



## **Boys & Girls Club of Kamloops**

A good place to be

# **Boys and Girls Club of Kamloops Administration Policy and Procedures Manual**



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## **Introduction:**

The purpose of this document is to set out policy on a variety of matters pertaining to administrative operations of the Boys and Girls Club of Kamloops (BGCK).

Every effort has been made to include policy that will ensure the effective management of administrative duties and fiscal accountability in the operation of the organization.

BGCK is committed to ensure that policies and procedures related to all operations will be developed to support its employees in the operation of their duties and that policies are administered in accordance with Boys and Girls Clubs of Canada (BGCC) and all applicable laws and regulations related to non-profit societies.

## **Definitions:**

**Assets** – A resource with economic value that an individual, corporation or country owns or controls with the expectation that it will provide future benefit.

**By-laws** – a rule that an organization (such as a club or company) makes and that its members must follow. : a rule adopted by an organization chiefly for the government of its members and the regulation of its affairs.

**Capital** – Financial assets or the financial value of assets, such as cash.

**Cash Reserves** - In finance, cash reserves primarily refers to two things. One is a type of short-term, highly liquid investment that earns a low rate of return (perhaps 3\% annually) such as investment company Fidelity's mutual fund called Fidelity Cash Reserves. This is where some individuals keep money that they want to have quick access to. The other type of cash reserves refers to the money a company or individual keeps on hand to meet its short-term and emergency funding needs.

**CRA – Canada Revenue Agency** - Imagine Canada exists to work alongside other charitable sector organizations — and often in partnership with the private sector, governments and individuals in the community — to ensure that charities continue to play a pivotal role in building, enriching and defining our nation.

**Debentures** – A type of debt instrument that is not secured by physical assets or collateral. Debentures are backed only by the general creditworthiness and reputation of the issuer. Both corporations and governments frequently issue this type of bond in order to secure capital. Like other types of bonds, debentures are documented in an indenture.

**EFT – Electronic Fund Transfers** - is a system of transferring money from one bank account directly to another without any paper money changing hands.

**Ethical Fundraising and Financial Accountability Code** –Lays out a set of standards for charitable organizations to manage and report.

**Executive Director** – Position which oversees the operation of Boys and Girls Club of Kamloops and reports to the Board of Directors.

**Finance Manager** – Senior management Position which is responsible for the day to day financial operations of the Boys and Girls Club in conjunction with and supervision of the Executive Director.

**GAAP – Generally Accepted Accounting Principles** - is a framework of accounting standards, rules and procedures defined by the professional accounting industry, which has been adopted by nearly all publicly traded U.S. companies.

**Hypothec** – a mortgage or security held by a creditor on the property of a debtor without possession of it, created either by agreement or by operation of law.

Imagine Canada –

**Investment** - An asset or item that is purchased with the hope that it will generate income or appreciate in the future. In an economic sense, an investment is the purchase of goods that are not consumed today but are used in the future to create wealth. In finance, an investment is a monetary asset purchased with the idea that the asset will provide income in the future or appreciate and be sold at a higher price.

**Imagine Canada** - Imagine Canada exists to work alongside other charitable sector organizations and often in partnership with the private sector, governments and individuals in the community to ensure that charities continue to play a pivotal role in building, enriching and defining our nation.

**Manager of Program Operations** – Senior management position which oversees the programmatic operation of the Boys and Girls Club in conjunction with and supervised by the Executive Director.

**Mortgage** – the charging of real (or personal) property by a debtor to a creditor as security for a debt (especially one incurred by the purchase of the property), on the condition that it shall be returned on payment of the debt within a certain period.

**NSF – Non sufficient Funds** - An acronym used in the banking industry to signify that there are "non-sufficient funds" in an account in order to honor a check drawn on that account. Colloquially, this is known as a "bounced check" or "bad check".

**PIPA – Personal Information Protection Act** - sets out the ground rules for how private sector and not for-profit organizations may collect, use or disclose information about people. It strikes a balance between the right to control access to and use of personal information, with an organization's need to collect and use personal information for legitimate and reasonable purposes.

**PAD – Pre-Authorized Debt** – Arrangement (such as direct debit payment or standing order) under which a bank is authorized by a customer to debit his or her account for a regular bill's amount or for loan installments

**Promissory Note** - A financial instrument that contains a written promise by one party to pay another party a definite sum of money either on demand or at a specified future date.  
Securities -

## **Section 1: Financial Management**

### **1.1 Investment and Banking**

**Policy Statement:** The Board of Directors is responsible for the policy and direction regarding the security and preservation of the BGCK's assets, capital, and reserves.

**Procedure:**

- 1) To optimize the agencies financial position, the Executive Director and or the treasurer will negotiate service charges and interest paid on deposits and investments, with selected area banks and financial institutions. Such negotiations shall be on going.
- 2) All cash in excess of the cash reserve amount, defined in 2.a) shall be invested at the direction of the Finance Committee. Investments will be limited to low and medium risk instruments. The investments may include equity securities, mutual funds, bonds, and Guarantee Investment Certificates or Government bonds or debentures. All investments will require the pre-approval of the Board of Directors.
  - a) The minimum cash reserve level, which will be used to manage fluctuations in cash flow such as lower levels of projected revenue and/or unanticipated expenditures, shall be equal to 3 months of Club operating costs. Operating costs are defined as the salaries and overhead components of the budget. The cash reserve to be established and maintained is defined as all the funds held in bank accounts and short-term deposits, less the excess, if any accounts payable over accounts receivable.  
When in any given quarter the cash reserve is projected to drop below the minimum due to the indicated fluctuations, the management team will take action to correct this situation. Such action may include, but not limited to:
    - Additional fundraising activities.
    - Expense reductions.
    - allocate from mutual fundsThe actions taken will be designed to restore the reserves back to the minimum level on a timely basis, but in any event, within one fiscal year.
- 3) Bi-Annually the Executive Director shall provide a detailed report on the status of each investment. At the minimum the report should include the type of investment held, the cost and the market value of the investment, the stated rate or return if applicable, the maturity date and any re-investment alternatives.

## **1.2 Purchasing and Petty Cash**

**Policy Statement:** Each employee that incurs out of pocket expenses in order to deliver services shall have access to petty cash reimbursement. Petty cash must be spent on allowable expenses and reported with appropriate documentation.

Employees should not be out of pocket for expenses related to program delivery except for exceptional circumstances.

### **Procedure:**

- 1) The Executive Director will issue petty cash to employees that require it in order to effectively deliver programs or services.
  - i) Each employee must verify the receipt of petty cash on a form letter
  - ii) Each employee agrees to use the petty cash for the sole purpose of program delivery and/or conducting business on behalf of the BGCK.
- 2) Using and Reimbursing Expenses
  - a) Each employee must submit an expense claim form to the Executive Director in order for his or her petty cash to be reimbursed.
    - i) Expense forms need to be authorized by the appropriate supervisor before being submitted to the Executive Director.
    - ii) All receipts must be attached, dated, and state the vendor. Failure to provide the proper receipt may result in the purchase being void and the employee may incur the expense.
  - b) Purchases made with petty cash must be valid expenses as per their program budget.
  - c) Expenses above \$30 need to be approved by their supervisor.
  - d) When purchasing materials or supplies they must be new and not second hand unless approved by a supervisor.
  - e) If any employee is purchasing from a co-worker, or a BGCK parent, or a potential conflict of interest party as outlined in the By-Laws Conflict of Interest Policies 13.1.a); 2.b) and c) a supervisor must approve the purchase.
- 3) Returning Petty Cash
  - a) Each employee must return their remaining petty cash and receipts (all balanced) upon termination of their position.

## **1.3 Vehicle Mileage**

**Policy Statement:** BGCK will reimburse mileage expenses for all employees for approved use of their own vehicle.

**Procedure:**

- 1) Employees will track and record all mileage incurred while on BGCK business on the Mileage Expense Form.
  - a) This form has to include program, date, destination, kilometers, and expense code number.
  - b) The form must be submitted no later than every two months.
  - c) When completed the form is submitted to Program Leader for approval and reimbursement.

## **1.4 Purchasing and Cheque Requisitions**

**Policy Statement:** A supervisor must approve all purchases and financial commitments made by employees on behalf of BGCK in order to control expenditures.

**Procedure:**

- 1) Purchasing Supplies
  - a) An employee may purchase supplies by filling out a purchase order and having it signed by a supervisor with the following:
    - i) Date
    - ii) Program name
    - iii) Description of item
    - iv) Estimated cost
  - b) The purchase order must then be attached to the charge slip or receipt and submitted to the Accounting Department for payment
  - c) The Executive Director must approve purchases over \$500.00
- 2) Cheque Requisition
  - a) If an employee cannot purchase an item with petty cash or a purchase order, they may request a cheque. The requisition must be submitted one week prior to the issue of the cheque and include the following information:
    - i) Date of requisition
    - ii) Name of person requesting the cheque
    - iii) Program for which the purchase will be made
    - iv) Payee
    - v) Date of cheque
    - vi) Amount
    - vii) Purpose of the requisition or item to be purchased
  - b) All receipts must be submitted to the Accounting Department immediately

## **1.5 Borrowing Limitations**

**Policy Statement:** The Board of Directors must ensure that appropriate borrowing practices are in place in the best interest of the financial management of the BGCK. Borrowing is only considered when it is a necessary function for the sustainability of the BGCK and after all other financial resources have been utilized.

### **Procedure:**

The Board of Directors may from time to time by resolution

- a) Borrow money upon the credit of the BGCK;
- b) Limit or increase the amount borrowed;
- c) Issue debentures or other securities of the BGCK;
- d) Pledge or sell debentures or other securities for such sums and at such prices as they determine;
- e) Secure any such debentures, or other securities, or any other present or future borrowing or liability of the BGCK, by mortgage, hypothec, charge or pledge of all or any currently owned or subsequently acquired real or personal, moveable and immovable, property of the BGCK, and the undertaking and rights of the BGCK.

Any such resolution may provide for the delegation of such powers by the directors to officers of directors of the BGCK

Nothing limits or restricts the borrowing of money by the BGCK on bills of exchange or promissory notes made, drawn, accepted or endorsed by or on behalf of the BGCK.

## **1.6 Signing Authority and Cheque Signing**

**Policy Statement:** The Board of Directors will authorize certain individuals to sign cheques and contracts, issue tax receipts, and record all revenue and expenditures.

