

FRP Standards of Practice: Section D

(Governance and Administration)

Approved by the Bowen Children's Centre Board on May 27, 2015 (to be submitted to FRP-BC for office review)

D.1 NETWORKING AND COMMUNITY INVOLVEMENT

D.1.1

Description

Family Place and its umbrella organization, BCC, collaborate with community members to identify assets, gaps and redundancies in community service delivery in order to better advocate for mutual concerns.

Procedures

The Executive Director and/or Program Coordinator maintain working relationships with staff or volunteers at local schools, preschools and daycares; the local library; community health organizations; community recreation providers; local charities; and other organizations whose work supports family life on Bowen Island. As time and resources permit, the Executive Director and/or Program Coordinator also serve on related committees or attend specific stakeholder meetings.

Involve Community Members in Program Planning and Evaluation

D.1.2

Description

Family Place involves community members in program design, planning implementation and evaluation, as appropriate. Family Place meets regularly with community health professionals and other key partners to review and re-evaluate program planning and implementation.

Procedures

Family Place connects with community members regularly to promote services and identify the needs of the population it serves. Family Place also engages in continued dialogue with service users to make improvements to existing programs (such as feedback on hours of operation, topics of guest speakers, ways to improve communication about resources and events, etc.). As time and resources permit, the Executive Director or Program Coordinator represent Family Place at community meetings where Bowen Island's families with young children will benefit most from representation. Program staff allocate time to attend relevant forums and professional development trainings to connect with other professionals and to facilitate new partnerships.

Conduct Community Education Programs

D.1.3

Description

Family Place conducts ongoing community outreach and education concerning the needs of families with young children and promotes the services provided to those families.

Procedures

This process is completed through speaking with service users, attending community meetings, visiting other programs/agencies, and advertising services via the brochures, the website and Bowen-specific social media. Program participants also serve as informal ambassadors for Family Place, particularly among families who are new to Bowen Island and/or expecting for the first time.

Build Relationships with Community Stakeholders

D.1.4

Description

Family Place has built and continues to build many relationships and partnerships with community agencies, other non-profit organizations, government officials, childcare providers, educators, funders and other community stakeholders. The Family Place staff, Executive Director and Board are committed to working collaboratively with these partners to best serve the island's families with young children.

Procedures

Family Place liaises with other organizations to secure various resources and improved services for families, including, at times, crucial emergency goods and services for families in crisis. Family Place and/or BCC also invite and offer various workshops or guest speakers, sometimes in partnership with other agencies (for example, a workshop with a community health organization). These workshops provide opportunities for Family Place staff to facilitate new partnerships.

D. 2 GOVERNANCE

Board of Directors

D.2.1
 BCC is a non profit organization governed by a board of directors that is accountable to the participants and to the community served. The Board oversees the activities of the agency and the Executive Director, who supervises the Family Place staff.

Procedure

- The management structure of the governing board is documented in the BCC policies and depicts lines of communication and responsibility.
- BCC and its governing body are committed to supporting children and families.
- The membership of the BCC governing body reflects the diversity of the community.
- Information regarding Family Place is provided on an ongoing basis at monthly board meetings.

D.2.2
 BCC has a mission statement specifically for Family Place that is responsive to the needs of the community served and guides administration and delivery of services. The mission of BCC’s childcare programs – to provide excellent care and education for children in the Bowen Island Community – is complementary to Family Place’s mission.

Mission of Family Place:

Bowen Island Family Place connects families and supports family life on Bowen Island.

Involve Participants in Organizational Governance

D.2.3

Description

BCC is governed by a board of directors that is accountable to the participants and to the community it serves.

Procedures

BCC involves participants in organizational governance. BCC’s Board of Directors includes Family Place participants, both past and present. Family Place’s Parent Advisory Group meets at least three times annually (or more often, as needed) to help gather feedback in order to help ensure that programming is participant driven.

The Parent Advisory Group meetings are open to all participants and are held at times intended to encourage participation (for example, during a lunch that is free for participants and immediately

after regular drop-in hours).

Board Policies Meet Legal Requirements

D.2.4

Policy

The BCC Board of Directors is responsible for governing all the Society programs.

