



Kids 4 Kids Leadership Program

KIDS 4 KIDS LEADERSHIP PROGRAM

2023

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Employment

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Performance Management Policy

Performance Management Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure that all staff members are provided with accurate and appropriate feedback regarding their performance within the organization. By utilizing a performance management system Kids 4 Kids Leadership Program will work with its employees to ensure organizational objectives are met through the achievement of individual performance goals and objectives.

All employees and management staff will be subject to performance reviews. Performance reviews will be benchmarked against previously determined goals and objectives for the position.

r to aid in employee achievement of professional goals and objectives. Performance management will be utilized as a tool to help ensure the alignment of individual performance goals with that of the strategic direction of the organization through the use of collaborative performance planning, coaching and feedback, and yearly performance reviews.

Kids 4 Kids Leadership Program requires that all employees and supervisors take part in the performance management process with records of individual performance plans and reviews to be discussed and kept on file for each staff member.

The Performance Management Process

Performance management is on-going and cyclical in nature with the process being broken down into three interrelated phases of planning, coaching/feedback and review.

Planning

Kids 4 Kids Leadership Program supervisors will review each of their employee's job duties and requirements in order to identify key areas of responsibility. Areas of responsibility will be utilized to aid the supervisor in creating individual performance plans for each employee.

Each employee will have a performance plan created for them within designated timeframes based upon prior performance, length of time with the organization, length of time with the department, and recent promotions or significant changes in duties and responsibilities.

Each Performance Plan will include the following information:

- A set of specific goals and objectives for achieving the requirements of the job.
- An action plan or outline of how these goals or objectives will be met; this may include plans for training and development.
- A time-frame for when goals or objectives should be met by the employee.
- Additional comments and areas of concern or anticipated restraints.

The performance plan will be reviewed by the employee with their supervisor to discuss the goals and objectives that have been established. The performance plan will be utilized to not only establish performance objectives but will also act as a tool for which actual performance can be measured against.

The performance plan must be signed by both the supervisor and the employee following a discussion of its contents with a copy of the plan being kept on the employee's file. These plans are changeable and can be amended throughout the course of the performance review period.

Coaching and Feedback

Coaching will be continually utilized by supervisors throughout the performance review period. The coaching period will consist of informal and formal feedback being provided to the employee directly pertaining to the progress of the individual towards their established goals and objectives.

Formal feedback sessions will be scheduled for each employee at the mid-point range of the performance review period, or as required based upon the individual's performance and length of time with the organization and within the department. The formal feedback session is conducted to allow for discussion of the employee's progression towards the established goals and objectives. At this point performance concerns may be formally addressed and documented and the performance plan may be formally altered.

Review

At the conclusion of the performance review period all supervisors will be required to schedule time with each of

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employees to conduct a year end or period ending performance review. Prior to the scheduled performance review meeting supervisors will complete a performance review for each employee based upon the individual's established goals and objectives. The employee will be given the opportunity to review the performance review and add any additional comments they feel necessary.

The performance review meeting will consist of:

- A full review and discussion of the individual's performance in the review period based upon the goals and objectives established in the performance plan.
- A full review and discussion of the individual's performance review.
- The establishment or amendment of the employee's performance plan for the upcoming performance review period.

Both the employee and the supervisor will be required to sign and date the newly created performance plan with a copy being kept on the employee's file.

Timelines for Performance Management Administration

The following timelines should be adhered to when administering employee performance plans and feedback meetings:

- Performance plans should be created or updated at the beginning of each summer and at the end of the performance review period for each employee who is no longer considered probationary and is not exhibiting any performance problems. Employees in this category must also have at least one formal feedback meeting with their supervisor, or as deemed necessary by the incumbent's supervisor.
- New, probationary employees should have a performance plan created for them within their first week of employment. A formal review should be held at the end of the probationary period or earlier if the employee is exhibiting performance problems. The probationary period for camp is two weeks.
- Employees who have been promoted, have changed departments, or have had their duties or responsibilities significantly changed should have a performance plan created within the first week of their new position. A formal feedback meeting should be scheduled within the first three months so that performance and progression towards established goals and objectives may be assessed within the new role.

Kids 4 Kids Leadership Program

- Will provide a performance management process is fair and transparent.
- We will provide the tools and forms necessary to facilitate the performance management process.
- Provide training and guidance to supervisors and employees on the performance management process.

Supervisors

- Will work with their employees to ensure fair and attainable performance goals and objectives are established.
- Must create performance plans for their employees within the specified timeframes.
- Provide ongoing feedback to employees in the form of coaching and formal feedback meetings.
- Accurately report and document performance observations.
- Conduct performance reviews utilizing performance review forms and conducting review meetings.
- Will utilize the proper forms and documentation provided by Kids 4 Kids Leadership Program in order to facilitate the performance management process.
- Attend performance management training as required.

Employees

- Work with direct supervisors to provide input in the creation of individual employee performance plans and reviews.
- Complete and submit required performance review forms within the specified time period and to the appropriate party.
- Attend performance management training as required.

Grievance Process

Employees who feel they have been subject to an unfair performance review or who believe their performance plans to be out of the scope of their normal duties and responsibilities should forward a request for review to Kids 4 Kids Leadership Program's Human Resources Department.

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Upon receiving a request, the issue will be looked into and if necessary, a formal investigation will be conducted which could include a formal review of any performance management forms submitted, review of previous performance plans and reviews, interviews with the employee and the supervisor and an investigation into current and past performance.

Confidentiality

All information including performance management forms and discussions in performance management meetings will be kept strictly confidential. All forms utilized for the performance management process will be signed and kept on the employee's file.

Camp Kahuna

The camp directors will meet with each staff member to discuss their goals for the summer and strategies on how to accomplish them. Staff will be given performance reviews and be coached on how to improve in areas where improvement is needed.



Record Checks Policy

Record Checks Policy

Intent

Kids 4 Kids Leadership Program will comply with all federal and provincial legislation regarding the protection of human rights for applicants when conducting any type of record check. Kids 4 Kids Leadership Program strives to hire the most qualified individuals to fill positions that will contribute to the overall success of the organization. Record checks act as an important part of the selection process at Kids 4 Kids Leadership Program.

Definitions

Criminal Record Check - This type of check will include the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders; and
- Absolute and Conditional Discharges.

Police Record Check - This type of check includes the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders;
- Absolute and Conditional Discharges (One to three years);
- Family court restraining orders;
- Criminal charges resulting in dispositions including, but not limited to, Stayed, Withdrawn, Dismissed, and cases of not criminally responsible by reason of mental disorder as listed on local indices; and
- Police contacts including, but not limited to theft, weapons, sex offences, or violent, harmful or threatening behaviour.

Vulnerable Sector Check - The vulnerable sector screening was established to provide screening of individuals who intend on working or volunteering with the vulnerable sector. A vulnerable person is defined as all individuals who are less than 18 years of age and/or because of their age, a disability or other circumstance, whether temporary or permanent, are in a position of dependence or are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust. A vulnerable sector check will include the following information:

- Criminal convictions from the Canadian Police Information Centre, RCMP National Repository of Criminal Records and/or local police databases;
- Outstanding entries, such as charges, warrants, judicial orders, Peace Bonds, Probation and Prohibition orders;
- Absolute and Conditional Discharges;
- Family court restraining orders;
- Criminal charges resulting in dispositions including, but not limited to, Stayed, Withdrawn, Dismissed, and cases of not criminally responsible by reason of mental disorder as listed on local indices;
- Police contacts including, but not limited to theft, weapons, sex offences, or violent, harmful or threatening behaviour;
- Police contacts including, but not limited to theft, weapons, sex offences, or violent, harmful or threatening behaviour, which may or may not have involved a mental health incident where no charges were laid; and
- Pardoned criminal convictions as per the Schedule of the Criminal Records Act.

Guidelines

Bona Fide Occupational Requirement

Kids 4 Kids Leadership Program shall establish that a position has a bona fide occupational requirement where a record check serves a legitimate purpose prior to requesting a record check from any applicants.

The Supreme Court of Canada has set out a three-step test for justifying a discriminatory standard, factor, requirement or rule as a bona fide occupational requirement. In general the requirement should be:

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- For a purpose or goal that is rationally connected to performing the job;
- Adopted in the belief that it is necessary to fulfill a legitimate work-related purpose; and
- reasonably necessary to accomplish the work-related purpose.

As a result of this test, the rule or standard must be inclusive and must accommodate individual differences up to the point of undue hardship. An example of undue hardship is when the health and safety of others is put at risk.

Kids 4 Kids Leadership Program shall only request record checks should there be a legitimate purpose for the position. The type of record check which Kids 4 Kids Leadership Program shall request will be determined based on the type of position being hired for.

Before Requesting a Record Check

Kids 4 Kids Leadership Program shall only request that a candidate consent to a record check following standard hiring procedures, and after providing the candidate with a written job offer, conditional upon a satisfactory outcome. Police checks are not required from employees who are under the age of 18 years of age.

Requesting a Record Check

Should a record check be a requirement for a position, Kids 4 Kids Leadership Program will explain to the applicant what type of record check is required, and why it is needed.

Kids 4 Kids Leadership Program will carefully review all the information before making a conditional offer. When the offer is made, the individual must be asked for his/her consent where a record check is required.

Results of a Record Check

Although disqualification from Kids 4 Kids Leadership Program employment is possible, a previous conviction does not automatically disqualify an applicant from consideration for employment with Kids 4 Kids Leadership Program. Based on a variety of factors (e.g., the nature of the position, the nature of the conviction, when the conviction occurred), the candidate may retain eligibility for employment with Kids 4 Kids Leadership Program. Kids 4 Kids Leadership Program shall review the results of the record check to see if it is relevant to the job. In the event that the results of a record check are not satisfactory for the position, Kids 4 Kids Leadership Program will withdraw any conditional offers made.

If an applicant attempts to withhold information or falsify information pertaining to any previous convictions, the applicant will be disqualified from further employment consideration in any position with the company due to falsification of an application.

Kids 4 Kids Leadership Program shall ensure that all applicant information is kept confidential.



Human Rights Policy - Ontario

Human Rights Policy - Ontario

Intent

Kids 4 Kids Leadership Program is committed to providing equal treatment with respect to employment according to the protected grounds established under the Ontario Human Rights Code. Kids 4 Kids Leadership Program has adopted this policy to ensure that our employees are provided with meaningful employment that is ethical and fair, and is in compliance with all applicable employment, and human rights legislation.

Definitions

Discrimination: any form of unequal treatment based on a Code ground, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. Discrimination may take obvious forms, or it may occur in very subtle ways. In any case, even if there are many factors affecting a decision or action, if discrimination is one factor, that is a violation of this Policy.

Guidelines

Our Human Rights Policy is in place to ensure we provide a working environment for all employees that fosters openness and tolerance. This policy is intended to ensure that Kids 4 Kids Leadership Program's practices and the practices of all our employees are free from direct and indirect discrimination. Under the Human Rights Code, employers have the ultimate responsibility for ensuring a healthy and inclusive work environment, including preventing and addressing discrimination and harassment. Prohibited Grounds of Discrimination

The following is a list of the prohibited grounds of discrimination in Ontario:

- Age
- Ancestry
- Citizenship
- Colour
- Creed
- Disability (mental or physical)
- Ethnic origin
- Family status
- Gender expression
- Gender identity
- Marital status
- Place of origin
- Race/colour
- Record of offences
- Sex
- Sexual orientation

Accessibility in Employment Kids 4 Kids Leadership Program is committed to providing accessibility across all stages of the employment cycle, by removing barriers and creating a workplace that is accessible to all job candidates and employees. Any applicant to Kids 4 Kids Leadership Program that communicates the need for accommodation shall be considered in a manner that is non-discriminatory, and respectful of our human rights obligations. Accommodation

Kids 4 Kids Leadership Program will support the accommodation of employees and job applicants who require workplace accommodation under any of the grounds described in the Human Rights Code. We will work to achieve a workplace free of barriers by providing accommodation for the needs of those individuals covered by the Code, up to the point where it causes undue hardship for Kids 4 Kids Leadership Program. Every effort will be made such that the impact of accommodation will not discriminate against another group protected by the Code. Kids 4 Kids Leadership Program shall provide accommodation as appropriate, using a consultative approach that involves the company, the individual, and as appropriate, any applicable union



representatives, healthcare professionals, and other third parties that are required to assist in the accommodation process. Kids 4 Kids Leadership Program will work with the individual that requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable. Kids 4 Kids Leadership Program encourages individuals to make any needs for accommodation known to their immediate supervisor, and to work with them in addressing the issue. Accommodation may be temporary, or permanent, based on the requirements of the individual. Accommodation Plans Any employee requesting accommodation must make a request to their manager or immediate supervisor. The manager is responsible for ensuring that a written description of the accommodation plan is prepared for any employee. Kids 4 Kids Leadership Program shall create an accommodation plan and attempt to determine methods of achieving the requirements for success in the position in alternative manners. In the creation of an accommodation plan, Kids 4 Kids Leadership Program shall:

0. Identify the need for accommodation.
1. Determine objectives for performance in the role, and potential barriers.
2. Create a plan for achieving the objectives in an alternative manner.
3. Examine the options for accommodation, and select the most appropriate avenue for accommodation.
4. Implement the accommodation process.
5. Provide training as appropriate.
6. Review and revise based on feedback.

Investment in Materials

Where the accommodation required necessitates an investment in materials, equipment or increased budget for the position, requests for financing must be directed to Scott Graham.

Job Redesign

In the event that the accommodation requires a substantial change in the position, involving duties or hours, the position may be redesigned.

Complaint

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint. The complaint must be submitted to Scott Graham.

Religious Accommodation

Kids 4 Kids Leadership Program is committed to respecting the religious beliefs and practices of all employees. Kids 4 Kids Leadership Program will strive to accommodate employees who must be absent from work for all or part of a regularly scheduled working day due to a bona fide religious obligation. Kids 4 Kids Leadership Program employees who require religious accommodation are directed to provide as much advance notice as is possible, and we will strive to provide the required time off through the normal scheduling of work.

Dress Code

Kids 4 Kids Leadership Program shall strive to allow for religious accommodation where the accommodation does not conflict with established Health and Safety Policies, or where the work uniforms can be modified easily to permit the person concerned to wear the required item(s) of clothing. Clothing or gear with a health or safety rationale may constitute a reasonable occupational requirement.

Break Policy

Kids 4 Kids Leadership Program recognizes that some religions require the observation of prayer periods at specific times. While this requirement may create a conflict with standard hours of operations, Kids 4 Kids Leadership Program shall work to accommodate the employee's needs, short of undue hardship. Where possible, Kids 4 Kids Leadership Program shall allow for a modified schedule for breaks. Inability to Accommodation the event an employee cannot be accommodated in their current position it will be reasonable to accommodate an individual in another position. Management will attempt to place the employee in another available position. This may require the assistance of third parties with specialized expertise. Where an employee is placed in an alternate position, Kids 4 Kids Leadership Program shall ensure that the employee:

- Has the requisite qualifications and skill-sets necessary for success in the position;
- Is capable of performing the tasks associated with the position; and
- Agrees that the alternate work is acceptable.

In the event that the employee requesting accommodation feels that their needs have not been met in a reasonable manner, they may file a written complaint to management.



Undue Hardship

Kids 4 Kids Leadership Program shall work to provide workplace accommodation up to the point of undue hardship. Undue hardship may occur where all options have been considered and it is established that no forms of appropriate accommodation exist, or where the creation of accommodation would cause excessive costs that create undue hardship for the organization, or where the accommodation would create a health and safety hazard. Where the provision of accommodation is found to cause undue hardship on the organization, Kids 4 Kids Leadership Program shall work to find a fair and equitable compromise that meets the needs of the employee and the organization to the greatest extent possible. Reporting a Human Rights issue while Kids 4 Kids Leadership Program will ensure to adhere to following the Human Rights Code in all of its practices, it is essential that employees adhere to the Code as well. In the event that any employee feels they are being discriminated against or that the company is in violation of the Code, they may make a written complaint to (Insert Title of Appropriate Authority). The written complaint must include the following information:

- The date and time of each incident you wish to report;
- The name of the person(s) involved in the incident(s);
- The name of any person or persons who witnessed the incident(s); and
- A full description of what occurred.

Investigation

Once a written complaint has been received, Kids 4 Kids Leadership Program will complete a thorough investigation. If it is determined discrimination (or another violation of the Code) has occurred, appropriate disciplinary measures will be taken immediately. Confidentiality All records of direct and indirect discrimination and harassment, reports filed, and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law.

False or Frivolous Complaints

It is important to realize that unfounded/frivolous allegations of discrimination may cause both the accused person and the company significant damage. If it is determined by the company that any employee has knowingly made false statements regarding an allegation of discrimination, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.



Conduct

[Company Dress Code and Personal Hygiene Policy](#)

[Code of Ethics Policy](#)

[Conflict Resolution Policy](#)



Company Dress Code and Personal Hygiene Policy

Company Dress Code and Personal Hygiene Policy

Intent

Kids 4 Kids Leadership Program requires all employees to present themselves in a professional manner, with regard to attire, personal hygiene and appearance. These standards are commensurate with our organizational practices of appropriate business conduct, professionalism and dress code.

Guidelines

Hygiene Kids 4 Kids Leadership Program employees are expected to meet hygiene requirements during regular business hours for the duration of their employment. Employees must:

- Maintain personal cleanliness by bathing daily.
- Perform oral hygiene (brushing of teeth) daily.
- Use deodorant or antiperspirant to minimize body odors.
- Avoid the use of heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines, and respiratory difficulty.
- Maintain clean and trimmed fingernails (one quarter inch long or less).
- Wash hands after eating and after every use of the restrooms.

Personal Grooming

To ensure acceptable standards of personal grooming are met, and that health and safety standards are maintained:

- Clothing must be clean, pressed, in good condition, and fit appropriately.
- Employees must maintain neat and well-groomed hair (including, if applicable, sideburns, moustaches, and beards).
- Make-up must be moderate.
- Jewelry must be limited and no dangling or large hoop jewelry that may create a safety hazard to self or others may be worn.
- Body piercings must be limited.
- Tattoos that are perceived as offensive, hostile, or that diminish the effectiveness of the employee's professionalism must be covered, and not visible to staff, customers, or visitors.

Business Attire

- Any Kids 4 Kids Leadership Program staff member who maintains regular, in-person contact with customers will be required to wear their camp staff shirt.

Inappropriate Attire - The following items are not permitted in any area during normal working hours:

- Pants that expose the midriff, underwear, or leggings;
- Low-cut tops;
- Halter tops;
- Spaghetti strap tops;
- Tops that expose the midriff or underwear;
- Any form of clothing that is mesh, sheer, see-through, or otherwise revealing;
- Any form of clothing that is generally offensive, controversial, disruptive or otherwise distracting;
- Any form of clothing that is overtly commercial, contains political, personal or offensive messages;
- Daisy Duke shorts;
- Plastic flip-flops or sandals; and



- Beach footwear.

Personal Protective Equipment

- Personal protective safety equipment must be worn at all times in areas where such equipment is required.

Clarification

- Every Kids 4 Kids Leadership Program employee is responsible for exercising sound judgment and common sense for their attire at all times. If an employee is deemed to be wearing inappropriate attire, their manager is responsible for coaching the employee accordingly.
- Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions about these guidelines or a particular business areas dress requirement, contact your manager.

Compliance

- Departure from appropriate grooming, hygiene, and attire standards will result in employee counselling and may result in disciplinary action up to and including termination of employment.
- Personal appearance standards may be reviewed periodically and updated as deemed necessary.

Exceptions

- Employees may ask for exemptions to this policy based on one or more prohibited grounds of discrimination as defined in the human rights legislation or for accommodation reasons in accordance with applicable legislation.
- Kids 4 Kids Leadership Program will evaluate requests for exceptions to this policy on a case-by-case basis and will make the appropriate exceptions where a valid need exists.
- Employees will be notified of the approval or denial of their request, and if necessary, will be provided guidance on how Kids 4 Kids Leadership Program's dress code standards will be applied to them.



Code of Ethics Policy

Code of Ethics Policy

Intent

Kids 4 Kids Leadership Program is committed to conducting business openly and ethically. We accomplish this by creating a workplace built on the strength of trust, accountability, and integrity in all our business practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting and actively participating in the process.

Guidelines

At Kids 4 Kids Leadership Program, we strive to protect all of our employees, vendors, customers, and the company itself from any illegal or damaging actions committed by individuals either knowingly or unknowingly.

The company will not tolerate any wrongdoing or impropriety, and will immediately take appropriate disciplinary action to correct the problem.

Expectations

Management and Executives

All managers and executives at Kids 4 Kids Leadership Program will:

- Set a prime example, demonstrating honesty and integrity in their actions and behaviours at all times;
- Maintain an open-door policy that allows for free discussion of suggestions and concerns from employees;
- Report any conflicts of interest, as defined in the company conflict of interest policy, regarding their position at Kids 4 Kids Leadership Program; and
- Report any suspected violations of company policy.

Employees

All employees at Kids 4 Kids Leadership Program will:

- Demonstrate a workplace built on trust, accountability, and openness both individually and collectively;
- Disclose any conflicts of interest, as defined in the company conflict of interest policy, regarding their position at Kids 4 Kids Leadership Program; and
- Report any suspected violations of company policy.

*Retaliation against employees who use reporting mechanisms to raise genuine concerns will not be tolerated.

