. Severity or intent of rule breaking may result in a call to parents with no preceding 'time outs'.

Day Camp Suspension

If a participant parent / guardian has to be called for early pick up twice in a 12 month period, the next step will be that the participant will be suspended from participating in any of O-YA's Day Camps for a minimum of 6 months. Parents/guardians will receive written notice of this suspension from the Executive Director. Severity or intent may result in a 6 month suspension with no preceding 'calls home' or written notice.

If Day Camp participants who receive suspensions are also After School Homework Club participants, concurrent suspensions from the After School program will be considered on a case-by-case basis after consultation between O-YA's Executive Director and Board of Directors.

If a participant comes back to an O-YA's Day Camp after a 6 month suspension and continues to break Code of Conduct, the next suspensions will be for a 1 year and then a 2 year time period.

If Day Camp participants who receive suspensions are also participants of O-YA's Drop In program, their suspension will also apply to the Drop In program.

Drop In Procedure

If Drop In participants break Code of Conduct rules, they will be given 2 warnings. At each warning, participants will be told which rule they broke and given a suggestion of how to improve their behaviour. If Drop In participants break the rules a 3rd time, they will be asked to leave O-YA for the duration of the day / evening.

If a Drop In participant is asked to leave O-YA, they are expected to leave immediately. Youth Workers should state clearly the reason they are being asked to leave and tell them when they are welcome back to O-YA.

If a Drop In participant is asked to leave O-YA and refuses, one O-YA Youth Worker should inform that participant that the police will be called to remove them and the other Youth Worker should go to the Youth Worker office and call the police immediately.

If a Drop In participant continues to be asked to leave, at the 3rd occurrence, that participant will be given a 1 week suspension. A letter explaining the participants' behaviour (written by the Executive Director) will be given to the participant's parent / guardian, and O-YA must receive that signed letter back before participants are welcome back.

If a participant continues to break Code of Conduct rules after a 1 week suspension, they will subsequently receive a 1 month suspension, 6 month suspension and then 1 year suspension; again with letters to parents. Suspension consequences may be accelerated based on the severity or intent of the rule breaking behaviour.

Volunteer and Staff Screening

O-YA is committed to protecting our employees, volunteers, members and visitors in the work place. The purpose of this policy is to identify the process for screening employees and volunteers of O-YA.

O-YA understands that each volunteer and staff position holds varying risk levels and thus associated screening levels are required. In general, the risk level increases as the staff or volunteer assumes tasks that require specific qualification and/or interactions with the vulnerable persons.

As the risk level increases, O-YA will require staff or volunteers to complete checks to ensure:

- the safety and security of employees/volunteers within the organization and provide a safe work environment for current and prospective employees/volunteers
- the safety and security of members and participants served by the organization

Information Collection:

Information collected as part of the background check can include but is not limited to:

- Previous Employment Verification
- Reference Verification
- Police Record Check for Vulnerable Persons

Background information can be collected through but is not limited to:

- Completed Application
- Resume
- In-person Interview with the Executive Director, if an in-person interview is unable to take place because the applicant lives in another city then a Skype interview will take place
- Reference Check with a minimum of two references

Procedures:

Employment/volunteering with O-YA will be conditional upon pre-employment/volunteer screening. All pre-employment/volunteer background checks will be conducted in accordance with applicable federal and provincial legislation.

All candidates who will be working with vulnerable persons will be required to undergo a Police Record Check for Vulnerable Persons. According to the Ottawa Police Services, 'vulnerable persons' refers to:

"... a class of persons who, because of their age, a disability or other circumstances, whether temporary or permanent are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority of trust relative to them (e.g. children, disabled or elderly)."¹

Pre-employment/volunteer screening results will not be used as a basis for denying any candidate employment/volunteer unless the denial is determined to be due to job-related issues or workplace safety and security. However, if an applicant attempts to withhold information or falsify information the applicant will be disqualified from further employment/volunteer consideration in any position due to falsification of an application.

