

LAKELAND OUT OF THE ELEMENTS
SHELTER SOCIETY

SEPTEMBER 2025

POLICIES AND PROCEDURES MANUAL

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HISTORY OF THE LAKELAND OUT OF THE ELEMENTS SHELTER SOCIETY (LOESS)

In 2007, our first chairperson noticed a young man camping in the woods behind a grocery store located on the edge of town. She also noticed that he did not appear to be prepared for camping as he had no tent or other camping articles. She decided to speak to him and learned that he had come to this area for a job which fell through, leaving him with no money and no place to go. He was trying to earn enough money for food and transportation to leave the area by doing odd jobs as he found them.

As winter approached, she became very concerned for his welfare and wondered what he would do as it became colder. The good news is that he was able to leave the area before winter, and the idea of a Men's Shelter was born.

A dedicated group of concerned citizens came together in a space donated by the Victory Church and their pastor, Les Bourassa.

Through hard work and lots of fundraising, this dedicated group of people provided shelter to the homeless in our community since 2009.

MISSION

Work with the community and stakeholders to provide hope and support to those who are homeless or near to becoming homeless to access the assistance they need to enhance their quality of life.

MANDATE

To provide a warm, supportive, and safe place for adult men and women who are experiencing homelessness or close to being homeless to access the supports they need.

VISION

Working with community members, service providers, and stakeholders to ensure safe and affordable housing, sustainable life activities, and livable employment opportunities for all to achieve.

VALUES

To work with individuals, supporting them towards a safe and happy future.

To support the homeless, whoever they are and wherever they come from.

To safeguard and promote the welfare of our participants, staff, partners, and volunteers.

To help build a better society by providing shelter for the homeless.

To build and support the community through student practicum opportunities.

To follow the basic foundational values including respect, accountability, transparency, and engagement.

OBJECTIVES

To provide a mat program in our emergency shelter to those in crisis.

To provide transitional and supportive housing for individuals in need.

To support and advocate for the homeless to transition into housing.

To ensure staff have the support and resources they need to meet the ongoing needs of those who access LOESS services.

To connect individuals to community supports.

To raise funds to support our existing work and plans to support the homeless in the future.

To continue building a relationship with all stakeholders to support LOESS participants in meaningful and relevant ways.

To obtain and increase our programs and space, as the need arises, and as finances allow.

DEFINITION OF TERMS

Agency - An organization established to provide particular services. In this case the Lakeland Out of the Elements Shelter Society (LOESS).

Alcohol - a colourless, volatile flammable liquid that is produced by the natural fermentation of sugars and is the intoxicating constituent of wine, beer, spirits, and other drinks, and also used as an industrial solvent and as fuel.

Blood-borne viruses - Are able to spread in the blood. Several types of hepatitis are caused by blood-borne viruses: Hepatitis B, Hepatitis C and also HIV. You can become exposed to these viruses (and the infections they cause) if you come into direct contact with blood that is infected with one of these viruses.

Body Fluid Exposure - Splashes of blood or other body fluids into the eyes, nose, or mouth. Also, exposure of non-intact skin (e.g., open wounds, cuts, abrasions) to blood or other body fluids.

Participant - A person that accesses or uses the services offered by LOESS, and is assisted by LOESS pursuant to the Emergency/Short Term/Long Term Supportive Housing Initiative Conditional Grant Funding Agreement between LOESS and Alberta Community and Social Services.

Contact Information - information that would enable a person to be contacted including name, address, telephone number, or email.

Competence - Is the ability to integrate and apply the knowledge, skill and judgement required to practice safely.

Complaint - When one person makes an accusation/complaint against another who they believe committed an act of harassment or violence or the breaking of expectations or regulations.

Delayed Services – Are put in place when a program participant engages in behaviours that could result in harm toward others.

Departure/Eviction Procedures - Process of concluding a participant's stay at the shelter, under the shelter's policy.

Disciplinary Action - The process of job-related behaviour that does not meet expected and communicated performance standards. The primary purpose for discipline is to assist the employee to understand that a performance problem is an opportunity for improvement.

Documentation - Material that provided official information or evidence or that serves as a record.

Donation - For Income Tax purposes, a gift or donation is defined as a voluntary transfer of

property to LOESS made without the expectation of any benefit to the donor. May include money, equipment, food and drink, other in-kind gifts or services, or property of significant value, such as real estate or securities, art, and photographic works, planned gifts such as willed donations, bequests, or endowments.

Drugs - A drug is any chemical that effects the human body or mind that is consumed in any way. This also includes drug paraphernalia.

Employee - A staff member of LOESS.

Fitness for duty and Fit for Duty - Means being alert and able to perform assigned duties safely and acceptably.

FOIP - Freedom of Information and Protection of Privacy (the FOIP Act) aims to strike a balance between the public's right to know and an individual's right to privacy, as these rights relate to information held by public-sector bodies in Alberta.

Food - any nourishing substance that is eaten, drunk, or otherwise taken into the body to sustain life, provide energy, or promote growth.

Fraudulent - Characterized by involving or proceeding from intentional deception.

Grievance and Appeal Process - A mechanism developed and used at the shelter to address and work toward resolving a participant's/staff's, *service partner's* concerns.

Growth Mindset – The belief that our skills and abilities can grow and change throughout a lifetime when we are willing to learn from our mistakes and from others, persevere, accept criticism, and are interested in trying different ways of being to overcome a challenging situation.

Harassment and violence - Any action, conduct or comment, including that of a sexual nature, that can be reasonably expected to cause offence, humiliation, or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment. [Canada Labour Code, subsection 122(1)].

Hazardous Materials - is defined as any substance or material that could adversely affect the safety of the public, handlers, or carriers during transportation.

Housekeeping Services - Refers to regular cleaning of participants' areas and common areas that include vacuuming and dusting, kitchen, dining area and bathroom cleaning and disinfecting.

Impairment or Impaired - being under the influence of Drugs, Alcohol, or Medication to the extent that an employee is unfit for duty or is otherwise in a physical or mental condition that creates a risk or potential risk to the safety and well-being of the participants, other employees, the public, or the environment of LOESS. This also refers to participants who are attempting to

enter the LOESS shelter.

Immediate Family - for time off for grieving is defined as spouse, mother, father, son, daughter, mother-in-law, father-in-law, son-in-law, daughter-in-law, granddaughter, or grandson.

Information Management - Concerns a cycle or organizational activity: the acquisition of information from one or more sources, the custodianship, and the distribution of that information to those who need it, and its ultimate disposition through archiving or deletion.

Illicit Substances - All psychoactive drugs and their derivatives, except alcohol, marijuana, and tobacco, which are used or distributed in a manner prohibited by Canadian law.

Information Policy - Ensures the right to have some control over how individual personal and organizational information is collected and used.

Laundry and Linen Services - The regular laundering of towels and common linen, either owned by the facility, participant, or a laundry service for the exclusive use of the participants. “Bedding” includes be sheets, pillowcases, and blankets. “Towels” include bath towels, hand towels, and face cloths. “Common Linens” include tablecloths and napkins.

Long-Term Supportive Housing - Means unlimited stay at a facility that provides 24/7 support services to its residents.

Needle Stick Injury - A penetrating stab wound from a needle or syringe that may result in exposure to blood or other body fluids.

Malicious - Characterized by malice (active ill will); intending or intended to do harm.

Medication - Means a drug obtained legally either over the counter (OTC) at a licensed pharmacy or through a doctor’s prescription.

Mission Statement - is a brief description of the purpose of the LOESS.

Objectively - in a way that is not influenced by personal bias, feelings, or opinions.

Personal Information - Information regarding an identifiable individual, including both current and former employees or participants. Personal information includes information that relates to their personal characteristics (e.g., gender, age, income, home address, home phone number, ethnic background, family status etc.), their health (e.g., health history, health conditions, health services received, etc.). Personal information, however, does not include contact information.

Policy - a set of ideas or a plan of what to do in particular situations that has been agreed to officially by LOESS.

Practicum Student - A person undertaking a practicum placement as part of a recognized qualification. This student will be supported by an educational institution in the completion of

their practicum.

Principle - A fundamental truth or proposition that serves as the foundation for a system of belief, behaviour, or for a chain of reasoning. A rule of conduct.

Privacy - Is the ability of an individual or group to seclude themselves or information about themselves, and thereby express themselves selectively. When something is private, it usually means that something is inherently special or sensitive to them.

Prohibited Weapons - Any device designed to be used for the purpose of injuring, immobilizing, or otherwise incapacitating a person. Examples include but are not limited to firearms, switchblade knives or other knives or daggers; martial arts weapons; mace or pepper spray; blowguns; whips; brass knuckles or spiked wristbands; clubs, pipes or rods linked by rope, wire, or chain; and any other weapon prohibited by federal or provincial law.

Purchases - To acquire something by paying for it.

Real Property - Refers to land, buildings, ancillary structures, furniture, and equipment.

Reasonable Discretion - Reasonable judgement exercised in good faith.

Reasonable - using fair and sensible judgement.

Reprisal - Any act or threat of retaliation, whether direct or indirect, against a person who claims their rights or acts in good faith.

Respondent - The person whom another individual has accused of committing an act of violence or harassment.

Responsibility - The state or fact of being accountable or to blame for something.

Revenue - organizational income.

Safe Stay Shelter - Safe Stay Shelter provides specialized support services for people living with mental illness, addictions and other challenges. All of the Safe Stay Shelter programs operate from a low barrier perspective—meaning that we do not require that people be sober, compliant with mental health or addiction treatment plans, or agree to participate in programs to receive services and housing support from us. Instead, we welcome them to a community of people experiencing similar challenges meeting them where they are at.

Service Provider - An organization that provides a service (directly or indirectly) for or on behalf of another organization. The definition is not limited to organizations providing services under contract with the principal organization ; as service provider may be a subcontractor. A service provider may also be a parent, corporation, a subsidiary, or an affiliate.

Sexual Harassment - Any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offence or humiliation to any employee; or that might, on reasonable grounds, be

perceived by the employee as placing a condition of a sexual nature on employment or on an opportunity for training or promotion [Canada Labour Code, section 247(1)].

Sharps - Is a medical term for devices with sharp points or edges that can puncture or cut skin. Examples include needles, razors, lancets, scalpels, broken glass, or other items stained by blood or other body fluids.

Short Term Supportive Housing - Temporary housing with support to assist participant movement into permanent housing.

Staff - Employees of LOESS.

Transparent - Having thoughts, feelings, or motives that are easily perceived.

Unfit for Duty - Employee is not able to perform their duties in a satisfactory manner.

Values - A person's principles or standards of behaviour; one's judgement of what is important in life.

Volunteer - A person who willingly undertakes defined activities to support the education and care programs in an unpaid honorary capacity. These activities may include direct contact with participants, administrative tasks, or preparing materials or food.

ORGANIZATIONAL OPERATIONAL POLICIES AND PROCEDURES

LOESS will conduct its operations in a manner that involves to the greatest degree possible its personnel and its service users in the development, implementation and maintenance of its policies and procedures.

These policies and procedures apply to employees, practicum students, and volunteers of LOESS unless a policy is specifically identified as being applicable only to employees or volunteers, or practicum students.

LOESS actively maintains a comprehensive set of agency operational policies and procedures. These policies and procedures direct and guide the management and conduct of personnel, human resource practices, information management, health and safety and other areas of operation within LOESS.

LOESS adopts the position that it will operate to the greatest degree possible as a 'transparent' organization – one in which the policies and procedures are known to all personnel (staff, board members, and volunteers), are understood by all personnel and are seen by all personnel to be administered equitably and openly.

These policies and procedures are enacted so as to:

- * Provide all personnel with reference to, code of ethics, human resources, information

- management, health and safety, and other operational information.
- * Ensure equitable and consistent application and management of LOESS overall operation, and
- * Provide a single reference point for LOESS Operational Policies and Procedures.

LOESS is a living entity, adapting to the service and funding environment and to the needs of its service users, and considerate of its personnel. As such, policies and procedures must respond to changing conditions.

LOESS will conduct its operations in a manner that involves, to the greatest degree possible, its personnel and service users in the development, implementation and maintenance of its policies and procedures. LOESS believes that people function best when they are not only familiar with an organization's policies and procedures, but also when they understand the rationale for those policies and procedures. In matters that are in the best interest of the service users, LOESS will act with all due haste to ensure their protection.

LOESS reserves the right to amend its policies and procedures and in doing so will provide reasonable notice of any changes. In matters that are in the best interest of service users, LOESS will act as quickly as possible to ensure their protection. LOESS may encounter circumstances in which changes are compelled by legal statute or regulation. If this is the case, the period of notice may be dictated by law.

Everyone who provides care or services on behalf of LOESS must familiarize themselves with the policies that apply across LOESS, as well as the procedures, standards, guidelines, and directives applicable to their own position or activities.

CODE OF CONDUCT POLICY # 1

POLICY

Regardless of where we are working and what we are doing, our actions and those with whom we interact need to adhere to the following principles.

1. Treat people with respect, compassion, dignity, and fairness
2. Be open, honest, and loyal
3. Act ethically and uphold professional standards
4. Take responsibility for your own actions and expect the same of others
5. Respect confidentiality and privacy

PROCEDURES

1. LOESS staff and board members work toward ensuring that all representatives who interact with participants and/or for LOESS:
 - work in the best interest of our participants.
 - act fairly and objectively.
 - recognize and address conflicts of interest.
 - think about how our actions may impact our participants, co-workers, volunteers, and community partners.
 - exercise best judgement.
 - protect the confidentiality of the information entrusted to us.
 - raise our hands when we see something we think is not in the best interest for our participants or organization.
 - have the courage to stand up for what is right.
2. In so doing, staff and board members are responsible for:
 - reading, and understanding the code of conduct and staying current with updates.
 - ensuring we act in ways that are in keeping with the code of conduct.
 - making sure that we know who we should talk to when we find ourselves or those who we are interacting with are in a challenging situation.
 - understanding, staying current and complying with applicable LOESS bylaws, principles, policies, procedures, standards and any other applicable guidelines, directives, or regulations.

CONSEQUENCES FOR FAILING TO UPHOLD RESPONSIBILITIES

It is important to be aware of responsibilities and to ask questions if in doubt or want to understand the Code of Conduct more clearly. Everyone covered by the Code of Conduct is expected to abide by it. Breaches of the Code of Conduct are considered to be a serious matter. Contraventions of the code of conduct, may result in termination of services with LOESS and discipline up to and including termination of employment.

