**The Salvation Army**

**[Corps Name & Community Ministries]**



**OPERATING RESOURCE TEMPLATE**

**January 2021**

THE SALVATION ARMY

**[Corps Name & Community Ministries]**

**Guidance: These templates are provided to assist you as you develop the mandatory policies and procedures for your existing programs/services. Throughout this document, guidance and sample information is given as highlighted text – add or delete what reflects your location.**

**The Salvation Army Canada and Bermuda Territory Mission Statement**

*The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.*

**Local Mission Statement (If applicable)**

Local mission statement requirements (accreditation standard 1.2.1):

* include a link to the territorial mission statement
* define the end result of the ministry, not the means
* align with the values of The Salvation Army in Canada and Bermuda
* Approved by DHQ

Samples can be provided if required

**The Salvation Army Canada and Bermuda Territory Vision Statement**

*We are an innovative partner,*

*mobilized to share hope wherever there is hardship,*

*building communities that are just and know the love of Jesus.*

**The Salvation Army Canada and Bermuda Territory Values**

**Hope**: We give hope through the power of the gospel of Jesus Christ.

**Service**: We reach out to support others without discrimination.

**Dignity**: We respect and value each other, recognizing everyone’s worth.

**Stewardship**: We responsibly manage the resources entrusted to us.

**Program Goals and Objectives**

* To fulfill our mission to support \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* To provide \_\_\_\_\_\_\_\_\_\_\_\_
* To provide emergency assistance and basic services to individuals and families in need
* To serve as a gateway to other support services in the community by providing referrals

**Community Engagement** is not a program; it’s a way of life! It’s about building relationships with people in community and doing it in the context of The Salvation Army’s Mission Statement; sharing the love of Christ, meeting human need, and being a transforming influence in the communities of our world. We read in scripture of the incarnational way in which Jesus practiced community engagement. “The word became flesh and blood and moved into the neighbourhood.” John 1:14 (The Message). We are to be the hands and feet in our community.

**Collaborative or Integrated Ministry** is how we facilitate mission through creating meaningful programs and services in recognizing the needs, challenges, gifts and abilities of those who live in our community. We seek to bring together all the Salvation Army resources together and collaborate with other service agencies to integrate our ministry to people.

**Relationship to the Corps:**

[This diagram helps to illustrate how Salvation Army corps through activities and programs can be central in the community and vice versa. There are multiple inlets and outlets that can intersect at various levels. Whatever the corps setting or community expression you have, the possibilities are limitless.]

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[Customize the diagram above to reflect your local programs and services]

**Strategic Plan**

[Include a copy of the corps strategic plan which indicates how Community and Family Services is part of community engagement within the corps. Please take advantage of this opportunity to reflect and to evaluate program outcomes in determination of future programming/cessation of current programming. Example of a strategic planning model to assist you in the process is the SWOT Analysis Tool or other.]

Please see the document below for assistance with strategic planning processes.



**Assessment Tools and Process**

To determine the effectiveness of the program several assessment tools and processes will be implemented which will include but not limited to:

* Monthly Staff Meetings
* Monthly Statistical Reports
* participant/community surveys
* Program participant progress measurements

**Evaluating Programs:**

The intent is to use this information to ensure that the Community & Family Services program is providing quality and necessary services to the community.

**Suggested Trainings for Community and Family Service Officers, Staff and Volunteers:**

* Compassion Fatigue Training
* Nonviolent Conflict Resolution or Intervention Training – Verbal Judo
* Suicide Prevention Training – SAFE TALK or ASIST
* Harassment Training
* Cultural Sensitivity or Diversity Awareness Trainings
* WHIMIS Certification
* Food Handlers Certification
* First Aid/CPR Certification
* Armatus Training (internal online training for abuse prevention)
* Motivational Interviewing Training
* Personal Boundaries
* Mental Health First Aid
* Critical Incident Stress Management (CISM) Training
* Any other required training, please consult Divisional Employee Relations for guidance

Talk to your Divisional Director of Employee Relations or Area Commander for other helpful, local and internal trainings. Trainings could be cost free within your community, so search the internet for local available resources.