### **Procedure:**

- 1) Financial Signing Authorities
  - a) All cheques, contracts, documents or other written instruments that are legally binding must be signed by authorized individuals.
    - i) The Board of Directors duly appoints the following positions on behalf of the agencies, as per the Bylaws of the BGCK.
      - (a) President
      - (b) Vice President
      - (c) Treasurer
      - (d) Executive Director

- b) The duly appointed individuals will sign all necessary bank documents to validate the process.
  - c) Any two signing authorities will sign or approve all cheques, electronic payments, contracts, documents or other written instruments on behalf of the Board of Directors.
  - d) For ease of administration the Board of Directors may, from time to time, authorize, in writing certain employees to sign or approve cheques, electronic payments, contracts, documents or other written instruments.
- 2) Cheque Writing and Electronic Payments
- a) All cheques and electronic payments will be prepared if approved within the Annual Budget and upon receipt of an invoice or expense form with official receipts attached.
    - i) All cheques or electronic payments will have a receipt and/or invoice attached along with any relevant purchase orders.
  - b) Each cheque or electronic payment will be recorded and posted to an account.
  - c) Two authorized individuals sign each cheque or approve electronic payments. Both signing authorities that sign the cheque stubs must also initial the receipt.
  - d) All cheque stubs and electronic payment reports, with receipts or invoices attached, will be filed by bank account name and month and year.
    - i) The bank statement will be filed with the processed cheques and reconciled on a monthly basis.
    - ii) The Executive Director will review the bank reconciliations on a monthly basis and the Treasurer will review.
- 3) Storage of Records
- a) All financial records will be archived to the File Storage for at minimum, 7 years.

## **1.7 Capitalization of BGCK Assets**

**Policy Statement:** The BGCK will record all capital assets over a \$1000 value.

**Procedure:**

- 1) All purchases capital assets in excess of \$1000 will be recorded at cost.
- 2) All contributed or donated capital assets in excess of \$1000 will be recorded at the fair market value at the date of contribution or donation.
- 3) All qualifying capital assets will be reported to the auditor each year at the time that the audit is being prepared.

## **1.8 Electronic Funds Transfer**

**Policy Statement:** The BGCK may make payments to employees and participating vendors via Electronic Funds Transfer.

**Procedure:**

- 1) Participation
  - i) All employees and Contracted Service Providers may receive payments by Electronic Funds Transfer.
  - ii) All vendors used on a regular basis will be encouraged to consent to receiving payments by Electronic Funds Transfer.
- 2) Enrollment
  - a) Employees and participating vendors will complete the Electronic Banking/Direct Deposit Form and submit it to their supervisor and/or Executive Director in order to receive payment from the BGCK.
    - i) If an employee or vendor fails to submit, update their banking information in a timely manner or if a form is incomplete, the direct deposit process may be delayed and the form will be returned to the individual or vendor for clarification.
- 3) Payments
  - a) Payroll
    - i) All employee hours are to be submitted to their supervisor or designate on the Thursday before the end of each pay period.
    - ii) The Executive Director or designate will process payroll and submit the Payment Summary to the Electronic Fund Transfer Company in an appropriate time frame to ensure payroll will be processed and paid. This should be no later than the Wednesday morning after the end of each pay period.
    - iii) Payments will be transferred to the employee's bank account on the Friday morning after the end of each pay period.
  - b) Vendor Payments
    - i) Vendor payments will be processed within seven days.
    - ii) All participating vendor payments will be prepared through the BGCK's accounting program by entering bills and all bills will be paid through electronic file transfers.
  - c) Authorization
    - i) The Electronic Fund Transfer Company will initiate payment after receiving the transfer from the authorized designate. The Executive Director will have already signed the Payment Summary, which will match the amount transferred through the Electronic Fund transfer.

- d) Statements
  - i) Statements of payment will be submitted manually to employees upon receiving an Electronic Fund Transfer. The statements will be issued in sealed envelopes and will be either mailed or delivered to the employee's supervisor for distribution.

## 1.9 Collections

**Policy Statement:** The BGCK will strive to ensure that all money owed is collected in a timely and fair manner to ensure fiscal responsibility.

**Procedure:**

- 1) Government Agencies
  - a) The BGCK will strive to collect the total amount owing with 60 days of the original invoice date.
    - i) A reminder telephone call requesting payment is made to the Accounts Payable Department and/or,
    - ii) The BGCK will send out a statement, listing all outstanding invoices.
  - b) If payment is not received within an additional 30 days:
    - i) A reminder telephone call requesting payment is made to the Accounts Payable Department and/or,
    - ii) The BGCK will send out a statement listing all outstanding invoices.
  - c) Any invoices outstanding beyond the above time period may be brought to the attention of the Board of Directors.
    - i) The Board of Directors may do one or more of the following:
      - (1) Assess the current rate of interest and apply to outstanding account per month and/or
      - (2) Terminate services and/or
      - (3) Initiate engagement with a collection agency.
- 2) Client fee for service program payments
  - a) All fees are due on the first of the month or upon the first day of service rendered. It is understood that our clients may require special consideration regarding accounts receivable and outstanding debt. This will be managed with a case by case consideration.
    - i) Any Subsidies approved by the Provincial Government will be deducted from the amount owing upon confirmation of a subsidy authorization.
    - ii) If a cheque or Preauthorized Debit (PAD) is returned Not Sufficient Funds (NSF), a fee equal to the charge from the bank, will be charged. If payment is not received with 14 days the NSF fee will be \$25.00.
    - iii) The NSF cheque must be replaced with cash, credit card or a money order to ensure the account remains current.

- iv) If parent fees are not paid by the 3<sup>rd</sup> Thursday of the month, the BGCK designate employee will determine the most effective course of action to recover the fees. If it is apparent that the individual's circumstances preclude payment then the account should be discussed with the BGCK designate employee and Executive Director in order to assess the situation. If the debt is to be sponsored or "written off", the account should reflect this adjustment and the Finance Manager informed.
- v) If parent or guardian fails to respond to attempts by BGCK employee communication, services for their child may be terminated, and/or the account may be sent to a collection agency.

Any accounts to be written off into bad debt must be reviewed quarterly by the Executive Director; clear direction will be given to ensure a timely process during the audit.

## **1.10 Annual Budget**

**Policy Statement:** An annual financial budget will be developed each year. The budget will be approved by the Board of Directors and will be used to evaluate and monitor the financial progress of the BGCK throughout the fiscal year.

The Executive Director will ensure that expenditures do not exceed income.

**Procedure:** The BGCK fiscal year is January 1 – December 31.

- 1) Annual Budget Preparation.
  - a) 1 month prior to the fiscal year end the Executive Director along with input from delegated employees will complete a draft budget.
  - b) The draft budget will be submitted to the Board Fund Development and Finance Committee for review and discussion and will include:
    - [i] Current budget year, current actual statements and a forecast for the next budget year.
  - c) The approval of the new annual budget shall occur not less than two months after the BGCK fiscal year end by the finance committee. Final approval will be made at the February Regular Board meeting or sooner. The board will make every effort to ensure that expenditures do not exceed income.
  - d) The Board of Directors will be provided monthly financial reports in order to compare actual amounts with the approved proposed budgets. Any significant variances will be discussed and noted in the minutes of the meeting.
    - [i] The Board of Directors may direct the Executive Director and the Finance Committee to develop an action plan that will reduce or reverse significant ongoing negative variances.
  - e) The approved Annual Budget may be revised at any Board Meeting with all proposed budget changes presented in writing by Board motion.
- 2) Authorization to Commit BGCK Funds
  - a) The BGCK's funds are to be allocated in accordance with the Approved Annual Budget. The responsibility to spend these funds rests with the Executive Director, employees and committees to whom the budget allocations have been made.
  - b) The Executive Director will provide program and/or project budgets to all relevant employees.
- 3) Unbudgeted Expenses
  - a) All purchases made that are not approved within the current budget and are greater than \$1000 or any purchase commitments that extend over one fiscal year must be approved by the Finance Committee, reported the next regular Board meeting and recorded in the minutes of the meeting.
    - i) If the purchase is deemed as being an emergency then the verbal consent of any two of the following will be sufficient and then

reported at the next regular Board Meeting and recorded in the minutes of the meeting.

- (1) President
- (2) Vice President
- (3) Secretary/Treasurer
- (4) Executive Director

b) If expenditure is required which exceeds \$10,000.00 and is not approved within the current budget, the budget must be revised and approved by the Board of Directors prior to the purchase being made.

## **1.11 Deposits**

**Policy Statement:** All money received by the BGCK must be receipted, deposited and posted in a timely manner.

**Procedure:**

- 1) All money received by the BGCK will be entered into the cash register and coded to the correct department.
  - a) The receipt that is printed is stamped with the BGCK address and issued to the payee.
  - b) A Duplicate summary of all transactions is recorded in the cash register to be printed at the time a deposit is made. The summary will be attached to a copy of the deposit summary.
  - c) Any cheques or cash over \$20 is dropped into the safe.
- 2) Deposits will be taken to the bank once per week unless cash is exceeding \$500.00 and any special event funds will be deposited following the event on the same day.

Preparing the deposit:

- a) Print the Deposit Sheet in Excel.
  - b) Balance money in from Deposit Sheet with receipted funds from each person turning in funds.
  - c) Attach deposit slip from the bank.
- 3) It is the responsibility of the person preparing the deposit to ensure that all cheques are not post or stale dated, that the body of the cheque agrees with the figures and that the cheque is payable to the BGCK.
  - 4) All deposits will be recorded in the BGCK's accounting program and posted to a revenue account.
  - 5) The Deposit slip must be checked by a second person who did not issue the receipts.
  - 6) All donations must be receipted as per the Contributions and Donations Policy.

- a) Copies of receipts shall be kept for a minimum of 7 years and only destroyed under the direction of a Board motion stating the year-end BGCK receipts to be destroyed.

## **1.12 Distribution of Financial Information to Third Parties**

**Policy Statement:** The Audited Financial Statements of the BGCK are available to the public upon request once they have been accepted at the Annual General Meeting. Audited financial statements are available on the Canada Revenue Agency (Charities Division) website. All other third party requests for financial information will only be provided if requested in writing and with the permission of the related individual.

**Procedure:**

- 1) Sharing BGCK Financial Information
  - a) The Finance Manager shall prepare the financial information in the format requested by the third party.
  - b) The financial information will then be submitted to the Executive Director for review and approval. The purpose and intended use of the requested material, and the source of the request, should also be made clear.
  - c) The Executive Director will authorize the distribution of the information by initialing a copy of the document.
- 2) Sharing Employee Financial Information
  - a) All requests for confirmation of employment and/or salary verification will be made to the Accounting Manager in writing by either the third party or the employee.
  - b) The employee must give written permission for the Accounting Manager to share the information with the third party.

## **1.13 Financial Statements and Charity Returns**

**Policy Statement:** The Executive Director shall ensure that financial statements are prepared monthly, an external audit is conducted annually and charity returns are filed annually.

The BGCK will report to the proper authorities any financial reports, such as the annual charity returns, prior to any due dates.

As a result of proper accounting and reporting BGCK will remain in good charitable standing with their respective national organizations, the Government of Canada, the Government of British Columbia, and any relevant funding sources.