O-YA guarantees that all information attained from references, background check and the police record check process will only be used as part of the employment process and kept strictly confidential. The Executive Director will maintain a log that will include the position applied for, name, and the date of the background check.

Police Records Checks**Full and Part-Time Staff**

All O-YA staff over the age of 18 are required to complete a Police Records Check for service with the vulnerable sector in order to maintain their employment with O-YA. Employees will be required to renew their check at a minimum of once every three (3) years.

Policy Requirements

The practice of conducting a Police Records Check involves accessing the information made through the Canadian Police Information Computer (CPIC) system regarding a person's conviction for which a pardon has not been granted and regarding outstanding criminal charges.

It is the responsibility of the Executive to ensure that all eligible staff members and volunteers obtain and maintain Police Records Checks.

It is the responsibility of the Board Chair to ensure that all members of the Board of Directors obtain and maintain Police Records Checks.

If a PRC is required, the responsibility falls on staff members or volunteers to take all necessary steps to obtain a PRC and provide it to the Executive Director.

Failure by an employee or volunteer to complete a Police Record Check within 30 days of a request being made by O-YA's Executive Director or Board Chair shall be considered grounds for disciplinary action, up to an including dismissal.

Failure by an employee or volunteer to notify O-YA of any changes that would negatively affect their original Police Record Check shall be considered grounds for disciplinary action, up to an including dismissal.

A PRC from a jurisdiction other than the Ottawa Police Service is acceptable. Original and stamped copies of Police Record Checks obtained by an employee or volunteer for another job or volunteer placement will be accepted as long as they were issued no more than 6 months prior to being submitted at O-YA.

A Review Committee shall be established when an employee or volunteer self-declares, or the PRC is returned positive. Each positive check will be reviewed and dealt with on a case-by-case basis. The Review Committee shall be comprised of the Executive Director and a representative from O-YA's Board of Directors.

Obtaining Police Record Check

The out-of-pocket cost of a Police Record Check is the responsibility of the applicant, but the applicant will be reimbursed on O-YA's next scheduled pay period when a receipt for the cost of the PRC is presented to the Executive Director.

Estimated turnaround time for a PRC is 3 - 6 weeks, assuming timely response from other police services and depending on requires volumes. The service fee is \$14.

The \$14 service fee can be waived if the applicant presents a letter from a local organization that intends to engage them in a volunteer capacity. The letter must be provided on official letterhead, in original, it must include the name of the person requesting a Police Records Check and must be signed by the manager in charge of volunteer resources.

EXPRESS SURCHARGE ("while-you-wait") is ONLY available on weekdays (except holidays) between 07:30 and 15:00 hours at 474 Elgin Street and ONLY available for persons seeking a Police Records Check who have been residents of Ottawa for the past five (5) years. The usual turnaround time for the express service is 1 hour at an extra sur-charge of \$33. This express surcharge is not reimbursable by O-YA unless approved in advance.

To apply for a Police Records Check, you must go to any one of the following police stations:

Kanata (95 Abbeyhill Road); please call for hours

Leitrim (4561 Bank Street); please call for hours

Nepean (245 Greenbank Road); please call for hours

Orleans (3343 St. Joseph Blvd.; at 10th Line); please call for hours

Ottawa (474 Elgin Street); 24 hours a day; 7 days a week

You may visit the following website to obtain an application for a Police Records Check for service with the vulnerable sector, and what pieces of ID you will be required to produce:

http://www.ottawapolice.ca/en/serving_ottawa/support_units/pdf/police_records_check.pdf

Conflict of Interest

O-YA's Conflict of Interest Policy outlines the parameters of conflict of interest for employees of the Osgoode Youth Association.

Employees of O-YA are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of O-YA. Personal gain shall not conflict with duty to O-YA.

O-YA's Board of Directors is responsible for final decisions on any potential or actual conflicts of interest. O-YA's Executive Director and Youth Workers are responsible for presenting a recommendation on any potential or actual conflicts to the Executive Director or Board of Directors. Employees are responsible for declaring any potential or actual conflict of interest.