Unethical Behaviour

- Kids 4 Kids Leadership Program will not be party to the intent or appearance of unethical or compromising practices in its business relationships.
- Violence, harassment, or discrimination will not be tolerated.
- Improper use of company trade secrets (as outlined in the confidentiality agreement) will not be tolerated.
- Employees shall not use corporate assets or business relationships for personal use or gain.

Violations

If an employee violates this policy, Kids 4 Kids Leadership Program will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment.

Some violations may indelibly harm our business. In this case, we may pursue punitive measures, including legal action.



Conflict Resolution Policy

Conflict Resolution Policy

Intent

Kids 4 Kids Leadership Program is committed to providing a workplace free of conflict, where employees are treated with fairness, dignity and respect. Kids 4 Kids Leadership Program has instituted this policy to provide employees with an outlet to raise concerns regarding any conflict in the workplace or dissatisfaction with respect to issues related to their employment in an open and fair manner with provisions made to ensure their prompt and reasonable resolution. Under no circumstance should any employee fear discrimination or reprisal in the workplace as a result of the filing of a complaint.

Guidelines

Conflicts

The following conflicts should be reported, and Kids 4 Kids Leadership Program shall strive to address them with reasonable resolutions.

- Disputes with co-workers or managerial staff with unwanted, and unresolved consequences.
- Perceived unfair or inequitable treatment.
- Harassment whether sexual, discriminatory, or personal in nature.
- Abuse of authority.
- Administration of company policies.

Conflict Reporting Procedure

Discussion

- Employees are encouraged to discuss the unwanted behaviour or actions with the offending party as the situation dictates.
- Under ideal circumstances, the two parties shall reach a reasonable resolution without the necessity of the filing of a formal complaint.
- In the event that a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint may be filed.

Reporting

- Complainants should record the details of the unwanted circumstance(s), the names of any applicable witnesses, and any attempts made to resolve the issue heretofore.
- Formal complaints stemming from unresolved employee or managerial conflicts shall be submitted in writing with any pertinent documentation, to either a camp director or Scott Graham, owner.
- Formal complaints shall be reviewed and investigated.
- Formal complaints must be submitted within 14 days from the date of the alleged incident(s).
- In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality between the complainant and the responder (manager / HR). For investigative purposes, the offending party may be notified.
- Anonymous complaints shall not be reviewed.

Employee Expectations

Employees

- Employees are required to fully comply with the Conflict Resolution Policy.
- Shall be treated fairly throughout the process, as either a complainant, or alleged offending party.
- Shall be responsible for maintaining confidentiality regarding their involvement, and the complaint itself.
- Shall co-operate with any investigations in relation to complaints.

Management / Human Resources



- Management and Human Resources shall be responsible for enacting preventative measures to ensure a workplace that is free from harassment, and for the communication of policy and procedures contained herein.
- Management and Human Resources shall receive and address properly filed complaints in an appropriate fashion.
- In the event that the complainant and the offending party are engaged in a subordinate-supervisor relationship, they may be physically removed from each other on a temporary basis, and may require a change in their reporting relationship.
- Investigate, or co-investigate any complaints, claims and documentation therein.
- Attempt to reach a reasonable resolution to the conflict.
- Inform the complainant and the offending party of possible resolutions available.

Resolutions

- If an apology is made by the offending party, and the complainant accepts the apology, this may be viewed as a reasonable resolution.
- All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties involvement.

Where the complaint is substantiated:

In the event that a complaint is substantiated and a reasonable solution to halt the unwanted behaviour or action through mediation is not possible, the following actions shall be taken for the offending party:

- Written warning/reprimand.
- Transfer or demotion, and in some instances both a transfer and a demotion.
- Education and training.
- Suspension.
- Termination of Employment.

Where the complaint is not substantiated:

In the event that a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed with the rationale used. The complainant shall be notified first.

Both parties should be reminded that an unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretences.

A complainant may request that the investigation be re-opened in the event that pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

Records

Kids 4 Kids Leadership Program shall keep on file all formal complaints, and the accompanying documentation, and the findings of any investigation.

Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

False or Frivolous Complaints

- Employees should be cognizant of the fact that a formal complaint against another employee is a serious allegation with repercussions.
- Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has been falsified, the complainant or witness may be subject to disciplinary measures up to and including termination of employment.



Compensation and Benefits

[Hours of Work Policy - Ontario](#)
[Absenteeism and Attendance Policy](#)



Hours of Work Policy - Ontario

Hours of Work Policy - Ontario

Note: This document has been updated to be compliant with changes to Ontario's Employment Standards Act, 2000 resulting from Bill 47, in force January 1, 2019.

Intent

Kids 4 Kids Leadership Program believes it is important to establish work hours to set clear expectations and consistent administration of working hours. Hours of work are important to ensure that employees are paid properly, entitlements are calculated accurately, and work is done consistently. This policy addresses the company's expectations around when work will be completed by employees.

Guidelines

Hours of Operation

Full-Time Employees

At Kids 4 Kids Leadership Program, a regular workweek is 42.5 hours. Hours of work for all full-time employees will be 8.5 hours per day, Monday to Friday, from 8:00 a.m. to 4:30 p.m. Staff are responsible to supervise their campers from the time they get to camp, to the time they leave. They are able to recharge during snack and lunch breaks and during instructional times and performances.

The Rate of Pay

Summer camp is a casual, seasonal position. Senior staff earn \$16.25 per hour. Staff who act as lifeguards will earn \$16.75 for the hours they work at the pool. Directors are paid a fixed salary for the months of July and August.

Civic Holidays

Regular rates apply to civic holidays. Summer camps are exempt at paying a higher rate on these holidays.

Staff Training

Staff will receive a stipend of \$50 to attend staff training and camp load-in days.

Camp Kahuna Sleep-away Camps

Senior staff receive a stipend of \$550 for their work at the week-long sleep-away camp. Half-week sleep away camps are: \$300.00. Director's salaries include their work at the sleep-away camp.

Breaks and Rest Periods

Kids 4 Kids Leadership Program pays their employees for the time they are at camp and will give staff breaks if needed and or requested. It is not always possible for staff to leave their campers. Natural breaks occur throughout the day: lunch, snacks, instruction, performances.

The company will maintain a record of hours worked and schedules in accordance with the ESA.

Office Closure

Kids 4 Kids Leadership Program offices may be closed under special circumstances, such as:

- Extreme weather conditions (for example, rain); or
- Unforeseen circumstances (for example, COVID outbreak, government closures).

The decision to close the office shall be at the discretion of the Scott Graham, the camp directors and Camp Sidrabene and in such cases notification will be provided to all employees by e-mail or phone call. Notice will also be posted on the company website to advise employees and clients of the closure and anticipated return to business.

If camp is closed because of a government closure all staff will be placed on a leave until business can be opened. Staff is paid for the days camp is open and for the weeks the employee is scheduled.



Absenteeism and Attendance Policy

Absenteeism and Attendance Policy

Absenteeism and Attendance Policy

Intent

The purpose of this policy is to establish for each employee the requirement that they work all scheduled hours as deemed necessary by their position. Kids 4 Kids Leadership Program places a high value on attendance and punctuality, and expects all employees to arrive at work at the scheduled time of day on each work day and to properly use time-in and time-out procedures. Regular attendance and consistent punctuality are critical to the goals, objectives, effectiveness, and standards of Kids 4 Kids Leadership Program and its business operations and are a condition of continued employment.

Guidelines

Attendance

- Each employee is responsible for notifying their supervisor of absences for each day when an absence occurs, regardless of cause. Each employee is also responsible for reporting when they are likely to return to work. Absences without excuse will not be tolerated and are subject to progressive disciplinary action.
- Failure to provide required notification of any absence whatsoever may result in disciplinary action.
- Employees are not entitled to any sick days during the summer however Kids 4 Kids will pay an employee for one sick day per camp season.
- If an employee fails to report to work and does not communicate with the company during their absence, Kids 4 Kids Leadership Program may deem that the employee has abandoned their position.
- Any employee who has a consistent unexcused absence after an authorized leave may be considered as having abandoned and resigned their position.
- Any employee who has been absent due to illness or injury for more than 5 days per camp season shall have their attendance record reviewed; they may be required to submit a physician's note or other medical evidence in order to obtain additional sick days for that year.
- Unacceptable attendance includes (but is not limited to) unexcused or persistent early departure during scheduled working hours, abuse of established sick leave benefits, or tardiness. Violations of this nature may be subject to disciplinary action.
- Unexcused or unauthorized absences may result in the employee forfeiting their pay for the duration of the absence.
- An employee must be at camp by 7:50 a.m. and can leave at 4:30 pm or when supervision is no longer required.



Health and Safety

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[Workplace Violence, Harassment, and Sexual Harassment Policy - Ontario](#)

[Workplace Hazardous Materials Information System \(WHMIS\) 2015 Compliance Policy \(GHS\)](#)

[Workplace Hazard Identification Policy](#)

[Reporting Workplace Injuries Policy - Ontario](#)

[Workplace Accident Investigation Policy - Ontario](#)

[Right to Refuse Unsafe Work Policy - Ontario](#)



COVID 19 CAMP PROTOCOLS

COVID 19 CAMP PROTOCOLS

HEALTH & SAFETY PROTOCOLS

OUR FACILITY: We take the health and safety of our campers seriously. We follow the health and safety policies mandated by the government and will add additional policies to ensure our camper's safety.

SETTING UP CAMP

- COVID RAPID Antigen screening test provided by the Eurofin Company
- We have fastened hand washing dispensers to trees at each of our cohort sites, that are easily accessible by campers.
- We have secured three ports-potties from Chantler's Environmental Service that have sinks with running water and soap dispensers.
- Camp Kahuna has purchased a fogger that dispenses a chemical that kills 99% of all bacteria and virus.
- Camp Kahuna has purchases PPE: anti-bacteria soap, masks, hand sanitizer, and anti-bacteria cleaner.
- We have purchased hand washing stations.
- Staff is trained on COVID-19 protocols and policies.

OUR PROCESS

STAFF:

- Staff will do a COVID self-check each morning. The results will be documented.
- Each staff member will have their temperature taken each morning.
- If a staff is feeling ill before or during camp, they will either not be permitted to attend camp or be sent home.
- If a staff member has been around anyone who has COVID, they are not permitted to attend camp and must stay at home for the predetermined time period.

CAMPERS:

- Campers will be required to do a COVID self-check before each day at camp.
- If a camper is feeling ill before or during camp, they will either not be permitted to attend camp or be sent home. A RAPID ANTIGEN COVID TEST will be administered to determine if the camper needs to get a COVID test.
- If a camper has been around anyone who has COVID, they are not permitted to attend camp and must stay at home for the predetermined time period.

DROP OFF & PICK UP: When parents drop off or picks up their children at camp, they will meet our staff in the camp parking lot and check their child into camp. Parents are to drop their kids off at the drop off zone and leave camp immediately. We do not want parents staying around to socialize. We want to keep the traffic moving and avoid large gatherings.

SOCIAL COHORTS: We have one hundred campers each week at our day camps. We divide this group into two camps that operate on two sides of the camp property. When campers arrive, they will be checked in and go immediately to their group cohort. Once the cohort is full the counselor will take their group to their camp site. The number of campers in each cohort is predetermined by the Ontario Government mandate.

CAMPSITE: Each cohort will have their own base that is socially distanced from other cohorts.

MASKS: We will follow the directive from Health Canada regarding masks. Each camper will be provided with a Kahuna buff, which can be used as a mask, and be used if the camper cannot maintain social distance.

SWIMMING: Each cohort will have an opportunity to use the camp pool, water mushroom and creek. Every camper must take a swim test before swimming. Children under the age of seven years old must wear a lifejacket or floatation device.

CAMP TOILETS: Three toilets will be available at our campsite that will have sinks with running water, anti-bacterial soap and paper towels.

CLEANING OF THE TOILETS: The toilets will be professionally emptied and cleaned once a week by Chantler's Environmental Service. The bathrooms will also be wiped down at the beginning and end of the camp day and at mid-morning. Scott Graham and the camp directors will be responsible for ensuring this is done.

KIDS 4 KIDS LEADERSHIP PROGRAM



Each toilet will have anti-bacteria soap and paper towels. We will also spray the bathrooms each morning with a fogger that dispenses a product that kills 99% of viruses and bacteria.

WASHING STATIONS: We will set up washing stations in the tent areas. These washing stations will have water, anti-bacterial, and paper towels.

HYGIENE: Children will wash their hands before eating snacks or lunch. This will be a learning opportunity. We will teach children the importance of washing their hands before eating after they have gone to the washroom and throughout the day. Children will also wash their hands before using the camp sports equipment.

UNDER THE TENT: Staff will disinfect the camp tables, benches, and surfaces at camp each morning before camp begins. This will be completed by Scott Graham, Connor Parkin, Joe McNamara, or a staff member assigned by the directors. Tables will be sprayed with the fogger that dispenses a virus and bacteria solution.

SICK CAMPERS:

Campers who show signs of sickness while at camp will be:

- Separated from camp by Katie Harper or one of the camp directors.
- Campers will be brought to the parking lot where they will wait for pick up.
- Parents will be contacted immediately.
- Camper will have a Covid Antigen Rapid Test completed.
- Katie or the camp directors will adhere to the social distancing policy, wear protective PPE and wash their hands after the child has left camp.
- Incident will be documented. Ministry of Health, Halton Health and the Camp Sidrabene supervisor will be contacted if the camper is diagnosed with COVID.
- Camp directors will follow up with child's family after the camp day is finished.
- Camper must get a COVID test before returning to camp if Rapid Test is positive.

CAMP KAHUNA SLEEP-AWAY CAMP

- The protocols listed above will be followed at the Camp Kahuna Sleep-Away Camp.
- All hard services at Camp Kahuna will be cleaned by our cleaning crew with anti-bacterial cleaner. They will also use a fogger in rooms where children congregate. This includes and is not limited to; the dining hall, all sleeping areas, the kitchen, nurse's station and bathrooms.



Pandemic Planning Policy - Includes Staff

Pandemic Planning Policy - Includes Staff

Influenza Pandemic Planning Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure the ongoing health and safety of our employees, and to ensure business continuity in the event of an influenza pandemic.

Pandemic Periods and Phases

For help with response planning at Kids 4 Kids Leadership Program, please refer to the table of pandemic periods and phases (Table 1). These guidelines have been sourced from the World Health Organization (WHO).

Table 1- Pandemic Periods and Phases

Period

Description

Inter-pandemic Phase

Time between pandemics

Level 1 - Alert

New virus has been identified in humans. Increased vigilance is required

Level 2 - Pandemic

Global spread of human influenza

Level 3 - Transition

Global risk has reduced. Movement towards recovery actions

Post-pandemic Period

Return to inter-pandemic period

Suggested Actions

Inter-pandemic Phase

- Review existing business continuity plans and/or develop pandemic-specific procedures as appropriate.
- Identify ways to promote prevention and identify ways to minimize staff, customer and visitor exposure and illness.
- Consider how essential messages can be communicated across {Kids 4 Kids Leadership Program}.
- Establish mechanisms for alerting staff to a change in pandemic status.
- Establish procedures and triggers for escalating a response.

Alert Phase

- Inform staff of the change in pandemic status.
- Activate illness minimization and prevention plans/activities.
- Initiate pandemic information communication.
- Review and update business continuity plans.

Pandemic Phase

- Inform staff of the change in pandemic status.
- Take necessary actions to minimize the introduction and/or spread of influenza.
- Initiate essential business continuity measures where needed, and review and implement emergency-management process.



- Review impact assessment, updating as needed.
- Identify specific action required and set response objective.
- Determine any work activities or departments where work can be performed from home, or where the office can be temporarily closed.
- Maintain strong lines of communications with staff to promote confidence in the workplace response activities.
- Use the established process for staff members who are not, or are no longer sick, to return to work.

Post-pandemic Period

- Review and update risk and impact assessments.
- Establish criteria and process for agreeing to return to business normal.
- Activate process for communicating business-normal status to staff, customers, and visitors.
- Manage return to business-normal status.
- Activate debrief process(es).
- Update pandemic plans as appropriate.
- Update Emergency Response Plan and various business-continuity plans as appropriate.

Action Plan for Maintaining Essential Service/Activity

An action plan for each essential service/activity should be documented during the planning process.

The Kids 4 Kids Leadership Program action plan shall include the following:

1. Essential services and/or activities that must be performed to ensure the ongoing success of the organization.
2. Identification of key staff members needed to perform essential services / activities and implement the action plan.
3. Triggers for activating the Pandemic Planning business continuity plan.
4. Identify employees that possess varied skill-sets and will be able to perform a variety of duties where needed.
5. A planned strategy for communicating with staff, business partners and customers/community.
6. Employee absence management procedures.
7. Business reporting requirements.
8. An identified chain of command for decision making processes.
9. Contact information for staff members.

Employee Absence Due to Pandemic Influenza

Kids 4 Kids Leadership Program recognizes that in the event of a federally, provincially or locally declared Influenza Pandemic, the current sick leave policy may not address the needs of Kids 4 Kids employees.

It is imperative that a staff member who has been diagnosed with Pandemic Influenza, or has been exposed to Pandemic Influenza because a member of their household has been diagnosed with Pandemic Influenza, stay at home rather than come to work and potentially infect other staff members.

1. Kids 4 Kids Leadership Program shall provide a week of paid sick leave for staff members diagnosed with Pandemic Influenza.
2. Staff members that require sick leave in excess of 5 consecutive days will be placed on a leave of absence without pay. Their position will be held for them and will be welcomed back to camp once they are fit to do so.



Pandemic Chronology Template

Pandemic Chronology Template

Pandemic Chronology Template

The Pandemic Chronology Template is designed to assist with organizational pandemic planning. This template provides a set of operational initiatives that should be undertaken as part of a progressive pandemic planning policy.

Awareness

Education

Surveillance

Infection Control

Health Concerns

Continuity of Operations

Communication

Collaboration

Mitigation/ Prevention

Stage 1

- Begin awareness building/education process
- Identify individuals to educate staff about
 - o pandemic flu,
 - o personal hygiene, and
 - o local plans
- Identify information to be translated; identify translators; create templates
- Set up system for surveillance of incidence of disease including procedures, templates for reporting and communication with agencies and community
- Orient staff re: symptoms and intended surveillance procedures
- Track the number of staff absent daily
- Report numbers absent to appropriate Department of Health office if over 10% or when requested
- Identify individual(s) to ensure the company has adequate supplies for good personal hygiene
- Distribute & display posters, etc. re: good personal hygiene
- Conduct instruction on good personal hygiene practices
- Identify & assess resources to provide for physical and mental health needs
- Plan for provision of additional resources as needed
- Review policies & procedures re: emergency response, communicable diseases, etc. to determine the need for revision
- Explore alternate scheduling options, etc. for continuity of operations with reduced staffing, vendor/supply interruptions, etc.
- Assess potential financial impact
- Determine current policies/ procedures that may be impacted (leave, absences, payroll, etc.)
- Identify committee (including community agencies) to develop pandemic plan
- Develop communication plans (e.g. closures, schedule changes, bussing)
- Ensure collaboration with appropriate local EMA and DOH agencies

KIDS 4 KIDS LEADERSHIP PROGRAM



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- Establish Incident Command structure including back-up plans/systems/chain of command

Preparedness

Stage 2

- Identify & pre-screen health & grief service providers
- Develop template letters, forms, etc.
- Continue to educate staff
- Provide training for post-trauma support
- Track the number of staff absent daily
- Report numbers absent to appropriate Department of Health office if over 10% or when requested
- Review policies and procedures for sending ill staff home; modify as needed
- Identify & assess resources to provide for physical and mental health needs
- Plan for provision of additional resources as needed
- Begin Admin monitoring of conditions and LEA readiness
- Review pandemic flu plan in anticipation of implementation; revise as needed
- Define critical operations, minimum staffing (& skills), cross-training
- Identify/review procedures for communication with staff
- Develop procedures for communication with DOH

Response

Stage 3

- Finalize and initiate communication to families (including in appropriate home languages)
- Keep staff informed on the extent of infection at company and potential changes
- Track the number of staff absent daily
- Report numbers absent to appropriate Department of Health office if over 10% or when requested
- Monitor the effects of cumulative stress on remaining staff
- Implement policies and procedures for sending ill staff home
- Implement social distancing, isolation, quarantine, etc. as indicated
- Cancel work/events as appropriate
- Utilize resources to provide for physical and mental health needs
- Arrange for provision of additional resources as needed
- Conduct debriefings re: lessons learned
- Document critical actions taken
- Closings as needed, directed by authorized personnel
- Implement all interagency agreements and procedures for pandemic conditions
- Implement procedures for communication with DOH

Recovery

Stage 4

- Provide training for post-trauma support
- Inform staff re: extent of pandemic flu in community; activities that may assist staff; signs & symptoms to observe; safe room function; counseling support services available to staff

KIDS 4 KIDS LEADERSHIP PROGRAM



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- Provide educational materials to staff such as: how to support a recovery from pandemic flu, common symptoms of grief & loss; coping with stress, etc.
 - Identify families and staff who may be in need of (physical and/or mental health) support and develop/arrange resources in response
 - Monitor the effects of cumulative stress on staff
 - Return to Mitigation/Prevention procedures and activities
 - Provide physical assessments as needed and/or make appropriate community health referrals
 - Plan for and provide rest as needed for those in recovery
 - Establish "safe spaces" as location for staff counseling and support
 - Provide counseling and support services
 - Engage EAP processes as appropriate
 - Modify work roles and responsibilities or add volunteer or support staff as needed
 - Follow-up debriefings with crisis response team
 - Document lessons learned
 - Follow-up with staff referrals to community agencies



Pandemic Influenza Preparedness Communication Letter

Pandemic Influenza Preparedness Communication Letter

Pandemic Influenza Preparedness Communication

As you are undoubtedly aware, there have been a number of public health warnings regarding COVID-19. Please be advised that Kids 4 Kids Leadership Program is taking all reasonable precautions to ensure the ongoing health and safety of our employees.