**Organizational Chart – Sample**

**Brief Description of Our Programs and Services**

**Sample Programs:**

Adult Programs:

* Cooking Classes
* ESL Conversation Group

Children & Youth Programs:

* Back to School / Backpack Program
* Breakfast Program
* Summer Camp / Day Camp Programs
* After School Program
* Sunday
* School/Pioneer Club

**Sample Services:**

* Pathway of Hope
* Food Bank: Food hampers are given to people in need. Hamper size is based on the size of the family. Hampers are designed to provide up to 2 days of food
* Clothing, furniture and household goods; people may receive a voucher to our Salvation Army thrift store
* Christmas Assistance – Hamper or Toy Program
* Rent/Hydro Assistance
* Spiritual Care

**Assistance & Services SAMPLE:**

**Admission Criteria and Procedure**

* During first visit meet with the applicant(s) in the designated intake space, which is quiet and private; however, allows for some visibility of others and the ability to contact someone quickly
* In a dignified manner, identify the applicant’s immediate need(s)
* Identify the boundaries of the catchment area you serve, providing referral if there is a more suitable location. Always provide some form of assistance regardless of catchment
* Provide the applicant with an overview of the services available and determine what will be provided
* Applicants should provide identification for each member receiving assistance (at first visit only or when family constellation changes)
* Applicants should provide proof of address (at first visit only or when address changes)
* Review the Privacy and Consent Document allowing The Salvation Army to collect and share information gathered with the applicant (see Link2Feed software). Answer any questions they may have and request they sign. If the applicant is unwilling to sign provide services as an anonymous client
* Provide referral or recommendation to see the Pathway of Hope caseworker or a spiritual care representative, as appropriate

**Community Partnerships:**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Type of Organization** | **Primary Contact** |
| XYZ Neighbourhood Organization | Newcomer Services | Jane Doe  555-555-5555  jdoe@xyz.org |
| ABC Housing Services | Emergency and Transitional Housing Supports | John Smith  555-555-5555  jsmith@abc.org |
|  |  |  |
|  |  |  |

**Volunteer Opportunities:**

* Students from a recognized post-secondary education facility may serve a practicum/internship providing they are able to obtain and maintain the required security clearances
* Volunteers will be required to complete an application for clearance to work with children & youth and vulnerable adults – see Territorial Abuse Policy and Abuse Prevention Policy Manual

**Volunteers are used for the following programs - sample:**

* Pathway of Hope: social coordinator, 1:1 mentor, spiritual care representative
* Food Bank: pantry sorting and stocking
* Christmas Assistance: food sorting and packing, toy sorting and distribution, filling hampers
* Emergency Response: team members, food provision
* Cooking Classes: teaching cooking classes
* Back to School: fill backpacks with school supplies
* After School: assisting team lead
* Breakfast: assisting team lead

\* For more information on volunteer services please follow the instructions below to the Territorial Volunteer Manual or contact the Communications Department at THQ.

saDashboard → Manuals→ Territorial→ Public Relations and Development→ Territorial Volunteer Manual

**Client Rights** – A SAMPLE POSTER IS INCLUDED – APPENDIX A

Client Rights are to be posted in service delivery areas:

* The right to prompt and courteous treatment
* The right to be treated with dignity and respect
* The right to access services in a clean, safe, and professional environment
* The right to obtain information on the services and programs available
* The right to have questions and concerns addressed in a prompt and respectful manner
* The right to a complaint, grievance, and appeal process
* The right to provide input on policies and services
* The right to request and receive information on spiritual care services

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Program Description** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Programs and Services | Revised |  |
| Pathway of Hope | Reviewed |  |

[Please customize with your local information]

**PATHWAY OF HOPE**

**Program Description:**

Pathway of Hope is a high impact strengths-based case management approach to providing targeted services to people with a desire to take action to break the cycle of crisis and vulnerability. It focuses on identifying and addressing root cause issues for people living in poverty, and intensive individualized supports are offered for participants to achieve short and long term goals. Pathway of Hope is a social services expression of community engagement and provides a way in which we intentionally build relationships with people and strengthen our communities.