CONFLICT OF INTEREST POLICY # 2

POLICY

LOESS is committed to promoting a standard of conduct that preserves and enhances confidence in the integrity, objectivity, and impartiality of its service activities. LOESS relies on all representatives to uphold these standards by ensuring outside activities or financial interests do not interfere with or influence their decision-making processes.

1. A conflict of interest may arise when an action taken on behalf of LOESS by a staff or representative is affected because of a private interest or personal relationship.
2. A conflict of interest may be potential, perceived, or real.
3. A conflict of interest may arise in various ways:
 - a. Using one's position, duty, discretion, power, or authority to influence a decision made or to be made on behalf of LOESS that would potentially benefit one's personal interest and/or related persons.
 - b. Granting preferential treatment or assistance by any position, position, duty, discretion, power, or authority with LOESS that has a potential benefit to one's personal interest and/or related person(s).
 - c. Using information gained from information not available to the general community for one's own benefit.
 - d. Using equipment, supplies, facilities, staff, and other resources of LOESS for one's own purposes to potentially benefit.
 - e. Pursuing outside activities such as outside employment, self-employment, acting as a paid advisor, consultant, or board member if the outside activities:
 - i) interfere or conflict with one's duties and responsibilities with LOESS;
 - ii) are contrary to the best interests of LOESS; or
 - iii) to perform such activities in such a way as to appear to be on behalf of LOESS.
 - f. Becoming involved with a provincial campaign (soliciting money for party/candidate, or seeking a personal nomination) without first having been granted a leave of absence from LOESS.
 - g. Entering into a business arrangement or acquire a financial interest as a result of one's employment with LOESS and receive a benefit from same.
 - h. Accepting any gift such as money as a result of one's position.

PROCEDURES

1. LOESS representatives (staff, volunteers, practicum students, service partners, etc.):
 - shall act honestly, in good faith, leaving aside personal interests in an effort to maintain and advance the mission of LOESS.
 - are required to take steps to ensure that conflicts of interest be avoided and that any conflicts of interest that cannot be avoided, are disclosed and appropriately managed and do not affect, or do not appear to reasonably affect any decision taken by LOESS.
 - have a responsibility and obligation to disclose all interests, which could conflict, appear to conflict, or do conflict with their duties and responsibilities to LOESS.

- shall not exploit or reasonably appear to exploit activities to their advantage such as
 - any confidential information obtained as a result of their relationship with LOESS, or
 - any relationship that LOESS currently has with an individual, participant, or organization, and is in effect for one (1) full year after the relationship to LOESS has ended.
- recognize that LOESS representatives who have interests outside of LOESS, are expected to fulfill their responsibilities in a manner that avoids involvement in any potential, perceived or real conflict of interest situations, and to promptly disclose and address and address any conflicts should they arise.

Post Termination Obligations

In addition to other legal obligations owed to LOESS, other actions may continue to be considered conflict of interest, such as, using one's former position to influence decisions to their benefit, use information not available to the general public for one's benefit.

This will be the case for the period of one (1) year post termination. In the event of a breach of this policy LOESS may initiate legal options

CONFIDENTIALITY POLICY # 3

POLICY: PERSONAL INFORMATION

Sharing any confidential information about any staff, participant or volunteer, with other service providers may be necessary to ensure effective provision of services, continuity of care, and efficient use of resources. Sharing information with relative providers may occur only when such disclosure is reasonably required and authorized.

All information about staff, participants, and volunteers will be collected, managed, and used following FOIP legislation on a need-to-know basis.

PROCEDURES

1. All staff will complete the Alberta Government online FOIP course within three (3) months of employment with LOESS. FOIP online certificate:
<http://www.servicealberta.ca/foip/training/online-training.cfm>
2. LOESS will obtain an individual's personal and or sensitive information for specific purposes and by lawful means only.
3. At the time of collection, the purpose of collecting information will be explained to the participant, staff, volunteer, or student.
4. All LOESS representatives, providing and receiving services on behalf of LOESS, will be asked to sign a confidentiality form for the collection, use, retention, and disclosure of the participant's personal or sensitive information (**confidentiality form regarding sensitive information**).
5. Personal information for participants, staff, volunteers, or practicum students will be securely stored for seven years. Electronic records are stored behind security firewalls and are backed up and stored appropriately.
6. Personal and sensitive information collected will be as accurate, complete, and up to date as possible.
7. All health care benefits information is separately stored from other human resources documents. Claims and health care information related to Worker's Compensation is not considered protected health-related data and information will only be released on a need-to-know basis.
8. LOESS will inform the individual that the existence of, use and disclosure of personal or sensitive information must be protected unless otherwise authorized by legislation or specific court order.
9. If it is believed that releasing personal information would prejudice the mental or physical health or the security of any person, staff will not release the information.
10. LOESS will ensure that an individual is able to challenge the accuracy and completeness of the information collected about him/her.
11. All external professionals providing services are required to agree to LOESS' confidentiality policy.
12. Any concern regarding privacy of information or breach of confidentiality must be brought to the attention of the Executive Manager immediately.
13. Any security breaches, or violations must be reported to the appropriate provincial

department since LOESS adheres to provincial legislation pertaining to confidentiality.

DISCLOSURE OF SOCIETY INFORMATION POLICY # 4

POLICY

All representatives who interact with LOESS may have access to certain non-public confidential information that is confidential and commercially valuable to the Society. The confidential information may be in the form of documents, techniques, methods, practices, tools, specifications, inventions, patents, trademarks, copyrights, equipment, algorithms, models, samples software, drawings, sketches, plans, programs or other oral or written knowledge and/or secrets and may pertain to, but is not limited to, the fields of research and development, forecasting, marketing, personnel, customers, suppliers, intellectual property and/or finance or any other information which is confidential and commercially valuable to the Company.

All representatives of LOESS must agree that the confidential information is secret and valuable to the Society and that the Society desires to maintain the secret and private nature of the Confidential Information.

Confidential Information may or not be disclosed as such, through labelling, but shall be treated as Confidential Information under the circumstances through which it was disclosed.

“Confidential Information” shall not mean any information which:

- a. is known or available to the public at the time of disclosure or became known or available after disclosure through no fault of the employee.
- b. is already known through legal means to the employee.
- c. is given by the Company to third parties, other than the employee, without any restrictions.
- d. is given to the employee by any third party who legally had Confidential Information and the right to disclose it.
- e. is developed independently by the employee who can prove such independent development.

PROCEDURES

1. All LOESS representatives shall:

- not to disclose the Confidential Information via any unauthorized parties throughout the duration of his/her employment.
- not to discuss the Confidential Information in any public places.
- not to remove hard copies of the Confidential Information from the physical premises of the Society without authorization.
- not use the Confidential Information for any purpose except those contemplated and authorized by the Society.

ANTI-DISCRIMINATION, HARASSMENT, VIOLENCE, AND REPRISALS POLICY # 5

POLICY

LOESS is committed to a safe respectful, lawful workplace which is free from any form of unlawful discrimination, harassment, violence, or reprisals.

The following is prohibited by law and against Society policy: harassment, violence, or unlawful discrimination against individuals on the basis of sex, race, colour, religion, creed, national origin, sexual orientation, age, pregnancy, identity, ancestry, disability, marital status, genetic information, or any other classification protected by applicable law.

LOESS does not permit any instance of discrimination, harassment, violence, or reprisals by or towards anyone. Any employee in violation of this policy will be subject to immediate disciplinary action, including termination.

Specifically, unlawful discrimination or harassment is defined as conduct, whether verbal, visual or physical, based on a legally protected class such as sex, race, age, national origin, or disability:

- a. if the conduct is made a condition of initial employment, continued employment or, for contractors, continued engagement with the company, either explicit or implicit.
- b. whether or not the employee submits to the conduct is used as a basis for decisions concerning that employee status with the Society, or
- c. if the conduct is directly attributable to a hostile or adversarial workplace.

Behaviour classified as harassment includes, but is not limited to, speech or behaviour that may be offensive or vulgar or unwanted or unwelcome sexual advances. Examples of offensive behaviour include inappropriate jokes, inappropriate visuals, and any unwelcome touching or unsolicited physical contact. In addition, unlawful harassment or discrimination may include racial slurs, epithets, and/or derogatory remarks, stereotypes, jokes, offensive visuals based on race national origin, age, disability, marital status, or other legally protected classifications.

Note: behaviour that violates this policy may include in-person interactions or those that occur on any existing social media or networks.

PROCEDURES

1. LOESS representatives familiarize themselves with the Society's violence and harassment plans to understand how they can prevent, recognize, address, and/or report violence or harassment when involved in LOESS activities. This plan will include:
 - a. how representatives will be informed of threats, potential and otherwise, of violence;
 - b. assurances that LOESS representatives are not discouraged to question and/or suggest revisions to the plan and/or aspects of the plan; and

- c. a three (3)-year schedule/process to review and update the plan.
- 2. LOESS employees will take part in training to prevent, recognize, address, and/or report violence or harassment.
- 3. Employees who feel they have been subjected to discrimination, harassment or reprisals should immediately report the incident to their immediate supervisor, or if the complaint is concerning their immediate supervisor to the Executive Manager or Chair of the Board.
- 4. The employer encourages all employees to report violations of this subsection, no matter against whom. No individual member of the Society is exempt from this policy.
- 5. When a complaint has been lodged, the employer will undertake an internal investigation, which may include interviewing witnesses. Upon completion of the investigation, the Society will take any action deemed fit, including termination of the offending employee or reports to law enforcement.
- 6. Minimal information regarding any investigations will be shared with others.
- 7. If any employee reporting a complaint under this section believes the employee's response has not been adequate, that employee may involve law enforcement as they deem necessary in their sole and exclusive discretion.

RISK MANAGEMENT POLICY # 6

POLICY

Risk assessments will be conducted regularly by the board to identify and analyze internal and external risks relevant to the development of plans with respect to organization changes that may give rise to security, financial or reputational risk.

These risk assessments will be undertaken to:

- assess short- and long-term risks,
- identify significant hazards,
- assist with allocation and use of resources,
- assess potential injury severity and likelihood,
- implement control measures to reduce workplace risks, and
- improve operational effectiveness and efficiency.

Preventing problems before they occur or at an early stage before they require crisis supports is mandatory. Thinking of prevention along a continuum, means services and supports offered through LOESS must focus on primary, secondary, and tertiary prevention.

Primary Prevention	Secondary Prevention	Tertiary Prevention*
• Address root causes of social issues with focus on the general population or a specific population. • Promote protective factors in the physical and social environment (including social relationships). • Can include awareness programs, enhancing connections among community organizations and promoting community volunteerism.	• Address issues at an early stage for specific groups or at-risk populations. • Strengthen the capacity of individuals and communities to prevent or reduce risk factors and build resilience. • Can include connecting those in need with appropriate resources and skill development.	• Address immediate needs with intent to prevent long-term impacts. • Support individuals or groups already affected by providing direct services. *Additional services permitted during a public health emergency or other extenuating circumstance.

PROCEDURES

1. Evaluate the risks to identify possible control measures, while identifying existing controls, whenever undergoing and organizational change.
2. Record findings using the 'Risk Assessment' Template.
3. Review assessments regularly to ensure that controls have been activated and to identify any new hazards that may have arisen and require plans to remediate

INFORMATION MANAGEMENT POLICY # 7

POLICY

This policy and its related practices address the management of agency information from the creation to the acquisition, through to its use, modification, distribution, storage accessibility, communication, and disposition or destruction.

All information, including intellectual property, is to be treated as LOESS property, as LOESS must protect the privacy and property rights of others.

Information obtained and used under confidentiality or license agreements must be handled according to the terms of those agreements.

PROCEDURES

1. All representative of LOESS must:

- manage and protect all LOESS information.
- take accountability for appropriate security, access, and retention of any specific information entrusted to them including the possible risks and costs to LOESS.
- report incidents and assist in investigations relating to information management and misuse.
- understand the implication for information misuse.

Violations of this policy include, but are not restricted to:

1. Failure to handle and protect information and records properly and securely.
2. Unsanctioned activities that disrupt or prevent access to LOESS information.
3. Using or disclosing information in a way that damages LOESS's reputation or control of information.
4. Attempts to circumvent this policy or related policies, controls, and standards.
5. Failure to comply with applicable laws, contractual obligations, or statutory or regulatory requirements.
6. Failure to comply with acceptable use of information as outlined in Code of Conduct, Confidentiality, Privacy and Participant's Right to Privacy, up to and including termination of employment will be taken for violations of this policy and its related practices.

INFORMATION TECHNOLOGY POLICY # 8

POLICY

Ensuring that LOESS is storing, securing, uploading, using, backing up, and maintaining technological devices and/or software is the responsibility of all who access and/or always use devices that are the property of LOESS.

Physical Security

1. For all servers, mainframes and other network assets, the area must be secured with adequate ventilation and appropriate access through a lock system.
2. It will be the responsibility of the Executive Manager or designate to ensure that this requirement is always followed. Any employee becoming aware of a breach to this security requirement is obliged to notify the Executive Manager or designate immediately.
3. All security and safety of all portable technology will be the responsibility of the employee who has been issued with the portable technology.
4. Each employee is required to use passwords and to ensure the asset is always kept safely to protect the security of the asset issued to them.
5. In the event of loss or damage, the Executive Manager or designate will assess the security measures undertaken to determine if the employee will be required to reimburse the institution for the loss or damage.
6. All technology will be encrypted and secured by a password.
7. All passwords must be kept in the safe, which can only be accessed by the Executive Manager or designate.

Information Security

1. All is to be backed up daily.
2. It is the responsibility of the Executive Manager to ensure that data back-ups are conducted, and the backed-up data is kept in a secure location.
3. All technology that has internet access must have anti-virus software installed. It is the responsibility of the Executive Manager to install all anti-virus software and ensure that this software remains up to date on all technology used by the institution.
4. All software installed and the license information must be registered on the piece of technology. It is the responsibility of the Executive Manager to ensure that this registered is maintained. The register must record the following information:
 - a. What software is installed on every machine.
 - b. What license agreements are in place for each software package.
 - c. Renewal dates if applicable.