**Procedure:**

- 1) Monthly Statements
  - a) Monthly financial statements shall be provided to the Board of Directors, for review and approval, at each regular meeting of the Board of Directors. These statements shall report the period's actual revenues and expenses, the year-to-date budget, a variance column measuring the difference between the actual and the budget amount as well as the approved annual budget. An explanation recorded in the minutes of the meeting will be required whenever the variance is deemed significant.
- 2) Annual Statements
  - a) Within a reasonable time frame from completion of the fiscal year-end, an independent audit will be conducted. In compliance with generally accepted accounting principles (GAAP), an accredited accounting firm shall prepare the audited statement. The selection and approval of the auditor shall take place during the prior year's Annual General Meeting.
  - b) All receipts, statements, cheques, Board minutes and other required information shall be gathered together after year-end by the Executive Director and made available to the auditor. A formal letter of engagement, which will include the start and the end date of the engagement, shall be given to the auditor at this time.
  - c) The audited financial statements will be made available to all members of the BGCK who attend the Annual General Meeting. The Treasurer, auditor or a designate will review the statements with the members present, and a vote to accept the report will be held with the results of the vote recorded in the minutes of the meeting.
  - d) The Treasurer will present any recommendation made by the auditor to the Board of Directors at a regularly scheduled meeting. Recommendations will be discussed and adopted in principle by the Board of Directors if deemed appropriate.
- 3) Annual Charity Return
  - a) A registered charity information return must be completed and filed with Canada Revenue Agency within six months of the BGCK's fiscal year-end. The Executive Director shall complete, or have the appointed auditors file the return on behalf of the BGCK within the allowed time period
- 4) Storage of Records
  - a) All financial records will be archived to archived files for, at minimum 7 years.

## **1.14 Contracts for Services**

Policy Statement: The BGCK will implement a system for obtaining contracted services and employment contracts. Any contracts over \$5000 require the approval of the Board of Directors.

Procedure:

- 1) A request for proposal will be initiated by the Executive Director.
  - a) Three quotes will be obtained where applicable.
  - b) In the event of procurement of products or services available through only one supplier, the Executive Director shall provide evidence of such and attest to the reasonableness of the quote obtained.

## **Section 2: Fund Development**

### **2.1 Ethical Fundraising and Financial Accountability Code**

**Policy Statement:** The BGCK adopts and adheres to the Ethical Fundraising and Financial Accountability Code as set out by Imagine Canada. The Board of Directors commit to developing policy for being responsible custodians of donated funds, to exercise due care concerning the governance of fundraising and financial reporting, and to ensure to the best of their ability, that the BGCK adheres to the provisions of the code.

#### **Procedure:**

- 1) Donor's Rights
  - a) All donors (individuals, corporations, and foundations) are entitled to receive an official receipt for income tax purposes for the amount of the donation. Donors of non-monetary eligible gifts (or gifts in-kind) are entitled to receive an official receipt that reflects the fair market value of the gift. (Note: The term 'Eligible Gifts' is comprehensively defined by Canadian Revenue Agency (CRA). A full definition can be found in CRA's Interpretation Bulletin dealing with gifts and official donation receipts. Some common gifts, such as donations of volunteer time, services, food, etc. are not eligible to receive official tax receipts.) BGCK will establish a minimum amount for the automatic issuance of receipts, in which case smaller donations will be receipted on upon request.
  - b) All fundraising solicitations by or on behalf of the BGCK will disclose the BGCK's full name and the purpose for which funds are requested. Printed solicitations (however transmitted) will also include its address or other contact information.
  - c) Donors and prospective donors are entitled to the following, promptly upon request:
    - i) The BGCK's most recent annual report and financial statements as approved by the Board of Directors.
    - ii) The BGCK's registration number (BN) assigned by CRA.
    - iii) Any information contained in the public portion of the BGCK's most recent Charity Information Return (form T3010) as submitted to CRA.
    - iv) A list of the names of the members of the BGCK's Board of Directors.
  - d) Donors and prospective donors are entitled to know, upon request, whether an individual soliciting funds on behalf of the BGCK is a volunteer, an employee, or a hired solicitor.
  - e) Donors will be encouraged to seek independent advice if the BGCK has any reason to believe that a proposed gift might significantly affect the donor's financial positions, taxable income, or relationship with other family members.
  - f) Donors' requests to remain anonymous will be respected.

- g) The privacy of donors will be respected. Any donor records that are maintained by the BGCK will be kept confidential to the greatest extent possible. Donors have the right to see their own donor record and to challenge its accuracy.
- h) The BGCK will not exchange, rent or otherwise share its fundraising list with other organizations.
- i) Donors and prospective donors will be treated with respect. Every effort will be made to honor their requests to:
  - i) Limit the frequency of solicitations.
  - ii) Not be solicited by telephone or other technology.
  - iii) Receive printed material concerning the BGCK.
- j) The BGCK will respond promptly to a complaint by a donor or prospective donor about any matter that is addressed in this Ethical Fundraising and Financial Accountability Code. A designated employee member or volunteer will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the BGCK's Board of Directors or its designate, and will be advised in writing of the disposition of the appeal. A complainant who is still dissatisfied will be informed that he/she may notify Imagine Canada, formally known as the Canadian Centre for Philanthropy in writing.

2) Fundraising Practices:

- a) Fundraising solicitation on behalf of the BGCK will:
  - i) Be truthful
  - ii) Accurately describe the BGCK's activities and the intended use of donated funds; and
  - iii) Respect the dignity and privacy of those who benefit from the BGCK's activities.
- b) Volunteers, employees and hired solicitors who solicit or receive funds on behalf of the BGCK shall:
  - i) Adhere to the provisions of this Ethical Fundraising and Financial Accountability Code.
  - ii) Act with fairness, integrity, and in accordance with all applicable laws.
  - iii) Adhere to the provisions of applicable professional codes of ethics; standards of practice.
  - iv) Cease solicitation of a prospective donor who identifies the solicitation as harassment or undue pressure.
  - v) Disclose immediately to the BGCK any actual or apparent conflict of interest.
  - vi) Not accept donations for purposes that are inconsistent with the BGCK's mission or objectives.
- c) Paid fundraisers, whether employees or consultants will be compensated by a salary, retainer or fee, and will not be paid finders' fees, commissions or other payments based on either the number of gifts received or the value of funds raised. Compensations policies for fundraisers (such as salary

increases or bonuses) will be consistent with the BGCK's policies and practices that apply to non-fundraising personnel.

- d) The BGCK's Board of Directors will be informed at least annually of the number, type and disposition of complaints received from donors or prospective donors about matters that are addressed in the Ethical Fundraising and Financial Accountability Code.
- 3) Financial Accountability
  - a) The BGCK's financial affairs will be conducted in a responsible manner consistent with the ethical obligations of stewardship and the legal requirements of provincial and federal regulators.
  - b) All donations will be used to support the BGCK's objectives, as registered with CRA.
  - c) All restricted or designated donations will be used for the purposes for which they are given. If necessary due to program or organizational changes, alternative uses will be discussed, where possible with the donor or the donor's legal designate. If the donor is deceased or legally incompetent and the BGCK is unable to contact a legal designate, the donations will be used in a manner that is as consistent as possible with the donor's original intent.
  - d) Annual financial reports will:
    - i) Be factual and accurate in all material respects
    - ii) Disclose:
      - The total amount of fundraising revenues (receipted and no receipted);
      - The total amount of fundraising expensed (including salaries and overhead costs);
      - The total amount of donations that are receipted for income tax purposes (excluding bequests, endowed donations that cannot be expended for at least 10 years, and gifts from other charities);
      - The total amount of expenditures on charitable activities (including gifts to other charities).
    - iii) Identify government grants and contributions separately from other donations; and
    - iv) Be prepared in accordance with generally accepted accounting principles and standards established by the Canadian Institute of Chartered Accountants, in all material respects.
  - e) No more will be spent on administration and fundraising than is required to ensure effective management and resources development. In any event, the BGCK will meet or exceed CRA's requirements for expenditures on charitable activities. The Income Tax Act sets out a requirement that all registered charities spend 80% of their receipted donations from the previous taxation year – excluding bequests, endowed donations that cannot be expended for at least 10 years, and gifts from other charities – on charitable activities; in addition, charitable foundations are required to expend 4.5% of their assets in support of charitable programs.

- i) The cost-effectiveness of the BGCK's fundraising program will be reviewed on a quarterly basis by the Board of Directors.

## **2.2 Contributions and Donations**

**Policy Statement:** BGCK will have a consistent system for receiving, receipting, thanking and recording donations.

**Procedure:**

- 1) All donations must be given freely (we will honor donor requests as appropriate).  
The donation must place no obligation upon the society, and the donor does not expect any present and/or future material benefits in return for the donation.
- 2) Receipting Donations
  - a) When a donation is received a tax-deductible receipt will be written and signed by a proper signing authority for the society immediately.
    - i) The receipt must include a receipt number, the name of the donor, the amount, donor address and the designation of the donation (if any).
    - ii) The receipt will only state the cash amount of the donation or if the donation is in kind then the fair market value of that donation must be recorded.
      - (a) The donor must provide documentation stating what has been donated and the approximate value of the good or service.
      - (b) The Executive Director, or delegate, will verify the value/worth of the good or service.
    - iii) The receipt should be delivered to the donor within 10 days of the donation.
    - iv) Copies of charitable receipts must be retained on the premises for seven years.
  - 3) Thanking Donors
    - a) A thank you letter should be produced and delivered to the donor within 10 days of receiving the donation, except for donors who wish to remain anonymous.
      - i) The most appropriate employee or group of people, as directed by the Executive Director, will produce an appropriate thank you.
  - 4) Recording Donations
    - a) The Executive Director, or delegate, will record all donations.
      - i) Each person in receipt of a donation must communicate the donation to the Executive Director within 3 working days.
        - (a) All donations will be reported to the Board of Directors on a regular basis.

- ii) All fundraising events will designate an individual to record all donations, and expenses.
- 5) Any donations from the BGCK must have prior approval of the Executive Director.
- 6) Any request for donations from the BGCK must be approved by the Executive Director.
  - a) Requests for donations will be recorded by the Executive Director or designated individual.

## 2.3 Gaming Licenses

**Policy Statement:** BGCK has an obligation to ensure adherence with all BC Gaming and Enforcement Branch Legislation and policies.

**Procedure:**

The following examples require licenses through BC Gaming.

- a) Ticket Raffle
- b) Poker
- c) Independent Bingos
- d) Wheels of Fortune
- e) Social occasion casinos

It is the responsibility of the Executive Director to confirm that any fundraiser undertaken does not require a gaming license. For more specific and current information, please consult the BC Gaming and Enforcement Branch website.