**Intended Program Outcomes:**

* Increased stability and hope experienced by participants
* Reduction in the number of barriers faced by participants
* The achievement of self-determined goals by participants
* Decrease in usage of emergency services (less recidivism)
* More effective use of community resources
* Positive intergenerational impact (increased economic sufficiency)

**Outcome Evaluation:**

* Bi-weekly case conferences will take place to discuss care plans, goal progression and any barriers or other concerns.
* Program evaluation will take place through an annual Participant Survey to assess their experience and determine further needs for future program development.
* Exit Surveys are also conducted upon the successful completion of Pathway of Hope.
* Reports can also be run on a periodic basis (as required) to measure the above listed outcomes on the Link2Feed platform.

**Procedure:**

Personnel working in community ministries are to continuously work to identify prospective Pathway of Hope participants. Pathway of Hope should be presented in a relational way giving consideration to both personal readiness and the practical aspects of involvement. Traditional recruitment instruments such as brochures and posters may also be used.

Pathway of Hope supports the mission of The Salvation Army through intentional integration of both casework and spiritual care. Each step of the process is supported with tools for use in service delivery with participants. Specific procedures can be obtained from the following:

* The Pathway of Hope Canada and Bermuda Training Manual
* The Pathway of Hope Canada and Bermuda Client Tools Manual
* The Pathway of Hope Canada and Bermuda Spiritual Care Guide

The ministry unit employs a team approach in the delivery of Pathway of Hope. This team includes a caseworker, spiritual care representative, and other support team members. In addition, the ministry unit regularly involves the division and THQ Pathway of Hope Regional Coordinator to ensure ethical and mission delivery of services.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Food Bank Services | Reviewed |  |

[Please customize with your local information]

**FOOD BANK SERVICES**

**Program Description:**

The Salvation Army Corps Name will provide through the Community Services a range of assistance services, which provide a local response to the needs of individuals and families and reflects the mission statement.

The Salvation Army is often the place of “last resort” for those in need. It is intended that our services will assist the individual/family with food provision for 2 days to relieve the individual/family of the immediate emergency and hope to start building a relationship to further assist with their needs.

**Intended Program Outcome:**

* Clients immediate food provision needs are met
* Clients are connected/referred to other services, as needed
* Partnerships developed and/or enhanced with local organizations through relevant referrals
* Any other required evaluation outcomes by funders/contractual organizations
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Reports will be run on a quarterly basis to assess how Food Bank clients have been assisted beyond immediate food provision.
  + Include what referrals have been made or how a further relationship has been established.
* Any client who has accessed Food Bank 3 months consecutively will be approached for their need or desire for further resources/case management.
* Program evaluation will take place through an annual Participant Survey to assess their experience and determine further needs for future program development.

**Intake Procedures:**

* Indicate when the Food Bank will be open: Days and hours of operation
* Include how appointments are to be made or if you operate on a first come first served basis.
* Information needs to be documented in the Link2Feed including;
  + - client name, address, # family members
    - documentation supporting the financial need for assistance
    - date of assistance, type of assistance given

**Amount of assistance given:**

* + Itemize what quantity of assistance will be given based on the size of family to be served
  + Itemize what will be given in an average food hamper

**How food is distributed:**

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Rent/Hydro Assistance | Reviewed |  |

[Please customize with your local information]

**RENT / HYDRO ASSISTANCE PROGRAM**

**Program Description:**

This program gives assistance to people in the event that they are in need of additional funds to pay for these basic necessities. This program is to help the client out of emergency situations when rent is overdue, or the hydro is to be disconnected. This program is in partnership with the region/county assistance program.

**Intended Program Outcomes:**

* Clients immediate needs related to hydro/rent assistance are met
* Clients connected/referred to other services as necessary
* Parternships developed and/or enhanced through relevant referrals
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place through an annual participant survey and brief “exit interviews” in order to determine the level of impact and examine what additional supports clients participating in this program received and to provide opportunity to access other services.
* Program review will take place once every three years and identify any trends amongst those accessing these resources in order to adjust services and determine program efficacy.