If a potential conflict exists because of an employee's personal related interest in a matter, the employee shall advise their supervisor immediately. An employee shall be considered to have potential conflict of interest where he or she has a direct or indirect financial interest in a matter involving O-YA and where the employee could influence or appear to be able to influence any decision on that matter by O-YA. Examples include acceptance of personal gifts beyond moderate courtesy, purchasing decisions for personal gain, and/or written or public statements in conflict with O-YA. Employees and related firms or suppliers are not precluded from selling goods, materials, or services to O-YA provided this activity is consistent with generally accepted competitive commercial practices.

HEALTH, SAFETY & SECURITY

Health & Safety

O-YA recognizes the importance of respecting all of its resources and assets, both human and material.

Our foremost concern is for the safety and well being of our employees.

In fulfilling this commitment, O-YA will provide and maintain a safe and healthy work environment for all employees in compliance with legislative requirements and industry standards.

You and O-YA's management share equally in the responsibility for reducing accidents and time lost by performing our jobs in a safe and healthy manner as prescribed by the O-YA Health and Safety Policy. Injuries and costly property damage losses can be controlled through good management systems and practices, combined with your active involvement and co-operation.

Health & Safety Enforcement & Discipline

It is everyone's responsibility to observe and promote safe work practices and a healthy workplace. All supervisors have the responsibility to see that everyone works safely, and that safe and healthy work conditions are maintained. Unacceptable health and safety performance will not be tolerated.

You are expected to observe safety rules and immediately report any hazardous conditions or injuries to the Executive Director. You will not be discriminated against or disciplined for reporting a legitimate safety concern or hazard, or for refusing unsafe work.

Anyone not observing safety rules will be subject to corrective disciplinary action.

Occupational Health & Safety Training

As part of the orientation and training process, all new employees will receive instructions on job safety and will be warned of workplace hazards to health and safety according to the provisions of all legislative standards. Job hazards and safe procedures will be explained fully to you before you begin work. All supervisors and managers have the responsibility for properly training the employees reporting to them, ensuring that everyone works safely, and maintaining safe and healthy working conditions.

Emergency Procedures

Incident

Know and follow the procedure:

- Use common sense.
- Complete an Incident Report within 24 hours and submit to the Executive Director. Incident Report Forms can be found in the filing cabinet in the Youth Worker office or on the Staff Page of O-YA's website.

Minor Accident

Know and follow the procedure:

- Assist the victim and treat only with First Aid.
- Have another staff supervise participants while you administer First Aid or send for assistance.
- First Aid supplies are in the kitchen, in a cupboard above the microwave.
- Use gloves when administering first aid.
- Complete an Incident report from within 24 hours and submit to the Executive Director. Incident Reports can be found in the filing cabinet in the Youth Worker office or on the Staff Page of O-YA's website.
- Do a follow-up check by calling the victim

Major Accident

Know and follow the procedure:

- Assist the victim and treat only with First Aid. Check airway, breathing and circulation.
- Have another staff supervise participants while you administer First Aid or send for assistance.
- First Aid supplies are in the kitchen, in a cupboard above the microwave
- Use gloves when administering first aid.
- Initiate EMS by calling 9 -911 if required. Do not transport.
- When EMS answers, clearly give: accident location, nature of accident (e.g. heart attack), your name and phone number where calling from, entrance to be used.
- Complete an Incident Report within 24 hours and submit to the Executive Director.
- The Executive Director will do the follow-up check.
- All contact with the police or press will be handled by the Executive Director.