If a fundraising activity is being planned falls under one of the classifications above The BGCK will adhere to the following procedures:

- 1) A completed gaming application information form must be submitted to the Executive Director for approval.
- 2) The Executive Director or delegate will apply online.

## **Section 3: Community Development//External Relations**

### **3.1 Community Outreach**

**Policy Statement:** The BGCK will endeavor to develop effective community solutions and work cooperatively with a broad range of community members and groups and to better serve children, youth and families within the community.

#### **Procedure:**

- 1) The BGCK fosters strategic and innovative community relations and partnerships with stakeholders, community members, agencies and governments
- 2) Program Employees send emails to member schools regularly with programming schedules to be included in school newsletters. Schools have posters, brochures and BGCK contact information readily available.
  - a) Programs providing school transportation, professional development days and all holidays are confirmed with the School Board for program planning and communication purposes.
    - The BGCK is in contact with school administrators regularly to ensure school based programs are operating at the agreed expectations.
    - The BGCK presents to the School Board yearly regarding educational and School Based programs.
- 3) The BGCK has partnerships agreements with other community agencies/groups/government whose purposes are consistent with BGC.
  - a) The BGCK cooperates with other organizations and sits on many planning tables with these agencies to share ideas and support one another.
  - b) The BGCK has productive and respectful relationships with local government representatives and is considered a leading organization by many for support.
  - c) The BGCK has part of the Strategic Plan takes a leadership role in developing and managing program partnerships and invites other agencies to join.
- 4) The BGCK provides information to businesses and service groups about its activities with brochures, in the media and all public relations material.
  - a) The BGCK fosters relationships with local businesses and service groups that support our different endeavors.
  - b) The BGCK has formed partnerships with local businesses that support/enhance programming by financial means and product support.
- 5) The BGCK will promote an interactive approach to community engagement that respects the rights, cultural diversity and related interests of all in a manner consistent with the BGCKs mission, core values and policies.
  - a) The BGCK engages its members and volunteers in supporting community activities and fosters goodwill relationships within our community.

## **3.2 Advocacy**

**Policy Statement:** The BGCK will act as advocates and will empower children, youth and families to advocate for themselves, to promote the broader collective interest of children, youth and families by promoting and supporting policy initiatives and systemic changes that can benefit all children, youth and families.

### **Procedure:**

- 1) The program planning and department policies and guidelines will acknowledge issues that have an effect on the health and well-being of children, youth and families in the community.
  - a) Program employees have resources available to them to ensure awareness of trends and issues effecting children and youth in our care.
  - b) Employees stay up to date on current research relating to the health and well-being of children, youth and families in our community.
- 2) All employees will be made aware of community partnerships and committee involvement to further their knowledge of services and resources in the community that provide support to children, youth and families.
  - a) The Executive Director and Manager, Program Operation or designates will make every effort to participate in local committees/coalitions and initiatives advocating for children, youth and families
  - b) Employees are informed by way of internal communications system (email, newsletter) of pertinent information rating to advocating for children.
- 3) BGCK employees will make appropriate referrals for services for youth with issues concerns when approached.
  - a) In partnership with other agencies the BGCK works cooperatively to connect children youth and families to appropriate services and resources.
  - b) Employees are trained in the proper procedures to make referrals to other agencies on behalf of children, youth and families.
- 4) BGCK employees will follow up with youth and families and offer support when referrals have been made. Consent to Release/Exchange Information forms are signed when required in order to share information.
  - a) The BGCK has a tracking system to follow referrals and outcomes. When necessary employees will act as advocates for youth and families when needs are not being met.
  - b) The BGCK employees continue to take advantage of every opportunity both regionally and nationally to advocate on behalf of the children.
  - c) The Board continues to lend its support by way of passing motions to allow employees to pursue advocacy initiatives that promote and support the interest of children.

### **3.3 Public Relations and Marketing**

**Policy Statement:** Public relations and marketing will comply with the Boys and Girls Club of Canada (BGCC) national branding guidelines and graphic standards to promote an image consistent with the collective movement. Procedures and plans will be reviewed annually to manage and respond to the diverse information needs of stakeholders and the community.

**Procedure:**

1. The BGCK will view every aspect of operation through a public relations lens to ensure that all activities contribute to creating and maintaining positive relationships.
2. A positive public reputation supports the BGCK's efforts to build relationships with community organizations, promote its services to children, youth and families, and secure financial assistance from government, corporate and individual donors.
3. All BGCK Employees and Board members must adhere to the Public Relations and Marketing Guidelines listed in the Administration Procedures Guidelines Manual.

**For detailed guidelines relating to this policy please see The Administration Procedures Guidelines Document.**

### **3.4 Use of Social Media**

**Policy Statement:** BGCK will implement the use of Social media policies to ensure the safety of its members, employees and stakeholders.

**Procedure:**

1. Employee use of personal social media:
  - a) The BGCK recognizes that some employees may maintain personal blogs or websites, and/or contribute posts to personal blogs or websites or web pages of others and/or participate in social networking sites.
  - b) The BGCK does not discourage the use of social media. When used properly, it is an excellent tool for professional development and two-way communication. However, employees may not communicate with BGCK participants/parents via these means. Additionally, employees must abide at all times with all legal requirements including compliance with all privacy and information laws.
  - c) The BGCK recommends employees use a high level of privacy tools. Social media sites can change their privacy policies and standards at any time. Ensure that profiles and related content are professional.

- d) Employees are not permitted to spend time on personal social media activities during work hours or on BGCK owned computers.
- e) Employees must not disclose BGCK participant's information or post copyrighted information.
- f) Employees are not permitted to use racial slurs, profanity, personal insults, or engage in any conduct that would not be accepted as the BGCK.
- g) Employees must not make or post disparaging, discriminatory, defamatory, confidential, threatening, libelous, obscene, or slanderous comments about the BGCK to the Board, employees, participants/parents, or BGCK stakeholders.
- h) Employees are not permitted to use the BGCK logos, email addresses or post inappropriate photos or information.
- i) Employees must not endorse any commercial products, services or entities related to work at the BGCK.
- j) Policy violations will be subject to disciplinary actions, up to and including termination for cause.

**For detailed guidelines relating to this policy please see The Administration Procedures Guidelines Document.**

### **3.5 Customer Service**

**Policy Statement:** The BGCK is committed to providing a positive customer service experience.

**Procedure:**

- 1) The BGCK employees will provide outstanding customer service by:
  - a) Being committee to and caring about our customer and the quality of the service;
  - b) creating a welcoming and positive experience, safe and friendly environments for everyone;
  - c) greeting all individuals in a courteous, clear, positive, helpful, respectful and professional manner;
  - d) adapting communications or services to best meet the diverse needs of the community;
  - e) having a 'culture' which embodies extraordinary customer service and which is based on mutual responsibility and respect for all;
  - f) maintain the privacy without judgment or bias;
  - g) continuously improving the skills of the employees, and service systems to better serve the customer's needs;
  - h) sharing and collaborating on innovative ideas and best practices with others;
  - i) seeking to exceed customer expectations and being willing to go the 'extra mile';
  - j) being proactive and anticipating customer demands and their future needs;

- k) using a variety of tools to encourage feedback and follow up when needed;
- l) listen to, and responding to customer feedback appropriately, incorporating user feedback in planning, training and information customers of any outcomes/changes;
- m) continually analyzing our customer service and practice and making changes as required.

### **3.6 Designate Spokesperson**

**Policy Statement:** BGCK will ensure there is clear communication regarding who the spokesperson is for the BGCK.

**Procedure:**

- 1) The designated spokesperson for the BGCK to the media is the Executive Director or designate.
- 2) The designated spokesperson for governance items if required is the BGCK Board President or designates.
- 3) BGCK Board of Directors will be kept informed on communication items when necessary by the Executive Director or designate.

### **3.7 Annual Report**

**Policy Statement:** BGCK will prepare an Annual Report each year in order to report BGCK performance, describe services and provide financial statements.

**Procedure:**

- 1) Timelines
  - a) The annual report will be prepared within a reasonable time frame each year covering the previous calendar year. The Executive Director will be responsible for compiling the report with information by employees, clients, board of directors and relevant program progress reports.
- 2) Content
  - a) The Annual Report will include:
    - i) BGCK mission statement, purpose and core values
    - ii) BGCK history
    - iii) Message from the Board President and Executive Director
    - iv) List of Board of Directors
    - v) Audited Financial Statements (may be an attachment)
    - vi) List of employees and positions
    - vii) Awards
    - viii) Program Highlights
    - ix) Recognition of sponsors and donors

- x) Program Outcomes
- 3) Distribution
  - a) The Annual Report will be available to the general public, funders, financial institutions and members once it is accepted at the Annual General meeting.

## Section 4 Communications

### 4.1 The BGCC Movement

**Policy Statement:** To serve the goals of Boys and Girls Clubs of Canada (BGCC) and follow the Core Values to the best of our ability.

**Procedure:**

- 1. The BGCK bylaws clearly state that the BGCK operates in accordance with the Mission and Core Values.
- 2. All employees, Board members and volunteers are oriented to the Mission and Core values.
- 3. All BGCK stationery/business cards, signage, advertising and promotional materials (print and on line) represent the BGCK professionally and positively, and follows the graphic standards established by BGCC. The BGCK will promote its affiliation with Boys and Girls Clubs of Canada in all materials and publications.
- 4. A Membership Agreement between the BGCK and BGCC confirms it's compliance with all policies and requirements with that membership.
- 5. The BGCK Strategic Plan demonstrated a commitment to meeting and exceeding BGCC operating standards
- 6. Employees will use BGCC media resources posted on the BGCC member's website when needed.
- 7. The BGCK will actively participate in local, regional and national BGCC initiatives.
- 8. The BGCK is an active participant in regional and/or national project work of Boys and Girls Clubs of Canada.
- 9. The BGCK is pro-active in supporting initiative to expand the movement such as the development of new sites.

10. The BGCK uses a tracking system for data required by and submitted to BGCC Fact Book.
11. The BGCK submits required reports for grants or resources received from BGCC.
12. BGCC is supplied all information requested from the BGCK;
  - a) Demonstrates its willingness to act as a mentor to other Clubs.
  - b) Is active in sharing program ideas and best practices with other Clubs (locally, regionally and nationally).
  - c) Demonstrates its willingness to represent the BGCC movement in its community.
  - d) Board members are active ambassadors of the Boys and Girls Clubs of Canada movement in their community.

## **4.2: Consent to Release/Exchange Information**

**Policy Statement:** Information from the record of a child/youth under the age of 19 years may be disclosed with the written consent of the child's parent or legal guardian.

Parents and guardians should be made aware that they have the authority to grant or refuse permission to the BGCK for the sharing of relevant information concerning their child.