In an effort to keep our workplace healthy, we ask that all employees follow these precautionary measures:

1. Hand Washing - In accordance with the {Kids 4 Kids Leadership Program} hand-washing policy, we ask that employees regularly wash their hands often with soap and warm water for at least 15 seconds, or use an alcohol-based hand-sanitizer. Be sure to clean your hands after sneezing or coughing and after touching surfaces others may have touched.
2. Coughing and Sneezing - Please cough or sneeze into a tissue or your upper sleeve, and not your hands. Dispose of used tissues immediately.
3. Keep Shared Surface Areas Clean - Doorknobs, light switches, telephones, keyboards and other surfaces can become contaminated with all kinds of bacteria and viruses. Regular cleaning and disinfecting of these surfaces can help.
4. Stay at Home when Sick - It is imperative that a staff member who has been diagnosed with Pandemic Influenza, or has been exposed to Pandemic Influenza because a member of their household has been diagnosed with Pandemic Influenza, stay at home rather than come to work and potentially infect other staff members.
5. Review the Kids 4 Kids Leadership Program Pandemic Influenza Policy - Be aware that Kids 4 Kids Leadership Program has temporarily adopted this policy to manage employee absences caused by pandemic influenza. Major points covered in the policy include:
 - Staff members will be granted a one week paid sick leave if they or their household are diagnosed with Pandemic Influenza.

We thank you for your cooperation! If you have any questions or concerns, please contact Scott Graham for more information on Kids 4 Kids Leadership Program pandemic planning initiatives.



Hand Washing Policy

Hand Washing Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure that all reasonable measures are taken to prevent the spread of bacteria and diseases within the workplace, and to ensure the ongoing health and safety of our staff, clients, and visitors.

Guidelines

All employees shall practice hand hygiene before any contact with clients or visitors (even if gloves are worn). All employees must wash, rinse, and dry their hands or apply an alcohol hand rub before beginning work, after using the rest room, and before leaving work. For routine hand washing, use the liquid lotion soap located in the dispensers. Use antiseptic (antimicrobial) hand washing products or alcohol hand rub for hand hygiene before any expected contact with clients or visitors. Perform hand hygiene after contact with clients or their environment. Employees may use an alcohol hand rub for hand hygiene in place of an antimicrobial soap hand-wash. Grossly contaminated hands must be washed with lotion soap with an alcohol hand rub. Gloves must be worn when there is exposure to blood, excretions, or any other body fluids or when secretions are likely to occur when working.

Routine Hand Washing Procedure

All employees of Kids 4 Kids Leadership Program must follow the outlined techniques for washing hands to perform their work duties and before any contact with clients and visitors:

- Use warm water to wet the hands;
- Apply lotion soap;
- Work up a good lather and rub hands palm to palm and in between and around fingers;
- Apply with vigorous contact on all surfaces of the hands (back of hands, fingertips, and each thumb);
- Wash hands for at least 15 seconds;
- Rinse thoroughly under running water and avoid splashing;
- Keep hands down so that runoff will go into the sink and not down the arm;
- Dry hands well with paper towels and use the paper towels to turn off the faucet; and
- discard the paper towels into the appropriate container.

Hand Antiseptics

For hand washing, employees may substitute an antimicrobial soap for lotion soap. Furthermore, an alcohol hand rub may be substituted for an antimicrobial soap. All employees must use the following technique for an alcohol hand rub:

- If hands are visibly soiled, wash hands with lotion soap before applying alcohol hand rub.
- Apply enough alcohol hand rub to cover the entire surface of hands and fingers.
- Rub the solution vigorously into hands until dry.
- The use of alcohol hand rubs may result in a sticky residue on the hands. Wash with lotion soap periodically to remove the hand rub residue.

Fingernails

Kids 4 Kids Leadership Program employees must maintain their fingernails so that the tips of the nails do not extend past the fingertips and the nail surface remains smooth. Artificial nails and wraps or acrylic overlays are not permitted. Nail polish must not be chipped or cracked.

Allergies

Allergic contact dermatitis may be associated with hand hygiene products. Reactions to products applied to the skin may present as delayed reactions or less commonly as immediate reactions. If a Kids 4 Kids Leadership Program employee suspects allergic contact dermatitis, they will be instructed to go to the (Insert healthcare centre) for assessment. If allergic contact dermatitis is diagnosed by a (Insert medical practitioner or healthcare provider), the employee will be provided with an alternative hand hygiene product to perform their job safely.

Monitoring

KIDS 4 KIDS LEADERSHIP PROGRAM



Kids 4 Kids Leadership Program will enforce this policy through the use of managerial supervision and spot-checks. If an employee witnesses a violation of this policy, they must direct the violator to complete the required hand washing procedures as outlined. If the violator refuses this direction or continues in their work, the employee should inform their supervisor as soon as possible.



Porta-Potties

Porta-Potties

Kids 4 Kids Leadership uses two to three portages-potties. They will be cleaned each morning by the Kids 4 Kids cleaning staff. This involves wiping all hard services and making sure there is toilet paper and sanitizer available in each unit. The units will be professional cleaned by Chantler's Environmental Services every Monday. The toilets will be emptied and the units cleaned and stocked with toilet paper and hand sanitizer by Chantler's.

The porta-potties will also be sprayed with a fogger that dispenses an anti-bacterial mist, which kills 99% of all bacteria and viruses.

Safe Behaviour Management & Special Needs

Safe Behaviour Management & Special Needs

Kids 4 Kids Leadership Programs treat all children with respect. If a child is in crisis and unable to manage their behaviour, our staff will address the child's needs in a non-intrusive manner.

Education Act and Regulations:

- Duty of camp staff to maintain order, discipline and safety
- Mitigating factors must be considered before disciplining campers
- The use of discretion is stressed in the exercise of discipline
- Discipline of campers must follow the principles of progressive discipline
- Camp staff must report in writing to the camp directors any camper's behaviour that could lead to suspension or expulsion
- Camp staff must respond to all disrespectful and inappropriate camper behaviour provided it is safe to do so

The Ontario Human Rights Code/Commission (OHRC)

- Important to gathering complete information to determine if behaviour is related to mitigating factors
- Mitigating factors include behaviour that is related to disabilities, discrimination and harassment and include:
 1. The nature of the student
 2. The history of the student
 3. The nature of the incident

Camp staff must ensure that program accommodations and discipline are appropriate

The Child & Family Services Act (CFSA)

Provides reference protocols for physical restraints

Physical restraint...

- may only be carried out if there is a clear and imminent risk that the camper will physically injure self/others
- may never be used as punishment
- may only be used if less intrusive techniques are or would be ineffective
- must be carried out using the least amount of force that is necessary
- must be stopped upon the earlier of the following:
 - there is no longer an imminent risk of injury to self/others
 - there is a risk that the restraint itself will endanger the student
- During the restraint, the camper's condition must be continually monitored
- "Planned" physical restraint may only be carried out by staff members who have received approved training and only approved techniques may be used
- Debriefing of staff must follow the use of physical restraint

Criminal Code of Canada

- Camp staff in place of parents or directors are protected if they have no option but to use reasonable force with a camper where an imminent risk of injury to the child or other is present
- Any force used will seek to neither harm nor degrade the child nor her used to punish the child
- This applies whether the staff member is trained (as in cases of planned restraint) or untrained (as in cases of unexpected risk of injury)



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- The test is whether the circumstances were appropriate, whether the force used was reasonable and whether the intent of the use of force waste avoid harm or injury

Progressive Discipline

- Verbal warning by group leader
- Short Time Out
- Verbal warning/coaching by director
- A conversation with parent(s)
- Suspension from camp - half to full day
- Expulsion from camp

Special Needs Campers

Kids 4 Kids Leadership welcomes all children. We do not offer not to one supervision, so children need to have the independence needed to be successful at camp. We will provide the accommodations needed and when possible, to ensure the success of the child.

The accommodations can be and are not limited to extra time transitioning from one activity to another, extra supervision, assistance during mealtimes or at the pool, pairing the child up with another camper or LIT for assistance.

We want all children to experience camp and be successful.



Substance Abuse {Drug and Alcohol} Policy

Substance Abuse Policy (Drug and Alcohol)

Note: This policy has been updated to reflect changes to the Cannabis Regulations under the Cannabis Act, which came into force October 17, 2019.

Intent

Kids 4 Kids Leadership Program is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Definitions

Drug: Any substance which can change or adversely affect the way a person thinks or feels, whether obtained legally or illegally. This could include recreational cannabis (in any form), cocaine, opiates, and amphetamines.

Drug paraphernalia: Material or equipment used or intended for use in injecting, ingesting, inhaling, or otherwise introducing a drug, illegal or controlled, into the human body.

Medication: Includes a drug obtained legally, either over the counter or through a prescription issued by an authorized medical practitioner. For this policy, medications of concern are those that inhibit a worker's ability to perform their job safely and productively.

Alcohol: Any beverage containing any quantity of alcohol, including, beer, wine, and distilled spirits.

Guidelines

Employees under the influence of drugs or alcohol on the job can pose serious health and safety risks to both themselves and their fellow employees. To help ensure a safe and healthy workplace, Kids 4 Kids Leadership Program reserves the right to prohibit certain items and substances from being brought on to or present on company premises.

Expectations

The following expectations apply to employees and management alike while conducting work on behalf of the company, whether on or off company property:

- Employees are expected to arrive to work fit for duty and able to perform their duties safely and to standard;
- Employees must remain fit for duty for the duration of their shift;
- Use, possession, distribution, or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited;
- Employees are prohibited from reporting to work while under the influence of recreational cannabis (whether ingested or used topically) and any other non-prescribed substances;
- Use and possession of medically prescribed drugs is permitted during working hours, subject to the terms and conditions of the company's policies and all applicable legislation;
- Employees on medically approved medication must communicate to management any potential risk, limitation, or restriction requiring modification of duties or temporary reassignment; and
- Employees are expected to abide by all governing legislation pertaining to the possession and use of cannabis.

Roles and Responsibilities

Kids 4 Kids Leadership Program will:

- Clearly communicate expectations surrounding alcohol and drug use, misuse, and abuse;
- Maintain a program of employee health and awareness;
- Provide a safe work environment; and
- Review and update this policy regularly.

Management will:

- Identify any situations that may cause concern regarding an employee's ability to safely perform their job functions;
- Ensure that any employee who asks for help due to a drug or alcohol dependency is provided with the appropriate support (including accommodation) and is not disciplined for doing so; and



- Maintain confidentiality and employee privacy.

Employees must:

- Abide by the provisions of this policy and be aware of their responsibilities under it;
- Arrive to work fit for duty, and remain so for the duration of their shift;
- Perform work safely in accordance with established safe work practices;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on company property and during working hours (even if off company property);
- When off duty, refuse a request to come into work if unfit for duty;
- Report limitations and required modifications as a result of prescription medication;
- Report unfit co-workers to management;
- Seek advice and appropriate treatment, where required;
- Communicate dependency or emerging dependency to management or human resources; and
- Follow the after-care program, where established.

Suspicion of Impairment

The following procedure may be enacted if there is reasonable belief that an employee is impaired at work:

0. If possible, the employee's manager or supervisor will first seek another manager's or supervisor's opinion to confirm the suspicion of impairment.
1. Next, the manager or supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. Suspicions of an employee's ability to function safely may be based on specific personal observations. If the employee exhibits unusual behaviour including but not limited to slurred speech, difficulty with balance, watery or red eyes, or dilated pupils, or if there is an odor of alcohol, the employee should not be permitted to return to their assigned duties in order to ensure their safety and the safety of other employees or visitors to the workplace.
2. If an employee is considered impaired and deemed "unfit for work," this decision is made based on the best judgement of two members of management and DOES NOT require a breathalyser or blood test. The employee may be advised that Kids 4 Kids Leadership Program has arranged a taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The employee may be accompanied by a manager or supervisor or another employee if necessary.
3. An impaired employee will not be allowed to drive. The employee should be advised if they choose to refuse employer-organized transportation and decide to drive their personal vehicle, the company is obligated to and will contact the police to make them aware of the situation.
4. A meeting may be scheduled for the following work day to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

Possession at Work

Possession of alcohol, drugs, and drug paraphernalia on company property is prohibited. Company property encompasses all company owned or leased property used by employees, including without limitation parking lots, vehicles, lockers, desks, and closets.

Possession of alcohol, drugs, and drug paraphernalia is also prohibited while employees are acting on behalf of the organization off of company premises. This includes attending events as a company representative.

Substance Dependency

Kids 4 Kids Leadership Program understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. Employees are not excused from their duties as a result of their dependencies. Kids 4 Kids Leadership Program promotes early diagnosis. Any employee who suspects that they might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.

The company will work with the individual who requests accommodation in an effort to ensure that the measures taken are both effective and mutually agreeable, up to the point of undue hardship. Employees are encouraged to communicate any need for accommodation to their immediate supervisor, and to work with them in addressing the concern.

Voluntary Identification



Employees are encouraged to communicate that they have a dependency or have had a dependency so that their rights are protected and they can be accommodated appropriately. Employees will not be disciplined for requesting help or due to current or past involvement in a rehabilitation effort.

All medical information will be kept confidential by Kids 4 Kids Leadership Program, unless otherwise authorized by law.

Medical Cannabis

Where an employee uses medical cannabis, Kids 4 Kids Leadership Program expects that they provide a copy of their medical documentation and abide by the company's accommodation policy.

Agreement for the Continuation of Employment

Kids 4 Kids Leadership Program reserves the right to invoke an agreement for the continuation of employment in accordance with an employee's commitment to become and remain alcohol - and drug-free. The agreement will outline the conditions governing the employee's return to the job and the consequences for failing to meet the conditions.

An agreement for the continuation of employment may include a requirement for drug or alcohol testing.

Disciplinary Action

Employees may be subject to disciplinary action up to and including termination of employment for failure to adhere to the provisions of this policy, including but not limited to:

- Failure to meet prescribed safety standards as a result of impairment from alcohol or drugs; and
- engaging in illegal activities (for example, selling drugs or alcohol while on company premises).
- If a Kids 4 Kids staff member brings drugs or alcohol to camp or has taken illegal drugs or alcohol, Kids 4 Kids Leadership has cause to terminate employment immediately. We teach leadership at Camp Kahuna. Role-modelling appropriate behaviour is part of the Kids 4 Kids philosophy.



Working Alone Policy & Sexual Abuse Reporting and Identification

Working Alone Policy

Intent

Kids 4 Kids Leadership Program is committed to the health, safety, and well-being of our employees. We strive to ensure that all appropriate safeguards are enacted to protect our employees who must work alone or in isolation. This policy has been adopted to provide a consistent approach to this type of work.

Definitions

Working alone: To work at a work site where assistance is not readily available in the event of an injury, illness, or emergency.

Guidelines

Camp Kahuna: It is not likely that staff members will work alone at any given time during camp. Staff are always with their campers. However; if there was a time when staff were asked to work on a specific task alone, the following process would be in place.

Working Alone Safely

Whenever a worker must work alone, Kids 4 Kids Leadership Program will:

- Conduct a hazard assessment to identify existing or potential hazards arising from the conditions and circumstances of the work;
- Establish an effective means of communication between the worker and persons capable of responding to their needs; and
- Visit the worker as appropriate if an effective means of communication is not practicable or available at the worksite.

To ensure the ongoing safety of our employees, the company will:

- Take all reasonable steps to eliminate any hazards identified;
- Take all reasonable steps to control any hazards that cannot reasonably be eliminated;
Communicate the findings of the hazard assessment in writing to all affected employees;
Provide employee training and education to limit the dangers of working alone;
- Investigate all accidents or incidents, and take all reasonable steps to prevent a re-occurrence;
- Report all situations, incidents, or near-misses where being alone increased the level of inherent danger to the situation, and make appropriate reasonable changes.
- Avoid scheduling alone work whenever possible, especially where a distinct level of risk is recognized; and
- Schedule higher risk work to be done during regular business hours, or when another employee capable of helping in an emergency is present.

Workplace Hazard Assessment

Kids 4 Kids Leadership Program will perform a thorough workplace hazard assessment for any locations or situations where employees may be required to work alone. The workplace hazard assessment will be conducted by the camp directors in conjunction with Scott Graham and will investigate the following issues.

Length of time the employee must work alone

- Determine the length of time the employee must work alone, and establish reasonable limitations for the duration of this type of work;
- Determine whether or not it is reasonable or safe for the employee to work alone, given the situation or location required;
- Examine the length of time the employee requires to perform the necessary task;
- Determine the legalities of the type of work performed alone (for example, restrictions on working in a confined space, or performing lock-out operations); and

KIDS 4 KIDS LEADERSHIP PROGRAM



- Identify the time of day the employee must work alone.



Communication

- Determine the methods of communication that are available;
- Determine the most appropriate form of communication; and
- Ensure that all emergency communication systems are in proper working order.

Location of work

- Establish whether or not the workplace or job site is remote or isolated;
- Establish any physical or elemental hazards associated with the location;
- Examine the security features of the workplace (for example, security cameras and alarms) to ensure the safety and well-being of the employee;
- Where possible, ensure the employee is in a position of high visibility;
- Ensure that all windows are clear to provide maximum visibility;
- Determine the accessibility of the workplace to emergency services;
- Determine any necessary transportation requirements to ensure the employee safely arrives at the workplace or job site (where appropriate); and
- Examine the vehicle (as appropriate) to ensure that it is in good working condition (up-to-date maintenance and adequate levels of fuel), has proper levels of insurance, is equipped with emergency supplies (such as spare tire with tools and first aid kit), has a method of communication (such as a cellular phone), and available roadside assistance.

Type of work

- Establish the necessary levels of training and education to safely perform the work;
- Determine the appropriate forms of personal protective equipment (PPE) required, and ensure that they are readily available and in good working order, and that the employee has been properly trained in their use;
- Determine any machinery, tools, or equipment necessary to perform the work;
- Determine the level of risk associated and whether it is safe to allow an employee to perform the work alone;
- Establish any potential factors of fatigue that may affect the safety of the employee and their quality of work; and
- determine whether the employee must work with money or other valuables, and any safeguards required.

Identify the abilities of the employee performing work alone

- Ensure that the employee has received the appropriate levels of training and education required to perform the work alone; and
- Establish the employee's level of personal health to minimize potential health hazards associated with working alone (such as a pre-existing medical condition that may increase their risk of becoming ill or injured while alone).

Hazard Control

Ongoing inspections of the workplace and worksite will be monitored and completed every (Insert frequency) by the (health and safety committee OR health and safety representative). Any concerns regarding health and safety hazards noticed between inspections should be reported immediately to (Insert proper authority).

Check-In Procedure

To ensure the safety of employees who must work alone, Kids 4 Kids Leadership Program uses the following check-in procedure:

- Management employees are responsible for the preparation of a daily work plan to establish the location of the employee working alone, and when they must work alone;
- Management employees will ensure that a communication device for the employee to check in with is readily available and in a convenient location;
- An employee working alone must check in with the camp directors every 2 hours using the defined communication method as established in the daily work plan;
- All employees must adhere to the schedule of visual or communication-based check-in with a written log for

documentation purposes;

- The camp directors will act as the main point of contact for the employee working alone, as well as Scott Graham as a back-up contact; and

Hazardous Work

- Wherever reasonably practicable, the company will avoid requiring employees to perform hazardous work alone and will schedule this type of work to be completed during normal work hours in the presence of other employees.
- Where it is necessary to perform hazardous work alone, employees must use the check-in procedure and communication devices to check in at appropriate intervals.
- Training and education will be provided to ensure that the employee is knowledgeable in the proper safe work practices, use of PPE, use of all required machinery and tools, and hazard identification and avoidance.
- PPE, required tools and machinery, and first aid supplies will be supplied.

SEXUAL ABUSE PREVENTION AND REPORTING

Staff should follow the "Three's Company Rule" as much as possible. Staff should not be one to one with a camper; however, there are times when staff may be one to one with a child, i.e nurse's station, taking child to the washroom or to the nurse's station.

- Bring another staff member or camper with you.
- Make sure you are in view of other staff.
- Never go into a washroom alone with another camper.
- Tell other staff members where you are going with the child.
- Reduce vulnerability when possible.

POLICY STATEMENT

IT IS THE POLICY OF Camp Kahuna to take a proactive position regarding the prevention of child abuse through:

- Ongoing observation of the children in our care
- Education of staff with respect to early identification, effective response, and adherence to legal obligations, including reporting
- Keeping abreast of developments in legislation and relevant issues
- Working with other community service providers
- This policy and these procedures are designed to make staff/volunteers aware of their responsibilities for the recognition, documentation, and reporting of suspicions of child abuse that may have occurred.

BACKGROUND

- Child abuse is a significant societal concern which requires immediate and ongoing attention. Children have the right to a safe and nurturing environment. Camps must play a role in ensuring that children are safe and stay free of harm. Camp staff are in a unique position to be aware of indicators of possible physical, emotional, and sexual abuse, and neglect. Early identification of child abuse and neglect is the starting point to ensure that children remain safe.
- Child abuse is any form of physical harm, emotional deprivation, neglect, or sexual mistreatment which can result in injury or psychological damage to a child. Behavioural or physical indicators are often helpful in offering clues that a child may have been abused. In addition, a child's disclosure or concerns expressed by other parties may be reason to report to a Children's Aid Society.