Procedures

1. The BCC governing body, with an established quorum (a majority of directors), meets on a regular basis throughout the year, typically once a month.
2. The BCC governing body keeps minutes of its meetings as a permanent record. These minutes include:
 - Dates, times and names of those attending
 - Topics discussed (except in camera matters, which require confidentiality)
 - Recommendations and decisions, directions and actions
 - Financial and other reports
3. The BCC Board polices clearly outline board members' roles as well as their legal responsibilities to the organization.
4. Information included in the BCC Board Orientation includes the following information:
 - Responsibilities of the Board of Directors
 - Committee Responsibilities
 - Membership
 - System of Administration
 - Board Members as Volunteers
 - The Nature of Non-profit
 - The Executive Director's Role
 - Staff Roles
 - Volunteers
 - Board Meetings
 - Voting
 - Executive Positions

Executive Officers

The directors appoint executive officers every year to serve until the next annual general meeting or the end of the first meeting of the directors following the annual general meeting. Only an elected or appointed director is eligible to become an officer. The officers may include the positions of president, vice-president, secretary and treasurer. Except for the position of president, an officer position may be combined. The directors may remove an executive officer.

Board Committees

D.2.5

Policy

The board of directors approves the creation of a standing committees and its terms of reference, as well the dissolution, where appropriate, of a standing committee. The directors may delegate some, but not all, of their powers to a committee of directors.

Procedures

- More than one committee of directors may exist.
- Decisions recommended by a committee of directors shall be submitted to the board of directors for approval.
- Board members are expected to actively serve on at least one standing committee or be responsible for at least one portfolio (for example, emergency preparedness, policy drafting, or strategic planning).

Membership in the Society

D.2.6

Policy

The BCC By-laws dictate who can be a member of the Society as well as outline the process of how individuals can become a member of BCC.

Procedures

Procedures

Section 1.1(f) of BCC's By-laws currently defines "Member" as a parent or legal guardian of a child that is currently registered in Bowen Island Preschool, or the Community Daycare, or The After School Club.

Communication and Delegation of Authority

D.2.7 & D.2.8

Policy

BCC has policies that clarify lines of communication between the board of directors and staff. The Board policies include delegation of authority between the board of directors and staff. The policies and procedures are outlined in the Board Orientation materials or are available on BCC's website.

Procedures

1. Communication between Board and Staff (D.2.7)

The BCC staff are responsible for attending to the day-to-day administrative tasks. There can sometimes be confusion about the role of staff in a non-profit organization. However, the rule of thumb is that the Board plans and decides policies and procedures, with staff input, and the staff implements the policies and procedures. Monitoring and evaluation of programs is done by both Board and staff, with the Society's mission statement in mind.

The staff are managed by the Executive Director. Individual staff members may be responsible to a committee. That committee can give them directions that relate to the committee's business only (major issues are still to be referred to the Board).

Amongst their many duties, the BCC staff may supervise volunteers. An individual Board member may also serve as a volunteer and when that individual does, that individual must take direction from the staff member.

2. Delegation of Authority (D.2.8)

Board policies include delegation of authority to senior management of the organization.

Board: Role and Responsibilities

D.2.9 / D.2.10 / D.2.11

Policy

The BCC Board of Directors is responsible for governing all of BCC's programs.

Procedures

1. Board Meetings **(D.2.9)**

- BCC holds regular board meetings, of which formal written minutes are kept. Special Meetings may be called at the President's discretion, for example if an important issue arises that cannot wait until, or cannot be resolved, at the monthly Board meetings.

2. Performance Review of the Executive Director **(D.2.10)**

- The Board of Directors conducts an annual performance review of the Executive Director with input from staff and other stakeholders.
- The Board Chair (or the Personnel Committee Chair, if applicable) lead the Executive Director's annual performance appraisal process.
- Results of the performance appraisal are shared in a timely manner with the Board of Directors.
- If remedial measures are required, an additional performance appraisal may be initiated within six months of the initial appraisal.
- Upon completion, the Board Chair and the Executive Director (and the Personnel Chair, if applicable) sign the performance appraisal. The Executive Director has the option to agree or disagree with the results of the appraisal.
- The records of the performance appraisals will be placed in the Executive Director's Personnel File.