**Procedure:**

* Clients may only apply for this assistance once per year.
* To qualify for this assistance clients must produce the following information: \_\_\_\_\_\_
* The monetary assistance is paid directly to the landlord or the hydro company.
* Any repeat requests for assistance will be reviewed and evaluated for further support/case mangement/referalls.

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Christmas Assistance | Reviewed |  |

[Please customize with your local information]

**CHRISTMAS ASSISTANCE**

**Program Description**:

The Salvation Army – Corps Name Ministries conducts several special Community Services related initiatives during the Christmas Season.

The Salvation Army is often faced with greater seasonal needs by families during this period of time. Special endeavours during the Christmas period include assisting the clients and their family with resources for the Christmas season and celebration.

**Intended Program Outcomes**:

* Assisted clients with their immediate needs, related to Christmas assistance
* Provided referrals to other services, as needed
* Partnerships with local schools and organizations are developed and/or enhanced through relevant referrals
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place annually, through participant surveys and reviewing administrative data, in order to determine the level of impact and examine what additional supports clients participating in this program received.
* Program review will take place once every three years and identify any trends amongst those accessing these resources in order to adjust services and determine program efficacy.

**Procedure**:

Christmas Hampers/Christmas Toys

1. In August/September review file notes from previous Christmas work
2. Christmas Assistance staff will be hired
3. A location to house the Christmas hamper/toy program will be found (if not in existing location)
4. Ensure phone lines and internet are set up (if not in existing location)
5. Letters are sent out to the local schools for food drives
6. Dates for registration are decided
7. The bulk of the hampers are made from donated food from the general public, schools and businesses / or given a voucher in the amount of: \_\_\_single, \_\_\_family
8. The hampers are big enough for Christmas dinner and the week surrounding Christmas and my include items such as …
9. We purchase some food as needed for the hampers working within the budget, in accordance with the number of hampers we need to fill
10. Applicants will be required to sign a declaration that they have not applied for Christmas assistance elsewhere. If it is found the family has received or applied for assistance at another agency they may be disqualified from receiving assistance from The Salvation Army
11. Hampers are given out as close to Christmas Eve as possible (or state weekly dates)

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Cooking Classes | Reviewed |  |

[Please customize with your local information]

**COOKING CLASSES**

**Program Description**:

Cooking classes will be offered in six-week sessions three times per year to teach cooking/baking skills, in accordance to all relevant public health guidelines. These classes also provide instruction on menu planning and budgeting. Cooking classes support participants to discover creative uses and preparation methods of food received from the food bank or other sources. The cooking classes will teach basic cooking/baking skills to the participants to assist them in basic provision for their family. It is also hoped that the participants will gain confidence in their abilities and themselves. This will also provide social interaction for the participants. If the participants are new immigrants, this will also introduce them to some of the foods available in their new community.

**Intended Program Outcomes**:

* Gained basic cooking/baking skills
* Increased confidence in abilities to cook/bake
* Increased confidence in themselves
* Received referral(s) to other services/programs, as necessary
* Relationship building with program staff and other program participants
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place through Participant Survey’s upon the conclusion of each iteration, to assess their qualitative experience, outcomes achieved and any areas for program development.
* Program review will take place once every three years and identify any trends amongst those accessing these resources in order to adjust services and determine program efficacy.

**Procedure**:

Registration will be limited to 8 participants.

Time and space will be booked with the corps office.

We will be respectful of the common space in our building and leave the area clean and tidy.

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Back to School Program | Reviewed |  |

[Please customize with your local information]

**BACK TO SCHOOL PROGRAM**

**Program Description**:

This program offers school supplies to children at the beginning of the school year who would otherwise not have the necessary tools for the classroom. To equip the children with back to school supplies for qualifying families. The program is for children entering grades \_\_\_

**Intended Program Outcomes**:

To equip children with the necessary supplies to begin a new school year with confidence.