Software

1. All software must be approved by the Executive Manager prior to the use or download of such software.

2. All purchases of software must be compatible with the institution's server and/or hardware system.
3. All computer software copyrights and terms of all software licenses will be followed by all employees of the institution.
4. Where licensing states limited usage (i.e., number of computers or users etc.), then it is the responsibility of the Executive Manager to ensure these terms are followed.
5. Only software purchased in accordance with the getting software policy is to be used within the institution.
6. All employees must receive training for all new software. This includes new employees to be trained to use existing software appropriately. This will be the responsibility of the Executive Manager.
7. Employees are prohibited from bringing software from home and loading it onto the institution's computer hardware.
8. Where an employee is required to use software at home, an evaluation of providing the employee with a portable computer should be undertaken in the first instance.
9. Where it is found that software can be used on the employee's home computer, authorization from the Executive Manager is required to purchase separate software if licensing or copyright restrictions apply. Where software is purchased in this circumstance, it remains the property of the institution and must be recorded on the software register by the Executive Manager.
10. Unauthorized software is prohibited from being used in the institution. This includes the use of software owned by an employee.
11. The unauthorized duplicating, acquiring or use of software copies is prohibited. The illegal duplication of software or other copyrighted works is not condoned.

Personal Devices

1. Personal mobile devices can only be used to access emails and the internet.
2. Employees who utilize personal mobile devices agrees:
 - a. Not to download or transfer institution or personal sensitive information about others to the device.
 - b. Not to use the registered mobile device as the sole repository for LOESS's information. All institution information stored on mobile devices should be backed up.

USE OF LOESS EQUIPMENT POLICY # 9

POLICY

This policy ensures that LOESS' equipment is not misused and/or used so that the equipment is always available to provide timely and secure service, and kept secure from outside influences and/or misuse. All property and equipment must be kept in good working order.

PROCEDURES

1. LOESS' computers, devices, and equipment can only be used only for business purposes.
2. Since unauthorized copying or use of LOESS computer software for personal use is strictly prohibited, personal software cannot be loaded onto LOESS' computer system at any time.
3. Employees who lose, steal, or misuse LOESS property may be personally liable for replacement or repair of the equipment.
4. Unauthorized review, duplication, dissemination, removal, installation, damage or alteration of files, passwords, computer systems or programs, or other property of LOESS, or improper use of information obtained by authorized means, will not be tolerated.
5. In compliance with FOIP, any sent, received, and/or stored communications on LOESS equipment or on LOESS property may be retrieved and reviewed.
6. If during the course of an employee's employment with LOESS, work performed or transmitted on LOESS' equipment or system, work may be subject to investigation, search, and review of others.
7. LOESS can inspect and search all LOESS property for the purpose of determining whether this policy or any other policy has been violated, or when an inspection and investigation is necessary for the purposes of promoting safety within the facility and/or property. These inspections may be conducted during or outside of business hours and in the presence or absence of the affected employee.
8. LOESS can question and inspect or ask any employee or individual entering or leaving the premises without notice. The inspection or search may include any packages or items that the individual may be carrying, including briefcases, handbags, knapsacks, shopping bags, etc. Individuals may be requested to display the content of any packages and/or turn out his or her pockets in the presence of a representative of LOESS, typically a management employee or board member at the request of management.
9. Whether information is entered or sent during or outside of work time, employees have no right of privacy to any information or file maintained in or on LOESS property or transmitted or stored through LOESS computer systems, voice mail, email, or other technical sources.
10. Messages transmitted or stored by voice or email must not contain content that would be reasonably considered offensive or disruptive to any employee and/or volunteer, partner, or stakeholder. Offensive content would include, but not be limited to, sexual comments or images, racial slurs, gender-specific comments or any comments or images that would offend someone on the basis of his or her age, sexual orientation, religious or political beliefs, national origin, or disability.

11. Employees are not permitted to copy, transfer, rename, add, or delete information or programs belonging to other users unless given express permission to do so by the owner of such information or program.
12. Electronic passwords for LOESS emails must be provided and updated whenever changed to the Executive Manager so that in the employee's absence, required information may be retrieved.
13. All LOESS computers and the data stored on them are and remain at all times the property of LOESS. As such, all messages created, sent, or retrieved over the internet or LOESS' electronic mail system are the property of LOESS. Employees should be aware that even when a message is deleted or erased, it is still possible to recreate the message; therefore, ultimate privacy of a message cannot be assured to anyone.
14. Violations or any procedures listed above may result in disciplinary action up to and including termination. In addition, LOESS may advise appropriate legal officials of any illegal violations.

MEDIA RELATIONS POLICY # 10

POLICY

LOESS believes that it is imperative that information from the organization to the public is clear, concise, and factual. To ensure this is the case there will be one person who speaks for the organization. Generally, the designated person is the Chairperson of the Board of Directors unless otherwise specified.

PROCEDURES

1. LOESS will provide public statements regarding services and performance as necessary.
2. In the event that the Chair of LOESS is not available, a designate will be appointed by the board to relay information to the media , public at large and respond their questions.
3. LOESS staff shall refer any media or public questions to the designated spokesperson.
4. Public statements regarding LOESS and their programming must use positive language, and shall not defame and/or speak negatively of LOESS as an organization, LOESS staff, or of the organization as a whole.
5. LOESS strictly prohibits the disclosure of confidential information regarding our processes, services, objectives, participant information, financial information, or any other information protected as confidential under the LOESS Confidentiality Policy.
6. LOESS strictly prohibits the public communication of unverified information, e.g., rumours or information from a third party.
7. LOESS media reports or releases must be approved by the appointed designate before being released.

PUBLIC COMPLAINTS POLICY # 11

POLICY

LOESS acknowledges that from time to time there may be concerns or complaints identified, and we believe our stakeholders have the right to provide them to us. This policy is intended to ensure that complaints received from members of the public about LOESS services and programs, or the conduct of the LOESS staff or its representatives are handled promptly, fairly, and respectfully in accordance with these high standards. LOESS believes that complaints are an opportunity for continuous improvement and are critical to the person's ongoing relationship with the LOESS.

PROCEDURES

1. In the event that an issue cannot be resolved by talking to the Executive Manager, a stakeholder may make a formal complaint in writing and submit it to the LOESS board through lakelandoutoftheelements@outlook.com.
2. The board will acknowledge receipt of the complaint within two (2) business days. LOESS will make every reasonable effort to investigate the complaint as soon as possible in a fair and respectful manner. The Complainant will be kept informed of the status of the complaint, the investigative steps followed, and expected timelines for resolution. Throughout the process, confidentiality will be maintained.
3. The following information will be recorded:
 - a. Name and position of the investigator
 - b. Name and contact information of the Complainant
 - c. Date the complaint was received
 - d. Details of the complaint, key steps of the investigation, investigation notes, and any other key documents gathered during the investigation
 - e. Other key personnel involved including any escalation authorities
 - f. The findings, recommended resolution, and rationale
 - g. The date the findings, recommended resolutions, and rationale were communicated to the Complainant
 - h. Follow-up notes from communication with the Complainant
4. LOESS will maintain a database of complaints received for one (1) year. The data will be reviewed to determine whether there are frequently recurring complaints of similar type. If there are, an investigation will be initiated to determine whether there are systemic issues within LOESS that need to be addressed to eliminate recurring incidents.

POLICY COMMITTEE

POLICY # 12

POLICY

The Policy Committee is responsible to the Board for any review and update as needed.

PROCEDURES

1. Review the policies of LOESS at least once every three (3) years.
2. Ensure that the policies reflect the guiding beliefs, principles, and service objectives of LOESS.

FINANCIAL OVERSIGHT POLICY # 13

POLICY

The financial and nonfinancial resources of LOESS must be used in the furtherance of the organization's mission. LOESS will conduct and report on periodic reviews at monthly board meetings to address accuracy and appropriate utilization of finances.

LOESS has developed this financial policy to outline and demonstrate the sound financial and operational systems in place to ensure that accurate records are kept and there is proper usage of the organizations finances.

PROCEDURES

Financial

1. The treasurer reviews monthly profit and loss statements and then forwards those statements to the board.
2. The board will review profit and loss statements at monthly board meetings under the guidance of the treasurer.
3. Yearly audits are conducted and presented at the Annual General Meeting.

Nonfinancial

1. The Executive Manager maintains a record of all new purchases, amounts and time replacement schedule.
2. The board treasurer reviews this schedule yearly.
3. The board treasurer uses the nonfinancial schedule to develop yearly budgets.
4. The board treasurer presents nonfinancial statement at the Annual General Meeting as part of the Society's assets.
5. All purchased food/cleaning/purchased 'participant' items are tracked and accounted for.
6. All cash donations at fundraisers, events are accounted for with two (2) counters/signatories present.
7. Two to three (3) spot checks on all financial correspondence will be conducted yearly by two (2) executive board members.

PURCHASES POLICY # 14

POLICY

LOESS will take all reasonable precautions to ensure both efficient program operations and responsible financial management practices are maintained

PROCEDURES

Purchasing Authority

1. The Executive Manager must commit not to expend more funds than have been budgeted.
2. The Executive Manager must be able to cover any non-budgeted expenditures from another budget category or reserve fund.
3. Actual allocations must follow board-approved priorities, relevant legislations, and funding agreements.
4. The Executive Manager may authorize any purchase up to a maximum cost of \$3,000.00.
5. A purchase exceeding a cost of \$3,000.00 must be approved by two (2) board members before a purchase is made.
6. A company affiliated with a board member is permitted to submit a proposal for a service tendered by LOESS. In such cases, the board member is required to declare a conflict of interest and abstain from the voting process. The proposals under consideration will be presented anonymously to the Board to ensure a fair and ethical vote is achieved.

ACCOUNTS PAYABLE POLICY # 15

POLICY

LOESS will strive to ensure that all accounts are managed efficiently and as timely as possible. The lines of governance and the channels of communication of the organization, including clarity of the accountability structure of existing internal and external reporting relations will be open and transparent.

Generally, visual representation of organizational structures provides information to internal community members about how they fit into the overall achievement of LOESS goals and priorities and provide the external public with information about the accountability structures and whom to contact for information and services.

PROCEDURES

1. All bills will be paid on time to avoid any penalties for late payment. Arrange to take advantage of any cash discount when buying if possible. Keep track of any accounts receivable, which may be due.
2. All bills will be tracked, verified, and approved by the Executive Manager.
3. Board cheque signatories will ensure the invoices are accurate and match the corresponding cheque.
4. Bills will be paid by the Executive Manager.

Payroll

1. Payroll is by-weekly.
2. Executive Committee will review records of both bookkeeper and Executive Manager periodically and at least once a year to ensure accuracy. The reviews will be reported at monthly board meetings.
3. Bookkeeper will ensure that Receiver General Cheque with payroll deductions and employer contributions is remitted by the 15th of the month following deductions.
4. Bookkeeper remits Worker Compensation Board monthly assessment cheque on time and adjust projected annual total of gross wages, if necessary, at the end of the year.
5. Bookkeeper prepares T4 slips & Summary – with necessary – balance of same by February first.

AUDITS POLICY # 16

POLICY

LOESS strives for total transparency regarding all financial records and purchases. The audit policy will clearly outline the financial responsibilities and requirements of the organization, the Executive Manager, the treasurer, and chair of the board of directors to ensure transparency to the public.

PROCEDURES

As per LOESS bylaws the chair of the board as well as two (2) other directors shall be signing authorities on all cheques, and the signatures of two (2) of these shall validate such cheques.

The treasurer will conduct an audit on petty cash each time petty cash needs to be drawn from the bank.

Cardholder purchases will be reviewed for payment monthly in a financial board statement.

The Executive Manager and/or treasurer of the Board shall present financial statements to the board at regularly scheduled meetings and present audited financial statement at the AGM.

The books and accounts of LOESS shall be audited each year in accordance with the provisions of the Societies Act before the date of the Annual General Meeting.

The auditor for the next fiscal year shall be decided at the Annual General Meeting.

The financial year of the Organization shall end on the 31st day of December each year as per the LOESS bylaws.

CREDIT CARD POLICY # 17

POLICY

LOESS will provide access to credit card(s) as appropriate to ensure staff are able to purchase required items necessary for the operation of LOESS facilities and programs.

Cardholders and their supervisors will be responsible for ensuring that they adhere to the credit card policy, thereby ensuring controls are exercised to minimize the risk that the Credit cards are used are used for fraudulent or corrupt purposes.

PROCEDURES

1. Each card will be limited to a maximum set by the board of directors who will determine the limit on a basis of need. Conditions set out in this policy and the relevant cardholder's responsibility Statement issued by the Bank will govern the use of the credit card.
2. To be eligible for a credit card, an employee must meet one or more of the following criteria:
 - Travel frequently in the course of their duties or
 - Purchase significant volumes of minor goods and services for use by the Shelter
 - Incur regular, frequent expenses of a kind appropriately paid by credit card.
3. The credit card cannot be used:
 - to obtain cash advances.
 - for expenses other than those incurred by the cardholder in the course of their duties.
4. The credit card is to be used only for official LOESS business, not personal expenses. Charging personal transactions to the card is not acceptable under any circumstances. Cardholder transactions will be reviewed monthly to ensure compliance with this policy. Infractions of the conditions of this policy could result in cancellation of the card and withdrawal of credit card privileges.
5. Breaching of this policy can lead to disciplinary action against the employee concerned. In all cases of misuse, the board reserves the right to recover any monies from the cardholder. Cardholders will be required to sign a declaration authorizing LOESS to recover from their salary, any amount incorrectly claimed.
6. If the credit card is accidentally used for a personal purchase, the executive manager will rectify and ensure a sign off by two of the LOESS signees.

Liability

1. Responsibility with staff member to use and follow policy and procedures.
2. Unauthorized purchase (not business related) and other fees associated those purchase(s) staff will be held fully responsible for.
3. Cards may not be loaned out to other individuals.

Limits

1. Credit card limit will not exceed five thousand dollars (\$5,000.00).

Monthly Credit Card Statements

1. Credit card expenditures must be reconciled (attaching individual invoices/receipts) within fifteen (15) business days of the Statement Date by the card holder, unless otherwise directed by the bookkeeper.
2. Cardholders who do not reconcile their monthly expenditures with the required time of the statement date will be reminded of their obligations under this Policy via email. Continued or repeated non-conformance to this Policy can result in cancellation of the card and/or such other actions as appropriate.
3. If the card expenditures are not reconciled within one (1) month of the statement date or a plausible explanation has not been received – the credit card can be cancelled. Note that further action may also be taken against the cardholder.