3. Board Self Assessment **(D.2.11)**

- The Board of Directors conducts an annual self-assessment in the form of a written report, including an assessment of what worked well and what needs improvement, itemized by committee.

D.3 PLANNING AND ADMINISTRATION

Strategic Planning

D.3.1 / D.3.2

Description

BCC devotes sufficient resources to planning and administration to ensure that all programs are appropriately supported. BCC evaluates its services once a year and participates in additional evaluations when required.

Procedure

1. Strategic Plan (D.3.1)

The Board of Directors, in collaboration with its Executive Director, staff, and other key stakeholders, creates a long term, strategic plan every 3-5 years. (BCC's current Strategic Plan was adopted when Family Place was a community partner but not yet part of BCC; however, the Strategic Plan does refer to Family Place and many of the objectives it contains, particularly relating to financial objectives, overlap with those of Family Place. The Board is in the process of beginning a new Strategic Plan.)

The Board of Directors, in collaboration with its Executive Director and staff, undertakes a planning process on an annual basis to determine the organization's directions and goals.

- The Board of Directors will assess the environment in which the organization is operating by gathering input from key stakeholders.
- The Board of Directors will evaluate their achievements in regards to the organization's directions and goals from the previous year.
- The Board will develop directions and goals for the year in collaboration with the Executive Director and staff.
- The Board will ensure that the Mission statement, philosophy, and core values are reviewed every 3-5 years.
- With input from staff, the Board and the Executive Director will develop an implementation plan to achieve the organization's directions and goals, with due consideration given to the allocation of adequate resources.

2. Planning Involves Stakeholders (D.3.2)

The Strategic Plan involves stakeholders in the process, as appropriate. BCC and Family Place will use a variety of means to involve stakeholders in order to review the programs and assess the need for change, including surveys, community focus groups, statistics collected and anecdotal information. Based on stakeholders' input, Family Place plans and delivers programs that strengthen parenting, promote participant engagement, and support the healthy development of children within the context of their families.

Program Planning

D.3.3

Description

Family Place has a program planning cycle that includes the development of appropriate program goals and objectives, a method of monitoring the plan, and evaluation of program goals and objectives. The quality improvement plan links the strategic plan, program planning, evaluation and available resources to ensure delivery of a high quality service that meets intended goals and objectives. The annual planning process will take place during the months preceding the Board's scheduled approval of the Family Place budget.

Procedure

The annual Family Place planning process will include a review of:

- Annual evaluation findings, including feedback from participants about satisfaction;
- Evaluations and feedback from community partners;
- Changing demographics and the needs of different cultural groups;
- Identified community need specific to Bowen Island;
- Identified gaps in services related to services for families;
- Any reasons for redirecting resources or changes that may result in reducing or enhancing future services to families;
- Available funding; and
- Available staffing and resources.

The Program Coordinator also maintains ongoing records, which are then used to monitor the delivery of Family Place services.

Legal and Regulatory Requirements

D.3.4

Policy

Through BCC, Family Place has written procedures for complying with legal and regulatory requirements in all appropriate areas. Links to relevant acts and regulations and/or guidelines for compliance are available on BCC's website.

Procedure

As soon as feasible, the BCC website will contain links to the following:

- Agreement for Canada – British Columbia Co-operation on Immigration
- Certified Management Accountants Society of British Columbia
- Employment Standards Act
- BC Personal Information Protection Act Guide
- Food Premises Regulation
- Health and Social Services Delivery Improvement Act
- Human Rights Code
- Income Tax Act
- Insurance Act
- Society Act

Many of BCC's policies and procedures will also be available on BCC's website.

D.4 FINANCE

Financial Management

D.4.1/ D.4.2 / D.4.3 / D.4.4 / D.4.5/ D.4.6 / D.4.8 / D.4.9

Policy

Family Place plans and manages finances to provide a balance between internal stability and adaptability to the external environment.

1. Business Plan

D.4.1

Policy

Through BCC, Family Place has established a business plan as part of its long-term planning cycle.