Fire

- Know the location of all emergency exits.
- Call 911 and give your location, the location of the fire, your name and phone number and the nearest entrance.
- ONLY IF IT IS A SMALL FIRE (kitchen garbage can size or smaller) should you try to extinguish the fire with the fire extinguisher. Once the fire is out, remove the source of ignition (if possible). Watch the fire area. If the fire reignites, repeat with fire extinguisher. If you cannot control the fire, EVACUATE.
- Evacuate the building. Check for people in the storage room, boardroom and bathrooms and assist any person(s) in immediate danger IF IT CAN BE DONE WITHOUT RISK TO YOURSELF close the door and call 9-1-1 from the Multi-Use Pathway parking lot.
- Ensure everyone is aware of the fire and is evacuating.
- YOU ARE NOT expected / trained to fight fires. If you have ANY doubt, do NOT fight the fire. Leave the building.
- Warn persons nearby.
- Meet the Fire Department outside (if possible) and tell them the location of the fire
- Contact the Executive Director. If you cannot reach the Executive Director, contact the Board Chair.
- Complete an Incident Report within 24 hours and submit to the Executive Director.
- All contact with the press will be handled by the Executive Director.

Earthquake

- Evacuate the building; check for participants in the storage room, boardroom and bathrooms. Make sure persons requiring assistance are helped out of the building. All staff and participants should gather across the street from O-YA in the Multi-Use Pathway parking lot.
- Only re-enter O-YA if it is clearly safe to do so.
- If it is not safe to re-enter O-YA, head for safety and contact the Executive Director and / or emergency services as soon as possible.

Tornado

- If there is a Tornado Warning for Osgoode or the surrounding area and O-YA is open for Drop In, O-YA participants will be sent home, and O-YA will be closed. Tornado Warnings during After School Homework Club will be handled on a case-by-case basis.
- If an imminent tornado is expected, and there is not time to close, staff and participants should seek shelter in either the cleaning closet between the bathrooms or the storage closet. Staff and participants should stay away from windows

Damage / Loss

In all cases of vandalism, break-ins and thefts call the Police and file a report. To report - call Ottawa Police ask for theft or property damage. Do not call 911 unless the theft is in progress and it is of significant value i.e. a car being stolen from the parking lot.

The Police will investigate and/or assign a report number by telephone.

When approached by a patron that something was stolen, try and listen to get and as much information as possible. When a wallet or purse was stolen offer patron use of phone to call credit card companies etc.

Complete the Damage/Loss Report within 24 hours. Include police report number and the Officer's badge number, and submit to the Executive Director.

Report the damage / loss to the Executive Director

Suspected Child Abuse

Take the time to:

- Observe and note any unusual marks or behaviour.
- Listen to the child.
- Ask straight forward, simple questions. Use common sense, do not mislead.
- Report to the Executive Director.
- Both yourself and the Executive Director will contact the Children's Aid Society separately.
- You are responsible for reporting suspected abuse not investigating the situation.

Indecent Exposure

Know and follow the procedure:

- Do not confront the individual.
- Call the Police immediately.
- Anyone in the vicinity of the offender should be guided to a safe area.
- Get names, addresses and telephone numbers of any witnesses.
- Write a description of the offender: male or female, approximate age, height, build, complexion, facial or other physical characteristics.
- Description of car (if any) and license plate number.
- Complete an Incident Report form within 24 hours and submit to the Executive Director.
- Report the incident to the Executive Director.

Bomb Threat

Know and follow the procedure:

- Keep caller on the phone as long as possible.
- Ask questions which may clarify the exact nature of the threat.
- Where is the bomb located?
- When is it going to explode?
- What kind of bomb is it?
- What does it look like?
- Why is this building being bombed?
- Notify the Police and the Chief Security Co-ordinator at City Hall - 244-5300 ext. 1434.
- Evacuate the building upon their advice.
- Make sure everyone takes all their personal belongings, e.g. handbags. Otherwise they may be considered by the Bomb Squad to contain the bomb.
- Complete an Incident Report form within 24 hours and submit to the Executive Director.
- Report the incident to the Executive Director.

Power Failure

If necessary, call Ottawa Hydro at 9-733-2040 to determine the length of the power failure. If the power failure lasts for more than 1 hour, complete an Incident Report form within 24 hours and submit to the Executive Director. If the power failure lasts for more than 1 hour (or, Youth Workers may use their discretion based on weather / light conditions) O-YA should be closed. Please explain the reason for closure to participants, ensure that they have a safe way home and put a note on the door explaining the closure. Youth Workers will be paid for their entire shift.