Cardholder Responsibilities

Cardholders are responsible for the following security measures for the use of their card:

1. Cardholders must retain transactional evidence to support all charges. An acceptable receipt for reimbursements of claimable business expenses on the credit card is an original receipt. The more information, the better. An acceptable receipt includes the following information: where purchased, date, receipt number, itemized listing of items purchased, amount, taxes.
2. Card purchases without receipts are ultimately the responsibility of the user. A failure to provide receipts or credible explanation for the unsupported expenditure could result in a debit from the Cardholder's salary.
3. Reimbursement for return of goods and/or services must be credited directly to the card account. No cash should be received by the cardholder.
4. Lost or stolen cards must be reported immediately. A direct supervisor must be notified within two (2) business days of this activity.
5. Employees issued with a credit card are in a position of trust. Improper or unauthorized use of the card may result in the cardholder being held liable for expenditures, legal disciplinary action being brought against the cardholder, termination of card-use and/or termination from LOESS.

Records Management

1. All documentation associated with the payment of a Credit Card will be maintained with all other financial records of LOESS.
2. Original receipts or form for a lost receipt for all Credit Card transactions will be attached to the Credit card Statement and maintained on file with all other accounts payable pertaining to the year.
3. Monthly Reconciled Statements are to be signed by the Cardholder and approved by a direct supervisor.

Disputed Transactions

1. Disputed transactions must be resolved with the supplier and the bank by the cardholder. The cardholder must notify the Bank immediately for resolution and the Executive Manager/supervisor should be informed for noting purposes.

REVENUE POLICY # 19

POLICY

LOESS maintains accurate monthly records of individual grant income to record appropriate revenue information when and where appropriate to ensure LOESS is being as transparent as possible.

PROCEDURES

1. Ensure all income is receipted and promptly deposited in the LOESS bank account.
2. Monitor incoming and outgoing funds to avoid overdraft position in bank.
3. Keep sufficient funds in account and ensure allocation of money received and spent is accurate and correct.
4. Maintain accurate monthly records of individual grant income.
5. Advise committees concerned of any unusual variance in regular monthly bills.
6. Prepare and review monthly budget statements (and more often if necessary), and program reports on time.
7. The board will review surplus cash and invest in guaranteed income whenever necessary.

FUNDRAISING POLICY # 20

POLICY

All fundraising activities on behalf of LOESS, or any programs operated, funded, or sponsored by LOESS must have prior approval of the board of directors. Corporate or private donations of any kind shall not be solicited without prior discussion from the board of directors.

PROCEDURES

1. A director at large will chair a fundraising sub-committee made up of one staff and individuals who are interested in assisting LOESS with fundraising initiatives.
2. The fundraising sub-committee will determine fundraising events and plans for the event using the fundraising template.
3. The chair of the fundraising sub-committee will bring ideas and plans to the board for approval.
4. Once an event/activity has been sanctioned by the board, the fundraising sub-committee will solicit volunteers and carry out the activity on behalf of LOESS.
5. The chair of the fundraising sub-committee will present a report for each event activity to the board within two (2) months of the event/activity, using the 'fundraising report template'.
6. The board will determine whether the event/activity should become a part of future yearly fundraising initiatives, tweaked, abandoned.

THIRD PARTY FUNDRAISING & EVENTS POLICY # 21

POLICY

LOESS welcomes and encourages fundraising efforts by community groups, clubs, businesses, or individuals. The purpose of this policy is to ensure that major events undertaken in support of LOESS are successful experiences that reflect the organizations mission, vision, and objectives in a positive way. This policy will help community groups, clubs, businesses, or individuals gain a clean understanding of what LOESS will require. In addition, if community groups, clubs, businesses or individuals are requesting assistance of the organizations staff, volunteers, and other resources, this policy is intended to give a clear understanding of what the organization will provide as assistance for a successful, pre-approved major fundraising event.

A “third party event” is defined as a major fundraising initiative organized, staged, and funded by a community group, club, business, or individual(s) who wish to raise funds on behalf of LOESS.

PROCEDURES

If LOESS does not run the event substantially by itself, through its own employees or volunteers, but instead a community groups, clubs, businesses or individuals wish to hold a fundraiser on behalf of LOESS, a written agreement setting out the terms and protocols of the fundraising arrangement may be required.

Third Party Proposal

Community groups, clubs, businesses, or individuals may be required to submit a written proposal which sets at a minimum the following criteria:

1. The nature and timing of the event.
2. A list of confirmed and prospective sponsors/donors.
3. Identify the key contact person(s) organizing the event.
4. Set out an acceptable benefit to LOESS and set out how the proceeds from the event will be described (e.g., “all proceeds to...”, “in support of...”);
5. Set out the expected contribution/resources required to be provided by LOESS (e.g., volunteers, promotion, etc.); and
6. Provide a budget of anticipated revenue and expenses.

HONORARIUMS POLICY # 22

POLICY

An honorarium may be paid to non-employees as an expression of gratitude for a personal service provided by the individual. Services involve a one time or short-term service performed on a voluntary basis. The payment of the honorarium is entirely at the discretion of the Manager and Board Chair. Payments for more than nominal amounts or for services performed over an extended period of time should be treated as services that LOESS would be required to pay as an additional employee job or as an independent contractor for a fee for service. Any payment made pursuant to a written negotiated agreement obligates LOESS to pay for services is not an honorarium.

HONORARIUM AMOUNTS

1 hr = \$75.00

2 hr = \$150.00

3 hr = \$225.00

4 hr = \$300.00

5 hr = \$375.00

UTILIZATION OF DONATIONS & DONATION INFORMATION POLICY # 23

POLICY

LOESS reserves the right to utilize donations for participants (blankets, towels, hat/toques, mitts, winter coats hygiene products, unisex pyjamas, sweatpants, and T-shirts, etc.) and for use in the shelter (bedding, office, kitchen, hobby, work, educational tool, etc.) in the best interest of LOESS participants, shelter, and the organization, and shall make decisions regarding the investment, disposition and/or the eventual disposal of the donations.

Donations, once given, are the exclusive property of LOESS (and must be of a clean and unencumbered nature).

Personal information from donors is collected during fundraising activities to support LOESS's mission. The names, addresses, and information about donations will be used only during the fundraising process. The donor's personal or financial information will NOT be disclosed to any other organization or to individuals without the expressed consent of the donor. Limited donor information may be released in donor recognition activities, with the donor's consent and in communications such as Annual Reports, Newsletters, and via Social Media.

PROCEDURES

1. Any monetary donations that are received require a written cash receipt. Administration will prepare donation letters and tax receipts.
2. Donations are accepted and noted on a "donation" form and kept as information.
3. Donations must be sorted, washed, and distributed to the participants as soon as possible to avoid a build-up of inventory.
4. Electronic items are accepted only for organizational use.
5. All donations are to be considered the property of LOESS and are intended to enhance participants' quality of life and well-being.
6. Removal of any donations by staff for their personal use will be considered theft.

DIVERSION POLICY POLICY # 24

POLICY

LOESS recognizes that once a person is admitted into a shelter, that person has a greater chance of being readmitted and/or staying in a shelter rather than returning to places where they can be supported by willing family and/or friends.

Shelter diversion enables individuals who have family and friends who are willing and able to support them so the individual does not have to stay overnight in the shelter where they can become entrenched in homelessness and engage in other risky behaviours that can decrease their quality of life.

PROCEDURE

When a participant first makes contact with the shelter, staff will complete a short intake and attempt to identify other supports the participant may have that will prevent them from having to utilize the shelter. Staff will continuously work with participants to attempt to divert them from the shelter. This can include purchasing a bus ticket or helping to connect them with housing or other wrap-around support to prevent them from having to utilize the shelter.

THE MAT PROGRAM POLICY # 25

POLICY

LOESS recognizes the need and the critical role that emergency accommodations services plays for the health and safety for clients within the community. The Mat Program is a short-term accommodation for people who are homeless and need basic necessities such as a place to sleep, shower, eat, do laundry, get clothing, have access to community supports and/or get assistance obtaining income. As a safe stay shelter, LOESS will promote the health and safety and the prevention of abuse for all participants and staff.

Participant Eligibility

1. Individuals must be able and willing to take care of their basic needs (i.e.: taking their medications, showering, using the washroom, feeding, and cleaning inside, on the property and on the property adjacent to the shelter).
2. Individuals must adhere to the participant responsibilities and expectations. Most importantly, individuals must contribute to their own and others' safety.

PROCEDURES

1. Notwithstanding the above, safety is the number one priority for all individuals accessing programs and services as well as staff. If there is a concern for safety, an individual may be denied access to specific programs and or services.
2. When an individual is denied access, documentation will be completed using an 'Limited Services' form.
3. If and when an individual who has been denied access, returns, they must demonstrate they have addressed the issue that caused their entry to the mat program.
4. If the Executive Manager is confident the participant has demonstrated they have addressed the said issue, the participant must create a contract with observable behaviours and consequences for not following through on behaviours to enter the mat program.
5. Participants who are checked in are allowed two (2) suitcases or bundles of belongings only.
6. All participants must be eighteen (18) years old.
7. All participants must be checked in by a staff member before being allowed access to the facility.
8. All belongings of the participant are to be handed over to the staff.
9. Staff members are required to be respectful of the participants, explain what is expected of the participant, and make sure they understand.
10. Participants and staff must keep the facility clean at all times and participants are expected to clean up after themselves.
11. If a participant has to be removed for a serious violation of expectations, staff must call the police if there is a concern for the participant's safety or the safety of others.
12. Every participant will receive the facility's expectations and regulations in writing, including expectations around prohibited weapons and illegal substances.

Participant Check-in

1. It is important to make a visual check of the participant before opening the door, looking for visual signs of drugs or alcohol on their person and degree of intoxication, if any.
2. Use the wand to ensure the participant does not have concealed weapons.
3. Fill out the short intake form, followed by a longer intake form after of week.
4. If more than one person comes to the door at one time, have a chair available where they can wait their turn as they cannot proceed past the desk before being checked in.
5. Every participant must turn in all their outdoor clothes and all belongings, except cigarettes and phone.
6. Expectations must be explained to the participant as they are listed on the intake form, which the participant must sign. It is important that staff explain the expectations as the program participants have varying cognitive functioning.
7. Individuals using a wheelchair who are unable to ambulate from their chair to a bed/mat/toilet cannot be admitted for the night. If staff cannot find alternative arrangements, they are to contact the shelter Executive Manager.

Sleeping

1. Each participant will be issued one (1) mat, one (1) pillow, a pillowcase, a sheet/light blanket to cover the mat, and a quilt.
2. Ear plugs will be issued if there are noise issues, such as snoring or TV noise.
3. The TV must be turned off at 12 midnight.
4. Staff must check every participant once per hour during their shift to make sure they are breathing, and all is well.
5. Even if a participant expects to return the following night, he/she must fold up their bedding, put it all in a bag, and put their name on it.
6. If a participant does not expect to return, their blankets are put into the hamper for laundry, and their mat and pillow will be returned to staff member on duty.

Smoking

1. There is NO smoking inside the facility.
2. Smoking is permitted outside in the designated area.
3. There will be a can provided for butts, which must be used.
4. Participants must be quiet while outside, as we do not want to disturb our neighbours.
5. After 11 p.m. participants must go for a smoke one (1) at a time.

Chores & Rent

1. Participants are encouraged to complete daily chores as assigned.
2. Participants who access overnight shelter spaces for ninety (90) days are encouraged to work with staff to subsidize the cost of their room and board.

TRANSITIONAL HOUSING POLICY # 26

POLICY

LOESS recognizes the critical role transitional housing plays within the housing system; providing the appropriate housing and support to address challenges faced by various groups of individuals; preventing and reducing homelessness; and helping people achieve housing stability.

Transitional housing can be broadly defined as the provision of affordable, temporary housing including a mix of appropriate services. The goal of these services is to facilitate an individual's movement to permanent and stable housing and independent living. It is intended for people who need some degree of structure, support, supervision, and skill building in order to successfully transition to permanent housing.

ELIGIBILITY FOR TRANSITIONAL HOUSING

Participants must be willing to participate in intensive case management to become housing ready and be connected to wrap around supports.

Intensive case management protocols will ensure:

- * Development and practice of life skills and other skills necessary for independent living including varying coping mechanisms, anger management etc.
- * Alcohol and substance use treatment
- * Mental health supports
- * Assistance with external medical service providers
- * Employment and training assistance
- * Addressing legal concerns that may interfere with housing stability.

PROCEDURES

A resident's stay is temporary and may be up to three (3) years, depending on the individual's circumstances. Participants must sign a Transitional Housing Agreement and continue to engage in Intensive Case Management to work on goals and obtain independent housing.

PARTICIPANT INFORMED POLICY # 27

POLICY

The operation shall have an informed and voluntary consent form for accommodation and services provided both in the shelter and with and from service providers.

The informed consent forms are divided into three (3) parts: 1) to receive basic services; 2) consent to have information shared between LOESS staff on a need-to-know basis; 3) to share information with service providers on a need-to-know basis, and must meet the following criteria:

- a. Consent is freely given and read out to the individual.
- b. The content is dated and is related to a specific service or procedure.
- c. The participant understands his/her right to withhold, give and revoke consent.
- d. The participant giving consent has a reasonable understanding of what is being consented to and the implications of providing or denying consent.
- e. Participants have the right to discuss and revise consent forms over time.

PROCEDURES

1. Participants sign and date the first part of (to receive basic services) the consent form upon intake. Parts two (sharing of information with staff) and three (sharing information with service providers) within three (3) days of intake.
2. Participants are encouraged to ask questions and/or ask for clarification before signing a consent form.
3. Participants may approach a support worker to discuss and revise his/her consent form.

RIGHT TO PRIVACY POLICY # 28

POLICY

In addition to the 'Rights & Responsibilities' Agreement any person working and/or volunteering on behalf of LOESS shall ensure that, as far as possible, the right to privacy is respected.

PROCEDURES

1. LOESS representatives:

- will not discuss personal issues with a participant in the presence of other participants without the expressed permission of the participant.
- will not give out information about a participant to other participants without the written consent of the participant.
- will not give out information about a particular participant, except in specific instances, to anyone outside of the shelter without the written consent of the participant. Specific circumstances include:
 - i.) wherein there is a threat to a life or the safety of another life
 - ii.) a medical emergency.
 - iii.) a threat to the life or safety of anyone in the shelter.
 - iv.) neglect or abuse of a child.
 - v.) a subpoena of information or a warrant from the court or signed by a Justice of the Peace
 - vi.) FOIP request for which the LOESS Executive Manager or their designate has 30 days to obtain clarification and/or to fulfill.