### **Procedure:**

- 1) Information from a child's file may be disclosed without written consent to:
  - a) The foster parent of the child;
  - b) Employees of the BGCK program who require access for the performance of their duties;
  - c) A peace officer or a person who is providing medical treatment to the child if program personnel have reasonable grounds to believe that:
    - Failure to disclose the record is likely to cause the child or another person physical or emotional harm; and
    - The need for disclosure is urgent
  - d) A social worker for the purposes of child protection
- 2) Parent/Guardian informed consent consists of:
  - a) It is the right of a parent or legal guardian to determine what information can be shared and with whom.
  - b) Consent acknowledges the parent or legal guardian has authority to grant permission for the sharing of relevant information for an identified purpose with another party regarding their child.

- c) The BGCK retains the original of the signed Consent for to Release/exchange Information and the Parents and legal guardians retain the copy for their record.
  - d) It is the parent's or legal guardian's right to cancel or change their consent for the release or exchange of information at any time. The withdrawal of consent should be confirmed in writing.
  - e) Parents and legal guardians should be made aware that limited access to pertinent information can make it difficult to meet a child's individual needs appropriately.
- 3) Consent to Release or Exchange Information form:
- a) When requesting permission to formally share information concerning a child in a report or meeting, employees will review the above with parents /legal guardian s before asking them to sign the **Consent to Release or Exchange Information Form**.
  - b) Employees must ensure that a parent/Guardian understands the consent form.
  - c) If a parent or legal guardian is unable to read the consent, it is acceptable for a BGCK employee to read the document to them and ensure they understand the information prior to signing.
  - d) A copy of the consent will be given to the parents for their records. A copy will be given to each individual or agency named in the consent, and the original will be retained in the child's file.
  - e) Parents/guardians have the right to cancel or change their consent. This request should be made in writing.
  - f) Written information (reports, assessments, etc.) can be shared only by the parents/guardians or by the agency that provided the original report.
- 4) Legal Obligations and Governance Policy: It is essential that employees who work with children and families are aware that maintaining confidentiality and obtaining consent prior to sharing information is a legal requirement as well as ethical practice according to PIPA ( Personal Information Protection Act) and will comply with all privacy and information protection legislation.



**Boys & Girls Club  
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### **Consent to Release/Exchange Information**

Client(s) Name

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Date of Birth (DD/MM/YY)

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I authorize BGCK to disclose, transmit or exchange information for the purpose of assessment, intervention planning, and/or coordination of service about the above names client(s) to and from the following organizations. (Please check and initial in agreement)

- Family Physician/Health Care Provider/ Pediatrician  
Name: \_\_\_\_\_
- School District #73
- Ministry for Children and Family Development
- Child and Youth Mental Health
- Thompson Nicola Family Resource Society
- Interior Health Authority
- Other: \_\_\_\_\_

Format:       Verbal       Written       Other: \_\_\_\_\_

Specific information to include: \_\_\_\_\_

I have read, understand and have been given the opportunity to ask question about this form and the consent that I am providing. I understand that I may withdraw this consent in writing at any time.

Parent/Guardian: \_\_\_\_\_  
Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian: \_\_\_\_\_  
Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Youth (18 & over): \_\_\_\_\_  
Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness: \_\_\_\_\_  
Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

This consent will expire on \_\_\_\_\_ (maximum 1 year)

## **4.3 Crisis Communication Policy**

**Policy Statement:** In the event of a crisis situation the BGCK has taken the necessary steps to be prepared and proactive in the planning for and implementing a Crisis Communication Plan.

**Procedure:**

- 1) All potentially sensitive, contentious or controversial media inquiries regarding the BGCK need to be brought to the attention of the Executive Director, or designate.
- 2) The Executive Director or designate is the spokesperson in cases requiring a public statement (i.e. response to a crisis).
- 3) The Executive Director or designate in consultation with the Board will work to establish the known facts of a situation summarize the BGCK position and determined media, communication and the organizations management plan and approach to the issue of situation. In some situations another appropriate spokesperson may be identified, and interviews or statements arranged as required.
- 4) Designated spokespersons will have the appropriate skills and knowledge for dealing with the media.

**For detailed guidelines relating to this policy please see The Administration Procedures Guidelines Document.**

## **4.4 Texting and Electronic Communication Policy**

**Policy Statement:** We understand that many young people and their families struggle financially and that electronic communication (email, texting, social media) has become an alternative form of communication that is more affordable than regular phone services. We also recognize the importance of establishing and updating procedures to ensure Employees are protected when working with clients.

**Procedure:**

- It is not appropriate to have private non-work related contact with clients in the format of electronic communications.
- We recognize that there will be times when it is necessary and important to use electronic communications. However, we recognize the need for an appropriate response and always encourage face to face contact as opposed to a contact or reply via electronic methods of communication.
- Employees must ensure that a consent form agreeing to electronic communications has been signed by the client or client parent/guardian (when appropriate) prior to communicating electronically.

- Employees should only use electronic communication for reasons relating to work with children and young people, not for general socializing (see guidelines below).
  - Unnecessary contact could include sharing personal issues, photos or anything that might burden a young person. Excessive contact is also inappropriate.
- 1) Awareness and Consent:
    - a) Parental consent for using electronic forms of communication is essential and is included on our consent forms or by letter agreeing to use of this form of communication. The consent form outlines what means we will be using for communication and what we will be communicating.
  - 2) Email Communication:
    - a) Email should only be used to communicate specific information. (eg: Times and dates of events). It should not be used as a relationship building tool.
    - b) All Child and Youth Workers must copy their Program Leader to any email that is sent to a young person.
    - c) Employees should encourage appropriate ‘face to face’ contact where possible. Conversation (repeated sending of emails between two individuals) via email is discouraged.
    - d) Email history should be kept and dated.
  - 3) Email and Accountability:
    - a) As specified above, email should only be used to convey information and not used as a relationship tool. However, if a young person discloses information or anything of a concerning matter arises via email, the following procedure must be followed:
      - b) Follow all policies and procedures and legal obligations regarding disclosure.
      - c) Make attempts to contact young person via other methods of communication and where possible, arrange to meet face to face if necessary.
  - 4) Language:
    - a) All language should be appropriate and where possible ‘standard responses’ should be used. (e.g. if you have sent an email out containing event details and receive a reply asking for further details, create a standard response with additional details so that all young people receive the same information)
    - b) Employees and volunteers should take great care over the language used to reduce misinterpretation.
    - c) When sending emails, Employees should not use informal language such as short hand and ‘text language’ as this can often be misunderstood and lead to further complications.
  - 5) Chat Facilities/Messenger and Live chat:
    - a) Use of live chat facilities between employees and young people is not permitted. Youth workers should refrain from engaging in conversation via these mediums. Live chat services and chat facilities cannot be kept on record

and are therefore an unsuitable form of communication between worker and young people.

- 6) Skype and other visual methods:
  - a) Use of Skype and any other web camera or visual communications via the internet is not permitted to communicate directly to a client one on one.
  - b) It can be used for conference call and is considered appropriate if a project or group uses a web camera/skype in a group environment for project purposes, and has clear aims and objectives for its use. Always seek to inform a supervisor when this is taking place and keep a record of it.
- 7) Hours of Communications:
  - a) When using email/internet for communication with young people (within the guidelines above), no email communication should take place outside of operational program/business hours.
- 8) Adding Friends of Facebook or similar social media websites
  - a) Employees may not add children, youth or parents to personal social media networking sites if they are involved in BGCK programs. In unique circumstances employees may have a previous relationship with parents prior to their involvement in BGCK programs, in this circumstance they may be added if the relationship was previously established prior to their involvement in BGCK programs and has been noted in the employees personnel file.
  - b) If necessary when employees need to contact a member via social media it should only be done using a BGCK approved account.
  - c) Employees must not use their personal networking or instant messaging accounts for contact with BGCK members.
  - d) Employees should seek to ensure that their personal profiles on any networking sites be set to the highest form of security to avoid young people accessing personal information or seeing any pictures of a personal nature.
- 9) Mobile Phones:
  - a) The rationale for texting and calling is the same as social networking and email contact.
  - b) Any contact with clients using a mobile phone must be done with BGCK phones.
  - c) When you have received a phone call/text or made a phone call/text to a young person that is not giving out information, you must make a record of the conversation.
  - d) Do not give children or young people your personal number.

#### **Mobile phones advice on risk and solutions:**

Risk	Solution
Accusation of an inappropriate message or receipt of one	Be very careful in what language you use. Employees are not to give out

	their personal mobile number to young people or clients.
Texting late in the evening potential to be inappropriate and parents not aware of this	No texting outside of program operational hours in the evening.
Young person's perception of relationship.	Discourage text conversation or phone conversation where it is not about communicating information
Texting/calling while young person is in school/college	Call between 12:30-1pm or 3:30-6:30pm



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## BGCK/Client Electronic Communication (text messaging, email, social media) – Important Information

I, \_\_\_\_\_ understand that:

- Communicating via electronic communication is not secure and it is possible for people to intercept or read text messages without my knowledge or permission. \_\_\_\_\_
- Communicating via electronic communication is an option. I have the right to communicate with BGCK employees without using electronic communication and requesting this form of communication is strictly voluntary. \_\_\_\_\_
- BGCK employees may not read electronic communication promptly. Should I require immediate assistance I will contact, or attend BGCK. \_\_\_\_\_
- In the case of emergency, where mine or another person's safety may be at risk I should call 911 instead of using electronic communication. \_\_\_\_\_
- It is my responsibility to delete electronic communication on my telephone or other device so that other people cannot read them. \_\_\_\_\_
- Any communication that I have with BGCK employees using electronic communication will be recorded in case and/or communication notes. \_\_\_\_\_
- Electronic communication should only be used for simple information. If BGCK employee informs me that we need to communicate in person or by talking on the phone, I will follow through. \_\_\_\_\_
- This agreement will be valid for one year from the date signed below or until the file is closed. I may cancel this authorization at any time by notifying BGCK. If I cancel my consent, it is only effective from the date BGCK receives my cancellations, in writing and not retroactively. \_\_\_\_\_
- I must complete a separate request form for each BGCK employee member with whom I want to communicate via electronic means. \_\_\_\_\_
- I have a right to receive a copy of any authorization forms that I submit to BGCK.

I have read, understand and have been given the opportunity to ask questions about the information contained in this document.

Youth: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## **Request and Authorization to Share Information via Electronic Communication Tools between BGCK and Client or Client Parent/Guardian**

Client Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Phone Number/other method of electronic communication contact: \_\_\_\_\_

I, \_\_\_\_\_ have read and understand the handout **BGCK/Client Electronic Communication – Important Information**. I also understand that I may cancel this authorization at any time in writing.

I hereby request and give my permission for the following Boys and Girls Club of Kamloops employee to communicate with me/my child via electronic communication tools about issues concerning care and program services.