Please note that the above policy applies to Drop In shifts only. If a power failure lasts for more than 1 hour during After School Homework Club, O-YA will remain open until all participants have been picked up. If Youth Workers deem it necessary, they may attempt to contact parents / guardians and request early pick up after explaining the circumstances.

In either case, the Executive Director must be notified of the closure.

Staff Pay in Case of Emergency

If O-YA needs to be closed in case of any of the above mentioned circumstances, Youth Worker staff will be paid for hours worked, or a minimum of 3 hours if the shift worked is less than 3 hours.

Report Writing

Accurate report writing for any situation is essential.

Reports must:

- Be legible.
- Be factual - if in doubt, leave out!
- Be objective - avoid adjectives and opinions.
- Indicate time and location of staff, equipment and victim.
- Include witnesses.
- Include a map of the situation.
- Be completed in full as the form requests.
- Be completed within 24 hours.
- Reports should be completed separately and individually.
- A debriefing of all employees involved should be held immediately after any major situation. Debrief means a review and an evaluation for future situations - it does not find fault. This debrief can also provide counselling for the staff involved.

Outdoor Supervision Policy

O-YA staff (with the exception of the After School Homework Club) do not supervise outdoor activities at O-YA.

O-YA participants are notified (through signs posted inside and outside O-YA, on the O-YA website and through Youth Worker communication with participants and parents as necessary) that participating in activities on O-YA's outdoor space is a choice that they may make during Drop In hours, but they will do so at their own risk.

The blurb that will appear on the posted signs will be: "Please be aware that The Osgoode Youth Association's outdoor spaces are unsupervised, and those who choose to participate in activities on O-YA's outdoor spaces do so at their own risk. If, during O-YA's Hours of Operation, you feel unsafe or uncomfortable outside, please come inside and seek assistance from O-YA's Youth Workers."

If anyone reports to O-YA staff that there is an immediate threat to life or property on O-YA's outdoor space, O-YA Youth Workers will call 9-11 immediately. If anyone reports to O-YA staff that there is vandalism or a theft not in progress, O-YA staff will call the police non-emergency line as soon as possible.

If anyone reports an incident that makes them uncomfortable on O-YA's outdoor space, O-YA staff will assess each situation independently and take appropriate steps to offer assistance. Examples of steps that can be taken include: encouraging the youth to engage in activities inside O-YA as opposed to outside, encouraging all of the youth involved in the altercation to come inside O-YA for a conversation, calling the Centre Manager or a member of O-YA's Board of Directors for advice of how to handle a particular situation, calling the 24-hour Youth Crisis Help line for advice or calling the police non-emergency line for advice.

Concussion Prevention & Management

O-YA takes the health and well-being of all employees, volunteers, members and participants in all sports and recreation activities seriously. O-YA is committed to helping all employees, volunteers, members and participants succeed and lead safe, healthy, productive and active lives.

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

- may be caused either by a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull;
- can occur even if there has been no loss of consciousness (in fact most concussions occur without a loss of consciousness); and,
- cannot normally be seen on X-rays, standard CT scans or MRIs.

Additional Information

- Signs/symptoms can appear right after the injury, or may appear within hours or days of the injury.
- The signs/symptoms may be different for everyone.
- An individual may be reluctant to report symptoms because of a fear that they will be removed from the activity, or their status on a team or in a game could be jeopardized.
- It may be difficult for younger children (under the age of 10) and those with special needs or where English/French is not their first language to communicate how they are feeling.
- Signs for younger children (under the age of 10) may not be as obvious as in older children/adults.

COMMON SIGNS AND SYMPTOMS OF CONCUSSION

Possible Signs Observed

A sign is something that will be observed by another person (e.g., parent/guardian, teacher, coach, supervisor, peer).

Physical

- vomiting
- slurred speech

Possible Symptoms Reported

A symptom is something the student will feel/report.