Procedures

The business plan is developed and monitored by the Executive Director and Board of Directors. The plan includes provision for achieving stable funding and financial support. These goals are part of BCC's current Strategic Plan, but could also be developed as a stand-alone document.

2. Financial Challenges and Opportunities

D.4.2

Policy

Through BCC, Family Place regularly identifies and reviews revenues and expenses, financial trends, challenges, and opportunities.

Procedures

The following will be reviewed on an annual basis, to ensure a comprehensive plan to evaluate and mitigate risk and financial challenges.

- Insurance and liability
- Health and safety
- Employment practices

- Volunteer roles
- Security of Information
- Financial risk
- Inter-agency Collaborations
- Privacy Policy

3. Budget

D.4.3

Policy

Family Place operates according to a Board-approved annual budget, which sets out projected revenues and expenses.

Procedures

The Executive Director and Program Coordinator are responsible for preparing Family Place's draft operating budget for Board approval. The program budget contains details to enable accurate projection of revenues, expenses, and cash flows. At the Board budget meeting, the budget is reviewed and discussed and proposed changes, if any, are recommended.

Once the budget has been finalized and receives Board approval, the Executive Director implements the budget for the new fiscal year. The Program Coordinator adheres to the annual program budget in order to assure proper budget resource allocation. The Board Liaison to Family Place, the Finance Committee, and/or the Board as a whole review the budget regularly to ensure that the program objectives are being met.

4. Fiscal Policies / Procedures

D.4.4

Policy

Through BCC, Family Place maintains written fiscal policies and procedures, including internal control practices. The fiscal policies guide evaluation of adherence to the annual financial goals. BCC is legally required to be fiscally transparent to its members, donors, and funders. This policy also requires BCC to be fiscally transparent to Family Place's participants.

Procedures

- BCC's unaudited financial statements, reviewed by a chartered accountant at an independent accounting firm, are comprised of the following: the statement of financial as of June 30 (fiscal year end), the statement of changes in fund balance, operations and cash flows for the year end, and a summary of significant accounting policies and other explanatory information/notes.

- BCC is required to file the annual charity return within six months after its fiscal year-end.

5. Financial Audit

D.4.5

Policy

The Annual Financial Statements of BCC are reviewed by an independent, chartered accountant on an annual basis in accordance with the Societies Act of B.C.

The results of the review are reported and recorded in accordance with the Societies Act of B.C.

Prior to the Annual General Meeting, the unaudited annual statements are approved by the Board of Directors.

The unaudited statements are presented at the Annual General Meeting for approval by Society members.

Procedures

The review of the unaudited statements is in compliance with the Societies Act of B.C.

The review of the unaudited statements must be completed within six (6) months after year end and must be presented at the Annual General Meeting.

After approval of the unaudited Annual Financial Statements by the Board of Directors, the official documents are signed by the two authorized signing officers of the Board.

6. Response to Management Letter

D.4.6

Policy

If the independent accounting firm that is reviewing the Annual Financial Statements identifies any areas of concerns, BCC corrects material matters or documents reasons why the material matters will not be corrected.

Procedures

The Executive Director corrects material matters or documents reasons why the material matters will not be corrected.

Risk Management

D.4.7

Policy

The Executive Director, with the involvement of the Board of Directors, develops a plan to evaluate and analyze risks to the agency.

Procedure

The following will be reviewed on an annual basis, to ensure a comprehensive approach to evaluate and mitigate risk.

- Insurance and liability
- Health and safety
- Employment practices
- Volunteer roles
- Security of Information
- Financial risk
- Inter-agency Collaborations
- Privacy Policy

7. Insurance

D.4.8

Policy

BCC will purchase Public Liability, Directors and Officers' Liability, and Excess Liability and Property Insurance, at the level required to ensure that all of BCC's activities, which are not covered under the Provincial Risk Management Program, are covered under purchased insurance.

BCC will ensure that a policy of insurance for each program operated by the Society is obtained and maintained in full force and effect.

Procedures

The Executive Director will maintain up-to date insurance policies for agency programs and is responsible for the administration of the policies.

Insurance claims will be dealt with in an expeditious manner.

BCC will not be responsible for loss of, or damage to, employees' vehicles except in accordance with Personnel Policy Coverage.