2. Staff ensure that names of participants are not posted so that they may not be seen by others such as visitors to shelter, repair people, etc.
3. Staff shall ensure that, whenever and wherever possible, that access by others to a participant's personal effects, property, room, and communication is prohibited.

PARTICIPANT DOCUMENTATION POLICY # 29

POLICY

LOESS relies on consistent and accurate documentation to 1) communicate with others; 2) track progress or problems over time; 3) approach issues with accuracy and without bias, 3) record actions for accountability; 4) provide information regarding our plans and intent and/or record critical events.

PROCEDURES

1. Employees will receive information that outlines why consistent and accurate documentation is required and strategies and processes to ensure consistency and accuracy as part of their orientation.
2. All information systematically maintained for each participant, both past and present, will be treated as confidential and shall not be released to any person/agency without proper authorization.
3. Daily documentation will be collected by employees in a logbook on a computer on an encrypted password protected safe site.
4. In addition to the daily shelter logbook, each participant will have a master file and a file on “Info-Flo”, which will be used to record case notes and other pertinent information.
5. Participants shall have access to the contents of their files upon their request.
6. A master case participant file is kept for each participant in service. These files are confidential and are kept in a locked area. Access will be restricted to staff.
7. A master file contains the following sections:
 - Section 1 Participant Information
 - Participant ID
 - Participant picture
 - Section 2 Participant Agreements
 - Consent Form
 - Initial Intake Form
 - Full Intake Form [to be completed within three (3) days of intake]
 - Tenancy Agreement
 - Section 3 Incident/Case plans
 - Goal plan
 - Case plan notes
 - Incident Report(s)
 - Section 4 Correspondence
 - With Service Providers
 - Letters
 - Work schedule
 - Miscellaneous documents
 - Section 5 Financial
 - Invoices

CASE MANAGEMENT POLICY # 30

POLICY

LOESS is committed to supporting participants who access services to meet their housing and basic needs by ensuring participant plans are being carried out by all employees, family supports and any community service providers who are able to assist.

PROCEDURES

1. Initial and full intake forms completed &/or updated and filed in the participants file within one (1) week of being admitted.
2. Staff are alerted to new intake and are expected to read and add notes to file whenever new information is learned and/or action required.
3. Staff review participant files every two (2) days and attends to actions as necessary.
4. Staff maintain up to date notes about participant needs (appointments, etc.) so that the staff on duty ensures participants' needs are being attended to in a timely and efficient manner.
5. All relevant staff review participant files at each staff meeting at least once a month unless there is an issue that needs to be attended to for a participant and then his/her file will be brought forward.
6. Staff develop programming activities at staff meetings that meet specific group needs of participants.

Lead staff is responsible for

- developing goals (form required)
- ensuring support staff know if a participant has a former relationship with a service provider (i.e., FCSD) and who the new contact is (place on a form required for this information)
- managing case conferencing schedule at staff meetings
- maintaining connections with service providers
- maintaining contact info for service providers
- ensuring action items on participant notes are attended to in a timely manner

**PARTICIPANT/STAFF/
VOLUNTEER RELATIONSHIPS
POLICY # 31**

POLICY

Participants are considered to be vulnerable individuals who experience homelessness and who often have multiple and compounding mental, emotional, and physical health issues due to the barriers they face. This policy is aimed at eliminating any conflict of interest by not developing relationships that could compromise quality of care, and/or inhibit or prohibit activities necessary to meet the mission of LOESS.

PROCEDURES

1. All LOESS representatives are prohibited from:
 - a. having a social or physical or romantic relationship with a participant.
 - b. having planned personal contacts that are not job related.
 - c. promising or offering any medical treatment that is not prescribed by a physician or other clinicians as part of a treatment plan.
 - d. giving out personal information (home, address, phone numbers, etc.) to participants.
 - e. sharing any sensitive personal information with participants.
 - f. engaging in offensive language and content in conversations. This includes jokes that may be offensive, racial, ethnic, or sexual in nature.
 - g. exchanging gifts of monetary value with participants.
 - h. accepting money or giving money to participants.

PARTICIPANT GRIEVANCES & APPEALS POLICY # 32

POLICY

LOESS recognizes that from time-to-time participant grievances may arise and that these must be dealt with in a professional and unbiased manner. LOESS shall ensure that participants are aware of their right to lodge a grievance, and appeal decisions. If participants are not in agreement with actions, then there must be a process of appeal of the participants.

PROCEDURES

1. If you or anyone you know is being abused and someone is in danger, call 911.
2. However, most concerns between residents should be resolved between parties on a one-to-one basis immediately.
3. In the event that the concern cannot be resolved, the following process will be followed:
 - a. Deliver the concern to the supervisor or staff on shift.
 - b. The supervisor and/or staff will mediate between the two (2) parties.
 - c. If no resolution is achieved, staff will inform the executive manager who will attempt to resolve the issue within seventy-two (72) hours.
 - d. If the issue is still unresolved after 72 hours, the executive manager will meet with the board.
4. LOESS shall maintain a record of the outcomes of all formal participant grievances and appeals.

NOTE:

Participant concerns brought forward by LOESS employees that imply an indication or evidence of abuse toward a vulnerable individual under the “Protection for Persons in Care Act” are to be reported directly to 1-888-357-9339 and brought to the attention of the Executive Manager’s attention immediately and/or the board.

PARTICIPANT NEEDS & REFERRAL SERVICES POLICY # 33

POLICY

LOESS ensures that participants' basic needs and goals are supported by all staff and relevant service providers in the community at large.

LOESS ensures that participants have access to information about relevant community, municipal, provincial, and federal programs/services, and are provided with referrals as appropriate.

PROCEDURES

1. Every participant will have a case management plan in place two (2) weeks after intake.
2. Participants and the support worker in charge of their plan meet every two (2) weeks to update progress and/or revise the plan.
3. Staff meet every two (2) weeks to discuss progress being made as a team and to brainstorm with each other how to best support each participant as a team if the participant has agreed with and signed the consent form to share information with LOESS staff.

PARTICIPANT DISEASE & PREVENTION & CONTROL POLICY # 34

POLICY

Proper cleaning, hygiene, and disease-control procedures are to be employed at all times (i.e., minimizing cross contamination; prevention and control of infection; the proper use of cleaning supplies and equipment) as per the [Guide for Outbreak Prevention and Control in Shelter Sites](#) (albertahealthservices.ca) and [IPC Resource Manuals | Alberta Health Services](#).

PROCEDURES

General

1. COVID protocols from the Guide for Outbreak Prevention and Control in Shelter Sites will be followed between October 1 and March 31.
2. COVID & flu vaccinations will be made available every fall for participants.

Mats

Participants are required to clean their mat with disinfectant wipes every day.

1. Participants will be instructed to pay particular attention to seams and edges, as these are very important.
2. All participants are required to use a sheet/blanket to cover the mat, which is another layer of protection.

Bedding

1. All bedding must be kept separately for each participant, and washed on a regular basis.
2. A first-time participant receives clean bedding when they check in, and it is laundered prior to being reused.
3. Bedding must be laundered with regular laundry detergent and dried completely at medium to high heat to kill any germs.
4. Clean bedding is kept in a plastic bag and is not handled by anyone but staff, who are required to wash their hands first.

Clothing

1. Participants are required to shower on a regular basis.
2. Each participant's clothing is laundered separately with detergent and hot water and dried thoroughly at medium to high heat as instructed by the Health Inspector and returned to the participant in the morning.
3. Clothing donations are inspected and laundered as required.

Bathrooms

1. The shower stall is to be scrubbed down with a bathroom cleaner that includes bleach, daily.
2. Shower floor is cleaned with disinfectant spray after each use, so it is sanitized for the next user.
3. The floor is to be mopped daily with bleach.

4. Toilets, sink, and taps are to be sprayed with bathroom cleaner that includes bleach and scrubbed daily.
5. Bathmats are sprayed with bleach cleaner, rinsed in clear water, and hung to dry.
6. Garbage must be emptied daily.

DELAYED SERVICE POLICY

POLICY # 35

POLICY

Delayed service of service at LOESS is a last resort strategy to maintain a safe environment for all. Reducing and mitigating the need for delayed services also provides learning opportunities for those we serve to developing personally healthy strategies and as a result, relationships in and beyond the shelter premises.

PROCEDURES

1. Participants must acknowledge they understand the delayed service policy by signing it at least three (3) days after intake.
2. Staff are expected to share/learn pertinent information about those who access our services to ensure consistency in our interactions.
3. Staff are expected to maintain a proactive approach in their interactions.
4. Staff must monitor their own personal triggers and strategies to manage and deescalate themselves in difficult situations.
5. When a situation begins to escalate, use natural de-escalation strategies [Examples of strategies include self-regulation - asking the participant quietly what he/she needs to do and if the participant does not know, using what has been learned about the participant's abilities to self-regulate, distractions (engaging in other activities, going for walk, smudging), and problem-solving interventions] as first responses.
6. In situations where staff members are the focus of behavior by a participant, team members should provide backup in accordance with de-escalation training and give opportunity to remove the staff being focused on, from the situation.
7. **All Delayed Services** must be documented in a delayed service letter for each participant that indicates the date, time, and conditions imposed to access services and which services, if any are allowed during the delayed service. Documentation must include what led up to the delayed service, de-escalation strategies implemented, and warnings provided.
8. Review must consider the factors surrounding the delayed service and the ability and willingness of the person served to demonstrate self-regulation and accountability. Reviews should consider the frequency and intensity of the person's behavior/situation, their agreement/ability to begin working on a wellness/action plan, and the person's capacity to understand the reason for the delayed service, and potential risks for others served, and staff.
9. Staff are expected to consistently follow this process and principles. The purpose of this policy is not to be punitive towards those we serve; but rather to mitigate potential harm to persons served, staff and the environment and provide learning opportunities to be able to participate in the mat and transitional program.

Extreme Weather

1. LOESS understands that there will be days/nights with extreme weather conditions including freezing temperatures, excessive heat, heavy rainfall etc., in this event employees are

strongly encouraged to use reasonable discretion with upholding delayed services during extreme weather conditions.

2. Delayed services that are **more than twenty-four (24) hours** will be suspended until the extreme weather (-10 degrees below with or without windchill) subsides.
3. **When a delayed service is necessary for the safety of the participant(s)** staff must first contact the RCMP when necessary and then the Executive Manager or designate before suspending an individual. Staff and the Executive Manager contact Alberta Works After Hours at 1-866-644-5135 and/or other known supports to make other arrangements. If other arrangements cannot be made, then staff are encouraged to call Non-Emergency and/or RCMP to assist with the situation.

The guidelines for times are detailed in the attached table. All proposed timelines will take into consideration the nature, intensity, and frequency of the situation.

Delayed Service Guidelines

SITUATION/BEHAVIOURS/ACTIONS	DURATION OF DELAYED SERVICE	ISSUING AUTHORITY
Disruptive Behaviour: • Yelling or swearing at other people • Threatening other people • Banging/punching walls, damage to property, Etc. • All other behaviours deemed by staff to be disconcerting <i>*Participants will be given 2 verbal warnings before being asked to leave. *</i>	12-24 Hours	Shelter Staff
Theft: Includes theft from LOESS or from other participants	24-48 Hours	Shelter Staff
Possession of Alcohol/Illicit Drugs or Using in Shelter	12-24 Hours	Shelter Staff
Physical Assault or Bringing Weapons into the Shelter	24-72 Hours Or more if deemed necessary	Shelter Staff
Smoking in the building	12-24 Hours	Shelter Staff
Not disposing/storing of needles/sharps appropriately	12-24 Hours	Shelter Staff
Not able to appropriately manage own behaviours which results in safety concerns for self or others. Not following a Community Treatment Order (CTO)	Executive Manager will put in place delayed service according to all mitigating factors	Executive Manager Participant will have to agree to participate in Intensive Case Management in order to address their barriers.

**Reoccurring delayed services may result in longer duration of delayed services*

***Each participant that receives a delayed service needs to be given a Delayed Services Letter.*

**** incident reports need to ALWAYS be completed when there is physical violence, threats of violence, bodily injury or use of EMS.*

INCIDENT REPORTING POLICY POLICY # 36

Policy

The purpose of this policy is to ensure that the appropriate employees and management are aware of serious incidents that have occurred, and they are properly documented.

For the purposes of this policy a serious incident is any of the following:

- Death
- Significant Injuries
- Wellness Checks
- Aggressive or unusual behaviour
- Illness outbreaks or severe illness
- Damage to property, theft, or vandalism
- Threats or human acts that jeopardize others' safety.
- Attempted Suicide/ Self-Harm
- Risk of harm to self or others
- Physical altercation
- A participant has identified they have been abused by another participant
- As participant has identified they have been abused by a LOESS employee.

Timely reporting of serious incidents makes certain that:

- Remedial steps have been taken to ensure the safety and security of the individuals;
- Key personnel are notified immediately to facilitate timely, consistent and accurate reporting of the incident;
- Support and debriefing opportunities are provided to individuals involved in or witness to the serious incident
- Formal reviews of critical incidents occur when warranted.

Procedures

Any life-threatening situation must be reported immediately to the Executive Manager or designate.

1. Anyone observing or suspecting a dangerous situation must immediately notify the RCMP or Peace Officers.
2. Incident reports (**Template**) must be completed by the end of the shift when the incident occurred.
3. The incident report must be emailed to the Executive Manager or designate by the end of the shift that the incident occurred.
4. Staff and/or board members are not to discuss incidents with media as per our contractual service agreements with stakeholders.
5. Executive Manager will include number of incident reports, and any pertinent details about incident reports, in the monthly board report.

EVICTIION POLICY POLICY # 37

POLICY

LOESS will ensure that when service is terminated, either voluntarily or involuntarily, employees follow an orderly and respectful process.

DISCHARGE

Discharge may occur under a number of circumstances:

- * the participant has achieved his/her goals and is ready to discontinue services
- * the participant no longer wishes to stay at the shelter and receive services.
- * the participant refuses to adhere to the policies and procedures of LOESS (e.g., weapons possession or violent behaviour).
- * the participant has needs that are not able to be met and they require additional resources and expertise outside of the skills of the shelter.