LEGAL RESPONSIBILITY

- *The Child and Family Services Act*
- **Duty to report:** In accordance with the Child and Family Services Act, it is the responsibility of every person in Ontario to immediately report to a Children's Aid Society if they believe that child abuse has occurred or if there is a risk of abuse (C.F.S.A. 72(1)). In Ontario, a person is a child from birth until their 18th birthday.
- The legislation places additional responsibility on individuals who perform professional or official duties with respect to children to report their suspicion of child abuse or risk of abuse to a Children's Aid Society. This includes any Camp operator or staff.
- **Failure to report:** It is an offence under the Child and Family Services Act to contravene one's reporting responsibilities. The penalty imposed (a fine of up to \$1000.00) emphasizes that a child's safety must take precedence over all other concerns (C.F.S.A. 85 (1)).
- **Confidentiality:** The professional's duty to report suspicions of child abuse overrides the provisions of any other provisional statute, specifically those provisions that would otherwise prohibit disclosure by a professional or official (C.F.S.A. 72 (7)). The only exception to this is lawyer/client privilege (C.F.S.A. 72 (8)).
- **Protection from Liability:** All persons making a report of suspected child abuse are protected against civil action, unless that person is proven to have acted "...maliciously or without reasonable grounds for the belief or suspicion..." (C.F.S.A.) 15 (6)).

PROCEDURE

1. **DISCLOSURES/SUSPICIONS:** In Ontario under the Child and Family Services Act, every person who has reasonable grounds to suspect a child is in need of protection is obliged to report the suspicion and the information upon which it is based to a Children's Aid Society. The responsibility to report lies with the person who suspects child abuse or neglect.
2. **QUESTIONING OF THE CHILD:** Camp staff should not conduct an investigation regarding the suspicion or the disclosure and should question the child only to clarify the nature of the complaint. **Do not promise the child that you will keep this information "a secret".**
3. **INFORM THE CAMP DIRECTOR/DESIGNATE:** Report to the Camp Director any suspicions or disclosure without the presence of the child involved. Since reporting to the Children's Aid Society is of utmost priority, the Camp Director/Designate should assist to facilitate the process. While the duty to report remains with the person who receives the disclosure, they may request the Camp Director's presence while making the report to the Children's Aid Society.
 1. **INFORM THE CHILDREN'S AID SOCIETY:**
 - a. **All suspicions and disclosures of child abuse/neglect in which there are reasonable grounds must be reported forthwith to the appropriate Children's Aid Society.**
 - b. The phone call is made to the intake screener at the local Children's Aid Society.
 - c. The following information, if available, should be provided to the Children's Aid Society: personal data on the child and detailed information pertaining to the disclosure/suspicion.
 - d. Clarify with the children's aid intake screener about the following:
 - i. the intake screener's name and contact information;
 - ii. if the reported situation is to be investigated;
 - iii. the timing and location of the interview with the child; and, iv. parental contact - when and by whom.
 5. **SUPPORT FOR THE CHILD:** Respect the child's rights to privacy by not identifying them to other staff. They may need the support of the Camp Director, other Senior Staff or Health Care staff. Assure the child that the primary consideration for any action taken is for their safety and well-being.

REPORTING CHECKLIST

The following information, if available, should be provided to, and obtained from, the Children's Aid Society: 1. General details:

- o Name and position of the person reporting
 - o Date and time of report
 - o Child's name
 - o Child's date of birth
 - o Name of parent(s)/guardian(s)
 - o Sibling information
 - o Home address
 - o Telephone number(s)
2. Details about the disclosure or suspicion:
- o What the child said, and to whom
 - o When and where the incident(s) occurred
 - o Alleged offender
 - o Brief description of any physical injuries or marks
 - o General effect on the child
3. Questions to ask the intake screener:
- o The intake screener's name and contact information
 - o If the reported situation is to be investigated
 - o If so, the timing and location of the interview with the child
 - o Parental contact
 - o The information that can be shared with the child



Cold and Inclement Weather Policy

Cold and Inclement Weather Policy

Intent

The purpose of this policy is to outline Kids 4 Kids Leadership Program procedures during cold or inclement weather situations.

Guidelines

In the event of either extreme cold weather conditions, extreme inclement weather conditions, or a combination of both, Kids 4 Kids Leadership Program may choose to close operations for the day and re-open when it is safe to do so.

In the event of a closure due to weather conditions, Kids 4 Kids Leadership Program will contact employees as soon as possible to inform them of the decision to close. Kids 4 Kids Leadership Program will contact employees at the phone numbers that we have on file. If the company does close for the day due to inclement weather, that day will be paid.

Unless notified otherwise, or pending a police-ordered road closure, employees of Kids 4 Kids Leadership Program are expected to arrive the following day for regularly scheduled work.

If road conditions or weather conditions create a situation where the employee deems it unsafe to report to work for their regularly scheduled shift, the employee should use their own discretion. In this event, the employee should contact their immediate supervisor to inform them of their absence due to weather conditions.



Health and Safety Policy - Ontario

Health and Safety Policy - Ontario

Intent

Kids 4 Kids Leadership Program acknowledges it has a statutory duty to take all reasonable precautions to protect employees, contractors, volunteers, visitors, and all other individuals onsite. Protecting employees from injury or occupational disease from accidents or incidents is a continuing objective. We will make every effort to provide a safe and healthy work environment for all staff. We believe all accidents are preventable and active participation at all levels will help ensure accidents are avoided. Supervisors and workers must refrain from any actions or activities that could jeopardize the health and safety of others and must work to reduce the risk of injury.

We are committed to promoting a safe and healthy workplace for all employees, contractors, volunteers, and visitors. In pursuit of our commitment, we will develop, implement, and enforce policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our employees, and strive to safeguard the workplace from injury and malfeasance through negligence.

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment. Kids 4 Kids Leadership Program will act in compliance with all applicable workplace health and safety legislation.

Guidelines

Communication

Kids 4 Kids Leadership Program encourages open communication on health and safety issues. Open communication is essential to providing an accident-free and productive work environment.

- Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.
- Health and safety comments will be reviewed by human resources. (Insert appropriate authority) will initiate an investigation on each reported or potential hazard.
- Employees should inform their supervisor or human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal, and may be anonymous, if so desired.

Responsibilities

Employers will:

- Supply an effective strategy to manage the occupational health and safety concerns of the company.
- Allocate and govern resources properly to achieve the health and safety requirements of employees, and that policies comply with the company's legal obligations.
- Foster a workplace culture of safety with appropriate leadership.
- Review policies annually for compliance and efficiency, and revise where necessary.
- Provide all relevant parties with a copy of all orders or reports issued to the employer by a Ministry of Labour inspector and inform the committee of any work-related incidents involving injury, death, or occupational illness.

Managers and supervisors will:

- Help develop, implement, and enforce company policies and procedures.
- Continually promote health and safety awareness with instruction, information, training, and supervision to ensure the safe performance of employees.
- Use the process of hazard identification, risk management, and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Be accountable for the health and safety of employees under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.



- Conduct health and safety meetings.

Kids 4 Kids Leadership will:

- Liaise with government agencies to ensure workplace health and safety compliance.
- Advise management on safety and health policy issues.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop best practices that support a strong health and safety program.
- Design and develop accident and incident reports and investigation procedures.
- Maintain an up-to-date knowledge of applicable health and safety regulations as mandated locally, provincially, or federally.
- Design and develop company policies and procedures related to workplace safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

Employees will:

- Comply with occupational health and safety policies and procedures.
- Notify managers of any health and safety concerns, so they may be dealt with promptly.
- Protect their own health and safety by working in compliance with the law, safe work practices, and procedures established by the company.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their manager or human resources.

All staff will:

- Complete required occupational health and safety training.
- Perform duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Report any incident, injury, or hazard as outlined in company procedures.
- Report any acts of violence or harassment in the workplace.
- Promote a hazard-free workplace.
- Learn the posted emergency plan detailing the facility's procedures pertaining to fire, weather, or medical emergency.

Joint health and safety committee members or health and safety representative will:

- Commit to improving health and safety conditions in the workplace.
- Stimulate and raise awareness of health and safety issues in the workplace.
- Recognize and identify workplace risks and hazards.
- Develop recommendations to address risks and hazards.
- Conduct regular workplace inspections and make written recommendations.
- Develop and implement accident prevention and health and safety programs.
- Listen to employee complaints, concerns, and suggestions.
- Participate in health and safety inquiries and investigations.
- Advise on health and safety matters, such as personal protective equipment.
- Maintain accurate and detailed records of near misses, accidents, and injuries.
- Promote and monitor compliance with health and safety regulations.
- Monitor the effectiveness of existing health and safety programs and policies, and assist with the implementation of improvements.



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- Attend regular committee meetings.

Reporting Structures

Any concerns or near misses should be reported to the health and safety committee or representative and the appropriate manager. Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

If an emergency occurs, employees must immediately report the incident to (insert appropriate authorities). Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property.

An emergency is any number of unsafe conditions that pose a threat to people or property. This includes fire or smoke; natural disaster or severe weather; chemical, biological, or radiological incidents; and structural failures.

Refer to the company's emergency response plan policy for additional details.



Smoke-Free Workplace Policy - Ontario

Smoke-Free Workplace Policy - Ontario

Intent

Kids 4 Kids Leadership Program maintains a commitment to the health and safety of all its employees. Smoking has been scientifically proven to be harmful to the health of both smokers and non-smokers who come into contact with second-hand smoke. In the interest of promoting a safe and healthy work environment, Kids 4 Kids Leadership Program has adopted a smoke-free workplace policy in accordance with the Smoke-Free Ontario Act, 2017. Signs will be posted at each entrance and exit of the workplace to ensure employees and guests are aware that smoking is prohibited.

Definitions

Smoking: The act of lighting, inhaling, or carrying of a lighted or smouldering cigar, cigarette, joint, or pipe of any kind.

Electronic cigarette: Under the Smoke-Free Ontario Act, 2017, a vaporizer or inhalant-type device, whether called an electronic cigarette or any other name, that contains a power source and heating element designed to heat a substance and produce a vapor intended to be inhaled by the user of the device directly through the mouth, whether or not the vapor contains nicotine.

Enclosed workplace: Under the Smoke-Free Ontario Act, 2017:

0. The inside of any place, building, structure, or vehicle or conveyance or a part of any of them:
 0. That is covered by a roof;
 1. That employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time; and
 2. That is not primarily a private dwelling; or
1. A prescribed place.

Guidelines

0. Smoking shall be prohibited on all company premises. This includes smoking or holding lighted tobacco or cannabis, an electronic cigarette or vapour product, or consuming a prescribed substance.
1. This policy applies to all employees, guests, contractors, and customers, and extends to include company vehicles, hotel rooms, or rental cars booked for company business purposes.
2. The company will post all necessary signs at entrances, exits, and washrooms to comply with the Smoke-Free Ontario Act, 2017.
3. Kids 4 Kids Leadership Program has no intentions towards influencing the actions of employees' smoking habits outside of the workplace, and will not pursue disciplinary action for those who smoke off of company premises.
4. Employees are expected to arrive to work fit for duty and remain fit for duty throughout the duration of their shift.
5. Accommodations for employees relating to medical cannabis will be made on a case by case basis. Any employees who have an accommodation requirement are expected to inform (insert appropriate authority) prior to consuming their substance in the workplace.
6. Kids 4 Kids Leadership Program will not discharge employees or refuse to hire applicants on the grounds that they smoke.

Violations

Kids 4 Kids Leadership Program may pursue disciplinary action up to and including termination of employment. Employees who witness violations must report the infraction to their manager or human resources immediately.



Workplace Violence, Harassment, and Sexual Harassment Policy - Ontario

Workplace Violence, Harassment, and Sexual Harassment Policy - Ontario

Note: This document complies with the Occupational Health and Safety Act, including changes made by Bills 168 and 132.

Intent

Kids 4 Kids Leadership is committed to building and preserving a safe, productive, and healthy working environment for its employees, free from violence and harassment. The company will take all reasonable measures to ensure job candidates, employees, managers, and clients are not subject to any form of violence or harassment. This commitment applies to all areas of business, including training, performance, assessment, promotions, transfers, layoffs, remuneration, and all other employment practices and working conditions.

Acts of violence or harassment against or by any employee will not be condoned or tolerated by the company. This policy outlines the Camp Kahuna violence and harassment program, including how incidents of violence and harassment will be handled and investigated.

Definitions

Complainant: A person who has made a complaint about another individual who they believe committed an act of violence or harassment against them.

Respondent: A person whom another individual has accused of committing an act of violence or harassment.

Workplace harassment: Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or workplace sexual harassment.

Workplace sexual harassment: Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity, or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace violence: The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Guidelines

This policy will be reviewed annually, or more frequently if necessary to ensure that it accurately represents the Camp Kahuna prevention program.

Kids 4 Kids Leadership will provide all employees with appropriate training and information regarding the company's violence and harassment prevention practices and procedures. Employees are responsible for adhering to this policy, and should report every incident of violence or harassment immediately to management. This includes any incidents that have been witnessed, experienced by, or reported to an employee.

For the purposes of this policy, workplace harassment or violence can occur:

0. At the workplace;
1. At employment-related social functions;
2. In the course of work assignments outside the workplace;
3. During work-related travel;
4. Over the telephone, if the conversation is work-related; or
5. Elsewhere, if the person is there as a result of work-related responsibilities or a work-related relationship.

Reasonable day-to-day actions by a manager that help manage, guide, or direct workers or the workplace and appropriate employee performance reviews, counselling, or discipline by a manager do not constitute harassment.

Violence Risk Assessment

Note: Every organization's risk assessment will be different and should be tailored to the organization's operations.



Kids 4 Kids Leadership will conduct a risk assessment of the work environment to identify potential risks that could affect the organization and the health and safety of employees and will institute measures to eliminate or control any identified risks to employee safety.

The following factors will be considered during the assessment:

0. Past incidents of violence;
1. Violence that is known to occur in similar workplaces;
2. The circumstances in which work takes place, including the type of work and conditions of work;
3. The interactions that occur in the course of performing work; and
4. The physical location and layout of the workplace.

The risk assessment may include reviews of records, security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. Areas that will be considered and may contribute to risk of violence include but are not limited to contact with the public, exchange of money, receiving doors, and working alone or at night.

The company will provide the workers at the workplace with a written copy of the assessment and advise of the results.

The company will disclose information to workers who are likely to encounter a known person with a history of violence in the performance of their job duties, or if there is a potential risk of workplace violence as a result of interactions with the person with a history of violence. However, the company will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Workplace Violence and Harassment Program

Control Measures and Procedures

The following measures have been implemented to eliminate or reduce the identified risks of workplace violence:

0. (List the steps or procedures the organization has implemented to eliminate or reduce the risks of workplace violence identified during the risk assessment. Explain if any facilities have been altered.)
1. Example: Notifications of individuals who have been restricted from company property are kept in the alert binder at reception. Reception and other relevant staff will be informed of new alerts as they occur.

Reporting Incidents of Workplace Violence and Harassment

An employee who believes they have been subject to violence or harassment should submit a complaint to (insert appropriate authority). The complaint should be made as soon as possible following the incident and must include the following information:

0. The date and time of the incident;
1. The name of any persons involved in the incident;
2. The name of any persons who witnessed the incident; and
3. A thorough description of what occurred.

An employee who believes they have been subject to harassment may also choose to confront the harasser without filing a formal complaint. They can confront the harasser directly or through writing, detailing the unwelcome behaviour and requesting it to stop.

If the alleged harasser is the employee's manager, or in a position of power, the complainant is welcome to file a complaint with Scott Graham or one of the other directors.

Immediate Assistance Procedures

The following measures and procedures should be followed when an incident of violence has occurred or is likely to occur and immediate assistance is required:

0. Place an immediate call to emergency services by dialing 911.
1. (Explain any other measures and procedures in place at the company for summoning immediate assistance when an incident of violence occurs or is likely to occur.)

Investigation Procedures

Once a complaint has been received, Camp Kahuna will complete a thorough investigation. The organization will ensure

that, where practicable, the investigation is completed within 90 days of the complaint being filed.

The investigation will include:

0. Informing the respondent of the complaint;
1. Interviewing the complainant and any persons involved in the incident;
2. Identifying and interviewing any witnesses; and
3. Obtaining statements from all parties involved.

All of the above information will be documented and used to determine whether an incident of violence or harassment occurred. If necessary, Kids 4 Kids Leadership may employ outside assistance or request the use of legal counsel.

A copy of the complaint, detailing the complainant's allegations will be provided to the respondent, who will be invited to reply in writing to the complainant's allegations. The reply will be made known to the complainant before the case proceeds.

The company will take all measures to prevent any disclosure of the incident and the identities of the parties involved, unless the disclosure is necessary for the investigation, for taking corrective action or required by law.

Results of Investigation

Upon completion of an investigation, Kids 4 Kids Leadership will provide both the complainant and respondent a written summary of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation. This written notification will be provided within one week

Control Measures

Where Kids 4 Kids Leadership determines that violence or harassment has occurred, control measures will be implemented to eliminate or control the risk of violence or harassment to a worker as a result of the investigation. These control measures will be determined on a case-by-case basis, depending on the situation investigated. Any control measure enacted will be communicated to the complainant and respondent, as well as any other employees the measure effects.

Disciplinary Measures

Any disciplinary action will be determined by Scott Graham and will be proportional to the seriousness of the behaviour or action involved in the incident.

If the company determines that an employee has been involved in an incident of violence or harassment towards another employee, immediate disciplinary action will be taken, up to and including immediate dismissal.

Domestic Violence

If Kids 4 Kids Leadership becomes aware that domestic violence is likely to expose an employee to physical injury in the workplace, the company will take every precaution reasonable in the circumstances for the protection of the worker.

Recommendations to Victims

The company will provide appropriate assistance to any employee who is a victim of violence or harassment. Kids 4 Kids Leadership recommends that a worker who has been harmed as a result of an incident of violence at the workplace consult their health care provider for treatment or referral for post-incident counselling, if appropriate.

The Right to Refuse Unsafe Work

Employees have the right to refuse work if they have a reason to believe that workplace violence is likely to endanger them. Upon refusing to work, the employee must report the circumstance of the refusal to their manager or Scott Graham. An investigation will follow in the presence of the camp directors.

Fraudulent or Malicious Complaints

It is a violation of this policy for anyone to knowingly make a false complaint, or to provide false information about a complaint. Unfounded or frivolous allegations may cause both the respondent and the company significant damage. Any employee who knowingly makes a false allegation related to violence or harassment will be subject to immediate disciplinary action, up to and including termination of employment.

Record keeping

Scott Graham will ensure that appropriate records of complaints and investigations relating to incidents of violence and workplace harassment are kept, including:

0. A copy of the complaint or details about the incident;

KIDS 4 KIDS LEADERSHIP PROGRAM



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1. Any records related to the investigation, including notes;
 2. A copy of the investigation report (if applicable);
 3. A summary of the investigation results, including the reports provided to the complainant and respondent; and
 4. A copy of any corrective action taken to address the complaint or incident.

Confidentiality

Kids 4 Kids Leadership will not disclose the name of a complainant or a respondent or the circumstances related to the complaint to any person except where disclosure is necessary to investigate the complaint or take corrective action with respect to the complaint, or required by law. The company will only disclose the minimum amount of personal information or details necessary for these purposes.

All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law. The company will do everything reasonably possible to protect the privacy of any individuals involved and to ensure that complainants and respondents are treated fairly and respectfully.

Policy Review

In accordance with the Occupational Health and Safety Act, this policy will be posted in a conspicuous place in the workplace and reviewed annually.



Workplace Hazardous Materials Information System {WHMIS} 2015 Compliance Policy {GHS}

Workplace Hazardous Materials Information System (WHMIS) 2015 Compliance Policy (GHS)

Intent

Kids 4 Kids Leadership Program values the safety and wellbeing of our workers, and will work with them to provide every reasonable safety measure possible. In pursuit of our high safety standards, and in compliance with federal and provincial compliance regulations, Kids 4 Kids Leadership Program will provide WHMIS 2015 training for workers. WHMIS 2015 incorporates elements of the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

Definitions

GHS: Globally Harmonized System of Classification and Labelling of Chemicals.

SDS: Safety Data Sheet.

Guidelines

WHMIS 2015 includes the new harmonized criteria for hazard classification and establishes the requirements for labels and safety data sheets (SDSs).

Kids 4 Kids Leadership Program will ensure that:

- The company is up to date on all WHMIS 2015 changes and any applicable transitional timelines;
- All legislative standards are met;
- Workers and managers receive information and training on hazardous materials and the safe use of hazardous products in the workplace (see the section below on the training and education program);
- All containers holding hazardous materials have appropriate labels;
- SDSs are up to date, accessible, and contain additional hazard and precautionary information;
- All workplace hazardous materials include supplier labels;
- Suppliers provide the appropriate supplier labels and SDSs; and
- Control measures are in place to protect the health and safety of workers.

Training and Education Program

Kids 4 Kids Leadership Program shall provide appropriate WHMIS 2015 training and education for all workers and managers who are exposed or likely to be exposed to hazardous materials in the performance of their regular job duties.

Kids 4 Kids Leadership Program shall consult the joint health and safety committee to ensure the appropriateness of the training and education materials and programs.

The worker training and education program shall include information on the following:

- Supplier labels;
- Hazard symbols and pictograms;
- Safety data sheets (SDSs);
- Hazard groups;
- Hazard classes;
- Hazard categories;
- Hazard statements;
- Signal words; and
- Procedures for the safe use, storage, handling, and disposal of hazardous materials in the workplace; handling leaks and spills; an emergency event involving hazardous products; and worksite-specific training on measures for working safely with hazardous products.