The policy for BCC will include:

- Fire and extended coverage, including coverage for the theft of BCC's property.
- Comprehensive general liability coverage and personal injury coverage, including coverage for the employees, fee for service caregivers, and volunteers in the programs.

8. Investments

D.4.9

Policy

The Executive Director will ensure that all investments are protected and maintained.

Procedures

The following procedures are in place in order to maximize the investments:

- Investments will be approved by the Board in consultation with the Finance Committee.
- Investments will be reviewed quarterly.
- Investments will be based on competitive rates from the major Canadian Banking Institutions.
- Only funds in excess of those required for maintenance of the normal duty operations of the Society may be invested.

D.5 HUMAN RESOURCES

D.5

Personnel Policies and Procedures

D.5.1 through D.5.18

1. No Discrimination (D.5.1)

Policy:

BCC does not unlawfully discriminate against any persons or categories of persons.

Procedures:

At no time will BCC discriminate against any applicant on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or convictions unrelated to employment, except where such discrimination constitutes a bona fide occupational requirement.

2. No Preferential Treatment (D.5.2)

BCC prohibits preferential treatment and nepotism with regard to hiring, supervision and promotion of paid staff.

BCC supports the principles of employment equity and grants equal opportunities based on merit to all qualified personnel.

3. **Hiring Procedures (D.5.3)**

Policy:

BCC will ensure objective and consistent hiring practices are applied.

Procedures:

Candidate selection is based on the assessment of education, training, experience, required certification, personal suitability, eligibility to work in Canada, absence of criminal record, positive reference checks, and other factors considered relevant by the employer to the posted position.

At no time will BCC discriminate against any applicant on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or convictions unrelated to employment, except where such discrimination constitutes a bona fide occupational requirement.

Prior to making a final selection, BCC will conduct a minimum of 2 reference checks. Employees and volunteers who routinely work with children complete a Criminal Record Check as a condition of employment or volunteering.

BCC will give the selected applicant a written letter of offer, outlining the requirements of the position, starting date, salary, benefits, and other conditions of employment. A detailed job description will also be provided for all employees.

4. **Background Checks (D.5.4)**

The Executive Director or his/her designate will check and document a minimum of two (2) reference checks prior to offering a candidate employment.

Personal references are considered **confidential**.

Employees or volunteers who routinely work with children complete a Criminal Record Check as a condition of employment or volunteering.

5. **Job Descriptions (D.5.5)**

Policy:

BCC maintains written job descriptions for all Program staff positions, as well as members of the Board of Directors and the Executive Director.

Procedure:

Each written job description contains information on:

- job summary
- duties and responsibilities of the position
- levels of education, training and work experience required for the position
- lines of supervision

- reporting requirements.

- The Executive Director and Staff Liaison (or Personnel Committee, if applicable) regularly review job descriptions in consultation to ensure that all the changes in a position's duties are in writing.

- BCC ensures that all staff (contract and non-contract employees), are given a copy of their job description on the start date of their employment .

6. Adequate Staff Complement (D.5.6)

BCC maintains a staff complement that is adequate to its programs and ensures the safety of participants.

7. Aggregate Skill Set of Staff (D.5.7)

When planning a staff complement for Family Place, BCC takes into account a balanced aggregate skill set, including expertise in:

- working with parents, infants and pre-schoolers
- working in multicultural settings
- planning, research and evaluation
- knowledge or resource and referral.

8. Staff are Knowledgeable About the Community (D.5.8)

BCC hires staff for Family Place who are knowledgeable about the community and the needs of the families who participate.

9. Staff Have Appropriate Education and Experience (D.5.9)

BCC hires staff for Family Place with an appropriate combination of post-secondary education in a relevant field and professional and life experience.

10. Personnel Records (D.5.10)

Policy:

BCC maintains a personnel record for every staff person and Family Place volunteer.

It is the responsibility of each staff member to keep the employer informed at all times of any changes in his/her name, address, telephone number, spousal status or number of dependents. These changes should be given to the supervisor. (These changes are required for call-back, benefit entitlement and other official communications.)

When resigning from the organization, a forwarding address must be filed with the employer to ensure the employer can forward income tax T-4 slips and other relevant documentation.