Physical

- headache
- pressure in head

- slowed reaction time
- poor coordination or balance
- blank stare/glassy-eyed/dazed or vacant look
- decreased playing ability
- loss of consciousness or lack of responsiveness
- lying motionless on the ground or slow to get up
- amnesia
- seizure or convulsion
- grabbing or clutching of head

Cognitive

- difficulty concentrating
- easily distracted
- general confusion
- cannot remember things that happened before and after the injury
- does not know time, date, place, class, type of activity in which he/she was participating
- slowed reaction time (e.g., answering questions or following directions)

Emotional/Behavioural

- neck pain
- feeling off/not right
- ringing in the ears
- seeing double or blurry/loss of vision
- seeing stars, flashing lights
- pain at physical site of injury
- nausea/stomach ache/pain
- balance problems or dizziness
- fatigue or feeling tired
- sensitivity to light or noise

Cognitive

- difficulty concentrating or remembering
- slowed down, fatigue or low energy
- dazed or in a fog

Emotional/Behavioural

- strange or inappropriate emotions (e.g., laughing, crying, getting angry easily)
- irritable, sad, more emotional than usual
- nervous, anxious, depressed

Sleep Disturbance

- drowsiness
- insomnia

Sleep Disturbance

- drowsy
- sleeping more/less than usual
- difficulty falling asleep

INITIAL RESPONSE – Removal from Physical Activity:

If a participant receives a blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull, and as a result may have suffered a concussion, the individual (ie: Youth Worker) responsible for the activity/ participant must take immediate action as follows:

For a participant who is:

Unconscious

- Initiate emergency action plan and **call 911**.
- If applicable, contact the child/youth's parent/guardian to inform them of the injury and that their child is being transported to the hospital.
- Stay with the individual until Emergency Medical Services arrives.
- Monitor and document any physical, emotional and/or cognitive changes.

For someone who is Unconscious: Assume there is also a possible head and/or neck injury and, **only if trained**, immobilize the individual before ambulance transportation to hospital. Do not remove athletic equipment (e.g. helmet) unless there is difficulty breathing.

If applicable, ensure the child/youth's parent/guardian is aware that he/she must inform the coach, administrator and/or supervisor of the child/youth's condition (i.e., concussed or not concussed) prior to the child/youth returning to physical activity.

Even if consciousness is regained, he/she needs to be examined by a medical doctor or nurse practitioner.

Conscious

- Remove the participant from the activity immediately.
- If signs are observed or symptoms are reported, **a concussion should be suspected**. If a concussion is not suspected (i.e., signs are not observed and symptoms are not reported), the participant may resume physical activity; however, if applicable, a parent/guardian should be contacted and informed of the incident.

If applicable, contact the parent/guardian and inform them of the injury and the need to be examined by a medical doctor or nurse practitioner. Stay with the injured participant until a parent/guardian or emergency contact arrives.

Monitor and document any physical, emotional and/or cognitive changes.

* Remember: signs and symptoms of concussion may appear within hours or days of the injury.

For a Participant who is Conscious: **If in doubt, sit them out.**

Do not administer medication (unless conditions require it – e.g., insulin for diabetics).

If applicable, ensure a parent/guardian is aware that he/she must inform the coach, administer and/or supervisor of the participant's condition (i.e., concussed or not concussed) prior to their return to physical activity.

Note – Responsibility of Youth Worker, Administrator and/or Supervisor

If a participant has been identified as having a suspected concussion, it is the responsibility of Youth Workers, Executive Director and/or supervisor of that activity to notify all affected parties including the participant, a parent/guardian (when appropriate) as well as other Youth Workers, administrators and/or supervisors of the suspected concussion. At this point the individual should not participate in any physical activity until he/she has visited a medical doctor or nurse practitioner.

Note – Children/Youth Under the Age of 18

If the participant identified as having a suspected concussion is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario then that student's parent/guardian should contact their school principal. The school principal will then inform all school staff (e.g., classroom teachers, physical education teachers, intramural supervisor, coaches, volunteers) who work with the child/youth that the child/youth should not participate in any learning or physical activities until the parent/guardian reports back to the school principal.