KIDS 4 KIDS LEADERSHIP PROGRAM



Kids 4 Kids Leadership Program will review its training and education program and content annually, and revise as necessary. In the event of any changes, workers will be retrained and educated.

Kids 4 Kids Leadership Program workers will be compensated for time spent at training sessions, considered to be normal work time, and paid at their regular rate of pay, or at an overtime rate of pay as applicable.

Kids 4 Kids Leadership Program will respect the right of workers to be consulted regarding the development and implementation of the instruction and training, and will open the discussion process to suggestions in a consultation period. Workers will have an opportunity to comment on:

- The content of the program;
- The amount of training;
- Who is to receive what kind of training; and
- Who will deliver the training program.

Worker Responsibilities

Workers must:

- Participate in WHMIS 2015 training and education;
- Report any violation of safe work procedures connected to WHMIS 2015 to their immediate supervisor, manager, or safety representative; and
- Inform their immediate supervisor, manager, or safety representative if they do not have the proper information on a hazardous product: for example, the SDS is missing, damaged, or illegible.

Supplier Responsibilities

Suppliers must:

- Identify whether their products are hazardous products; and
- Prepare labels and SDSs to provide to purchasers of hazardous products intended for use in a workplace.



Workplace Hazard Identification Policy

Workplace Hazard Identification Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to ensure that all workplace hazards are identified and controlled appropriately. These measures have been taken to ensure the ongoing health and safety of our staff.

Definition

Hazard:

An occupational hazard is a thing or situation with the potential to harm a worker. Occupational hazards can be divided into two categories:

- Safety hazards that cause accidents that physically injure workers;
- Health hazards which result in the development of disease.

It is important to note that a "hazard" only represents a potential to cause harm. Whether it actually does cause harm will depend on circumstances, such as the toxicity of the health hazard, exposure amount, and duration.

Hazards can also be rated according to the severity of the harm they cause - a significant hazard being one with the potential to cause a serious injury or death.

Guidelines

To reduce the potential for injuries at Kids 4 Kids Leadership Program, we will conduct a hazard assessment of all work areas and work processes. During the workplace hazard assessment, Kids 4 Kids Leadership Program will work to identify potential hazards that exist in work areas, processes and procedures.

Kids 4 Kids Leadership Program employees are required to report any workplace hazards to their supervisor / manager.

Where a hazard is identified, Kids 4 Kids Leadership Program shall work to determine the possibility of any injuries caused by the hazard, and the level of risk associated with the hazard.

Where a hazard creates dangerous working conditions, the work shall be halted until such time as it may be controlled effectively.

Kids 4 Kids Leadership Program shall address and resolve workplace hazards using appropriate controls either at the source of the hazard, between the source and the worker, or at the worker.

Where possible, Kids 4 Kids Leadership Program shall strive to control hazards at the source. Kids 4 Kids Leadership Program shall determine appropriate safe work procedures and practices, and provide training and education in safe work practices, policies and procedures.

Risk vs. Hazard

Risk

The hazard posed by some material or situation is its potential to cause harm. Risk is the probability, or chance, that a hazard will actually harm someone.

Removing occupational hazards is only one way of improving worker protection. A more practical approach to the limitation of occupational hazards is the control or management of the risks that hazards pose.

Sometimes, in addition to the probability of a hazard causing harm, risk includes a consideration of the seriousness of the hazard.

The consequences of exposure to some hazards may be so harmful that, even if there is little chance of a worker being exposed, the risk is so great that extreme precautions must be taken to prevent even that small possibility.

Hazard

The term "hazard" refers to the potential to cause harm. In the case of a workplace health hazard, the harm is to a worker's health and usually takes the form of an injury or illness.

Dealing with Workplace Hazards

There is a three-step process for dealing with workplace hazards:



1. Identify - Report any workplace hazards to your immediate supervisor. Recognition involves both identifying a hazard and determining if there is a possibility of workers being affected by it. If there is such a possibility, it must be assessed and if it is found to be significant, the hazard must be controlled. Employees are required to report any workplace hazards to their immediate supervisor immediately, to reduce the dangers to all other employees.
2. Assess - Determine the level of risk associated with the hazard. Discontinue work in the event that a workplace hazard creates excessive and dangerous work conditions.
3. Control - Kids 4 Kids Leadership Program will use all elements available to address and resolve dangerous workplace hazards. Control can be applied at the source of the hazard, along the path between the source and the worker, or at the worker. Control at the source is preferred.

Hazard Control

Where a workplace hazard is identified, Kids 4 Kids Leadership Program shall utilize the following process to ensure workplace safety:

Step 1: Engineering Controls - Where possible, hazards shall be eliminated or mitigated through engineering controls, including either the substitution of hazardous materials, work processes or equipment used with less hazardous options, the isolation of hazardous work to physically remove the worker from the hazard, or through ventilation of the area.

Step 2: Design of Safe Work and Hygiene Practices - Kids 4 Kids Leadership Program shall design safe work practices that provide guidelines for working safely with workplace hazards, and limit exposure to hazards.

Step 3: Administrative Controls - Kids 4 Kids Leadership Program shall employ administrative controls, including job rotation schedules, work-rest cycles and timing of maintenance procedures to limit the amount of time that workers are exposed to hazards.

Step 4: Personal Protective Equipment - Where appropriate, PPE that is designed to reduce, or eliminate a hazard shall be provided.

Step 5: Education and Training - Kids 4 Kids Leadership Program will provide staff with the appropriate training and education in safe work practices, and working with or near identified workplace hazards.

Personal Protective Equipment

Kids 4 Kids Leadership Program will take every reasonable precaution in the circumstances to protect workers; this may include requiring them to wear personal protective equipment through the course of their job duties.

All PPE used by this company and its employees will be maintained in accordance with manufacturer's instructions and requirements.

Company-issued PPE will be inspected at the time of issue and before each use by the employee.

All PPE that is damaged, or in need of service or repair will be removed from service immediately.

All PPE that has been removed from service will be tagged "OUT OF SERVICE." Any PPE tagged "OUT OF SERVICE" will not be returned to service until repaired and inspected by a qualified person.

Failure to wear the required safety equipment may result in disciplinary action.

Reporting Workplace Injuries Policy - Ontario

Reporting Workplace Injuries Policy - Ontario

Intent

Kids 4 Kids Leadership Program will comply with all required federal and provincial regulations, legislation and workplace compliance issues regarding the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies and programs.

Definitions

The following definitions have been taken from the Ontario WSIB:

Workplace Injury - Any injury that occurs on Kids 4 Kids Leadership Program premises or during the transaction of approved Kids 4 Kids Leadership Program business that requires either First-Aid or Health-Care.

First Aid - First Aid is the one-time treatment or care and any follow-up visit(s) for observation purposes only. First aid includes, but is not limited to:

- Cleaning minor cuts, scrapes, or scratches
- Treating a minor burn
- Applying bandages and/or dressings
- Applying a cold compress, cold pack, or ice bag
- Applying a splint
- Changing a bandage or a dressing after a follow-up observation visit.

Health-Care - includes:

- Services requiring the professional skills of a health care practitioner (e.g., doctor, nurse, chiropractor, or physiotherapist (see: Entitlement to Health Care (WSIB Document No. 17-01-02)).
- Services provided at hospitals and health facilities.
- Incidents where dentures, glasses, or artificial appliances (e.g., prosthetic arm) were damaged in a work-related accident.

Critical Injury - Is an injury that places life in jeopardy, involves unconsciousness, results in substantial loss of blood, results in a fracture of leg or arm but not a finger or toe, results in an amputation of leg or arm but not a finger or toe, involves burns to a major portion of the body, or results in the loss of sight in an eye

Guidelines

Reporting Workplace Injuries

Kids 4 Kids Leadership Program will report a work-related accident to the WSIB if a worker requires health care and/or:

- Is absent from regular work.
- Earns less than regular pay for regular work (e.g., part-time hours).
- Requires modified work at less than regular pay.
- Requires modified work at regular pay for more than seven calendar days following the date of accident.

When deciding whether to report an accident where a worker requires modified work at regular pay for more than seven calendar days, Kids 4 Kids Leadership Program will consider that:

1. The seven-calendar day period is not reset for workers that initially require modified work for less than seven calendar days, return to regular work for a brief period, and then require further modified work. In these cases, the requirement to report is based on whether the worker requires modified work after the initial seven calendar days following the date of accident.
2. If a worker initially returns to regular work, but then requires modified work, Kids 4 Kids Leadership Program will report the accident if the worker requires modified work for more than seven calendar days from the date that the modified work began.

The use of calendar days reflects the WSIB's notion that if an injury affects the worker's ability to perform regular work after a week, health care is likely to be sought, regardless of the number of days worked.

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Kids 4 Kids Leadership Program will not require a work-related accident report if the worker:

- Receives only first aid (a record of the first aid will be kept internally).
- Receives first aid and requires modified work at regular pay for seven calendar days or less, following the date of accident.
- Does not receive first aid, but requires modified work at regular pay for seven calendar days or less, following the date of accident.

Accidents Requiring Health-Care

When deciding whether an accident should be reported to the WSIB because "care" has been provided to the worker, Kids 4 Kids Leadership Program will consider the type of care provided, rather than the professional qualifications of the provider giving the care, or where the care was provided. Kids 4 Kids Leadership will report the accident to the WSIB when a worker is injured and the treatment received could only have been administered by a health care practitioner. The accident will be reported regardless of whether:

- The health care practitioner treats the worker on Kids 4 Kids Leadership Program premises.

Kids 4 Kids Leadership Program will not report the accident to the WSIB if first aid is provided to a worker by a:

- Co-worker, manager, lay person, or
- Health care practitioner, when the first aid did not require the professional skills of that practitioner.

Exposure to Infectious Diseases

If the worker tests negative for exposure to an infectious disease, Kids 4 Kids Leadership Program is not required to submit an accident report. However, if the worker tests positive for an infectious disease, or requires any type of treatment related to the incident, Kids 4 Kids Leadership Program will report this to the WSIB. If a worker tests negative, but claims an emotional or anxiety-related response following the accident, Kids 4 Kids Leadership Program will report the accident. In cases where HIV infection is suspected, Kids 4 Kids Leadership Program will report the accident if a health care practitioner provides a post-exposure prophylaxis (PEP) (see: Post-exposure Prophylaxis for Occupational Exposure to HIV (WSIB Document No. 23-01-01)). If it is suspected that a worker has been exposed to an infectious disease, but the worker chooses not to participate in the surveillance protocol, Kids 4 Kids Leadership Program will report the accident to the WSIB. Kids 4 Kids Leadership Program will report when a worker has been exposed to, or is suspected of having been exposed to, an infectious disease.

Accident Reporting

Kids 4 Kids Leadership Program will report accidents through the use of:

- Report of Injury/Disease Form 7 (Form 7)
- WCB/ WSIB-approved electronic reporting form.

OHSA Compliant Health and Safety Accident Reporting

The Occupational Health and Safety Act (OHSA), and the regulations under OHSA require Kids 4 Kids Leadership Program to provide information to their health and safety committees. If a photocopy of the Form 7 is used for this purpose, personal information (e.g., the worker's Social Insurance Number, telephone number, earnings information, and pre-existing medical conditions) will be removed.

Authorization

To be considered valid, a completed Form 7 will be authorized by Kids 4 Kids Leadership Program or a representative of Kids 4 Kids Leadership Program. Sole proprietors and independent operators with optional insurance may authorize a report of their own accident. Partners and executive officers who have obtained optional insurance may not.

Employees

If you are injured or ill because of work, your first priority is to seek proper medical attention. You must then inform your Supervisor/Manager so that Kids 4 Kids Leadership Program can give you support and fulfill our responsibilities. As soon as possible after an accident, workers will file a claim for benefits. They will also consent to disclose their functional abilities information, which is provided by the treating health professional. Workers will give Kids 4 Kids Leadership Program a copy of the claim for benefits at the same time they give a copy to the WSIB. In the case of occupational diseases, workers will give a copy of the claim to the Kids 4 Kids Leadership Program which most recently employed them in the employment to which the disease is associated. The WSIB only issues one benefit payment (up to two weeks of loss of earnings benefits) to workers who are entitled to benefits under the insurance plan, but who have not met the claim and consent requirements. No further benefits are provided unless the worker meets the requirements.

Workers meet their requirement to claim for benefits by signing Form 0006A - the Workers' Report of Injury/Disease Form 6

KIDS 4 KIDS LEADERSHIP PROGRAM



(Form 6) or Form REO6 - Worker's Continuity Report.

How Employees Consent Workers meet their requirement to consent to disclose functional abilities information by signing:

- Form 0006A - the Workers' Report of Injury/Disease Form 6 (Form 6)
- Functional Abilities Form for Planning Early and Safe Return to Work (FAF), or
- REO6 - Worker's Continuity Report (REO6).

Reporting Deadline

Kids 4 Kids Leadership Program

We will ensure that the WSIB receives a complete accident report within seven business days of Kids 4 Kids Leadership Program learning of the reporting obligation. (Business days are Monday to Friday, and do not include statutory holidays.) Workers will receive a copy of the accident report that is provided to the WSIB (including any additional information provided by Kids 4 Kids Leadership Program). Employees

A claim must be filed within six months of an accident or, in the case of an occupational disease, within six months of the worker learning of the disease. If the worker does not file the claim for benefits, or consent to the disclosure of functional abilities information within the six-month deadline, the WSIB does not provide benefits unless, in its opinion, it is just to do so.

In some cases, workers may ask the Workplace Safety and Insurance Appeals Tribunal (WSIAT) to determine whether they have the right to pursue a legal action against a third party under the Workplace Safety and Insurance Act. If WSIAT rules that they do not have that right, the deadline for filing a claim for benefits is six months following WSIAT's decision.

Waiving the Requirements to Claim and Consent Mentally/Physically Incapable as a result of the accident, the worker is mentally or physically incapable (e.g., unconscious) of claiming benefits and consenting to the disclosure of functional abilities information, the WCB/WSIB waives the requirements and issues the first and subsequent benefit payment(s) to the guardian.

Failure to Comply

Due to the serious nature of workplace injuries and the importance of accurate and timely reporting, Kids 4 Kids Leadership Program employees are expected to fulfill their obligations regarding the correct reporting of workplace injuries.

At the initial entitlement stage of a claim, the WSIB may levy four separate penalties -- one each for:

0. Late reporting;
1. Incomplete reporting;
2. Not reporting on a pre-approved version of the form; and
3. Failing to provide a copy of the Form 7 to the worker.

The WSIB may again levy these penalties if Kids 4 Kids Leadership Program fails to respond to subsequent requests for information, or at the time of a recurrence.



Workplace Accident Investigation Policy - Ontario

Workplace Accident Investigation Policy - Ontario

Intent

Kids 4 Kids Leadership Program will comply with all applicable regulations, legislation and workplace compliance issues regarding health and safety, the correct reporting of any workplace injuries, and will strive to prevent any potential workplace injuries through the implementation of health and safety policies, procedures and programs.

The Workplace Accident Investigation Policy is intended to provide the correct investigatory procedures in the event of a workplace accident/incident. The creation of complete documentation, proper reports and investigations of workplace accidents/incidents will increase our overall readiness to identify and resolve workplace safety issues, reduce workplace injuries, and increase efficiency.

Guidelines

Response to Accidents Resulting Injuries Requiring Medical Attention

1. Stop the Process Immediately.
2. Contact the Manager and Health & Safety Representative so that a joint investigation can be conducted (even if the injured worker is not available). Gather all available information such as:
 - How did accident occur?
 - Names of witnesses.
 - Objects, equipment, parts, or substances involved in accident.
 - Maintenance records.
 - Is there a safe work procedure for the work being performed?
 - Was procedure being followed?
 - Did worker receive safety training for work being performed?
3. Identify root causes.
4. Determine and implement temporary or, if possible, long term corrective measures to address root causes before re-starting the process.
5. Complete an accident investigation form and provide copies to manager and the Health & Safety Representative.
6. Ensure that copies of all records reviewed (training records, maintenance records, work procedures, safety talks, equipment drawings) are attached to the accident investigation.
7. Schedule follow-up review to review effectiveness of the temporary and long-term corrective measures implemented.

Critical Injury Response and Investigation

If the extent of injury is unclear but it appears that the potential exists that the injury may fall under the critical injury definition, treat the accident as a critical injury.

1. When notified of a Critical Injury the Supervisor shall immediately proceed to the accident scene and ensure that the area is secured and remains undisturbed until released by a Health and Safety Inspector.
2. The supervisor will contact management and the Health and Safety Representative so that a joint investigation can be conducted of the accident with that person once the injured team member is removed from the scene and it is safe to enter the accident area. Follow the steps outlined for conducting an accident investigation.
3. The Supervisor or other designated member of management will call report the critical injury to the appropriate board (M.O.L in Ontario 1-877-202-0008) within 48 hours. Tell the operator that you are reporting a critical injury. You will need to provide the name of the injured worker as well as the time of the accident. An officer will call you back, so be sure that you leave a number you can easily be reached on. Keep detailed notes as to the times of all calls, the name of the officer(s) you talk to, and details of the discussions.
4. If the root causes of the accident and corrective actions are identified, review these once the officer calls you back. Have the safety committee representative present to talk with the officer to confirm what has taken place. Often the officer will release the scene if the safety committee member confirms that the accident investigation has been completed and corrective actions have been agreed on to remove any unsafe conditions.



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5. If the officer agrees with the corrective actions, they will release the accident scene and make arrangements to investigate the following day. If the officer decides to investigate immediately, the accident scene must then remain secured until the officer has completed their investigation. Continue to follow-up to ensure the accident scene remains secured and nothing is moved. Arrange to have copies of all relevant documentation such as training records, maintenance records, work procedures, etc. available for the officer when they arrive.
 6. Complete and FAX to the officer's attention a Critical Injury Report notifying them of the critical injury. You may also be asked to include a copy of the completed accident investigation.



Right to Refuse Unsafe Work Policy - Ontario

Right to Refuse Unsafe Work Policy - Ontario

Intent

In accordance with the Occupational Health and Safety Act, in the event that a Kids 4 Kids Leadership Program employee encounters unsafe working conditions, or where the required equipment, tools or machinery present a serious health and safety concern, the employee shall have the right to refuse any work that they believe to be unsafe.

The Right to Refuse Unsafe Work Policy applies to Kids 4 Kids Leadership Program, its employees, vendors, visitors and clients who are on the Company's premises or acting on behalf of the Company at all times and without exception.

Definitions

Imminent Danger: is defined in relation to any occupation as:

- A danger that is not normal for that occupation, or
- A danger under which a person engaged in that occupation would not normally carry out the person's work.

Guidelines

Any Kids 4 Kids Leadership Program employee can refuse to work if they have a reasonable belief that one or more of the following situations exist:

- Machinery, equipment or tools required in the performance of job duties present a safety hazard and their use may cause an injury to the worker or those nearby.
- The working conditions are unsafe, and may cause an injury to the worker or those nearby.
- The workplace conditions or machinery, equipment or tools represent a violation of the Ontario Occupational Health and Safety Act regulations, and represent a physical danger to the health and safety of the worker or those nearby.
- The worker has a reasonable expectation that the work would place them in danger of physical harm.

Work Refusal Procedure

In the event of work being refused or stopped, the following actions are required of employers and employees, as per the guidelines stated by the Ontario Ministry of Labour:

Employees

0. Inform your supervisor or manager of the work refusal immediately, and provide an explanation detailing the rationale behind the refusal.
1. Stay nearby in a safe place until an investigation has been completed.
2. In the event that you are unsatisfied with the results of the investigation, you may continue to refuse the work provided where you have reasonable grounds to base the continued refusal on.

Management/Supervisors

1. Kids 4 Kids Leadership Program management or supervisors shall conduct an investigation into the situation immediately after learning of the refusal and shall work to find an effective, safe and mutually agreeable resolution to the issue in the presence of the worker and one of the following:

- Joint committee member that represents the worker's
- Health and safety representative
- Another worker that has been chosen by his peers (or union) to represent the workers

2. In the event that an employee is unsatisfied with the resolution and continues to refuse the work, Kids 4 Kids Leadership Program management or supervisors must contact a Ministry of Labour (MOL) inspector and notify them of the situation, and request that they provide assistance.

3. While awaiting the arrival and findings of the MOL inspector, Kids 4 Kids Leadership Program management or supervisors may assign other reasonable work during normal work hours for the employee that has refused work.

4. The MOL inspector will conduct an investigation to determine if the work is either safe, or unsafe and presents a danger to the health and safety of the employee. The findings of the investigation must be provided in writing, to both the Kids 4 Kids



Leadership Program employee, Kids 4 Kids Leadership Program management or supervisor, and the health and safety representative. In the event that the work is determined to be safe, the employee shall be expected to return to work.

Continuing Work That Has Been Refused

0. In the event that work has been refused, Kids 4 Kids Leadership Program management or a supervisor has investigated the situation, provided a resolution to the issue, and the worker continues to refuse the work, then the Kids 4 Kids Leadership Program management or supervisors may ask another worker to perform the refused work while waiting for the inspector to investigate and give a decision on the continued refusal.
1. Where a second worker is asked to perform work that has been refused, the second worker must be informed of the initial work refusal, and the reasons for the refusal. This information must be provided in the presence of a union representative (where applicable), or a health and safety representative.
2. The second worker also has the right to refuse the work.