Procedures:

Direct supervisors are to ensure the information provided by employees is forwarded to the Executive Director for updating of payroll files.

11. Performance Reviews (D.5.11)

Policy:

A formal written performance appraisal shall be carried out prior to the expiry of an employee's probation period and annually thereafter, unless otherwise required.

Procedures:

The employee will sign the appraisal form and indicate his/her acceptance or objection. The employee shall be made aware of the appraisal, given a sufficient amount of time to read and review it, and to discuss and respond to the contents therein.

At the time of signing, the employee shall receive a copy of the appraisal report. The original shall be placed in the employee's personnel file.

In the event that an employee objects to the appraisal, a note to this effect shall be placed in the employee's personnel file and further appraisal may be carried out within sixty (60) work days to determine if an improvement in the rating of performance is in order.

An appraisal report signed by an employee shall not be changed without the knowledge of the employee.

Performance appraisals shall be completed by the employee's direct supervisor or, in the case of the Executive Director, by the Board Chair (or Personnel Committee, as applicable).

Note: BCC is committed to providing ongoing feedback and support to all staff throughout their probationary period and after successful completion of the probationary period in an effort to ensure continued personal and agency development and progress.

12. Performance Reviews Use Measurable Criteria & Emphasize Growth (D.5.12)

Performance reviews assess job performance based on measurable criteria and emphasize staff development and professional growth.

13. Personnel Review and Signed Performance Evaluations (D.5.13)

Personnel have an opportunity to review their performance, sign the appraisal form and indicate his/her acceptance or objection.

The employee is made aware of the appraisal, given a sufficient amount of time to read and review it, and to discuss and respond to the contents therein.

At the time of signing, the employee receives a copy of the appraisal report. The original shall be placed in the employee's personnel file.

14. Volunteers (D.5.14)

BCC establishes and follows a plan for volunteer recruitment, orientation, initial training,

retention, supervision and ongoing professional development.

At BCC volunteers are regarded as a valuable resource.

Volunteers have the right to be:

- Assigned meaningful projects.
- Treated with the same level of respect given to staff for recognition of their work done.

In return, volunteers agree to actively perform their duties to the best of their abilities.

15. Students (D.5.15)

When Family Place accepts a student for a practicum placement, there is a signed agreement with the educational institution.

16. Staff Orientation and Training (D.5.16)

Policy:

All newly hired regular staff members are expected to attend an orientation session immediately following their starting date.

The purpose of conducting such orientation sessions is:

- To introduce new staff members to current members of the staff within the facility;
- To thoroughly acquaint the new staff member with the organization and the requirements of her/his new job;
- To lay the groundwork for productive and satisfying interpersonal relationships between present members of staff and the new staff member.

Procedures:

The orientation session will cover but not be limited to:

- Philosophy and history of the organization;
- Organizational structure;
- Services provided by the organization;
- Policies and procedures (including program-specific policies);
- Fire and disaster response protocols;
- Occupational health and safety; and
- Tour of the organization.

The direct supervisor will be responsible for further orientation, including the introduction to co-workers and training of the new staff member.

Confirmation that the orientation was conducted shall be placed in the new staff member's personnel file.

17. Professional Development (D.5.17)

BCC staff participate in professional development opportunities in order to gain knowledge and

skills.

Procedures:

- BCC encourages all program staff and volunteers to participate in professional development opportunities in order to gain knowledge and skills.
- Professional development training funds are included in the annual operating budget.
- Training opportunities for staff and volunteers will be provided either by the agency, community partners or externally.
- All staff are encouraged to continuously research and seek out specific professional development opportunities that will enhance the staff's ability to provide quality services to program participants.

18. Supervision (D.5.18)

BCC conducts regular, on-going supervision of Family Place staff and volunteers through:

- Periodic meetings to reflect and provide feedback on work with participants; and,
- One-to-one supportive supervision that follows guidelines set up by the organization.

D. 6 INFORMATION MANAGEMENT

D.6

D.6.1 through D.6.6

Policy

BCC ensures that all electronic, print and personal information is protected against intentional or unintentional destruction, modification, and unauthorized disclosure.