Employee's Name: \_\_\_\_\_ Program: \_\_\_\_\_

I do **NOT** authorize communication of the following information via electronic communication:

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Parent/Guardian: \_\_\_\_\_ Relationship: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client/Youth: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **CANCELLATION OF ELECTRONIC COMMUNICATION AUTHORIZATION**

Client  Parent/Guardian  hereby **cancels** this authorization:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Employee Acknowledgement: Electronic Communication

I, \_\_\_\_\_ have read and will comply with Boys and Girls Club of Kamloops policy and procedures regarding electronic communications. Specifically:

- I understand that electronic communication is not a secure means for communicating confidential information, and that the use of electronic communication must be kept to a minimum. I will only use electronic communication to communicate regarding appointments and similar information.
- I will only communicate with clients or client parent/guardian using telephone or other device issued to me by BGCK. In the event that contacting the client is required and the BGCK device is not available. I **will not** utilize my personal device.
- BGCK devices will not be used for personal reasons, or to communicate confidential information with anyone except a client or client parent/guardian who has a currently valid Request/Authorization form on file.
- I will only communicate the minimum necessary information by electronic communication.
- I will not use electronic communication as a replacement for face-to-face communication or voice communication by telephone and I will not attempt to conduct services using electronic communication.
- I will document all communications via electronic communication in case notes and/or communication notes to be kept in the family or youth's hard copy files.
- I will ensure that anyone who requests communication via electronic means is clearly notified that electronic communication is not an appropriate way to communicate in urgent safety situations.
- I understand that any violation of Policy and Procedures regarding electronic communication is a serious matter which may result in disciplinary action by BGCK.

I understand the above and have been given the opportunity to ask questions to clarify my understanding.

Employees Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Program Manager: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **4.5 Use of Email Policy**

**Policy Statement:** BGCK recognizes that the use of technology is rapidly become the standard by which businesses communicate and as such the need for policy and procedures to guide staff of the appropriate use of email.

**Procedure:**

- 1) Sending:
  - a) Send messages only to relevant people who must be involved in the specific communication.
  - b) Keep work email for work matters.
  - c) Be professional, communicate clearly and carefully.
  - d) To ensure consistency BGCK employees are required to have a standardize email signature, and banner (badge) for all email messages. Refer to the IT policy for the email protocol (page ).
  - e) Signature should look professional and represent the views of the BGCK, not personal viewpoints.
  - f) Employees will receive training on the appropriate email signature and banner to use.
  - g) Changes to the signature format or banner will be sent to employees when required by the Senior management team.
  - h) No other items including pictures or quotations are permitted in the signature.
- 2) Forwarding and Redirecting
  - a) A message that has been forwarded or re-directed a number of times will likely have sections by different authors. Each section should identify who wrote it.
    - I. Forwarding messaged can grow in size, particularly if several different people have forwarded it and added comments. Be aware of this if you edit the message.
    - II. As a courtesy, before forwarding messages you might consider notifying the sender of the message.
- 3) Security
  - a) Always assume anything you send or received via email is not secure.
  - b) Any message – even if it is strongly encrypted – may be read by others.
  - c) Anything you receive may not have originated from where it says it does, as mail headers are easily forged.
  - d) Do not open a message that seems suspect.
  - e) Never disclose anything confidential, such as you password or a credit card number, in a mail message.
  - f) If you suspect your email has been compromised in any way, contact your email administrator immediately.
- 4) Distribution of Bulk Email:

- a) When sending an email to a group of contacts, do not send to more than fifty at once; if an email is sent to more than fifty contacts one time it is highly likely that one or more of the recipient's servers will treat the message as spam and either send the message to junk email or reject it all together.
  - b) For group distribution to a large number of recipient's use of Blind Carbon Copy (Bcc) is encouraged to minimize unwanted group replies.
  - c) When distributing to a large number of recipient's, avoid the use of large attachments as this often present a problem with the mail server and can often be rejected by recipients' servers. Another option is to post the attachment in a public area and distribute a link.
- 5) Message Sizes Attachments
- a) Attaching non-text files (Word, Excel, PowerPoint, for example), graphics (JPG and GIF, among others), and multimedia elements (like video) to an email message can quickly overwhelm a recipient's inbox and/or the mail server. As these attachments result in significantly larger message size, avoid using them unless absolutely necessary.
  - b) Be aware of the size limitations enforced by the company's mail administrator, and govern your activities accordingly to ensure all messages get through:
    - I. The maximum size of one message sent from the corporate email system is 20 MB.
    - II. The maximum size of a message received by the corporate email system is 20 MB.
    - III. The maximum size of an individual's mail box is 1GB (1000 MB).
  - c) Use alternative methods like FTP and network-based file services, to transfer files that exceed these limits. Do not use the email systems as a quasi-file management system.
  - d) Also consider posting the message to a (preferably secure) website, then emailing the URL to you recipient. See the URLs section below for specific guidelines.
- 6) Maintaining
- a) Read mail frequently, at least several times per week and daily if possible.
  - b) Reply to mail promptly. Even if you do not have the time to compose a full response, a quick message to acknowledge receipt and set expectations for a more detailed response is always welcome.
  - c) After taking any action needed, either file the message in an appropriate folder or delete it. Do not maintain a long list of messages in your inbox.
  - d) You may archive email for 14 days after deleting it, after which time the email should be permanently deleted.
  - e) Employees will not store or transfer BGCK related email on non-work-related computers except as necessary or appropriate for BGCK purposes.
  - f) Employees will not send confidential/proprietary BGCK information to outside sources.
- 7) File Formats

- a) If you are attaching a non-text file, make sure that the recipient has access to software that will be able to read the file.
- 8) URLs
  - a) Although most mail programs allow the reader to double-click on a URL to open the Web page in the default browser, do not assume that this is universally the case.
  - b) Consequently, spell URLs out completely, each one on its own line and separate by sufficient white space above, below and on either side. For example:  
<http://www.bgckamloops.com>
  - c) When using links, be sure to copy and paste them into the email message. Avoid manually typing them in, as even one mistake can render the URL useless.
  - d) Follow the same process for mail addresses and other internet-specific addresses.
- 9) Junk Mail or Spam
  - a) This is defined as unsolicited commercial email and it virtually never has anything to do with the employee's business function.
  - b) Never open or reply to junk mail.
  - c) Dispose of junk email by right clicking on the unopened message and applying the appropriate Junk Mail option or delete the message.
  - d) Periodically empty your Junk email or if the volume of spam becomes unmanageable contact our email administrator.
  - e) Never give out your email address to an un-trusted source. Never use your corporate address for signing up online. Spammers harvest these lists for valid addresses. This will help to avoid unwanted junk email.

## 4.6 Internet Use Policy

**Policy Statement-** It is the policy of the BGCK that employee productivity can be greatly enhanced through the use of the internet, and that internet resources shall be provided to full-time, part-time and contract employees.

This policy applies to Internet access when using BGCK hardware, software, and facilities, and when using IP addresses and domain names registered to BGCK.

### Procedure:

- 1) Scope
  - a) Applies to the Internet access and acceptable use only. This policy does not encompass electronic mail or the requirements and standards for building and deploying BGCK's website. The following users are covered by this policy:
    - Full-time and part-time employees of BGCK
    - Contractors and temporary employees authorized to access the Internet.
    - Volunteers, interns, summer students and other non-paid employees.

**2) Internet Accounts**

- a) Internet access at BGCK is managed via individual user accounts and confidential passwords. With respect to account setup and network administration, Program Leaders are responsible for identifying and recommending limitations to Internet access levels for employee members in their program and for sharing that information to the Manager of Program Operations and Office Manager for appropriate set up of pass words etc. Employees are granted appropriate access and individuals are responsible for conforming to this policy.
- b) Passwords must be at least 8 characters long, contain both letters and numbers, and be changed periodically.
- c) All user names and passwords for BGCK owned and operated devices and services must be supplied to the Office Manager.
- d) All user names and passwords for BGCK accounts with third parties (purchasing) must be supplied to the Office Manager.
- e) In the event that a BGCK employee loses, forgets or believes that their password has become compromised, the employee must inform their Program Manager and Office Manager immediately. The Office Manager shall confirm the user name, reset the password, and inform the employee of changes made, and the procedure for changing their password.

**3) Acceptable Use of Internet**

- a) Employees of BGCK may use the internet only to complete their job duties, under the purview of BGCK business objectives. Permissible, acceptable, and appropriate internet-related work activities include:
  - Researching, accumulating and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours.
  - Collaborating and communicating with other employees, business partners and members of BGCK, according to the individual's assigned job duties and responsibilities.
  - Conducting professional development activities as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of BGCK.
  - During personal time or working-from-home situations, retrieving non-job-related information to develop or enhance Internet related skills, under the assumption that these skills will be used to improve the accomplishment of job-related work duties and responsibilities.

**4) Unacceptable Use**

- a) Internet use at BGCK shall comply with all Federal and Provincial laws, protection; privacy laws i.e. PIPA, data security, acceptable computing use, and email and will not violate the BGCK mission, vision, core values or policies.
- b) Inappropriate and unacceptable Internet use includes, but is not limited to:

- Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling and explicitly sexual sites, spreading viruses, spamming impersonation intimidation inappropriate communication with BGCK clients, volunteers, families, partners, plagiarism and copy right infringement.
- Any usage that conflicts with existing BGCK policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with BGCK mission, goals and reputation.
- Copying, destroying and altering data, documentation or other information that belongs to BGCK or any other business entity without authorization.
- Downloading unreasonably large files that may hinder network performance. All users shall use the internet in such a way that they do not interfere with others' usage.
- Accessing, downloading, or printing any content that exceeds the bounds of good taste and moral values (i.e. pornography).
- Engaging in any activities which would in any way bring discredit, disrepute, or litigation upon BGCK.
- Engaging in any activity that could compromise the security of BGCK host servers or computers. Any and all passwords shall not be disclosed to, or shared with other users.
- Any individual internet usage that violated any of the policies of the accessed information's source network.
- Allowing unauthorized or third parties to access BGCK network and resources.

5) Personal Use

- a) This policy does allow room for limited and reasonable personal use of the internet by BGCK employees and contractors during breaks from work. This privilege may be revoked at any time by the user's Program Manager or Senior Management.
- b) This policy does not distinguish between internet access performed during normal working hours and that performed on personal time (e.g. weekends, before/after working hours, and scheduled breaks). Any personal internet usage conducted through BGCK IT resources is covered by this policy, regardless of location or time of day.
- c) Limited and reasonable personal use of internet access is defined as any personally-conducted online activity or Web usage for purposes other than those listed in the Appropriate Use section of this policy. Personal use is limited to the following parameters and shall not:
  - Have a negative impact on user productivity or efficiency.
  - Interfere with normal Business Operations.
  - Cause expense or network overhead to BGCK.
  - Compromise the integrity and security of BGCK resources or assets.
  - Conflict with any of BGCK existing policies whatsoever.