Payment for Refused Work

- The Ontario Labour Relations Board (OLRB) has provided a ruling such that a refusal to work, allows the worker entitlement to payment at their appropriate rate.
- A person acting as a worker representative during a work refusal is paid at either the regular or the premium rate, whichever is applicable.
- Kids 4 Kids Leadership Program is not required to continue payment in the event that the refused work has been inspected and ruled safe by a Ministry of Labour inspector.

Discipline for Refusal to Work

Kids 4 Kids Leadership Program employees will not be disciplined for refusing to work if they have a reasonable belief that the work is unsafe or could endanger themselves or others.

Kids 4 Kids Leadership Program employees are required to work in accordance with the regulations set forth by the Ontario Health and Safety Act, and have the rights to seek their enforcement.

Kids 4 Kids Leadership Program shall not penalize, dismiss, discipline, suspend or threaten to do any of these things to a worker who has obeyed the law, and regulations of the OHSA.

In the event that a work refusal was made in bad faith, or if the worker continues to refuse the work after the Ministry of Labour inspector finds that the work is unlikely to endanger the worker, Kids 4 Kids Leadership Program may elect to utilize disciplinary action(s) up to and including termination of employment with cause.



Operations

[Camp Sidrabene - Our Camp Partner](#)

[Progressive Discipline Policy](#)

[Verbal Warning Letter](#)

[Employee Communications Etiquette Policy](#)

[Customer Code of Conduct and Complaint Procedure Policy](#)

[Anti-Spam Policy \(CASL\)](#)

[Corporate Branding Usage Policy](#)

[Corporate Social Responsibility Policy](#)

[Collection and Destruction of Customer Information Policy](#)

[Record Retention Policy \(Human Resources\) - Ontario](#)

[Privacy Policy](#)

[Media Relations Policy](#)

[Video and Photography Policy](#)

[Cellular Phones at Work Policy](#)

[Social Media Personal Use Policy](#)

[AODA - Integrated Accessibility Standards Regulation \(IASR\) Customer Service Policy](#)

[AODA Employment Standards Policy - Ontario](#)

[PIPEDA Compliance Policy](#)

[Extreme Heat Policy](#)



Camp Sidrabene - Our Camp Partner

Camp Sidrabene - Our Camp Partner

Kids 4 Kids Leadership has rented the Camp Sidrabene property since 2000. We rent the playing field that is located over Bronte Creek and the main buildings of the camp for our sleep-away camp. Our Sidrabene contact is Clint Tipton. We strive to work cooperatively, to help each other and work toward what we can do together to help children.

s members with respect. It is a privilege to rent this property.

We must:

- Speak professionally and politely to Camp Sidrabene members and cottagers
- Kids 4 Kids Leadership will offer to help the Sidrabene community by supporting fundraising events
- Kids 4 Kids Leadership will contribute to upgrades of the camp
- Staff will pick up garbage
- Staff will keep the Kids 4 Kids Leadership camp sites clean
- Kids 4 Kids Leadership will allow the Camp Sidrabene community to use their camp tents and porta-potties
- Kids 4 Kids Leadership will aim to solve all disagreements professionally and respectfully
- Kids 4 Kids Leadership will pay Camp Sidrabene promptly, the rental fees agreed to by Kids 4 Kids an Sidrabene.



Progressive Discipline Policy

Progressive Discipline Policy

Progressive Discipline Policy

Intent

Kids 4 Kids Leadership Program uses progressive discipline to address performance, conduct, and policy violation issues. Progressive discipline allows employees to correct any issues or concerns and reduces the need for termination of employment. Kids 4 Kids Leadership Program strives to work with employees regarding any issues in the workplace but also needs to hold employees to a high standard of performance and conduct. Therefore, a progressive, multi-step disciplinary process has been implemented.

Guidelines

Progressive Discipline Process

If an employee of Kids 4 Kids Leadership Program violates company policy or exhibits reckless behaviour, the defined system of progressive discipline will be used.

Progressive discipline can be issued for attendance, conduct, health and safety, or performance concerns. This is not an exhaustive list of the reasons it may be used.

Employees will be given multiple opportunities to correct the identified issue or concern, unless the issue or concern is severe, in which case progressive discipline can be accelerated to match the violation. Typically, progressive discipline proceeds through these steps:

0. Coaching (informal);
1. Verbal warning (formal);
2. First written warning (formal);
3. Final written warning with possible suspension (formal); and
4. Termination.

With each violation or apparent problem, the employee will be provided with a written document to alert them of the problem and, if applicable, provide a copy of the company policy being violated; advise them of the consequences for further infractions; and suggest a method for improvement.

Informal Coaching

Before giving a formal verbal warning, Kids 4 Kids Leadership Program may provide employees with informal coaching. Informal coaching is a documented process that offers the employee an opportunity to correct an issue before starting the formal discipline process and receiving a verbal warning. Depending on the nature of the issue or concern, this step may be skipped.

Formal Warnings

All formal warnings will be kept on file for (X) months. If no further discipline occurs within the time period, the warning will become inactive. If further offences relating to the issue occur, the warning will be attached to the next set of progressive disciplinary actions.

Degrees of discipline will be used in relation to the problem at hand. As the situation dictates, based on the past performance of the employee and the seriousness of the violation, Kids 4 Kids Leadership Program reserves the right to skip the four-step disciplinary process and move straight to termination when necessary.

Investigation and Documentation

All alleged violations will be properly investigated and documented by a manager or human resources. All formal measures taken within the progressive discipline process will be documented and kept in the employee's personnel file.

Suspension

During the final written warning, an employee may be suspended or put on review. Employees put on suspension will be excluded, with pay, from the workplace for a period of one to three days, depending on the violation. Typically, suspension will be for three days unless the employee is required at work to complete projects or perform required duties. The purpose of the suspension will be to provide the employee time to reflect on their actions as well as their continued employment with Kids 4 Kids Leadership Program.



Termination of Employment

The final stage of progressive discipline is termination of employment. Termination of employment with Kids 4 Kids Leadership Program may occur following an employee committing multiple violations of company policy, after the logical steps for progressive disciplinary action have been taken, or immediately following a severe violation.

Appeals

If an employee feels that they have been wrongfully accused, or disciplined, they may file a written appeal with human resources. Written appeals must contain:

- Details of the discipline;
- Events surrounding the discipline; and
- Why the employee feels the discipline is unwarranted or inappropriate.

The directors shall review and respond to all written appeals within 10 business days.

Suspension Pending Investigation

If an employee of Kids 4 Kids Leadership Program is placed on suspension pending the results of an investigation, the employee will be notified of the decision, a stated timeline for the investigation, and the actions that predicated the decision.

This form of suspension is not disciplinary but is intended to allow Kids 4 Kids Leadership Program the time to examine the issues thoroughly and to determine appropriate action. If the investigation is not completed during the stated timeline, Kids 4 Kids Leadership Program reserves the right to extend the suspension as necessary.

During the investigation, Kids 4 Kids Leadership Program will provide the suspended employee with the details of the allegations and give them an opportunity to respond. The suspended employee must ensure that they are available for interviews during this period. If the suspended employee fails to make themselves available, Kids 4 Kids Leadership Program will proceed with the investigation and make a determination based on the information available.

The suspended employee will have the right to legal representation or a Kids 4 Kids Leadership Program representative present at any such interview, and will be given a minimum of 24 hours' notice before any interview.

As the suspended employee will be suspended without pay, they are expected to be available for interviews and requests from Kids 4 Kids Leadership Program during the employee's regular working hours. If the employee wishes to take time off or leave from work during the paid suspension, the employee must follow standard procedure.

Kids 4 Kids Leadership Program employees placed on suspension should not have contact with anyone from the office other than their designated point of contact.



Verbal Warning Letter

Verbal Warning Letter



Verbal Warning Letter

(Date)

(Recipient Name)

(Title)

(Department)

(Phone Number, Email Address)

Kids 4 Kids Leadership Program

Dear (Recipient Name),

This letter has been sent to you in regards to the incident where (Insert Details of the Incident), which we discussed on (Insert Date of Verbal Warning). During that meeting we developed clear expectations and recommended actions aimed at improving the issue. (Please insert details of how the behaviour can be corrected). This letter is a hard copy for that discussion and a copy will be placed in your employee file and remain active until (Insert length of time the verbal warning will be in the file, e.g., six months) have passed.

I will provide assistance and supervision to ensure that the problem is rectified. However, if these matters are not effectively corrected, then further disciplinary or corrective action will be taken, resulting in (Insert next level of progressive discipline or, if warranted, state that it may include suspension or termination of employment).

If you have any questions, or would like to review any of our policies and procedures, please feel free to contact me directly at (Insert Contact Information).

Sincerely,

(Signature)

(Name)

(Position, Title and Department)

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Employee Communications Etiquette Policy

Employee Communications Etiquette Policy

Employee Communications Etiquette Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to provide our employees with guidelines for appropriate communications etiquette. Employees are reminded to provide common courtesy by answering phone calls, returning voicemail messages, and replying to emails in a timely manner. These measures are essential in order to ensure that we are able to communicate effectively with both internal and external parties.

Guidelines

Phone Etiquette

- If you receive a call and are available to answer the phone, please take the call. Do not let it go to voicemail in order to screen the call or delay responding.
- Voicemail messages should be returned at the earliest available opportunity, and at the latest within one business day.
- When making a call, always introduce yourself at the beginning of the call.
- Respect requests for pre-arranged call times and call back at the appropriate time.
- Provide callers with your undivided attention while you are on the line.
- Refrain from shuffling papers or tapping your pen during calls to minimize distractions.
- If you must leave a voicemail message, always include your name and contact information at the end of the message.

Email Etiquette

- Check your email inbox daily in order to ensure that messages are received and the appropriate action can be taken.
- Respond to all emails requiring a response in a timely manner.
- Responses to emails should:
 - Address all topics, issues, or questions contained in the original email;
 - Be direct and to the point; and
 - Be sent to all appropriate parties. Use the "Reply All" and "CC" functions if necessary.



Customer Code of Conduct and Complaint Procedure Policy

Customer Code of Conduct and Complaint Procedure Policy

Intent

Kids 4 Kids Leadership Program seeks to continually provide a welcoming and comfortable environment which ensures trust and respect for all clients, visitors, staff, and volunteers. Kids 4 Kids Leadership Program strives to provide clients with a safe environment to grieve, regardless of culture or religious beliefs. In order to maintain our longstanding reputation in the community, we have established this Customer Code of Conduct Policy to specify our expectations.

Guidelines

Expectations of our Clients

All clients of Kids 4 Kids Leadership Program are expected to treat our employees, other clients and visitors with the utmost respect and dignity while on company property. Kids 4 Kids Leadership Program strictly forbids discrimination or harassment of any kind, whether based on race, colour, national origin, religion, creed, sex, age, physical, mental or developmental disability, marital status, sexual orientation, political ideology or any other reason. Harassment may include unsolicited or unwelcome remarks, gestures, or physical contact, as well as the display or circulation of inappropriate or derogatory written materials or pictures.

The following is a list of behaviours that will not be tolerated:

- Physical violence;
- Verbal abuse;
- Profanity;
- Any form of harassment;
- Intimidation tactics and/or making threats;
- Malicious or harmful statements about others;
- Public disclosure of another's private information;
- Possession of dangerous or unauthorized material; and
- Solicitation, purchase or selling of illegal substances.

Clients and/or visitors who appear to be under the influence of alcohol or illegal drugs may be asked to leave the premises.

Violations

Of paramount importance to Kids 4 Kids Leadership Program is the safety and security of its employees, clients and visitors. This policy is strictly enforced and non-compliance will result in corrective measures being undertaken.

The directors and staff of Kids 4 Kids Leadership Program reserve the right to exclude any person from accessing services as a consequence of violating this policy.

Client Complaints

At Kids 4 Kids Leadership Program we value our clients and what they have to say about the service they receive. We take all complaints seriously as they assist us to improve our products, services and client service.

We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint equally.

Recording Procedure

All complaints made, whether verbal or written, will be recorded at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the client, as well as full details of the complaint including the date. Details of all communication with the client and any actions to resolve the complaint will be recorded in the same place. Reassure clients that we will follow up with them as soon as is reasonably practicable, and provide them with a date and time to expect a response, where possible.



Recorded complaints will also be monitored for any ongoing trends by Management and efforts will be made to resolve any ongoing issues.

Clients' personal details or details of their complaint will not be divulged to third parties unless prior written consent of the client has been received.

Informing Clients of Progress

Written complaints will be acknowledged promptly. We strive to resolve all complaints within fourteen days; however, clients will be given an approximate timeframe of resolution at the time that they make their complaint. They will also be informed of the progress of their complaint on a regular basis, especially if there are any delays or changes to what has been agreed.

We will ensure that clients are informed of any changes to our products or services as a result of their complaint. Where appropriate, clients who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to Complaints

All clients making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. Complaints that are solved immediately will still be recorded, as outlined above.

If the complaint can't be resolved immediately, the client will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

The camp directors will resolve a complaint by communicating directly with all parties in determining an acceptable resolution to the situation.

Escalation of Complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Scott Graham and the client will be informed and given an amended timeframe for resolution.

If we are unable to resolve the client's complaint to their satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).

Anti-Spam Policy {CASL}

Anti-Spam Policy (CASL)

Intent

Kids 4 Kids Leadership Program will ensure that it acts in accordance with Canada's Anti-Spam Legislation (CASL) any time our organization:

- Makes use of commercial electronic messages (CEMs);
- Is involved with the alteration of transmission data.

Definitions

Commercial Electronic Message (CEM): an electronic message that, having regard to the content of the message, the hyperlinks in the message to content on a website or other database, or the contact information contained in the message, it would be reasonable to conclude has as its purpose, or one of its purposes, to encourage participation in a commercial activity, including an electronic message that:

- (a) offers to purchase, sell, barter or lease a product, goods, a service, land or an interest or right in land;
- (b) offers to provide a business, investment or gaming opportunity;
- (c) advertises or promotes anything referred to in paragraph (a) or (b); or
- (d) promotes a person, including the public image of a person, as being a person who does anything referred to in any of paragraphs (a) to (c), or who intends to do so.

Electronic Address: means an address used in connection with the transmission of an electronic message to:

- (a) an electronic mail account;
- (b) an instant messaging account;
- (c) a telephone account; or
- (d) any similar account.

Commercial Activity: means any particular transaction, act or conduct or any regular course of conduct that is of a commercial character, whether or not the person who carries it out does so in the expectation of profit, other than any transaction, act or conduct that is carried out for the purposes of law enforcement, public safety, the protection of Canada, the conduct of international affairs or the defence of Canada.

Implied Consent: means it is reasonable to conclude you have someone's permission to send them a CEM based on prior relationships (existing business relationships or existing non-business relationships).

Express Consent: means that someone actively gave you permission to send them a CEM, either orally or in writing.

Existing Business Relationship: exists only where the recipient of a CEM has:

1. Purchased, leased or bartered products, goods, services or land from the sender within two years before a message is sent;
2. Accepted a business, investment or gaming opportunity from the sender within two years before a message is sent;
3. Has an existing written contract with the sender about a matter other than in numbers one or two, or such a contract expired in the two years prior to the message; or
4. Made an inquiry or application for products, goods, services, etc. within six months before the message is sent.

Existing Non-Business Relationships: exist only where the recipient:

1. Made a donation, gift, or volunteered for a registered charity or political party who sends the message; or
2. Is a member in a club, association or voluntary organization that sends the message and is operated for social welfare.

Guidelines

Kids 4 Kids Leadership Program understands the goal of the anti-spam legislation in Canada is to deter damaging and misleading forms of spam. In order to achieve the goals of CASL, Kids 4 Kids Leadership Program will act in compliance with the legislation. Kids 4 Kids Leadership Program realizes that education and awareness are the keys to ensuring the right steps are taken to combat spam and will make sure that the necessary parties within the organization become aware of CASL and the various rules and regulations that the legislation outlines.



Commercial Electronic Messages (CEMs)

Commercial electronic messages (including email marketing) will be based on a consumer opt-in approach. Kids 4 Kids Leadership Program will gain consent to send commercial electronic messages prior to sending them, unless we have a pre-existing business relationship with the consumer, in which case, consent is implied.

Kids 4 Kids Leadership Program will ensure the following practices are followed when using electronic messaging for marketing purposes:

- Determine generally how CASL applies to the company's operations, advertising, IT, and marketing activities particularly.
- Train necessary members of the organization about CASL and implement policies for compliance.
- Create a comprehensive list of categories of CEMs sent out by the organization.
- Create a comprehensive inventory of all current contact lists to determine whether consent is express, implied or a CASL exception applies. This list should be updated every six months, at least.
- Create an adequate system that records each instance of express consent obtained. If consent is written, Kids 4 Kids Leadership Program will record when, why, and the manner in which it was obtained. If consent is oral, Kids 4 Kids Leadership Program will retain a complete and unedited audio recording, or determine a means of verifying with an independent third party.
- Establish a procedure for maintaining a list of recipients who gave implied consent. Because implied consent expires at the two-year anniversary of a transaction Kids 4 Kids Leadership Program will upgrade implied consent to express consent before this two-year anniversary as express consent does not have an expiry date, unless the recipient unsubscribes.
- Create compliant unsubscribe mechanisms to meet requests.
- Create standardized templates that CEMs must utilize. Each template should include the mandatory identity and contact information, along with a compliant unsubscribe mechanism.
- Practice due diligence while constantly establishing procedures for monitoring the organization's compliance and responding to violations.

Alteration of Transmission Data

Kids 4 Kids Leadership Program will not participate in the unauthorized alteration of transmission data. Unless express consent has been received, no technical measures will ever be used to redirect or deliver a message to a destination other than, or in addition to, the one specified by the sender.

All physical registration forms will be shredded. Personal information that is available in the Active Network website is password protected and not available to other staff members, except Connor Parkin, camp director.



Corporate Branding Usage Policy

Corporate Branding Usage Policy

Intent

This Trademark Usage Policy will show the proper and acceptable use of Kids 4 Kids Leadership Program trademarks and logos.

Guidelines

The Logo

All Kids 4 Kids Leadership Program corporate logos shall be used in accordance with this policy. The Kids 4 Kids Leadership Program corporate logo may be resized but the pre-established proportions of the logo must be retained to ensure legibility and recognition. As a result, Kids 4 Kids Leadership Program prohibits stretching or skewing the logos and/or icons.

Correct Symbol Usage

When referencing Kids 4 Kids Leadership Program and registered trademarks, Kids 4 Kids Leadership Program requires the usage of appropriate notation following the name and logo (reg for Registered Trademarks and trade for Trademarks). Logos may only be used upon receipt of prior written authorization from an authorized signing authority of Kids 4 Kids Leadership Program, granting the permission of Kids 4 Kids Leadership Program to use the logo(s).

Logos and Branding in Documents

Kids 4 Kids Leadership Program employees shall be required to use Kids 4 Kids Leadership Program letterhead with appropriate compliant logos for all official documentation and/or correspondence.

Advertising Usage

Kids 4 Kids Leadership Program corporate logos may be used for the purposes of advertising, sales and promotional materials. All advertising / promotional materials that reference Kids 4 Kids Leadership Program must include appropriate legal disclaimers. In the event that the logo is not utilized, Kids 4 Kids Leadership Program will require appropriate attribution in textual form.

Disclaimer Language

Kids 4 Kids Leadership Program shall review all marketing, advertising, sales and promotional materials prior to release to ensure that appropriate legal disclaimers are applied, as necessary.

Do Not Alter Brands or Logos

When using Kids 4 Kids Leadership Program branding, alterations to the design, or language used therein is prohibited.

Brands & Third-Party Trademarks

Kids 4 Kids Leadership Program prohibits the combination of Kids 4 Kids Leadership Program brands with third party trademarks, and may not be used in association with third party brands, products or trademarks without prior written authorization. Kids 4 Kids Leadership Program will protect our brands, logos and trademarks against use in part or in whole as the product name of any third-party product.

Copyright Statements

Kids 4 Kids Leadership Program requires the use of applicable mark(s) and copyright statements for the use of any product name, term, slogan or mark that is a registered trademark of Kids 4 Kids Leadership Program, e.g. K4K and Camp Kahuna is a registered trademark of Kids 4 Kids Leadership Program".

Product Packaging

Kids 4 Kids Leadership Program branding used on packaging must utilize appropriate trademark symbols, and copyright statement(s).

Reservation of Rights

Kids 4 Kids Leadership Program is the rightful owner of all Kids 4 Kids Leadership Program brands and logos. No person or entity may reproduce or use (or authorize the reproduction or use of) Kids 4 Kids Leadership Program brands and logos in any manner without the express written authorization of Kids 4 Kids Leadership Program. Unauthorized use of Kids 4 Kids Leadership Program brands and logos is strictly prohibited, and may result in legal action.

Kids 4 Kids Leadership Program Inc. reserves the right to modify the Kids 4 Kids Leadership Program brands and logos at its discretion at any time without prior notice.



Corporate Social Responsibility Policy

Corporate Social Responsibility Policy

Intent

Kids 4 Kids Leadership Program strives to manage our business and operations with Corporate Social Responsibility in mind at all times. We accomplish this by:

- Conducting business in a socially responsible and ethical manner;
- Protecting the environment and the safety of people;
- Supporting human rights;
- Engaging, learning from, respecting and supporting the communities and cultures with which we work;
- Monitoring and reporting performance; and
- Making a commitment to sustainable development.

This Policy shall apply to all activities undertaken by or on behalf of Kids 4 Kids Leadership Program, and shall be adopted by all employees and contractors that conduct Kids 4 Kids Leadership Program business.