* Families and children have their needs related to school supplies met
* Families and children referred/connected to other services/programs, as needed
* Partnerships with local schools and local organizations are developed and/or enhanced
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place annually, through recipient surveys conducted following the program or upon reciept of the school supplies, in order to determine the level of impact by examining what additional supports clients participating in this program received. Program review will take place once every three years and identify any trends amongst those accessing these resources in order to adjust services and determine program efficacy.
  + As part of the program review, surveys will be distributed to local schools and partnered organizations to gather impact and feedback information, if applicable.

**Procedure**:

* Identify any other agencies providing these services to determine which schools are not supported in order to support those with no alternative means. (i.e. United Way)
* Clients may register their children for this program beginning July \_\_
* To qualify for this program client must provide the following documentation; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Supplies to be included in the backpack will include:
* Order supplies that will be included in the backpacks
* Backpacks can be picked up at our office between August \_\_ and \_\_

**Appendix:**

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Summer Camp Program | Reviewed |  |

[Please customize with your local information]

**SUMMER CAMP PROGRAM**

**Program Description**:

This program offers children the opportunity to participate in our summer camp program run by the division. The camp experience is to share the love of Jesus to children while enjoying the outdoors in our camping program, providing a summer holiday to children who might not otherwise have the opportunity. Recreational activities, as well as Biblical teaching will develop social interaction with the children, building their self-efficacy.

**Intended Program Outcomes**:

* Campers learned about the love of Jesus
* Campers enjoyed their outdoor camping experience
* Campers built relationships with others
* Campers built self-efficacy
* Families referred to other services/programs, as needed
* X% of children to be integrated into the holistic ministry of The Salvation Army.

**Outcome Evaluation:**

* Program evaluation will take place through follow up from Corps and an annual ‘End of Camp’ Participant Survey to assess their qualitative experience, outcomes achieved and determine any areas of integration into corps activities.
* Follow up to camp participants will take place within 1-3 months following camp to develop and maintain relationships.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure:**

* Registration will begin during the month of March
* Determination of how fees are structured, whether a subsidy will be provided and to what amount.
* Transportation will be arranged by C&FS for the children to and from the camp. All volunteers must have a vulnerable sector check done by local law enforcement, in addition to Armatus training.
* Information will be sent to the client with further information about the camp, dates, transportation and emergency contact
* After the camp, the program coordinator will make further contact with the families

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Day Camp Program | Reviewed |  |

[Please customize with your local information]

**DAY CAMP PROGRAM**

**Program Description**:

This program offers children the opportunity to participate in our summer camp program run by the corps. The camp experience is to provide recreational activities, as well as Biblical teaching, that will develop positive interaction with children.

**Intended Program Outcomes**:

* Campers learned about the love of Jesus
* Campers enjoyed their camping experience
* Campers built relationships with others
* Campers built self-efficacy
* Families referred to other services/programs, as needed

**Outcome Evaluation:**

* Program evaluation will take place through an annual Participant Survey to assess their qualitative experience, outcomes achieved and determine any areas of integration into corps activities.
  + Follow-up by our corps will be done at the end of camp with the families to develop further relationship with the client within a 1-3month period.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure:**

* Registration will begin during the month of March
* Information will be sent to the client with further information about the camp, dates, and emergency contact.
* All volunteers must have a vulnerable sector check done by local law enforcement, in addition to Armatus training.
* After the camp, the program coordinator will make further contact with the families within 1-3 months after camp conclusion.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| After School Program | Reviewed |  |

[Please customize with your local information]

**KIDS CLUB / AFTER SCHOOL PROGRAM**

**Program Description**:

Children between grades 1-4 are welcome to attend.

This program is held in our corps building on Tuesday between 3:45 and 5:00.

We provide a homework area and offer activities and snacks for the children.

**Intended Program Outcomes**:

* Children experience a fun environment
* Children receive help with homework
* Children experience a safe environment
* Children develop friendships with other children
* Families are referred/connected to other services/programs, as needed
* Families are connected and welcomed in the Corps
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place through an annual Participant and/or Caregiver Survey to assess their qualitative experience, outcomes achieved and any areas for program development.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure:**

* All volunteers must have a vulnerable sector check done by local law enforcement, in addition to Armatus training.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Breakfast Program | Reviewed |  |

[Please customize with your local information]

**BREAKFAST / LUNCH PROGRAM**

**Program Description**:

This is a feeding program that is offered in partnership with a local school.