PROCEDURES FOR AN INVOLUNTARY EVICTION

1. When a participant needs to be discharged on an involuntary emergency basis, the delayed service tribunal must sign off on the decision to ask a participant to leave.
2. Employees have an obligation to assist such participants in linking to them to other appropriate services prior to leaving the shelter. This may include, making referrals or providing the participant with resources to self-refer.
3. Staff should always remain non-judgmental in their approach to the participant. Be honest with the participant about why he/she are being asked to leave.
4. If there are concerns that a participant may react angrily and staff may be the target of their anger, staff should ensure they are not alone when telling the participant and call for assistance (i.e., supervisor, RCMP), if necessary.

PRACTICUM STUDENTS & VOLUNTEERS POLICY # 38

POLICY

LOESS ensures that the health and safety and wellbeing of all participants is protected when engaging with practicum students and volunteers.

PROCEDURES

1. Prior to commencing to work at the shelter all practicum students and volunteers should be interviewed to ascertain their suitability for, and interest in, the tasking they will be undertaking, and assess whether their goals can be achieved.
2. Training will be provided for tasks and/or duties that practicum students or volunteers require training.
3. Staff will encourage and supervise the active participation of students where appropriate and possible.
4. Practicum students must:
 - a. obtain a vulnerable sector check (RCMP).
 - b. complete FOIP training online at https://servicealberta.ca/foip/online_training/focusprivacy/html/frames.htm
 - c. ensure their practicum or volunteer work reflects the guiding beliefs, principles, and service objectives of LOESS.
 - d. sign a confidentiality form.
 - e. address any concerns with the supervisor in a timely manner.
 - f. absolutely refrain from taking photos, videos, and posting on social media.
5. LOESS is responsible for creating a learning opportunity that is safe and supportive. Practicum students and volunteers may be exposed to a variety of different operational functions and services and the learning process can only be achieved through honest open communication and supervision. Students must not be asked to perform tasks:
 - a. that they are untrained , unqualified, or too inexperienced to undertake.
 - b. that put the individuals or themselves in a vulnerable or potential unsafe situation. or where there is a conflict of interest.

OCCUPATIONAL HEALTH & SAFETY POLICY # 39

POLICY

LOESS acknowledges it has a statutory duty to take all reasonable precautions to protect employees, participants, contractors, volunteers, visitors, and all other individuals on LOESS's premises. Protecting employees from injury or occupational disease from accidents or incidents is a continual objective. We believe that all accidents are preventable and active participation at all levels will help ensure accidents are avoidable. All individuals must refrain from actions or activities that could jeopardize the health and safety of others and must work to reduce the risk of injury.

PROCEDURES

1. LOESS will act in compliance with the Occupational Health and Safety Act of Alberta and its regulations, as well as the Occupational Health and Safety Code.
2. LOESS is responsible for providing employees with adequate instruction and training in health and safety and for addressing unsafe situations in a timely and effective manner.
Additionally:
 - a. LOESS will ensure employees are trained in Workplace Hazardous Materials Information System (WHIMS).
 - b. LOESS will ensure up to date information about what to do if someone comes in contact with hazardous materials is posted where hazardous materials are stored.
 - c. LOESS will ensure all staff have up to date Standard First Aid, Cardiopulmonary Resuscitation (CPR), and Automated External Defibrillator (AED training).
3. All employees are required to know and follow safe work procedures.
4. All employees are responsible for maintaining safe workplaces and generally promoting workplace safety.
5. All Health and Safety equipment will be regularly maintained, and supplies replenished as required.
6. Employees are encouraged to inform their supervisor of any matter they perceive as an actual or potential workplace hazard. Communication can be written or verbal, and may be anonymous.
7. If an employee discovers, observes, or is involved in any workplace accident, injury, hazard, the condition must be reported immediately.
8. Employees who voice to identify and health and safety concern will not be subject to reprisal or retaliation.
9. A Health and Safety Committee will ensure formal risk assessments are conducted as and/or issues are dealt with in a timely manner.
10. Reported Health and Safety concerns will be addressed by the Executive Manager and/or board.

SHARPS & NEEDLESTICKS POLICY # 40

POLICY

LOESS is committed to protecting all staff and service users so far as is reasonably practicable, from the risk arising from contact with needles, sharps and body fluids arising from the careless or malicious disposal of needles, or any other reason.

PROCEDURES

1. Participants administer their own needles. Contact Alberta Health (Home Care) for the administration of any other needles that participant is unable to administer
2. Participants must receive instructions on usage and disposal of needles and/or sharps from medical personnel.
3. All needles and sharps will be handled and disposed of in a manner that will not endanger the health and safety staff, users, and others.
4. LOESS will provide appropriate sharps containers within the facility to ensure needles and syringes are disposed of immediately.
5. Staff will ensure diabetic participants requiring sharp containers understand how to properly dispose of sharps and needles and the consequences of not using the sharp container properly.
6. Participants not using the sharp container proper will be suspended for twenty-four (24) hours.
7. All used needles, sharps, blood lancets, etc., are to be placed/dropped immediately and directly into a labelled designated sharps container. This container must be labeled “bio-hazardous materials” and the container must be large enough to hold several used sharps;
8. The sharps disposal container must be checked regularly, to ensure that it is not filled past capacity or has not been tampered with. A replacement container must always be available.
9. When sharps container is full it must be disposed of to an authorized representative.
10. Needles will not be recapped, bent, or removed or otherwise manipulated by hand.
11. Sharps are never to be discarded into bags of biological waste or regular trash.
12. Uncapped needles or other medical sharps must not be left unattended or covered with a towel, blanket, etc.
13. All ‘sharps’ injuries must be reported immediately to the supervisor.
14. Medical assistance will be sought as appropriate for such injuries.

Handling Tips To Avoid Injury For Participants:

- Use adequate lighting when working in dark areas to avoid any accidental contact with used needles or other sharp objects.
- If participants find a needle or syringe assume it is contaminated.
- Never leave the needle alone or unattended without properly communicating with a staff member.
- Hold needle tip away from body at all times.
- Do not dispose of needles in the garbage.

Sharp Injury Procedures

In the event of assisting with a needle stick or sharp injury, staff must follow the following steps;

1. Let the wound bleed.
2. Flush the area with water or wash with soap and water. If the skin has been broken apply a topical antiseptic solution (iodine, isopropyl alcohol)
3. Do not apply disinfectants to the eyes, nose, or mouth.
4. Bandage the wound,
5. Seek immediate medical attention at the hospital emergency department.

WEAPONS POLICY # 41

POLICY

LOESS is committed to ensuring the health and safety of our employees, participants, volunteers, and others that may be in our facility. To that end possession of a weapon, of any kind, is prohibited while in agency facilities.

PROCEDURES

1. Weapons of any kind are strictly prohibited on LOESS premises by participants, participants and/or visitors.
2. Any and all weapons brought to LOESS premises must be removed immediately and/or will be taken by staff and turned over to the authorities for disposal.
3. Participants, participants and/or visitors are strictly prohibited from brandishing, firing, or displaying weapons on LOESS premises.
4. If someone brings a weapon into the facility, they will be asked to remove the weapon immediately. Failure to do so may result in the staff contacting authorities for their assistance.
5. In the event that any participant, participant and/or visitor is found to be in violation of these terms and conditions, he/she will be asked to leave the premises or, depending on the severity of the violation, LOESS may contact appropriate authorities.
6. LOESS employees will be responsible for communicating this policy to volunteers, practicum students, contractors, visitors and etc. To ensure they understand the necessity for compliance.
7. In the event that an employee encounters a weapon of any sort, he/she must notify supervisor immediately to determine if authorities should be contacted.
8. In the event that an employee of LOESS witnesses the use of a weapon, or views a weapon being brandished in a threatening way/manner, they are required to contact authorities immediately.
9. This policy is to be enforced at all times.

MEDICATION MANAGEMENT POLICY # 42

POLICY

LOESS believes that the participants are adults and must be supported to make responsible decisions that are in the best interest of their well-being. LOESS will provide individuals with a safe and secure place to store their medications, out of the reach of other participants. The medications are the property of the individual and therefore, the administration of the medication is the responsibility of the individual. Under no circumstances will staff dispense medications to participants.

This policy includes both prescription and non-prescription (over the counter) medications.

PROCEDURES

1. When a participant is first admitted to the shelter, they must empty their pockets and turn over any medications to the staff.
2. When staff complete the initial intake, they are to ask the participant about any medications they are taking and/or have on them. When a participant discloses to staff the medication(s) they are taking, staff are to document it on the intake form. All participants are to be made aware during the intake process that all medications must be turned over to staff and it is to be stored in a safe and secure cabinet. Medication that is turned over to staff needs to be documented appropriately, with the correct time and initials of staff.
3. Staff will take participant's medication and place in a specific bag with the participant's name clearly identified. Once medication is handed over to staff it is to be placed in a Ziplock bag with a Medication log sheet and labelled with their first name and last initial.
4. The participant's bag will be placed in a safe and locked cabinet, where only staff can access. After the medication is properly labelled it is to be put in the appropriate medication cabinet.
5. When it comes time for a participant to take their medication, they will contact a staff member who will unlock the cabinet and provide the participant with their bag.
6. Once the participant has taken their medication the bag will be returned to the staff member who will again lock the bag up in the cabinet.

EMERGENCY RESPONSE POLICY # 43

POLICY

LOESS recognizes the importance of ensuring staff understand and can carry out the necessary procedures at all times so that all individuals manage responses and responsibilities during an emergency, resulting in the safest outcomes possible.

PROCEDURES

1. Staff must wear panic buttons at all times and keep the **cell phone** receiver close by their workspace.
2. Individuals who utilize shelter services must be willing to have a metal detector scan upon each entry.
3. Staff check who and where program participants are in the shelter at the beginning of their shift.
4. Staff maintain a log of who accesses supports throughout the day.
5. If there is an emergency:
 - a. Use the panic button OR let other staff member know of the emergency and need to use their panic button or call 911.
 - b. Utilize fire extinguisher if the fire can be quickly extinguished.
 - c. Staff closest to the scene of the emergency lets everyone know where to go (safe room or muster point outside).
 - d. One staff stays with participants at the muster point and the other does a building check inside and outside with the flashlight to ensure everyone inside the building has evacuated (given the building is safe to enter).
 - e. Staff brings out the most recent log entry of who accessed services in the building and the first aid kit.
 - f. Staff conducts a head count at the Muster Point (water lift station south of facility) and ensure everyone is accounted for via the sign in/sign out sheets.
 - g. Wait for emergency personnel.
 - h. If someone is not accounted for, let emergency personnel know immediately.
6. If the safety of any person(s) inside or outside the shelter are in jeopardy from another person:
 - a. staff press the panic button immediately and locate the cell phone to have in the safe room.
 - b. staff instructs everyone in the shelter to move quickly and quietly into the safe room.
 - c. individuals in the safe room must talk quietly.
 - d. only staff are allowed to use their cell phone in the safe room.
 - e. staff relay information to Alula Security System, on duty supervisor, or authorities (RCMP/Peace Officers).
 - f. wait to hear the safety word from authorities before opening the door to anyone inside the shelter.
7. The Executive Manager and/or designate will organize three (3) to four (4) practice drills yearly.

8. Staff must inform the designated staff member when a panic button, flashlight, first aid kit, etc., needs recharging, fixing, and/or is lost.
9. Executive Manager ensures all staff have necessary first aid and fire extinguisher usage training.

POLICY

LOESS maintains safe food handling and storage methods and is committed to reducing the risk of food borne illness.

PROCEDURES

1. All shelter staff and volunteers and participants who assist in the provision of meals, housekeeping, and laundry services are subjected to expectations listed below. The shelter must comply with the Alberta Food Regulation (AR 31/2006 -of the under the Public Health Act). The Health Promotion and Protection Act identifies food safety courses including food preparation, storing, and serving using public health practices. LOESS does not have a commercial kitchen and does not sell any food products.
2. LOESS will ensure that at least one (1) scheduled staff member on shift has the Food Safe certificate and will encourage all staff to obtain their certificates within three to six (3-6) months of their initial hire.
3. In terms of personal hygiene staff must;
 - a. staff must always wash their hands before handling or preparing foods and after using the toilet, sneezing, coughing, or blowing their nose.
 - b. Avoid touching their hair, face, or other parts of their body with their hands and then handling food. If they do, they must wash their hands.
 - c. Wear gloves if they have cuts or burns on their hands and must not handle food directly while wearing a bandage.
 - d. wash their hands even if wearing gloves.
4. Food donations must comply with the Guidelines for the Distribution of Food outlined on in chrome-extension://efaidnbmnnnibpcajpcgclefindmkaj/<https://www.albertahealthservices.ca/assets/wf/eph/wf-eh-guide-distribution-donated-food.pdf>
5. In terms of food handling and storage, staff must:
 - a. wash their hands before handling food.
 - b. date all food when it is received, and make sure that older foods are used up first to maintain nutrition and freshness.
 - c. seal packages after they are opened and refrigerate uneaten food to avoid spoilage; keep hot foods hot and cold foods cold. Hot foods should have an internal temperature 140 F. Refrigerate fresh food (e.g., meat, fish, poultry, milk and milk alternatives, eggs, and egg products) right after they are bought or received. Cold foods must be kept at 40 F or below.
 - d. LOESS will ensure that anyone working in food preparation (including staff, volunteers, participants) receive annual education in safe food handling.

**HOUSEKEEPING,
LAUNDRY/LINEN SERVICES, &
YARD MAINTENANCE
POLICY # 45**

POLICY

Maintaining a clean, organized, and safe environment/tools is the responsibility of all individuals who enter both the property and facility at all times.

PROCEDURES

1. LOESS staff will work with participants to ensure all areas are cleaned to prevent health and safety risks.
2. Bedding, towels, or linens must be clean, dry, sanitary and in good condition.
3. Staff and volunteers follow proper cleaning, hygiene, and disease control procedures (i.e., minimizing cross contamination; prevention and control of infection; and the proper use of cleaning supplies and equipment) are strictly followed.
4. Staff and volunteers will follow all safety precautions that are stored with the equipment/tools both inside and outside the facility.
5. All participants engaged in cleaning have appropriate training/information about use, storage, and what to do if exposed to dangerous cleaning materials (WHMIS).

PARKING POLICY POLICY #46

POLICY

This policy aims to ensure the safety of everyone on LOESS property.