- 6) Security
  - a) Any and all passwords shall not be disclosed to, or shared with, other users or third parties.
  - b) Any and all internet accounts are to be accessed only by their assigned users for legitimate business purposes.
  - c) Users shall not attempt to obtain anyone else's account password.
  - d) If a user has reason to believe his/her password has been compromised, the user must inform their Program Leaders and the Office Manager immediately.
  - e) Users are required to take all necessary precautions to prevent unauthorized access to internet services.
  - f) All internet users at BGCK must comply with the following security guidelines, rules, and regulations:
    - Personal files or data downloads from the internet may not be stored on BGCK's PC hard drives or network file servers.
    - Video and sound files must not be downloaded from the internet unless their use has been authorized for the purposes of conducting BGCK business.
    - Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
    - Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
    - Employees utilizing the internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose BGCK information or intellectual capital to unauthorized third parties.
- 7) Monitoring and Filtering: BGCK reserves the right to monitor any internet activity occurring on its hardware, software, equipment, and accounts. Specifically:
  - a) BGCK may utilize monitoring software for the purpose of enforcing acceptable use policies. Monitoring software blocks access to certain Websites for which access is deemed to be a contravention of these policies.
  - b) Individuals using BGCK hardware, software, equipment, and accounts to access the internet are subject to having online activities reviewed by IT or management personnel. Use of BGCK's internet resources implies the user's consent to Web monitoring for security purposes. All users covered by this policy should bear in mind that internet sessions are likely not private.
- 8) Personal Internet Access Devices
  - a) Personal internet access devices may be used only for business purposes during normal working hours, and are subject to the same limitations and acceptable use regulations provided for BGCK owned and operated

equipment. The abuse of personal internet access devices will be subject to disciplinary action, up to and including termination of employment.

9) Social Networking sites and Blogs

- a) The use of social networking sites and personal Blogs has been deemed an acceptable use of personal internet at BGCK.
- b) The use of these sites during breaks is allowable.
- c) The use of social networking sites and blogs are subject to the same limitations and acceptable use regulations provided for BGCK Internet Use policy.
- d) The abuse of personal internet use on these sites using either BGCK owned or operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.
- e) Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

10) BGCK Members, Visitors and Employee Privacy

- a) BGCK employees are strictly prohibited from posting sensitive, libelous, incendiary or personal information regarding our members, employees, visitors and employees on the company intranet, social networking sites and/or the internet in general.
- b) BGCK employees are strictly prohibited from taking photographs of members, other employees, visitors or employees on BGCK premises for either personal or professional reasons, unless they have received prior authorizations to do so. This authorization must be in writing.
- c) BGCK employees are strictly prohibited from posting photographs of other employees, members, or visitors on the internet, unless authorized to do so. This authorization must be in writing.

11) Business Information

- a) BGCK retains ownership right to all information created for BGCK business purposes, regardless of the media used to create it, or the location of said information.
- b) GCK retains ownership rights to all forms of intellectual property created by employees while under the employ of BGCK regardless of the times, intent or location of its creation.

12) Definitions of Business Information

- a) The following is classed as business information:
  - Organizational marketing plans and campaign strategies
  - Member lists and lists of their employees
  - Project management
  - Technical management
  - Product development

- Pricing methods
  - Operation policies
  - Human resource planning
  - Company financial information, status and statements
  - Object code and source code to company software
  - Any information or documentation labeled “confidential” by the company, or lists as such by separate memorandum, or email that informs of confidential status
  - Any information pertaining to BGCK alumni, volunteers or other stakeholders
  - Information licensed by BGCK to members under a confidentiality restrictions
  - Notes taken that pertain directly and/or indirectly to BGCK business
  - Emails, letters, and any other forms of transmission that pertains to BGCK business, regardless of media
  - Emails, letters and any other forms of transmission that are created and/or conducted using BGCK resources
  - User names and passwords for BGCK owned and operated property, or for employee owned devices that contain BGCK business information.
- b) Any information relating to the organization that is freely in the public domain may not be considered “Business Information”. In the event that an employee can prove that information was possessed before it was received from BGCK, or that information was gained from an unrelated third party, said information will not be classified as ‘Business Information’.
- 13) Nondisclosure of Business Information
- a) Employees shall not divulge, disclose, provide or disseminate Business Information to any third party not employed by BGCK at any time, unless BGCK gives written authorization.
  - b) Business Information shall not be used for any purpose other than its reasonable use in the normal performance of employment duties for BGCK.
- 14) BGCK Owned and Operated Property
- a) All BGCK business is intended to be performed using BGCK owned and operated property, including computers, telephones, letterhead, etc. All information contained in, created or transmitted by BGCK owned and operated property is the property of BGCK.
- 15) Employee Owned Property
- a) In the event that a BGCK employee creates, stores, or transmits BGCK business Information on personally owned property (including, but limited to: lap-top computers, desk-top computers, mobile telephones, memory cards, notebooks, PDA’s or loose leaf paper, etc.). The business information will remain the express property of BGCK.

- b) BGCK reserves the right to inspect and/or audit the property of BGCK employees on BGCK premises, where it is either known that they use personally owned property for the purpose of conducting BGCK business, or where it is reasonably suspected that such properties contain BGCK business information. These inspections/audits may be conducted at any time, with or without notice. These inspections/audits are not intended as a punitive measure, and are employed only for the protection of BGCK business interests.
- 16) Upon Retirement, Layoff or Termination
- a) Upon retirement, layoff or termination of employment with BGCK, employees shall promptly return (without duplicating or summarizing), any and all material pertaining to BGCK business in their possession including, but not limited to: all customer lists, physical property, documents, keys, electronic information storage media, manuals, letters, notes and reports.
  - b) In the event that a device containing BGCK business Information is password protected, the employee will be required to provide the correct user name and password for the device.

- 17) Policy Non-Compliance
- a) Any violation of this policy will be treated like violations of other BGCK policies with implementation of the established progressive disciplinary actions outlined in the Employee Terms and Conditions of Employment policy manual.
  - b) Violations of the Internet Use Policy may result in one or more of the following:
    - Temporary or permanent revoking of access to BGCK Internet resources and/or other IT resources.
    - Temporary or permanent revoking of BGCK devices.
    - Disciplinary action according to the applicable BGCK employment policies, up to and including suspension or termination of employment.
    - Legal action according to Federal or Provincial laws.

### **Disclaimer**

BGCK does not accept responsibility for any loss or damage suffered by employees as a result of employees using BGCK Internet connection for personal use. BGCK is not responsible for the accuracy of information found on the internet. Users are responsible for any material that they access, download, or share through the internet. Any questions regarding the Internet Acceptable Use Policy should be directed to Senior Management.

## **4.7 Network Storage Policy**

**Policy Statement:** Network drive space is a BGCK resource provided for the purpose of storing work-related materials and files – both current files and files retained according to our Information and Records Management Policy. All employees are responsible for managing this space, which includes deleting nonessential or obsolete files to keep space utilized at a minimum. Personal media files such as music files, personal images, or video clips are not to be stored on network drives.

The retention of electronic files is governed by the Information and Records Management Policy which provided schedules for archives and deletion of records. The BGCK maintains member/client files, personnel files and insurance policies permanently, and financial records for seven years.

- 1) Ownership
  - a) All files, whether documents or media, stored on the network drives, including hard drives on individual workstations are owned and operated by BGCK.
  - b) Therefore all data stored on the network drives should conform to BGCK policies including its mission and core values.
- 2) Backup of Files
  - a) All network drives are backed up nightly on a regularly scheduled business days.
  - b) Once each month a single copy is retained for a period of six months. No backups are kept longer than six months.
  - c) All daily and monthly backup copies are stored off premise and only brought on premises as required. Random audits of backup copies are to be performed to validate backup copy integrity and security.
  - d) Local drives on individual desktops and laptops are not backed up.
  - e) Peripheral devices such as thumb drives (jump drives, memory sticks) are not backed up. If a failure occurs on the local drives or on a thumb drive, there is the risk that files may not be retrieved.
- 3) Disposal of Confidential Information
  - a) Any digital storage mediums containing confidential information upon retirement shall be securely wiped of all such confidential information by the contracted IT service provider under the direction of the Executive Director prior to disposal.
  - b) Employees and the Executive Director should periodically review the contents of the drives they have access to and delete any files that are not allowed within this policy.
- 4) Responsibilities
  - a) Users are expected to use BGCK resources in a responsible manner.

- The Executive Director is responsible for ensuring that the storage resources are sufficient to meet the employee and department needs of BGCK.
  - When an exception to this policy is granted, the Executive Director is responsible for reviewing all requests for additional allotments and making appropriate adjustments as deemed essential to the operation of BGCK.
  - BGCK employees are required to adhere to this policy, and the provisions made herein.
- b) Employees are responsible for adhering to the following guidelines:
- Ensure all work related files are stored on network drives and not on the hard drive or thumb drives.
  - Use BGCK provided network storage as a backup for desktop computers.
  - Think carefully about storing audio, image, or video media files.
  - Do not duplicate data. If you need a point-in-time snapshot of a directory for archival purposes, write that archival data to remove medial (e.g.: CDs, DVDs).
  - Do not store CD imaged or program installers. If the software is freely available, please download it from the internet as needed. If it is licensed software, please contact administration regarding storage of the installer.

## 4.8 Software policy

**Policy Statement:** It is the policy of BGCK to respect and adhere to all computer software copy rights and to adhere to the terms of all software licenses to which BGCK is a party to. It is also the policy of BGCK to manage its software assets and to ensure that BGCK installs and uses only legal software on its PCs (including laptops) and servers.

### Procedures:

- 1) Budgeting for Software
  - a) When acquiring computer hardware, software and training, BGCK must budget to meet the full costs at the time of acquisition.
  - b) When purchasing software for existing computers, BGCK must charge the purchase to the department's budget for information technology or other appropriate budget set aside for tracking software purchases.
- 2) Acquisition of Software
  - a) Legitimate software will be provided to all users who need it. All requests for software, including upgrades, must be submitted to the Executive Director preferably as part of the annual budget process.
  - b) All software acquired by BGCK must be approved by the Executive Director.
  - c) Software will be purchased only from reputable, authorized sellers.
  - d) Software acquisition channels are restricted to ensure that BGCK has a complete record of all software that has been purchases for BGCK computers

and can register, support and upgrade such software accordingly. This included software that may be downloaded and/or purchase form the internet.

3) Registration of Software

- a) When BGCK receives purchased software, the Office Manager must receive the software first to complete registration and inventory requirements before installation.
- b) The Office Manager is responsible for completing the registration forms and returning it (via publisher prescribed means) to the software publisher.
- c) Software must be registered in the name of BGCK and program area in which it will be used.
- d) Due to personnel turnover, software will never be registered in the name of the individual user.