Children in the school are welcome to take advantage of this program.

The meal is provided to children who would arrive at school without having had a meal prepared for them at home.

**Intended Program Outcomes**:

* Students receive a nutritious meal at the start of the day
* Students feel safe and welcome at the school/corps building
* Partnerships developed/enhanced with schools and/or local organizations
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place through an annual Participant Survey at the end of the school year to assess their qualitative experience, outcomes achieved and any areas for program development.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure**:

Include:

* Which days are included and times
* What food is offered
* Where the food is prepared
* Where and how the food is served
* Food guide
* Budget information
* Sign-in record for all in attendance (for the protection of all)
* All volunteers must have a vulnerable sector check done by local law enforcement, in addition to Armatus training.

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| ESL Conversation Group | Reviewed |  |

[Please customize with your local information]

**ESL CONVERSATION GROUP**

**Program Description**:

* To assist those learning English and to provide them a safe and encouraging place to practice conversing in English. This group is not meant to include teaching English lessons, rather using English in everyday context.

**Intended Program Outcomes**:

* To foster the development of relationships and a sense of community through conversation
* Participants experience a safe space to practice conversing in English
* Participants learn and are oriented to the English language
* Participants referred/connected to other services/programs, as needed

**Outcome Evaluation:**

* Program evaluation will take place through an annual Participant Survey to assess their qualitative experience, outcomes achieved and any areas for program development.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure:**

* Various media tools are used including local newspapers, television news broadcasts.
* Having pot-luck dinners during special occasions to recognize local and traditional customs.
* Have the occasional cooking class for teaching purposes as well as building community.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Community Meal | Reviewed |  |

[Please customize with your local information]

**COMMUNITY MEAL**

**Program Description**:

A community meal is provided to individuals and families each Thursday from 5:00 – 6:30pm. Community meals provides nutritious meals in an environment that creates a sense of dignity for the clients. This will also help families socialize with others and help build community. Community meals provide an opportunity for our church congregation to be involved in practical service.

**Intended Program Outcomes**:

* Participants receive a nutritious meal
* Participants are referred/connected to other services/programs, as needed
* Participants become connected with the church and a sense of community is built
* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* Program evaluation will take place through an annual Participant Survey to assess their qualitative experience, outcomes achieved and any areas for program development.
* Program review will take place once every three years and identify any trends amongst those accessing these services in order to adjust services and determine program efficacy.

**Procedure**:

* Identify your target group for the community meal
* Establish a team of volunteers to participate in this program
* Team activities could include: Menu planning/shopping, food preparation, set-up, hospitality, and clean-up.
* At least one member of the food preparation team must have the Food Safe certificate.
* If a cost is associated with the meal, correct handling of funds must be observed.

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Program Description** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Spiritual & Religious Care | Reviewed |  |

[Please customize with your local information]

**SPIRITUAL & RELIGIOUS CARE**

**Program Description:**

* Spiritual & Religious Care will be organized as an integral part of the programs and services provided by this ministry unit
* Officers, Employees and Volunteers will be committed to the mission of The Salvation Army when it comes to being a transforming influence in our community

**Intended Program Outcome:**

* An increase in attendance at Worship, Bible Studies and other Spiritually focused activities
* Participants are referred/connected to the Corps’ church service and other services/programs as needed
* Engaging with clients to determine whether they are open to discussing spiritual matters and following up appropriately.

**Outcome Evaluation:**

* Program evaluation will take place annually through examination of attendance at above mentioned activities and annual surveys to assess the qualitative experience of participants, outcomes achieved and any areas for further development.
* Program review will take place once every three years and identify any trends amongst those accessing these resources in order to adjust services and determine areas for growth.