PROCEDURES

1. Vehicles on LOESS property must park in the designated parking area. If that area is full, vehicles must park tight up against east side of the facility to enable emergency vehicles to pass through to the back of the property.
2. Individuals inside vehicles must tell staff inside and sign in on the 'sign in sheet' if they need to be parked for more than ten minutes on LOESS property.
3. County emergency services (Peace Officers) will be called to escort vehicles off the property or issue no trespassing orders to those who do not sign/let staff know what their business is on property and remain on LOESS property for more than ten minutes.

VAN USAGE/MAINTENANCE POLICY # 47

POLICY

This policy aims to ensure the safety of LOESS employees who are granted permission to drive the LOESS' van. The LOESS van is provided to qualified and authorized employees only to support LOESS business activities when they are on shift or on call. Employees are not permitted to drive the LOESS van for personal use.

PROCEDURES

1. Employees must submit a copy of their driver's abstract to be eligible to drive the van at any time.
2. An employee's driver's abstract needs to be favorable for driving conditions.
3. An employee must not have had their licenses suspended in the last three (3) years or been in an at fault accident for the last six (6) years.
4. At its discretion, LOESS may evoke van driving privileges to any employee.
5. LOESS employees are granted access to drive the van in the following cases only:
 - a. They hold a valid driver's license.
 - b. Keep the valid driver's license with them at all times while driving.
 - c. Employees are required to inform their supervisor of any changes that may impact their legal or physical ability to drive.
 - i. If an employee takes medications that severely affect their abilities to drive a car (like their vision, reflexes, or their sense of orientation), they may not be allowed to drive a company car.
6. In the event of an accident, theft, or malicious damage involving a company vehicle, an employee must report it to the police and their supervisor immediately.
 - a. The reports are expected to be made as soon as possible and no later than forty-eight (48) hours after the incident.
 - b. In the event of an accident, employees are expected to cooperate with authorities fully.
 - c. Also, an employee should reply to investigating officers' questions but avoid making voluntary statements.
 - d. If possible, an employee will obtain a copy of the accident report. In addition, employees need to follow legal guidelines regarding exchanging information with other drivers.
 - e. Without the LOESS' authorization, an employee shouldn't accept responsibility. An employee should not guarantee payment to another party either.
7. Employees who drive company vehicles are expected to follow certain expectations. The employee shall:
 - a. Use the mileage book to track the odometer reading and destination before and after each trip.
 - b. Obey all motor vehicle laws under all circumstances
 - c. Operate the vehicle in a safe and courteous manner.
 - d. Respect traffic laws and fellow drivers.

- e. Drive defensively to prevent injuries and damage to the property.
 - f. If applicable, wear glasses or contacts when driving.
 - g. Check the van regularly to ensure gas, tire pressure, and all car fluids are at appropriate levels.
 - h. Report repair needs, any damages, or mechanical difficulties with their assigned cars to the Executive Manager or Supervisor on shift.
 - i. Avoid engaging in traffic violations that may result in fines, like double parking or blocking entrances.
 - j. Avoid using a phone and texting while driving (or other devices that are potentially distracting while driving)
 - k. Also, an employee whose driver's license has been revoked or suspended must immediately notify the supervisor.
8. The LOESS van can only be driven within Lac La Biche County.
9. To ensure that the employees are safe at work, LOESS will make sure:
- a. The van is safe to drive before assigning them to employees.
 - b. Schedule periodical maintenance to ensure the van remain in good condition
 - c. Ensure company vehicles with a reliable insurance provider.
 - d. Keep detailed records of the van (manufacturing date and mileage included).
 - e. When the van is assessed to be too old or with high mileage it will be “retired”.
10. LOESS is not responsible for:
- a. Paying any fines employees receive while driving the van that they are responsible for (speeding fines, for example).
 - b. Bailing out employees who get arrested while driving the van.
11. Employees who don't follow the expectations listed in this policy will face disciplinary consequences.
- a. In the case of minor offenses, the company will issue reprimands.
 - b. For more severe offenses, the Company may take legal action or terminate the employee.
12. The LOESS Manager will maintain appropriate oil checks and servicing as per the Manual’s recommendations, etc.

EMPLOYEE RECRUITMENT & SELECTION POLICY # 48

POLICY

Given the nature of the work and the vulnerability and marginalization of those we support, LOESS uses various tools in its selection process, including interviews, vulnerable sector record criminal checks and references to help ensure that staff have the skills and sensitivity to perform their duties to vulnerable individuals. These skills and sensitivity are needed when providing services to the participants in a safe, supportive, non-abusive, non-coercive and non-judgmental manner.

LOESS is committed to a hiring process that ensures equal opportunity for potential candidates through fair selection processes that are consistent with employment legislation. and good practice and free from discriminatory practices.

Candidate selection is based upon the assessment of education, training, experience, required certification, personal suitability, eligibility to work in Canada, absence of a job-related criminal record, positive reference checks, and other factors considered relevant by LOESS .

PROCEDURES

1. At no time will LOESS discriminate against any applicant on the basis of race, ethnicity, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, except where such discrimination constitutes a bona fide occupational requirement.
2. It will be mandatory, prior to making a final selection, for LOESS to conduct reference checks and a criminal record check on all applicants.
3. New employees will receive an offer letter, a copy of which will remain on their file.

BACKGROUND CHECKS & VERIFICATION POLICY # 49

POLICY

LOESS must ensure that potential employees, volunteers, or practicum students understand that appointment to the position is dependent upon a vulnerable sector check. When the result of a criminal check indicates that there is a criminal record that is relevant to the position applied for, a review must take place with respect to the applicant's suitability for appointment. If a potential employee chooses to disclose relevant information during the interviewing process regarding the results of a vulnerable sector check, that will be taken into consideration. Ultimately the final decision will come to them discretion of the hiring committee.

PROCEDURES

1. LOESS will ensure that all potential employees shall provide a vulnerable sector check before employment. Any criminal record result will be reviewed by the agency.
2. LOESS may require references, which include the most recent employer. In the event that the most recent employer is not available or appropriate, the candidate will be asked to provide alternate references. References will be checked, and the information obtained will be used by the selection committee to assess suitability for the position.

STAFF BREAKS POLICY

POLICY # 50

Policy

In Alberta, Under the Employment Standards Code, employees working more than 5 consecutive hours are legally entitled to a 30-minute break. The exception to break entitlements would be if one of the following occurs:

- an accident occurs or urgent work is required
- other unforeseeable or unpreventable circumstances
- different break arrangements have been made through a collective agreement, or
- it is not reasonable for the employee to take a rest period; if the employee is unable to take their break, then it must be paid

Procedures

Since breaks are paid, staff are required to stay on the premises, and will get one 30-minute break should it be reasonable.

Breaks should be arranged at the start of your shift with your coworkers and constant communication needs to occur on whether it is appropriate for you to take a break or not.

HIRING & TRAINING POLICY # 51

POLICY

LOESS ensures that full time [those who work forty (40) hours a week] and part time [those who work thirty (30) or less hours a week] employees over the age of eighteen (18) years receive appropriate training and orientation upon hire so that they are inspired to continually embrace promising practices that contribute to their well-being and safety and the safety of others with whom they interact.

LOESS complies with Alberta's Labour Code and Occupational Health and Safety.

PROCEDURES

1. Upon hire, employees must complete/submit:
 - Direct Deposit form
 - Vulnerable Sector Background Check
 - Acknowledgement by signature for: code of conduct, conflict of interest, confidentiality, privacy, and participants' rights
 - Sign a copy of Emergency Plan as outlined in the Employee Handbook
 - TD1
 - TD1AB
2. New employees work alongside a staff member, designated as a staff trainer and the Executive Manager for a minimum of three (3) shifts.
3. Within three (3) months: employees are expected to complete and provide current certificates for (with passing grades) the following mandatory training:
 - a. CPR/First Aid training
 - b. WHIMIS
 - c. De-escalation Violence training
 - d. FOIP online training
 - e. Trauma Informed Practices

Additionally, staff are to demonstrate they understand the Code of Conduct, Operations, and HR in the 2024 Policies and Procedures Manual.

After six (6) months, staff will have undertaken the following online courses:

- a. ASIST (Suicide Prevention)
 - b. Crisis Management
 - c. Mental Health First Aid
4. During the three (3)-month probationary period, management will monitor the new employee's progress and performance using the 'Orientation Template'. Employees are also expected to ascertain their fit with the Society during this time, including learning specific job duties.
5. After the probationary period ends, there will be a performance review for the employee, completed by their immediate supervisor. If the LOESS determines that the employee has

satisfactorily performed and opts to continue employment beyond the probational period, then the employee will be given additional details including information on improvements needed. At this time, the employee is expected to offer any ideas that could improve LOESS operations. Getting through the probationary period does not guarantee employment with LOESS for any fixed time. All LOESS employees at will employees and the employment relationship may be terminated by either the employer or employee within reasonable cause or notice.

6. Staff are expected to ensure certificates, updated courses etc. are up to date.
7. The Executive Manager ensures that the most up to date training modules, certificates, courses are refreshed and/or updated on the 'mandatory training list' and passed along to staff annually.
8. LOESS identifies appropriate ongoing training for employees and ensures that employees receive appropriate training and maintain mandatory certificates.
9. LOESS employees participate in a yearly performance review that coincides with the date they completed their three (3)-month probation.
10. If an employee engages in any political activity, the employee must clearly state that such activity and related statements in no way represent the views of the employer and is within the bounds of the law. Additionally, all LOESS employees are entitled to their own political position.

NOTE:

Additional and specific information regarding payroll practices, overtime, deductions, performance reviews, attendance, pay increases (**wage grid**), termination, complaint procedures, benefits, vacation, general holidays, political neutrality, etc. are specifically outlined in the Employee Handbook that will be provided to employees upon being hired.

IMPAIRMENT IN THE WORKPLACE POLICY # 52

POLICY

Impairment has multiple causes, including, but not limited to, substance use, fatigue, a medical condition, medication, or psychological factors, and may affect a worker's ability to safely perform their assigned work duties. Impairment that creates a health and safety risk to the worker or anyone else in the workplace must be identified and controlled.

LOESS takes a fitness-to-work approach to health and safety in the workplace. Individuals charged with carrying out duties with participants are expected to be "fit for duty" when reporting to work and must be able to perform their assigned duties safely.

PROCEDURES

1. This policy will be given to workers as part of their orientation regarding
 - a. workplace safety risks of impairment;
 - b. procedures to avoid workplace impairment; and
 - c. available programs.
2. Employees must refrain from performing assigned work duties and report or disclose to their supervisor when there is a risk of impairment that may adversely affect the health and safety of the worker or any other person on or off LOESS property.
3. Workers do not need to disclose to their supervisors the cause of the impairment.
4. Employees must report a suspected impairment of a co-worker (e.g., because of behavioural cues or unsafe work practices), or if they become aware of an unsafe work situation. Workers who report health and safety concerns are protected under the *OHS Act*, section 35 (prohibition of discriminatory action). If the impairment is related to a protected human right, there will be other obligations under the *Alberta Human Rights Act*.
5. Drug and alcohol testing will take place when there are reasonable grounds to believe that an employee may be unfit for work/duty, and/or when there is evidence of substance and/or alcohol use on LOESS property, and testing is an appropriate response.

DISCIPLINARY ACTION & TERMINATION POLICY # 53

POLICY

This policy describes how we address employee misconduct or inadequate performance. Employees must be aware of their actions and the consequences of those actions.

PROCEDURES

- Supervisors will deal with such situations in a timely and fair manner.
- In cases where unsatisfactory job performance or inappropriate workplace behavior have occurred, employees will be informed of the nature of the problem(s), and expectations and time frame for correcting the situation.
- If the employee fails to show expected improvement in the areas identified within the established period, the staff member may be suspended without pay or separated from LOESS employment.
- Serious breaches of expectations and regulations or gross negligence in the performance of work, may result in immediate delayed service without pay or dismissal from employment, depending on the severity of the offense.
- An employee who feels they have been improperly terminated can file an employment standards complaint.

Disciplinary Stages

The steps that will be followed when discipline is deemed necessary are as follows:

- a. Verbal warning with a letter of that warning; will occur and the letter will be placed in the employee's file as the first stage of discipline.
- b. Corrective Actions/Coaching will occur and be noted in the letter on file after an employee receives a verbal warning.
- c. Should the misbehaviour(s) continue, a second official written reprimand and Employee Improvement Plan will occur.
- d. Disciplinary meeting will occur if the first three (3) steps have not improved employee behaviour.
- e. Termination will occur as the last step of discipline.

Behavior, both on and off the shelter's premises, that is subject to disciplinary action includes but is not limited to:

- Unsatisfactory job performance or lack of professionalism
- Failure to meet performance objectives
- Abusing, threatening violence, or engaging in violence with another employee
- General disorderly or dangerous conduct not becoming of a workplace, such as using abusive language practical jokes, or horseplay
- Tardiness or unapproved absences
- Rude behaviour to participants, other staff, volunteers, or agency partners
- Failing to adhere to LOESS' policies and procedures

- Unwillingness to take direct feedback

Termination

Termination may occur if an employee has received multiple verbal warnings and or corrective actions.

Immediate dismissal will occur but is not limited to the following actions.

- Theft
- Breach of conflict of interest
- Being under the influence of any substance while representing LOESS
- Unsuccessful probationary period
- Falsification of information
- Job abandonment
- Non-disclosure of criminal record upon time of hire
- Insubordination
- Sleeping on the job
- Sexual harassment
- Failure to uphold professional boundaries with participants
- Stealing or any unauthorized possession of property
- Dispensing and/or reminding participants to take medications of any kind, whether prescribed or over the counter

Termination Notice

Employees and the employer must give each other written notice of their termination to end employment.

Notice is based on how long the employee has worked for the employer unless an employee is immediately dismissed.

If the period of employment is ninety (90) days or less, no notice is required from either party.

- 1 (one) week – if worked more than ninety (90) days but less than two (2) years
- 2 (two) weeks if worked more than two (2) years but less than four (4) years
- 4 (four) weeks if worked four (4) years but less than six (6) years

The employer may end employment by giving employees:

- termination notice;
- termination pay; and/or
- a combination of termination notice, and termination pay.

Employees are not required to give notice if:

- they have been employed for less than ninety (90) days or less.
- the employee feels unsafe in the workplace.
- the employee quits because of a reduction in wage rate, overtime rate, vacation pay, general holiday pay or termination.