Kids 4 Kids Leadership Program leaders will act as role models by incorporating those considerations into decision-making in all business activities. Kids 4 Kids Leadership Program leaders will ensure that appropriate organizational structures are in place to effectively identify, monitor, and manage Corporate Social Responsibility issues and performance relevant to our businesses.

Regarding Business Conduct, Kids 4 Kids Leadership Program will ensure that all aspects of Corporate Social Responsibility are taken into consideration, and provided with support throughout our operations and administration.

This Policy is built on the following areas that reflect existing and emerging standards of Corporate Social Responsibility:

This Policy Shall Outline Kids 4 Kids Leadership Program Commitment To:

1. Business Ethics and Transparency;
2. Environment, Health and Safety;
3. Stakeholder Relations;
4. Employee Relations;
5. Human Rights;
6. The Community;
7. Customer and Supplier Relations;
8. Monitoring and Reporting Performance;
9. Sustainable Development.

Business Ethics and Transparency

- Kids 4 Kids Leadership Program corporate governance will be conducted following a consistently high standard of integrity, and will conduct business in an honest and ethical manner.
- Kids 4 Kids Leadership Program will ensure that thorough and appropriate auditing and reporting procedures are conducted to provide information regarding our performance.

Environment Health & Safety

- Kids 4 Kids Leadership Program is committed to the protection of the environment, and will ensure that the activities of our organization are conducted in an environmentally friendly manner.
- Kids 4 Kids Leadership Program is vitally interested in the ongoing health and safety of our staff, clients, visitors and the public at large, and will work to ensure that our workplace meets or exceeds all applicable requirements under health and safety legislation.

Stakeholder Relations

- Kids 4 Kids Leadership Program will communicate in an open and honest fashion, and will engage relevant stakeholders



as appropriate in a timely fashion.

Employee Relations

- Kids 4 Kids Leadership Program will ensure that it provides a fair and respectful work environment for all employees.
- Kids 4 Kids Leadership Program will also ensure that its wages, benefits (both compensable and non-compensable) are appropriate for the job market and the geographic location.

Human Rights

- Kids 4 Kids Leadership Program will ensure that non-discriminatory employment practices are utilized, and that human rights are protected at all times.
- Kids 4 Kids Leadership Program is an equal opportunity employer and will not tolerate violations of the law, human rights, or any workplace regulations or legislation.
- Kids 4 Kids Leadership Program will ensure that the workplace is free of discrimination, harassment, and bullying based on any of the protected grounds of employment found in the applicable Human Rights Act/Code.

Community

- Kids 4 Kids Leadership Program strives to act as a partner in the community, and will work with the surrounding community in an open and collaborative fashion, providing the maximum benefit possible.

Customer and Supplier Relations

- Kids 4 Kids Leadership Program offers competitive and innovative products and services that meet or exceed the needs of our clients, and expects the same of our suppliers.
- Kids 4 Kids Leadership Program will promote and engage in sustainable and mutually beneficial relationships with our customers and suppliers, while maintaining adherence to our standards of conduct and the Corporate Social Responsibility Policy.

Monitoring and Reporting Performance

- Kids 4 Kids Leadership Program will review and assess our performance in programs and activities, and address any issues as appropriate. We will ensure that the results of our reviews are communicated effectively.
- Kids 4 Kids Leadership Program encourages public feedback regarding our operations, products and services, and will work to act on the feedback as appropriate.

Sustainable Development

- Kids 4 Kids Leadership Program is committed to developing its business in such a way that future growth remains uncompromised.
- Kids 4 Kids Leadership Program will ensure that its resources and supplies usage are balanced and considers the needs of future business.



Collection and Destruction of Customer Information Policy

Collection and Destruction of Customer Information Policy

Intent

The purpose of this policy is to establish the procedures and processes that Kids 4 Kids Leadership Program will follow when collecting and disposing of customer information. Kids 4 Kids Leadership Program has adopted this policy to ensure that all Kids 4 Kids Leadership Program employees are aware of the importance of properly collecting, protecting and destroying customer information. The collection of customer information is an increasingly important aspect of our business, and is a critical element for all employees - customer interactions.

Guidelines

Collect Customer Information

Kids 4 Kids Leadership Program employees are directed to ensure that customer information is gathered during each initial customer contact. This is a critical element in the ongoing success of our business. As a result, Kids 4 Kids Leadership Program will monitor employee interactions and performance metrics regarding the collection of customer information.

The following information should be collected:

- Customer Name
- Address
- Province / Territory
- Postal Code
- Telephone Number
- Email Address
- Preferred Method of Contact
- Notes Regarding Customer Interests

If we use customer personal information to make a decision that directly affects the customer we will retain that personal information for at least one year so that the customer has a reasonable opportunity to request access to it. We will retain customer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Obtain Consent for Collection, Use or Disclosure

Kids 4 Kids Leadership Program employees must obtain the consent of an individual for the collection, use or disclosure of his or her Personal Information.

1. The consent of an individual is required for the collection, use, or disclosure of Personal Information. Ask the customer if you may collect some information about them. If they reply in the negative, explain the benefits as stated within this Policy.
2. In obtaining consent, Kids 4 Kids Leadership Program employees will ensure that the customer is advised of the identified purposes for which Personal Information will be used.
3. Kids 4 Kids Leadership Program will require individuals to consent to the collection, use or disclosure of Personal Information as a condition of the supply of a product or service (For use only if such collection, use or disclosure is required to fulfill identified, legitimate purposes).

Inform the Customer of the Benefits

In the event that a customer inquires into the rationale for collecting their information, inform the customer that by collecting their information, we are able to:

- Process and fill orders;
- Refill orders as specified;
- Ensure proper billing;
- Service customer accounts;



- Access customer accounts to provide friendly, knowledgeable service based on their individual needs; and
- Offer friendly advice regarding alternate Kids 4 Kids Leadership Program product offerings, special offers and discounts.

Securing Personal Information Kids 4 Kids Leadership Program is committed to ensuring the security of customer personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks. The following security measures will be followed to ensure that customer personal information is appropriately protected: the use of locked filing cabinets; physically securing offices where personal information is held; the use of user IDs, passwords, encryption, firewalls; restricting employee access to personal information as appropriate. We will use appropriate security measures when destroying clients' or customers' personal information such as: shredding documents and permanently deleting electronically stored information. We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

Offer Assurance of Privacy

Inform the customer that all information gathered will be kept confidential, and will subject to our Privacy Policy.

It has always been Kids 4 Kids Leadership Program's priority to safeguard any information provided by our customers. We are committed to meeting, and where possible, exceeding, the requirements of all applicable privacy legislation that relates to our business.

At Kids 4 Kids Leadership Program, customer information is maintained as strictly confidential. Unless the customer authorizes us to release it, or release is required by law, we will not disclose any customer information to third parties. We never sell, lease or trade information about our customers or their accounts to other parties, unless authorized to do so, or unless required by law.

Questions and Complaints

The Privacy Officer or designated individual is responsible for ensuring Kids 4 Kids Leadership Program compliance with this policy. Customers should direct any complaints, concerns or questions regarding Kids 4 Kids Leadership Program compliance in writing to Scott Graham. If Scott Graham is unable to resolve the concern, the customer may also write to the Information and Privacy Commissioner of Ontario.

Record Retention Policy {Human Resources} - Ontario

Record Retention Policy (Human Resources) - Ontario

Intent

The intent of Kids 4 Kids Leadership Program's Human Resources Retention Policy is to outline record retention guidelines in accordance with legislative requirements.

Guidelines

All Human Resources records shall be maintained and easily accessible in the event of an audit.

Where a document has reached its expiration date, the organization shall either:

- a) Destroy, either by paper shredding or permanent deletion from electronic sources, or
- b) Render the personal information non-identifying so that it can no longer be used to identify an individual.

Personal Information

Kids 4 Kids Leadership Program commits to collecting and retaining personal information as listed below for the sole purpose of managing its business (in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA)).

- Name
- Address
- Telephone number
- Date of birth (only if the employee is a student under the age of 18 - to be kept for 3 years after the 18th birthday or after the end of employment)
- Social Insurance Number
- Payroll records
- Beneficiary information
- Start date of employment
- End date of employment
- Written agreement(s) to work excess hours
- Education history
- Records relating to legislated leaves
- Information contained on the wage statement
- Days and hours worked
- Hours worked in excess of a salaried employee's regular schedule
- Substituted day off for public holiday
- Records pertaining to vacation time and pay

Record Retention

In accordance with Ontario's Employment Standards Act, subsection 15(5), the employer shall retain or arrange for some other person to retain these records for at least three (3) years after the employee ceased to be employed by the employer.

In accordance with Ontario's Confined Spaces, O Reg. 632/05, in the case of a workplace that is not a project; the employer shall retain every assessment, plan, co-ordination document, record of training, entry permit, record of inspection, and record of atmospheric tests for the longer of these two (2) periods:

- One (1) year after the document is created; or
- The period that is necessary to ensure that at least the two (2) most recent records of each kind that relate to a particular confined space are retained, subsection 21(1).



In accordance with Ontario's Confined Spaces, O Reg. 632/05, in the case of a workplace that is a project, the employer or constructor shall retain every assessment, plan, co-ordination document, record of training, entry permit, record of inspection, and record of atmospheric tests for a period of one (1) year after the project is finished, subsection 21(2)(a).

In accordance with Ontario's Construction Projects, O Reg. 213/91, subsection 19, an employer shall keep the following records for a period of at least one (1) year after the completion of a project:

- Any accident, explosion or fire involving a worker that causes injury requiring medical attention but does not disable the worker, subsection 10(1);
- Any record of training in a fall protection system, subsection 26.2.

In accordance with Ontario's Construction Projects, O Reg. 213/91, subsection 352(12), records of medical examinations, tests, medical treatment and worker exposure to compressed air must be kept in a secure place by the project physician who has conducted the examinations and tests for a period of at least six (6) years.

In accordance with Ontario's Health Care and Residential Facilities, O Reg. 67/93, subsection 5(3), if an accident, explosion or fire at a facility causes injury that requires medical attention but does not disable a worker from performing his or her usual work, Kids 4 Kids Leadership Program will produce a record containing the following and retain it for a period of at least one (1) year following its production:

- The nature and circumstances of the occurrence and the injury sustained;
- The time and place of the occurrence;
- The name and address of the injured worker; and
- The steps taken to prevent a recurrence.

In accordance with Ontario's Industrial Establishments, RRO 1990, Reg. 851, subsection 5(3), where an accident, explosion or fire causes injury that requires medical attention but does not disable a worker from performing his or her usual work, the record shall be kept for:

- A period of at least one (1) year; or
- Such longer period as is necessary to ensure that at least the two (2) most recent reports or records are kept, subsection 6(a) (b).

Canada Revenue Agency requires the retention of all employee records pertaining to taxation and payroll for at least six (6) years from the end of the last taxation year. These records can be kept in paper or electronic format. They may include:

- CPP contributions, as per the Canada Pension Plan, subsection 24(2);
- EI premiums, as per the Employment Insurance Act, subsection 87(3);
- Taxes withheld, as per the Income Tax Act, subsection 230(4)(b);
- The hours worked by each employee;
- Form TD1, Personal Tax Credits Return;
- Form TP1015.3, Source Deductions Return (Quebec only);
- Canada Revenue Agency letters of authority which allow organizations to reduce the tax deductions for certain employees for a specific year;
- All information slips and returns filed.



Privacy Policy

Privacy Policy

Intent

Protecting the privacy and confidentiality of personal information is an important aspect of the way Kids 4 Kids Leadership Program conducts its business. Collecting, using, and disclosing personal information appropriately, responsibly, and ethically is fundamental to the company's daily operations.

The company strives to protect and respect personal information of its customers, employees, business partners, and so on in accordance with all applicable statutory requirements. All employees must abide by the procedures and practices set out below while handling personal information.

Guidelines

This policy outlines the company's commitment to privacy and establishes the methods by which privacy is ensured. This policy applies to all employee personal information in the company's care, custody, and control.

Personal information is any factual or subjective identifying information about an individual or group of individuals. This can include name, date of birth, address, income, e-mail address, social insurance number, gender, evaluations, credit records, and so forth.

Business information is confidential information related to a specific business that is not readily available to the public, such as names of executive officers, business registration numbers, proprietary information, and financial status. Business information is treated and handled with the same level of confidentiality, privacy, and respect as personal information.

Consent occurs and is considered obtained by Kids 4 Kids Leadership Program when an individual provides express consent orally, in writing, or through an applicable online action. Before being asked to provide consent, individuals will be provided with the reasons their personal information is being collected, how it will be used and stored, and any disclosure or possible disclosure of the information.

Implied consent is granted by the individual where consent may reasonably be inferred from the action or inaction of the individual. Where possible, this should always be followed up by a Kids 4 Kids Leadership Program representative to obtain express consent.

Appropriate Use

Kids 4 Kids Leadership Program collects and uses personal information solely for the purpose of conducting business and developing an understanding of its customers. The company hereby asserts that personal information may only be used for the following purposes:

- (Name purpose)
- (Name purpose)
- (Name purpose)

Policy Statements

Kids 4 Kids Leadership Program assumes full accountability for the personal information within its possession and control. The company has appointed (Insert name of contact person) as custodian of all privacy matters and legal compliance with privacy laws.

In the course of conducting its business, the company may have to obtain personal information directly from the individual to whom the information belongs. Individuals whose personal information is being collected are at all times entitled to know how the company uses their personal information and that the use of any personal information collected is limited to only what is needed for those stated purposes. If necessary, Kids 4 Kids Leadership Program will obtain individual consent if personal information is to be used for any other purpose.

The company will not use that information without the consent of the individual.

Under no circumstances will the company sell, distribute, or otherwise disclose personal information, including personal contact information or employee lists, to third parties, unless required to do so by law. This may include consultants, suppliers, or business partners of the company, but only with the understanding that these parties obey and abide by this policy, to the extent necessary of fulfilling their own business duties and day-to-day operations.

The company will retain personal information only for the duration it is needed for conducting its business and ensuring statutory compliance. Once personal information is no longer required, it will be destroyed promptly, safely, and securely. However, certain laws may require that certain personal information be kept for a specified amount of time. Where this is the



case, the law will supersede this policy.

The company will take every reasonable precaution to protect personal information with appropriate security measures, physical safeguards, and electronic precautions. The company maintains personal information through a combination of paper and electronic files. Where required by legislation or disaster recovery or business continuity policies, older records may be stored in a secure, offsite location.

Kids 4 Kids Leadership Program will ensure:

- Access to personal information is authorized only for the employees and other agents of the company who require the information to perform their job duties, and to those otherwise authorized by law;
- The company's computer network systems and databases are secured by complex passwords and firewalls to which only authorized individuals may access;
- Active physical files are kept in locked filing cabinets;
- Routers and servers connected to the Internet are protected by a firewall, and are further protected against virus attacks or "snooping" by sufficient software solutions;
- Personal information is not transferred to employees, volunteers, summer students, or any other person in the company unless authorized.

The Kids 4 Kids Leadership Program website will include our privacy policy and disclose our personal information practices. Individuals adding data into the web site will be notified about:

- Personally identifiable information about the individual that is collected from the website or through affiliate sites;
- Information about the organization collecting the data;
- How the data will be used;
- To whom the data may or may not be disclosed;
- What options are available to the individual regarding the collection, use, and disclosure of personal information;
- The information technology security procedures in place that protect against the destruction, loss, theft, alteration, or misuse of personal information under the company's possession and control; and
- How the individual may access and correct any inaccuracies in their personal information.

In addition, Kids 4 Kids Leadership Program will explain that the company may share compiled demographic information with its business partners or advertisers, but no personal information that can identify any individual person will be disclosed. While IP addresses will be logged in order to administer the site, track visitor movement, and gather demographic information, but these IP addresses will not be linked to any personally identifiable information. Any registration or order form asking site visitors to enter personal or financial information will be protected by SSL encryption. Site visitors may opt out of having their personal information used at the point where the information is gathered.

In most instances, Kids 4 Kids Leadership Program will grant individuals access to personal information in the care, custody, and control of the company upon presentation of a written request and satisfactory identification. If an individual finds errors of fact with their personal information, they should notify the company as soon as possible to make the appropriate corrections.

If the company denies an individual's request for access to their personal information, the company will advise in writing of the reason for such a refusal. The individual may then challenge the decision.

Kids 4 Kids Leadership Program may use personal information without the individual's consent under particular circumstances. These situations include, but are not limited to:

- The collection is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- The personal information was produced by the individual in the course of their employment, business, or profession, and the collection is consistent with the purposes for which the information was provided;
- The collection is made for the purpose of making a disclosure required by law; or
- Any other reason as defined in applicable legislation

Any questions or concerns regarding this policy can be addressed by contacting Kids 4 Kids Leadership Program a(tinsert phone number, fax number, e-mail address, or web site URL). The company will investigate and respond to concerns about any aspect of the handling of personal information. This organization will address concerns to the best of its abilities.

Media Relations Policy

Media Relations Policy

Intent

Effective media relations are critical to the ongoing success of Kids 4 Kids Leadership Program and the way that Kids 4 Kids Leadership Program is perceived by our customers and the public at large. Kids 4 Kids Leadership Program will work to ensure that information regarding the organization is accurate, informative and positive. Kids 4 Kids Leadership Program will work to manage information provided to media outlets, including traditional news media formats and online coverage.

Guidelines

- Kids 4 Kids Leadership Program will provide information regarding our products, services and performance to the media and the public at large as appropriate.
- Kids 4 Kids Leadership Program will appoint a designated media spokesperson to convey news to media outlets, and respond to their inquiries. This will be either Scott Graham or Connor Parkin.
- Kids 4 Kids Leadership Program will provide a consistent source of information when posting news to any media format, and when responding to inquiries.
- Kids 4 Kids Leadership Program staff shall direct any media inquiries to Scott Graham.

Public Statements

- Public statements regarding or in reference to Kids 4 Kids Leadership Program must use positive language, and shall not defame, and / or speak negatively of Kids 4 Kids Leadership Program as an organization, Kids 4 Kids Leadership Program staff or Kids 4 Kids Leadership Program departments.
- Kids 4 Kids Leadership Program strictly prohibits the disclosure of confidential information regarding our processes, products, objectives, client information, financial information, or any other information protected as confidential under the Kids 4 Kids Leadership Program Confidentiality Policy.
- Kids 4 Kids Leadership Program strictly prohibits the public communication of unverified information, e.g. rumours or information gathered from a third party.
- Kids 4 Kids Leadership Program media releases must use appropriate trademark information.
- Kids 4 Kids Leadership Program media releases must be approved by (Name, Title, Appropriate Authority) prior to their release.
- Only a designated Kids 4 Kids Leadership Program spokesperson shall be allowed to make public statements and/or provide media releases.



Video and Photography Policy

Video and Photography Policy

Video / Photography Policy

Intent

This policy outlines Kids 4 Kids Leadership Program's regulations around the use of videography and photography on our premises and in our business. Kids 4 Kids Leadership Program feels strongly about the protection of privacy for all employees and the public who use our facilities. Thus, Kids 4 Kids Leadership Program has a no video/photography policy on any Kids 4 Kids Leadership Program premises without permission of Scott Graham or the camp directors.

Guidelines

In an effort to protect the privacy of all employees and the public who use our facilities, Kids 4 Kids Leadership Program has a no video / photography policy.

- Kids 4 Kids Leadership Program prohibits the unauthorized taking of videos or pictures on our premises or in our business at any time and by any means (camera phone, digital camera etc.) without specific authorization from Scott Graham or the camp directors.
- Specifically, customers are not allowed to take any pictures or videos of employees or the general public using our facilities at any time, especially in areas such as swimming pools, dressing rooms, bathrooms etc.
- Photos or videos are not to be posted on social media without the consent of Scott Graham or the camp directors.

In the event that a customer needs to make a complaint regarding this matter against another individual (whether a staff member or another customer):

- The customer shall immediately notify the directors on duty of the events which took place
- The directors shall immediately investigate the situation
- The individual making the complaint is required to fill out the Complaint Form
- Include further details of your complaint process here
- In the event that a member of the public is caught breaking this policy, this is sufficient reason to ask a customer to leave the premises.
- If a customer refuses to leave, Kids 4 Kids Leadership Program reserves the right to proceed with further actions, i.e. telephoning the police.
- Employees who do not feel comfortable asking a customer to leave or cease a prohibited activity should ask a manager to do so.
- In the event that an individual is caught taking any videos or photos of an inappropriate nature (for example in private spaces such as dressing rooms) on Kids 4 Kids Leadership Program premises, the authorities shall be notified and legal action will ensue.
- Customers may review this policy at any time upon request.



Cellular Phones at Work Policy

Cellular Phones at Work Policy

Cell Phones at Work Policy

Intent

Kids 4 Kids Leadership Program has adopted this policy to govern the use of personal cell phones at camp. This policy is intended to cover cellphones and other forms of wireless communication devices. For this policy, all such devices shall be referred to as "cell phones."

Guidelines

- Kids 4 Kids Leadership Program employees are directed to use their personal cell phones only for camp purposes during regular camp hours.
- Cell phones can be a distraction at camp. To ensure the effectiveness of camp employees are asked to leave cell phones in their pocket. In the event of an emergency or anticipated emergency that requires immediate attention, the cell phone may be used.
- Employees shall avoid making or receiving personal calls during camp time. Their focus should be on their campers.
- Kids 4 Kids Leadership Program is not liable for the loss of personal cell phones brought into the workplace.
- For health and safety reasons, the Kids 4 Kids strictly prohibits the use of cell phones or similar devices while at camp where the operation of such device would be a distraction to the user or could create an unsafe work environment.
- Kids 4 Kids Leadership Program employees are strictly prohibited from using cell phones for any other available purpose (e.g., Internet access, gaming, texting, music) during business hours.
- For privacy reasons, employees are prohibited from taking photographs of campers or personnel using any camera functions on their cell phone without first obtaining express written permission from the company.