MEDICAL EXAMINATION:

Following examination by a medical doctor or nurse practitioner and prior to the individual returning to physical activity, the coach, administrator and/or supervisor must be informed of the results.

If **No Concussion is Diagnosed**: the participant may return to physical activities.

or

If a **Concussion is Diagnosed**: the medically supervised gradual Return to Physical Activity (R2P) plan is put in place.

Note – Parent/Guardian Responsibilities for Children/Youth Under the Age of 18

If the participant identified as having a concussion is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario, it is the responsibility of that individual's parent/guardian to notify his/her school principal.

RETURN TO PHYSICAL ACTIVITY (R2P) (following a diagnosed concussion):

A participant with a diagnosed concussion follows a medically supervised and individualized gradual Return to Physical Activity (R2P) plan. It is critical to recovery that the individualized R2P plan be developed through a collaborative team approach. This team should include:

- the concussed individual
- her/his parents/guardians (if applicable)
- his/her coach, administrator and/supervisor
- school staff, including teachers, coaches etc. (if applicable)
- a medical doctor or nurse practitioner

Ongoing communication and monitoring by all members of the team will be essential to successful recovery.

Note – Children/Youth Under the Age of 18

If the concussed participant is under the age of 18 and currently attending a publicly funded elementary/high school in Ontario then that student's parent/guardian should contact their child's school principal.

R2P – Step 1

The first step in the medically supervised gradual R2P plan is for the individual to have:

- limit cognitive activities which provoke symptoms (*e.g., activities requiring mental concentration such as reading, television, video games, texting*) and physical (*e.g., activities requiring physical exertion*) rest until her/his symptoms begin to show improvement (minimum of 24 hours). This is determined by the medical doctor or nurse practitioner in consultation with the concussed individual and parent/guardian (if applicable).

Additional Information:

- The most important treatment for concussion is rest (i.e., cognitive and physical).
- A child/youth does not attend school during **R2P – Step 1**.

Note

In order to proceed to **R2P-Step 2**, the concussed individual or parent/guardian (if applicable) must report back to his/her coach, administrator and/or supervisor that he/she is symptom free.

R2P – Step 2

Activity: Individual light aerobic exercise only (e.g., walking or stationary cycling).

Restrictions: No resistance/weight training. No competition (including practices, scrimmages). No participation with equipment or with other participants. No drills. No body contact.

Note

In order to proceed to **R2P – Step 3**, the concussed individual or parent/guardian (if applicable) must report back to his/her coach, administrator and/or supervisor that he/she is symptom free.

R2P – Step 3

Activity: Individual sport specific exercise only (e.g. running, skating, shooting).

Restrictions: No resistance/weight training. No competition (including practices, scrimmages). No body contact, no head impact activities (e.g., heading a ball in soccer), or other jarring motions (e.g., high speed stops, hitting a baseball with a bat).

R2P – Step 4

Activity: Activities where there is no body contact (e.g., dance, badminton, volleyball). Light resistance/weight training. Non-contact practice and non-contact sport specific drills (e.g., ball drills, shooting drills).

Restrictions: No activities that involve body contact, head impact (e.g., heading the ball in soccer) or other jarring motions (e.g., high speed stops, hitting a baseball with a bat).

Note

Medical Clearance: In order for a concussed individual to move from R2P Step 4 to R2P Step 5 he/she must provide written documentation from a medical doctor or nurse practitioner to his/her coach, administrator and/or Supervisor. The documentation must indicate that the individual is symptom-free and able to return to full participation in physical activity before he/she can proceed to **R2P – Step 5**.

R2P – Step 5

Activity: Full participation in regular physical activities in non-contact sports. Full training/practices for contact sports. **Restrictions:** No competition (e.g., games, meets, events) that involve body contact.

R2P – Step 6 (Contact Sports only)

Activity: Full participation in all physical activities, including contact sports.

Restrictions: None.

Additional Information:

- Physical activities can cause concussion symptoms to reappear.
- Steps are not days – each step must take a minimum of 24 hours and the length of time needed to complete each step will vary based on the severity of the concussion.