4) Installation of Software

- a) Software will be installed by the IT service provider or employees qualified to do so.
- b) Only those explicitly authorized by BGCK to install software may install software on BGCK computers and servers. Such persons shall not do so until BGCK has first obtained an appropriate license for that software.
- c) A software upgrade shall not be installed on a computer that does not already have a copy of the original version of the software loaded on it.

5) Storage of Software and Documentation

- a) The original software licenses and registration and purchasing information will be kept in a safe storage area maintained by the Finance Manager in the administration office.

6) Record Keeping

- a) The Finance Manager shall keep and maintain a register of all BGCK software.
- b) The register must contain:
  - The title and publisher of the software;
  - The date and source of the software acquisition;
  - The location of each installation as well as the serial number of the hardware on which each copy of the software is installed;
  - The existence and location of back-up copies;
  - The software product serial number.

7) Internet Downloads

- a) Unless otherwise noted, all software, music, and audiovisual work found on the internet shall be considered copyrighted. Therefore, users are prohibited from downloading these files without permission from the copyright holder.

8) Using Software Licensed by BGCK on Home Computers

- a) BGCK owned software cannot be taken home and loaded on a user's home computer if it also resided on BGCK owned computers.
  - b) In the case where an employee is to use software at home, BGCK will purchase a separate package, if necessary and record it as an organization-owned asset in the software register.
- 9) Software Audits
- a) BGCK reserves the right to inspect an employee's computer system for violations of this policy.
  - b) The Office Manager will conduct regular audits of all BGCK computers (including laptops) and servers, to ensure that BGCK is in compliance with all software licenses.
  - c) Periodic, random audits shall also be conducted as appropriate.
  - d) Audits will be conducted using an effective auditing software product in a manner that is the least intrusive and disruptive to employees.
  - e) The full cooperation of all users is required during audits.
  - f) Employees must not remove or delete software.
  - g) Removal or deletion of software must be done only by employees authorized by the IT service provider.
- 10) Anti-Virus and Firewall Software
- a) BGCK employees assigned to a BGCK computer must ensure that their anti-virus software is up to date and maintained.
  - b) BGCK employees are strictly prohibited from removing, disabling or making changes to the BGCK provided anti-virus and/or firewall software.
- 11) Duty to Report Under-Licensing
- a) Any employee who becomes aware of the installation, copying, use, distribution, or transmission of software within this organization that is illegal or conflicts with BGCK software management policies be directed to the appropriate Manager.

## **4.9 Maintaining Information Technology Equipment Policy**

**Policy Statement:** A technology maintenance plan will be followed to include, but not limited to information technology equipment such as computers, printers, telephones, fax, servers, network storage systems, network equipment, back-up systems, third party services, software, security systems.

### **Procedures:**

- 1) Senior Management will conduct an annual information Technology Equipment needs assessment prior to budgetary planning which includes short term (annual) information technology equipment, software and service needs.

- 2) Senior Management will project long term (5 year) equipment, software and service needs to plan for any necessary capital expenditures and budgetary impacts.

## **4.10 Concerns or Complaints Policy**

**Policy Statement:** Concerns or complaints may be about the BGCK services, programs, fundraising, donor relations, volunteer relations or communications. Concerns or complaints regarding BGCK will be managed within the BGCK.

**Procedure:**

- 1) Process for concerns or complaints
  - a) Individuals with a complaint or concern are encouraged to talk with the employee who is most connected to the concern/situation. The relevant employee can be found by calling the administration office. Concerns or complaints will be directed to the appropriate person.
  - b) The relevant employee will document the concern, including:
    - Name and contact information,
    - Date
    - Description of the complaint,
    - Process for resolution and the final resolution or decision.
  - c) The goal is to have concerns or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required.
  - d) If the employee is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the Program Leader of the department(s). The individual with the issue will be kept informed at each step.
  - e) If the complaint is not resolved or if the individual is uncomfortable discussing the issue with the relevant employee, the complainant can be referred to the relevant Program Leader.
  - f) The Program Leader may choose to bring the complaint forward to the Manager or designate for review.
  - g) If required the Executive Director will be informed and an appropriate action or recommendations will be made. An appropriate process for follow up with the complainant will also be determined.
- 2) Guidelines for implementation of concerns or complaints
  - a) Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith.
  - b) The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
  - c) Documentation about the complaint will be kept in the BGCK's main office in a lockable cabinet in a file separate from any file related to the stakeholder.

- d) It is the responsibility of all employees to have working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
- e) Senior management will track trends identified through the complaint resolution process and annually review the number, type and disposition of the complaints received.

## **Section 5 Risk Management**

### **5.1 BGCK Insurance Coverage**

**Policy Statement:** BGCK will ensure that adequate insurance coverage is obtained that will fully protect its assets, its employees, volunteers and clients and its day-to day business activities.

#### **Procedure:**

- 1) Insurance Policy Maintenance
  - a) On an annual basis the Executive Director shall discuss the insurance requirements of the societies with selected representatives from the insurance industry.
  - b) The BGCK will ensure that its general liability insurance coverage will be sufficient to adequately protect employees, volunteers and visitors and all the assets of the society.
  - c) At the minimum, the BGCK's comprehensive insurance policy shall include the following:
    - i) Third party liability coverage
    - ii) Property insurance, including a tenant liability clause (if appropriate)
    - iii) Wrongful dismissal coverage
    - iv) Employee, officers, and Director's liability coverage and
    - v) Adequate coverage to recover losses resulting from errors of commission and or omission.
    - vi) A clause concerning liability arising out of any contract or agreement
    - vii) Motor vehicle coverage for all vehicles owned and/or operated by the BGCK and used by employees and/or volunteers
  - d) On occasion a BGCK employee is required to use their personal vehicle for transporting members, this is allowed when:
    - i) The purpose is a BGCK event or program.
    - ii) The driver carries a minimum of 3 million dollars ICBC vehicle liability insurance.
    - iii) The BGCK has received written 'permission to transport using a private vehicle' waivers signed by a legal parent/guardian.
    - iv) An itinerary of the event detailing the use of the vehicle is provided ten working days prior to the commencement of the event for approval of the Executive Director.

- v) A copy of the itinerary and emergency information of all participants and employees must be maintained at the BGCK during the event and another copy maintained with the Manager of Programs outside of work hours.
  - vi) The BGCK will ensure that a copy of the employee's driver's abstract and insurance papers is retained at the BGCK on file.
  - e) To obtain the best prices for the agencies, insurance policies shall be tendered every three years.
- 2) Insurance and Risk Management
- a) Any planned activity that is not normally part of the BGCK's regular activities, and which has a risk component, must be reported to the Executive Director not less than ten working days prior to the commencement of the event.
  - b) The Executive Director must then discuss the programming with our insurance broker.
  - c) All accidents, property losses, injuries, and potential third party incidents must also be reported immediately to the Executive Director.
- 3) Under no circumstances may an unauthorized individual initiate a claim or agree to a settlement or an action, on behalf of the societies.
- 4) All insurance files are archived to the file storage for the life of the BGCK.

## **5.2 Information and Records Management**

**Policy Statement:** The BGCK ensures the secure storage, access to information and the disposal of confidential information consistent with Provincial and Federal Legislation.

**Procedure:**

- 1) The BGCK maintains systems for the secure collection, storage and retrieval of pertinent confidential information including (Accident/Incident reports, confidential member, employees, volunteer information, records and evaluations, employee personnel files, client files, attendance records, consent waivers, BGCK contracts and agreements, insurance policies and financial records).
- 2) Paper files are secured in the locked accounting cabinet while computer files are password protected, saved on a server and backed up daily in offsite storage.
- 3) The BGCK maintains member files for seven years, at which time they would be destroyed.
- 4) The BGCK maintains personnel files and insurance files permanently.
- 5) The BGCK maintains financial records for seven years.

- 6) Access to the BGCK computer network is password protected. Employee computers and office equipment are to be used by the designated employee.
- 7) The BGCK uses protection and filter software to help stop spam and inappropriate emails.
- 8) The BGCK uses a secure web hosting database program (ShareVision) which tracks member, volunteer, personnel data
- 9) Employees handling confidential information are orientated and trained in the BGCK's data management policies and practices.
- 10) All employees and volunteers sign a confidentiality agreement prior to commencing work with members.

### **5.3 Child Protection**

**Policy Statement:** The BGCK is committed to protecting children from abuse and is obligated by law under the Child, Family and Community Service Act to report suspected or known cases of abuse. The BGCK will support employees and volunteers in understanding their obligations for reporting disclosures or suspected abuse.

#### **Disclosure or suspected Abuse Procedure:**

- 1) All employees and volunteers must read the B.C. Handbook for Action on Child Abuse and Neglect prior to commencing work with children and youth at the BGCK.
- 2) Any situation of suspected abuse must be reported immediately to the Program Leader, who in turn will report to Senior Management.
- 3) The employee or volunteer has a duty to report to the Ministry of Children and Family Development if they have reason to believe that a child has been or is likely to be abused or neglected, and that the parent is unwilling or unable to protect the child.
- 4) If the employee has a concern for a child's imminent safety they must call the RCMP to report the concern.
- 5) It is not the employee's responsibility to prove that the child has been abused or neglected, or to determine whether the child is in need of protection. Any personal interview or physical examination of the child should only be carried out in the line of normal, daily observations and discussions.
- 6) An Incident Report Form is to be completed by the employee reporting the suspected abuse and filed once signed by the Executive Director.

### **External Reports of Child Abuse Procedure:**

- 1) Should a parent or other concerned individual(s) inform Club staff of suspected child abuse, the employee must advise the informant of the informant's 'Duty to Report' obligations under the law.
- 2) If necessary the staff may provide the contact numbers for the Ministry for Children and Family Development and/or after hours phone number.

### **Internal Reports of Child Abuse**

- 1) Employees and volunteers must never be in a situation where they may be open to allegations of abuse. Staff must not be alone with a member in a closed room environment (i.e. washrooms, change rooms, rooms without door windows, etc.). Any allegations of abuse by Club employees must be reported immediately to the Executive Director and Board President.
- 2) In the event that an employee or volunteer is suspected or alleged to have abused a child, the BGCK will support the employee or volunteer until it is satisfied that, in fact, the allegation is well-founded.
- 3) The employee or volunteer will be removed from any activities involving direct supervision of children or youth.
- 4) Any Club employees charged but not convicted of child abuse may not be reinstated prior to consultation with the Executive Director.
- 5) Any Club employees charged but waiting hearing or trial will be suspended until proceedings have been finalized by either conviction or dismissal. This suspension is not only for the well-being of the employee, but also for the security of the children, youth and families. The suspension will be with pay until hearing and at the discretion of the Executive Board after that point. However, a position will still remain for that individual within the Club if there is a dismissal of all charges.
- 6) Any employee convicted of child abuse will be terminated.