Termination Pay

LOESS must pay the employee's earnings within ten (10) days after the end of the pay period in

which termination occurred, or thirty-one (31) consecutive days after the last day of employment.

WORKING ALONE POLICY # 54

POLICY

To ensure the safety of workers and contractors who work alone, it is imperative that there be an adequate monitoring system. LOESS will endeavour to provide a safe and healthy workplace for all workers.

PROCEDURES

1. All staff wear panic buttons in the shelter, whether working alone or not.
2. Staff have 24/7 access to Executive Manager and/or designate to contact via cell phone at all times
3. Staff always have LOESS phone with or on their person at all times.
4. Staff log in their destination and the expected amount of time they intend to be at their destination whenever conducting business off shelter premises.

WORKING WITH RELATIVES POLICY # 55

POLICY

LOESS does not wish to intrude into the private lives of employees; however, we recognize the increased potential for conflict of interest, appearance of favouritism and risk of claims of conflict or sexual harassment when employees work with individuals who are related or in a romantic relationship.

In order to minimize the risk of the conflicts of interest and promote fairness, LOESS stresses the importance of treating all participants fairly and without bias. This means that employees must not treat participants who are relatives differently than they would other participants.

LOESS maintains a zero tolerance regarding romance in the workplace and disclosure regarding personal and/or familial relationships .

PROCEDURES

1. All employees must disclose any relatives or close personal relations that may be joining LOESS as employees, contractors, or consultants or may be suppliers, or customers of LOESS to HR.
2. All employees must disclose any relatives who are participants to their supervisor.
3. If an employee treats a participant who is a relative differently than they would other participants, the employee and supervisor will determine a plan to ensure this behaviour(s) ends.
4. If the employee status as a relative or close person relation to one (1) of the above changes during the course of the employment, (i.e., marriage, adoption), the employee must advise LOESS as soon as possible. LOESS reserves all rights to deal with and manage these situations, including through reassignment or request to resign.
5. If an employee wishes to participate in a romantic relationship with another LOESS employee, at least one (1) of the parties involved in the relationship will be required to voluntarily terminate their employment.

GENERAL HOLIDAYS POLICY # 56

POLICY

Employees who are eligible for general holiday pay shall receive holidays as laid out in the Alberta Employment Standards.

PROCEDURES

<https://www.alberta.ca/alberta-general-holidays>

MATERNITY, PATERNITY, & PARENTAL LEAVE POLICY # 57

POLICY

LOESS wishes to ensure that its full-time employees are provided with paid time off to coincide with the birth or adoption of a child. This policy is designed to allow our employees to recover, from childbirth, bond with, and care for their newborn or adopted child, without fear of negative impact on their employment. Pregnant employees are entitled to maternity leave without pay for a maximum of eighteen (18) weeks.

PROCEDURES

1. Parental leave may also be added to maternity leave. Maternity leave may be taken at the employee's discretion before or after the expected date of delivery. The employer may agree to a longer maternity leave if the employee requests it.
2. An employee may be absent from work, without pay, as often as necessary for routine examinations related to her pregnancy, however, the employee must notify her employer.

Employees who are considered disabled due to pregnancy, childbirth, or a related medical condition may request paid leave. Such leave will be granted for the duration of the disability, which shall not exceed four (4) months. Leave may be requested for prenatal care, serious morning sickness, medically ordered bed rest, delivery, and recovery from delivery.

The employee also has the option of taking a special leave, without pay, when there is an imminent risk of termination of pregnancy or danger to the health of the mother or unborn child caused by the pregnancy. The employee must provide a medical certificate attesting to the danger and indicating the duration of the leave and the expected date of delivery.

1. To ensure that LOESS can make the necessary arrangements to accommodate an employee taking maternity, paternity and parental leave, employees are asked to provide four (4) weeks' notice before commencement of their leave. Employees are also expected to give four (4) weeks' notice regarding their date of return to work.

VACATION TIME POLICY # 58

POLICY

LOESS adds vacation pay for each hour worked on each cheque. The amount of vacation to which each employee is entitled is determined by the employee's length of service to make sure they can rest from work.

PROCEDURES

Vacation

1. Vacation pay is paid for each hour on each pay period.
2. Employees must work for one (1) full year before they are entitled to vacation time.
3. Employees must take the vacation time to which they are entitled sometime in the twelve (12) months after they earn it.
4. Vacation time is calculated as follows:
 - a. One-Four (1 to 4) Years: Two (2) weeks or 4% of wages
 - b. Five (5) Years or More: Three (3) weeks or 6% of wages
5. All employees are to request time off through their supervisor and final approval will be determined at the supervisor's discretion. Time off may be denied if there is not adequate staff coverage and time to make scheduling adjustments.
6. All vacation requests must be submitted fourteen (14) days in advance of the time being taken off.

PERSONNEL FILES & PAYROLL POLICY # 59

POLICY

As required by law, LOESS keeps a personnel file and all payroll records for each employee. All employee files and payroll data are the sole property of the employer. Such records may not be removed without written consent. Only specific persons (identified by LOESS) may have access to these records.

PROCEDURES

1. The employer will cooperate with requests regarding these records from law enforcement, governmental agencies, or as otherwise legally required. Other than that, access to personnel files and payroll records will be limited and granted on a case-by-case basis.
2. By appointment only and with reasonable advance notice, employees may review their personnel file and/or payroll records with a Human Resource representative during operating hours.
3. Only documents previously signed by the employee may be reproduced; no copies are permitted for all other documents. An employee may submit comments to address any disputed information contained in his or her personnel file.
4. It is the employer's policy to provide employment dates and position(s) held at the LOESS's office to current and former employees. Current and former employee compensation data will only be disclosed with the written authorization of the employee.
5. Personnel files will include resume, commencement form, offer letter, banking information, confidentiality forms (oath and disclosure in an emergency), up to date training information, verbal warning(s) and letters regarding warnings.
6. Overtime will be paid, after it's been approved by a supervisor, to LOESS staff after ten hours of continuous work.
7. To comply with federal and provincial tax and insurance laws, several deductions are made from an employee's pay, specifically including but not limited to, the following: Canada Pension Plan, Employment Insurance, Income Tax and any other items which may be elected by the employee or required by law (i.e. court-ordered deductions such as wage garnishments).

JOB DESCRIPTIONS POLICY # 60

POLICY

LOESS will ensure that information that outlines the purpose of LOESS's job descriptions, who has access to these job descriptions, and to ensure job descriptions stay up to date.

Job descriptions will be used for numerous purposes including:

- Recruitment and Selection
- Compensation
- Performance Reviews
- Training and Development Assessment

PROCEDURES

1. When recruiting for open positions within the organization, the job description will be made available for interested internal applicants at the time of internal posting.
2. Each employee will be provided a copy of his/her job description when they begin their position.
3. Employees will not have access to job descriptions for roles they do not perform or do not supervise.

Review of Job Descriptions

1. LOESS will, periodically, review all job descriptions to ensure the accuracy of the descriptions.
2. If there is a change in the job description, the employee will be notified in writing of the changes.
3. If changes result in changes to compensation of the position the employee will receive information of the change regarding compensation level and the start date for the changes.

Request for a Review

1. If an employee feels that the job description does not accurately describe their role, the employee should take their concerns to their supervisor.
2. If the supervisor feels there needs to be a review, then they will forward the current job description and the concerns to the Human Resources Committee for their review.
3. The Human Resources Committee will review the job description and determine knowledge and skills, duties, and responsibilities of the position to ensure the job description accurately describes the job position and the current employee in that position.
4. A summary of the review will be forwarded back to the supervisor, in writing. If the employee wishes to contest the summary, they may do so, by lodging a grievance.

ATTENDANCE & SICK TIME POLICY # 61

POLICY

Employees are to be treated in a way that is fair and balances their need to work in a positive atmosphere that reflects both employees and the organization. Absence is defined as a failure of an employee to report for work when he/she are scheduled to do so.

Excused Absence

Occurs when all the following conditions are met:

- The employee provides to his or her supervisor sufficient notice at least forty-eight (48) hours in advance of the absence or has adequately covered the shift.
- The absence request is approved in advance by the employee's supervisor and the administrative supervisor.

Unexcused Absence

Occurs when any of the above conditions are not met.

- If it is necessary for an employee to be absent or late for work because of an illness or an emergency, **the employee must notify his or her supervisor no later than an hour before the employees scheduled starting time on that same day.**
- If the employee is unable to call, he or she must have someone else call.

Failure to notify may result in the absence being recorded as unauthorized and may result in disciplinary action and pay being withheld for the period of illness.

Excessive Absenteeism

Excessive absenteeism is two (2) or more occurrences of unexcused absence in a thirty (30)-day period and will result in disciplinary action.

Job Abandonment

Any employee who fails to report to work for a period of two (2) consecutive days without notifying his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

PROCEDURES

1. If an employee is unable to arrange coverage with another worker when unable to work, the employee must let his/her supervisor know no later than twenty-four (24) hours before the shift.
2. If it is necessary for the employee to be absent or late because of an illness or an emergency, the employee must notify their supervisor or have someone call their supervisor on their behalf, no later than one (1) hour before the shift.
3. Failure to notify a supervisor about an absence may result in disciplinary action.

4. If an employee needs to leave work for any reason prior to the end of their scheduled workday, they must notify their supervisor to arrange for coverage before leaving.
5. Employees who engage in a pattern of frequent or excessive absenteeism or tardiness, may be disciplined, or terminated, at the sole and exclusive discretion of LOESS.
6. Time off with approval without pay for the occurrence of a death of an immediate family member is three (3) eight (8)-hour shifts.

INFORMAL COMPLAINTS & EMPLOYEE GRIEVANCES POLICY # 62

POLICY

LOESS seeks to provide a working atmosphere/environment where all employees feel they are wanted, respected, important, and fairly treated.

From time to time an employee may have a dispute another employee or with their supervisor that cannot be easily resolved, which could be best resolved through a formal grievance for dispute resolution.

PROCEDURES

1. If the issue is with a fellow employee, the employee with the issue is advised to approach, discuss, and determine possible solutions and a realistic timeline to resolve the issue with that employee first. However, the employee may also choose to discuss the issue with their supervisor to get clarification and/or advice about how to proceed with the other employee.
2. If the issue is not resolved within the agreed upon timeline, the employee(s) may choose to approach their supervisor.
3. If the issue is not resolved in the agreed amount of time after meeting with their supervisor, the employee may choose to submit in writing, their grievance to HR. Grievances must be submitted to HR within thirty (30) calendar days following the date the employee(s) first brought forth their concerns to the supervisor.
4. Employees who feel they are being abused by another employee should address their concerns immediately with the Executive Manager.

NOTE:

Participant concerns brought forward by LOESS employees that imply an indication or evidence of abuse toward a vulnerable individual under the “Protection for Persons in Care Act” are to be reported directly to 1-888-357-9339 and brought to the attention of the Executive Manager’s attention immediately and/or the board.

UTILIZATION OF PERSONAL CELL PHONES WHILE WORKING POLICY # 63

POLICY

LOESS understands that staff require immediate access to a phone while on duty at all times. LOESS also understands having a personal phone as a backup, in addition to the business cell phone provided to staff, enhances one's sense of security. However, LOESS also recognizes the need for a work environment that is productive and free of distractions.

PROCEDURES

1. Employees will be provided with a work phone when on shift inside and outside the shelter.
2. All personal cell phones will be on silent during one's shift.
3. Employees will only use their personal cell phones for emergencies or while taking an unpaid break.
4. While operating a motor vehicle or other heavy machinery for LOESS, employees must refrain from using their cell phone.
5. Failure to follow this cell phone policy will result in disciplinary action up to and including termination.

UTILIZING PERSONAL VEHICLE FOR WORK PURPOSES POLICY # 64

POLICY

This policy outlines the regulations and guidelines surrounding the use of personal vehicles for business purposes. LOESS recognizes that employees may need to transport participants or use their cars for business purposes and employees who use their vehicles for this purpose will be reimbursed based on the number of kilometers travelled.

PROCEDURES

1. All employees using personal vehicles for LOESS business must have a valid driver's license in good standing, follow all the expectations of the road, wear their seat belts at all times, ensure participants wear their seat belts at all times, abide by all traffic laws and expectations while driving, provide a certificate of insurance that demonstrates appropriate vehicle insurance with a Liability Limit of \$2,000,000.00, ensure their vehicle is working condition and deemed to be safe to drive, and that their vehicle is legally registered.
 - a. Employees who provide a certificate of insurance at the beginning of every calendar year, demonstrating a liability limit of \$2,000,000.00 also need to provide a letter from their insurance company with the cost for the liability limit so they can be compensated by LOESS.
2. Any employee who has had their license revoked or suspended will not be authorized to drive on behalf of LOESS. In this event, the employee shall immediately cease any usage of personal vehicle for business use and may be at risk of termination. All eligible driving employees shall disclose any relevant driving information to their direct supervisor.
3. No vehicle operator shall drive for business purposes if they are under the influence of alcohol, illegal drugs, under the influence of prescription drugs that cause drowsiness and other forms of impairment.
4. Usage of ALL handheld devices such as cell phones, iPads, MP3 players, GPS are strictly prohibited while driving. Cell phone usage, including hands-free is prohibited while operating a vehicle.

MILEAGE RATE FOR REIMBURSEMENT

1. Employees will be reimbursed for authorized business by a rate set by the Board of Directors for per kilometer. This rate will consider all expenses including fuel, oil, maintenance, insurance depreciation, etc. Milage is subject to change. Any cost associated with the maintenance, fuel, vehicle breakdown, or damage incurred while driving a personal vehicle is the responsibility of the employee.
2. LOESS will not reimburse for speeding tickets, parking tickets or other fines/costs incurred while driving a personal vehicle for business use is covered in the standard milage rate and will not be reimbursed.
3. Employees must document and submit their milage on Expense Form and submit to supervisor for approval. For any parking reimbursement, employees must submit the original parking receipt. Only original receipts will be accepted

4. Employees may only claim kilometers driven for business purposes, they cannot claim travel over their lunch break or their daily commute to and from work. Employees must honestly report their mileage usage; employees caught making false claims, exaggerating kilometers driven, claiming kilometers that were not related to regular business or any other misreporting will be subject to disciplinary action up to and including termination.

Revisions

May 2024

June 2025

July 2025 – Added Parking Policy

Sept 2025 – Added Staff Break Policy, Compliance Policy, Incident Reporting Policy. Revised Participant Grievance, Cleaning, & Diversion Policy