Confidential Information is Secure

(D.6.1)

Policy

BCC keeps Family Place's confidential information secure – including both paper based and electronic information. Any information pertaining to a participant, staff, or a Board member of a personal/private nature will be kept confidential, and only shared with Board members on a need to know basis.

Procedures

BCC ensures that all confidential information is secure through the following ways:

- Any sensitive documentation will be kept in a secure manner, in a locked cabinet or secured computer files.
- Information of a sensitive manner that the Board deems as confidential, may be discussed

in camera.

- Confidentiality agreements are signed.
- Release forms are signed by participants when required.
- Cabinets containing confidential information are kept locked when not in use.
- Computer passwords are protected.

Training on Security Procedures

(D.6.2)

Policy

BCC trains staff on appropriate procedures to ensure security at all times.

Procedures

The BCC staff receive training on the following items:

- Confidentiality commitments.
- Completion of Release of Information forms and Consent forms.
- Securing confidential information and documents.

Electronic Information

(D.6.3)

Policy

This policy applies to employees, contractors, service providers, user groups, volunteers (collectively, “users”) on company premises using the BCC computer system.

Users are granted access to computers, internet, software, intranet, world wide web, email and other applications for research and educational purposes and for conducting BCC business. Users are responsible at all times for using the system in a manner that is ethical, legal and consistent with the best interests and policies of the organization.

Procedures

- All information created, accessed or stored using BCC applications and systems are the property of BCC. All communication systems are not private and are subject to BCC access and control.
- Staff and volunteers may use BCC’s computers, software and Internet access for personal use only during non-working times (lunch, breaks, and before/after shifts) as long as it

does not interfere/conflict with BCC's business and/or program operations.

- E-mail has the same legal and practical effect as other written communications. Users should thus exercise the same good judgment and discretion when sending e-mail as they would when sending a formal letter, written memorandum or other correspondence.
- No software, games or other applications may be installed or downloaded on the system without BCC's authorization. No e-mail attachments from unknown persons shall be opened. Doing so leaves the organization vulnerable to viruses.
- Users shall never harass, intimidate, threaten others or engage in other illegal activity (including pornography, terrorism, espionage, theft or drugs) by e-mail or other postings. Sites containing material which infringes on human rights or is demeaning, offensive or of questionable content are not permitted. In addition to violating this policy, such behaviour may violate other organizational policies, or civil or criminal laws.
- Users are responsible for any and all activity initiated from their accounts. Therefore, users should protect their passwords, change them regularly, not reveal them to others and not leave their computers on and open for non-authorized users to access.
- Users must not use e-mail to send program information of a confidential nature to any unauthorized person.
- Users may not make copies of applications running on BCC systems for use at home, on laptops or for other reasons without authorization. Users may not import, copy or store copyrighted material without permission from the author.

Paper Information

(D.6.4)

Policy

BCC ensures that confidential paper information is locked and properly stored when not in use.

Procedures

All confidential information is securely stored and locked when not in use.

All BCC confidential/sensitive data existing in paper form must be disposed of by shredding.

All accounting documents are kept stored for seven years before they are destroyed.

Privacy Legislation

(D.6.5)

Policy

BCC ensures that all staff and volunteers follow privacy legislation with respect to confidential information.

Procedures

BCC respects and upholds an individual's right to privacy and to protection of his or her personal information. BCC is committed to collecting, using, disclosing and retaining personal information in a manner that complies with applicable provincial privacy legislation (the B.C. Personal Information Protection Act).

BCC has made reasonable security arrangements to protect personal information. Safeguard arrangements are employed to protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, modification, and disposal. The methods of protection employed include:

- Physical measures, including locked filing cabinets and restricted-access areas.
- Limiting information access according to a "need to know" basis.
- Technological measures, such as use of passwords to access electronic files.
- Staff are trained on appropriate procedures to ensure the security of information.
- Electronic information is stored "in the cloud". The Society Act requires pre-approval by the Board of the off-site storage location decision.

Retention and Destruction of Records

(D.6.6)

Policy

Confidential information/records are kept for seven years before being shredded.

Procedures

After seven years of storage, confidential information and record as well as accounting documents will be shredded on-site or shipped to an off-site facility to be disposed.