Employees are solely responsible for any fines or charges laid by the authorities for illegal use of a cell phone while operating a vehicle in the course of their employment. Employees who choose to violate this policy will face disciplinary measures or face legal responsibility if in the course and scope of their duties they are involved in a car accident and there is evidence that they were using their cell phone while driving, and the employer is sued.



Social Media Personal Use Policy

Social Media Personal Use Policy

Social Media Personal Use Policy

Intent

Kids 4 Kids Leadership Program strives to maintain a positive image in the community, and has adopted this policy to ensure that our staff members are aware of their responsibility to maintain a positive image as a representative of our organization. Kids 4 Kids Leadership Program employees and volunteers who maintain personal social media pages (for example, Facebook, LinkedIn, personal blog, Twitter, Instagram) are expected to comply with the guidelines set out within this policy.

Staff continue to act as representatives of this organization outside of regular business hours, and should conduct themselves appropriately.

Definitions

Social media: "Forms of electronic communication through which users create online communities to share information, ideas, personal messages and other content" (Merriam-Webster Dictionary). These include but are not limited to Facebook, Twitter, LinkedIn, Snapchat, and Instagram.

General Guidelines

Company employees who maintain personal social media pages or accounts must comply with the following guidelines as they relate to their association with Kids 4 Kids Leadership Program. Employees will be held accountable for what they write or post on social media or webpages. Inflammatory comments or unprofessional or disparaging remarks made about the organization, its employees, customers, vendors, or competitors may result in disciplinary action up to and including termination.

Employees should follow the guidelines below when making posts or comments on any social media site whether public or private.

Employees shall conduct themselves professionally both on and off duty. Where an employee publicly associates with the company, all materials associated with their page may reflect on the company. Please be advised that inappropriate comments, photographs, links, and so on should be avoided.

Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential company information;
- Discriminatory statements or comments of a harassing or bullying nature regarding co-workers, management, customers, or vendors; and
- Defamatory statements regarding the company, its employees, customers, competitors, or vendors.

Where an employee mentions the company, they must include a disclaimer stating that any opinions expressed are the employee's own and do not represent the company's positions, strategies, or opinions.

Employees who use these sites are prohibited from publishing any private organizational information or any negative comments regarding the organization therein.

Kids 4 Kids Leadership Program employees are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization to act as a designated company representative.

Use of personal social media may not conflict with any existing policies of Kids 4 Kids Leadership Program whatsoever. This includes the (Insert appropriate policies, such as code of conduct or confidentiality).

Employees are prohibited from using social media during regular working hours; employees should limit use to official breaks (for example, eating periods). The use of social media must not harm user productivity or efficiency. As Internet access at Kids 4 Kids Leadership Program is monitored, please be advised that excessive use of social media for personal reasons is a misappropriation of company time and resources, and may be subject to disciplinary action.

Company policies governing the use of copyrighted materials, corporate logos, and other forms of branding and identity apply to electronic communications. Employees are prohibited from using Kids 4 Kids Leadership Program protected materials (copyright material, branding, or logos) without prior express written permission.

Kids 4 Kids Leadership Program strictly prohibits the use of company-owned computer resources for illegal downloading or uploading of copyrighted materials without express written permission and authorization from the copyright holder.

This policy is not intended to interfere with the private lives of our employees, or impinge on their freedom of speech. This

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policy is designed to ensure that the image and branding of Kids 4 Kids Leadership Program are maintained, as well as the health and safety of employees.

Employees should abide by these guidelines whether they mention the company by name or not. Even if the name is not mentioned in a post, it is possible a link can be made back to Kids 4 Kids Leadership Program which can negatively affect the company's reputation. Where a link can be made between a negative or inflammatory post and the company, even if not named directly, the employee may be subject to disciplinary action.

Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.

Customer Use

Employees should also be aware that many customers and persons present on company property frequently use mobile phones and other devices to take photographs or make recordings. Employees should always represent the company positively and professionally so negative images are not posted on social media sites of customers or visitors.

Employees who are photographed or recorded acting inappropriately or unprofessionally may be subject to disciplinary action up to and including termination or employment.



AODA - Integrated Accessibility Standards Regulation {IASR) Customer Service Policy

AODA - Integrated Accessibility Standards Regulation (IASR) Customer Service Policy

(Note: This policy has been updated to reflect the July 1, 2018, changes to the regulations under Ontario's Health Protection and Promotion Act.)

Intent

All goods and services provided by Kids 4 Kids Leadership Program will follow the principles of dignity, independence, integration, and equal opportunity.

This policy meets the requirements of the customer service standards included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005. It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Definitions

Assistive device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Disability: As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: A highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Service animal: A service animal for a person with a disability if:

0. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
1. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - College of Audiologists and Speech-Language Pathologists of Ontario;
 - College of Chiropractors of Ontario;
 - College of Nurses of Ontario;
 - College of Occupational Therapists of Ontario;
 - College of Optometrists of Ontario;
 - College of Physicians and Surgeons of Ontario;
 - College of Physiotherapists of Ontario;
 - College of Psychologists of Ontario; or
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.



Support person: In relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Guidelines

The Provision of Goods and Services to Persons with Disabilities

Kids 4 Kids Leadership Program will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality;
- Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk;
- Using alternative methods when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the customer's disability.

The Use of Assistive Devices

Customer's Own Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the company.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank might involve ensuring the customer is in a location that would be considered safe for both the customer and business.

Alternatively, where elevators are not present and where a customer requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

Assistive Devices Provided by Kids 4 Kids Leadership Program

(Remove this section if the business does not have assistive devices available for customers)

The following assistive devices are available on a first come, first served basis and upon request, to help customers access our goods and services: (revise to list your available assistive devices)

- FM systems;
- Pocket talkers;
- Raised seating platforms;
- Walkers;
- Walking canes; and
- Wheelchairs.

Guide Dogs and Service Animals

A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

Staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal.

Food Service Areas

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are only permitted into areas where food is served, sold, or offered for sale due to the Health Protection and Promotion Act, Ontario Regulation 493/17.

Exclusion Guidelines

If a customer's guide dog or service animal is excluded by law (see applicable laws below), Kids 4 Kids Leadership Program will offer alternative methods to enable the person with a disability to access goods and services, when possible. For example, the company might accommodate a customer's disability by securing the animal in a safe location and offering the assistance of an employee to facilitate the delivery of goods and services.

Applicable Laws

Food Safety and Quality Act, 2001, Ontario Regulation 31/05: Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. An exception is made for service dogs to allow them in those areas of a meat plant where food is served, sold, or offered for sale to customers and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling, or storing of animals or parts of animals.

Dog Owners' Liability Act, 2005: If there is a conflict between a provision of this legislation or of a regulation under this or any other act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails. Staff will respectfully explain that the service animal must be removed from the public area due to a municipal by-law and make alternate arrangements or provide the service outside the public area.

Recognizing a Guide Dog or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Kids 4 Kids Leadership Program may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies and Other Health and Safety Concerns

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Kids 4 Kids Leadership Program will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer's accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

Due diligence needs to be paid to address health and safety requirements. For example, if a person's health and safety could be seriously affected by the presence of a service animal on the premises open to the public, management must fully analyse all options for safely accommodating the service animal. Options could include creating distance between the two individuals to eliminate in-person contact, changing the time the two individuals receive service, or using air purifiers and other measures that could allow the person to use their service animal on the premises.

In very exceptional circumstances where a service animal becomes out of control, causing a clear disruption or a threat to the health and safety of others, and the animal's behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether the staff can be of assistance pertaining to the service animal.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, Kids 4 Kids Leadership Program will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the company will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Admission Fees

Where the company requires a support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, the company will not charge the support person any fees or fares.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge of Kids 4 Kids Leadership Program. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or



use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative services or options.

Notification Options

(Note: update to include your options and methods)

When disruptions occur, Kids 4 Kids Leadership Program will provide notice by:

- Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the company website;
- Contacting customers with appointments;
- Verbally notifying customers when they make a reservation or appointment; or
- By any other method that may be reasonable under the circumstances.

Customer Feedback

Kids 4 Kids Leadership Program shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by (insert how the process will be publicized). Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Employee name and position title Phone number Mailing address E-mail address

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to any Kids 4 Kids Leadership Program employee.

(Note: Update if feedback should only be supplied to specific individuals, such as customer service, guides, hospitality, and so on)

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Training

Training will be provided to:

- Every employee of or a volunteer with Kids 4 Kids Leadership Program;
- Every person who participates in developing the policies of Kids 4 Kids Leadership Program; and
- Every other person who provides goods, services, or facilities on behalf of Kids 4 Kids Leadership Program.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - Use assistive devices;

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- o Require the assistance of a guide dog or other service animal; or
- o Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Kids 4 Kids Leadership Program will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents, and contractors (insert when, such as during orientation). Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

Record of Training

(Note: If you have fewer than 50 employees, you are not required to maintain a record of training)

Kids 4 Kids Leadership Program will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Notice of Availability and Format of Documents to Customers

(Note: This section only applies to businesses with 50 or more employees)

Kids 4 Kids Leadership Program shall notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Kids 4 Kids Leadership Program, the website of Kids 4 Kids Leadership Program, and any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Employee name and position title Phone number Mailing address E-mail address

This policy and its related procedures will be reviewed as required in the event of legislative changes or changes to company procedures.



AODA Employment Standards Policy - Ontario

AODA Employment Standards Policy - Ontario

Note to client: This document addresses Parts I and III of the Integrated Accessibility Standards Regulation in force as of January 1, 2017. Information should be reviewed and modified to suit the organization before this document is implemented.

Intent

Kids 4 Kids Leadership Program is dedicated to providing accessible services and work environment for all employees, prospective employees, and clients. This policy outlines the company's compliance with Parts I and III of the Integrated Accessibility Standards Regulation (IASR) set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This policy ensures Kids 4 Kids Leadership Program provides services and employment practices that follow the principles of dignity, independence, integration, and equal opportunity.

Definitions

Accessible format: Includes large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Career development and advancement: Additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization or any combination of them. Both additional responsibilities and employee movement are usually based on merit, seniority, or a combination of both.

Performance management: Activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Support person: In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs, or with access to goods, services, or facilities.

General Principles

Establishment of Accessibility Policies and Plans

Kids 4 Kids Leadership Program will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

The company is committed to meeting the accessibility needs of persons with disabilities in a timely manner. This is reflected in policies which upon request will be made publicly available in an accessible format.

The company will establish, implement, maintain, and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format upon request, and will be posted on its website.

The company will review and update its accessibility plan once every five years and will establish, review, and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of the steps taken in implementing the companies' accessibility plan. This status report will be posted on our website. If requested, the report will be created in an accessible format.

Training Requirements

Kids 4 Kids Leadership Program will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the companies' policies, and all other persons who provide goods, services, or facilities on behalf of the company.

Training will be provided as soon as is reasonably practicable, but no later than (Insert compliance deadline). Training will be provided regularly to new employees and as changes to the companies' accessibility policies occur.

Kids 4 Kids Leadership Program will maintain records on the training provided, when it was provided, and the number of employees who were trained.



Recruitment, Assessment and Selection

Kids 4 Kids Leadership Program will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, the company will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Successful applicants will be made aware of the company's policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees

Kids 4 Kids Leadership Program will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The company will provide the information required to new employees as soon as practicable after they begin their employment.

If an employee with a disability requests it, the company will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

The company will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information

Where required, Kids 4 Kids Leadership Program will create individualized workplace emergency response plans for employees with disabilities. This information will be created in consultation with the employee and take into account the unique challenges created by the individual's disability and the physical nature of the workplace.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; or
- the company reviews general emergency response policies.

Documented Individual Accommodation Plans

Kids 4 Kids Leadership Program will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The development process for these plans will include:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine whether accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- the means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation should also include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.

Return to Work

Kids 4 Kids Leadership Program will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work.

This process will outline the steps the company will take to enable a smooth return to work for the employee. All steps and individual accommodation plans will be documented and created in consultation with the employee.

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Performance Management and Career Changes

Kids 4 Kids Leadership Program will consider the accessibility needs, including documented individual accommodation plans, of employees with disabilities during the company's performance management process. These will also be considered in the event of redeployment, or when offering career development or advancement opportunities.

Review

This policy will be reviewed regularly to ensure that it reflects current practices of Kids 4 Kids Leadership Program as well as legislative requirements.



PIPEDA Compliance Policy

PIPEDA Compliance Policy

Note: This document has been updated to be compliant with changes to the Personal Information Protection and Electronic Documents Act (PIPEDA) that come into effect on November 1, 2018.

Intent

The Personal Information Protection and Electronic Documents Act (PIPEDA) establishes rules to govern the collection, use, and disclosure of personal information in a manner that recognizes the right to privacy of individual's personal information and the need of organizations to collect, use, or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances. Kids 4 Kids Leadership Program is committed to protecting and respecting the personal information of its customers, employees, business partners, and all other entities it interacts with in accordance with PIPEDA. This policy will provide guidelines to ensure that Kids 4 Kids Leadership Program remains compliant with PIPEDA requirements.

Definitions

Breach of security safeguards: The loss of, unauthorized access to, or unauthorized disclosure of personal information resulting from a breach of an organization's security safeguards, or from a failure to establish those safeguards.

Personal information: Information about an identifiable individual.

Security safeguards: Security safeguards include the following:

- Physical measures: for example, locking filing cabinets and restricting access to offices;
- Organizational measures: for example, security clearances and limiting access on a "need-to-know" basis; and
- Technological measures: for example, the use of passwords and encryption.

Significant harm: Includes bodily harm; humiliation; damage to reputation or relationships; loss of employment, business, or professional opportunities; financial loss; identity theft; negative effects on a credit record; and damage to or loss of property.

All definitions sourced from PIPEDA.

Guidelines

Compliance

Kids 4 Kids Leadership Program has implemented these guidelines to ensure continuing compliance with PIPEDA requirements. The personal information of Kids 4 Kids Leadership Program employees, customers, clients, business partners, and so on will be managed to meet the following PIPEDA requirements:

- All personal information in Kids 4 Kids Leadership Program possession or custody must be protected appropriately.
- Individuals must be informed as to why personal information is being collected.
- Consent must be obtained for the collection and use of information.
- The consent of an individual is only valid if it is reasonable to expect that the individual understands the nature, purpose, and consequences of the collection, use, or disclosure of the personal information.
- Personal information may only be collected without consent if:
 - The collection is clearly in the interests of the individual and consent cannot be obtained in a timely way;
 - The personal information was produced by the individual in the course of their employment, business, or profession, and the collection is consistent with the purposes for which the information was provided;
 - The collection is made for the purpose of making a disclosure; or
 - Any other reason as defined in PIPEDA section 7(1).
- Individuals have the right to withdraw their consent.
- Personal information collected is only collected, used, or disclosed for purposes that a reasonable person would consider appropriate in the circumstances.
- Personal information is used only for the purposes for which it was collected, except with the consent of the individual or as required by law.
- Personal information is retained only for the period of time that it is reasonably required.



- Personal information is destroyed that is no longer required using a safe, secure, and effective manner (for example, shredding).
- All personal information collected is accurate.
- Individuals are allowed access to their personal information, and to make corrections as appropriate.
- Appropriate security and safeguards are employed for the protection of personal information.
- Access to personal information is limited to authorized personnel who have a legitimate need to access the information.
- Consent must generally be obtained before the release of personal information to any third party.
- Consent to disclose personal information to a third party is not required if:
 - Kids 4 Kids Leadership Program has reasonable grounds to believe that the information could be useful in the investigation of a contravention of the laws of Canada, a province or territory, or a foreign jurisdiction, and the information is used for the purpose of investigating that contravention;
 - It is used for the purpose of acting in respect to an emergency that threatens the life, health, or security of an individual;
 - The information was produced by the individual in the course of their employment, business, or profession, and the use is consistent with the purposes for which the information was produced; or
 - Any other circumstances as defined in PIPEDA section 7(2) are met.
- The forms of information being collected must be identified and communicated to the individual, as well as the rationale for the collection of these forms of information.
- Individuals must be notified and consent must be obtained before using personal information for any reason other than those provided at the time of collection.

In addition to the above requirements, Kids 4 Kids Leadership Program will designate a representative to hold accountability for the organization's compliance with PIPEDA. The representative will hold responsibility for the management of the personal information policies and procedures of Kids 4 Kids Leadership Program.

- The representative shall be (Insert title of appropriate authority).

The PIPEDA representative shall be responsible for:

- Developing and implementing policies and practices under PIPEDA, including:
 - Procedures that address the collection, use, retention, destruction, and management of personal information;
 - Procedures for protecting personal information in all formats;
 - Procedures for complaints and inquiries; and
 - Staff training on PIPEDA obligations.
- Using privacy agreements and contracts to ensure the protection of personal information where the information must be provided to a third party.
- Reviewing policies, practices, and procedures annually or as needed, making appropriate revisions.

Breaches of Security Safeguards

Reporting Breaches

If Kids 4 Kids Leadership Program becomes aware of a breach of our security safeguards that compromises the privacy of the personal information retained by the company, the following action shall be taken:

- (Insert title of appropriate authority) is responsible for coordinating the response to the breach and ensuring that all reasonable action is taken to address the breach.
- (Insert title of appropriate authority) will notify the privacy commissioner of Canada of the breach in the prescribed form and manner as soon as feasible once Kids 4 Kids Leadership Program has determined that a breach has occurred. Kids 4 Kids Leadership Program will also submit any new information that the company becomes aware of after having made the report.
- (Insert title of appropriate authority) will notify any affected individuals of the breach in the prescribed form and manner as soon as feasible

- Kids 4 Kids Leadership Program will comply to the greatest extent possible and in a timely manner with any requests, orders, or other instructions from the Office of the Privacy Commissioner of Canada in order to respond to and address the security breach.
- Kids 4 Kids Leadership Program will maintain records of every breach of security safeguards, and will provide the privacy commissioner of Canada with access to or a copy of a record of a breach at the request of the commissioner.

As per the Breach of Security Safeguards Regulations, the report submitted to the privacy commissioner will contain:

- A description of the circumstances of the breach and if known the cause;
- The date on which or the period during which the breach occurred or if neither is known the approximate period;
- A description of the personal information that is the subject of the breach to the extent that the information is known;
- The number of individuals affected by the breach or if unknown the approximate number;
- A description of the steps that the organization has taken to reduce the risk of harm to affected individuals that could result from the breach or to mitigate that harm;
- A description of the steps that the organization has taken or intends to take to notify affected individuals of the breach in accordance with subsection 10.1(3) of PIPEDA; and
- The name and contact information of a person who can answer the commissioner's questions about the breach on behalf of the organization.

Notifying Affected Individuals

Determining Whether a Real Risk of Significant Harm Exists

Kids 4 Kids Leadership Program will assess the following factors when determining whether a security breach constitutes a real risk of significant harm to an individual or individuals:

- The sensitivity of the personal information involved in the breach;
- The probability that the personal information has been, is being, or will be misused; and
- Any other prescribed factor.

Notifications

(Insert title of appropriate authority) is responsible for ensuring that all individuals for whom the breach creates a real risk of significant harm are notified at the earliest available opportunity, subject to any legal restrictions, in a form of communication that a reasonable person would consider appropriate in the circumstances. As per the regulation, notifications shall contain sufficient information to allow the individual to understand the significance to them of the breach, including:

- A description of the circumstances of the breach;
- The date on which or period during which the breach occurred or if neither is known the approximate period;
- A description of the personal information that is the subject of the breach to the extent that the information is known;
- A description of the steps that the organization has taken to reduce the risk of harm that could result from the breach;
- A description of the steps that affected individuals could take to reduce the risk of harm that could result from the breach or to mitigate that harm;
- Contact information that the affected individual can use to obtain further information about the breach; and
- Any other prescribed information.

The notice shall be conspicuous and given directly or indirectly to the individual in the prescribed form and manner as legislatively required as the situation dictates.

In addition to the individuals affected by the breach, Kids 4 Kids Leadership Program may notify other parties of the breach or disclose personal information relating to the breach, subject to the following guidelines:

- Kids 4 Kids Leadership Program will notify other organizations, government institutions, or parts of government institutions if Kids 4 Kids Leadership Program believes that doing so can reduce or mitigate the harm from the breach.
- Kids 4 Kids Leadership Program may disclose personal information without the knowledge or consent of the individual if:
- The disclosure is made to the other organization, the government institution, or the part of a government institution that was notified under the breach; and



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- The disclosure is made solely for the purpose of reducing the risk of harm to the individual that could result from the breach or mitigating that harm.



Extreme Heat Policy

Extreme Heat Policy

In the event of a heat advisory while our campers are on our property we will adhere to the following process:

- We will ensure all our campers have access to drinking water. If a child has not brought a water bottle to camp, we will provide them with one.
- Our campers will stop every 30 minutes for a drink of water.
- Our campers will not play active games that involve running or a lot of exertion.
- Passive games will be played in the shade.
- We will program additional water activities throughout the day.
- Campers will be able to access the creek, pool and water mushroom throughout the camp day.
- We will buy our campers freezies to cool them down.
- Staff will check-in with their campers frequently to ensure they are hydrated and have been drinking water.

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