**Procedure:**

* Officers, Employees and Volunteers will understand and promote the mission by being aware of what Spiritual services are offered within The Salvation Army in this community
* A list of services offered will be available to everyone who enters the building by way of a poster, brochure or pamphlet so to identify Worship services and spiritual care offered by The Salvation Army in this community.
* Examples:
  + Spiritual Care:
    - Counseling
    - Bible Studies
    - Sunday Morning Worship
  + Bible Reading/Devotionals in programs such as:
    - Mom’s & Tot’s
    - Sports
    - Women’s Ministries
    - Community Meals/Soup Kitchen
  + Brochures/Pamphlets can be shared in the following way
    - Hampers/Food Bank
    - Handed out at Thrift Store or CFS
    - Posted on Walls

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Program Description** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
| Connections with Local Churches and Faith Communities | Reviewed |  |

[Please customize with your local information]

**CONNECTIONS WITH LOCAL CHURCHES AND FAITH COMMUNITIES**

**Service Description:**

* It is the responsibility of the Corps Officer/Executive Director to provide spiritual care for those in their respective programs.
  + Corps Officer/Program Director will have knowledge of and connections with local Churches and Faith communities.
  + Corps Officer/Program Director will have available a list of other Churches and Faith communities within their neighbourhood if someone should inquire.
* Properly facilitate the meeting of spiritual needs of our participants/clients by providing current information on local spiritual care providers from other local churches and faith communities in the neighbourhood.

**Intended Service Outcome:**

* Existing partnerships with local churches and faith communities are maintained/strengthened
* New partnerships with local churches and faith communities are developed

**Outcome Evaluation:**

* Evaluation will take place through an annual mapping exercise to identify and evaluate the strength of connections to other local churches and faith communities and identify any areas for further development.
* Surveys/brief phone interviews will be distributed to other local churches and faith communities to gather feedback and input on strengths and areas for further development.
* Reports can be generated on Link2Feed to identify the number of referrals made and referral sources in the reporting period.

**Procedure:**

* Because spiritual and religious care is an important aspect of the ministry here and caring for all people with dignity and respect is our goal:
  + The Spiritual Care component will be reflected in the planning, decision-making, and policy creation that affects all members and areas of the program.
  + Where applicable client rights will be posted in a prominent place.

Signature: Corps Officer/ Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Programs & Services | Revised |  |
|  | Reviewed |  |

[Use this template to include additional program descriptions]

**NAME OF PROGRAM**

**Program/Service Description:**

**Intended Program/Service Outcomes:**

* **Include any requirements from funders/contractual organizations**

**Outcome Evaluation:**

* **Include any requirements from funders/contractual organizations**

**Procedure:**

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Employee Relations | Revised |  |
| Employee Handbook | Reviewed |  |

[Please customize with your local information]

**EMPLOYEE HANDBOOK**

[The handbook is to be consistent with the Territorial Employee Relations Procedures Manual. It should be tailored to, and representative of, the context of the ministry unit. It should be reviewed annually. **Before you issue your customized employee handbook it is required to be approved by DHQ ER.]**

[To access the Territorial Employee Relations Procedures Manual, follow these steps.

saDashboard →Employee Relations Procedures icon

or - saDashboard → Manuals → Territorial → Personnel → Employee Relations Procedures]

[The Employee Handbook included below is a THQ approved sample for your reference. Again, this document should be customized so that it relates specifically to your local requirements.]



Policies and procedures shall be available to all staff and shall include as a minimum the following:

* territorial and local mission and values statements
* program descriptions
* criminal record checks
* position descriptions
* hiring and termination
* training and orientation
* performance management and review
* expense reimbursement (including services)
* confidentiality
* health and safety
* benefits and vacation
* sick leave / medical absence
* Code of Ethics for Social Services Personnel
* Workplace Harassment, Discrimination, and Violence Prevention Policy (HR 06.002)
* Territorial Abuse Policy and Abuse Prevention Policy Manual
* Armatus abuse prevention training modules
* Statement of Applicant to Work with Children and Youth and Vulnerable Adults (Territorial Abuse Prevention Resource Manual)
* Whistleblower Policy (GV 01.008)
* Code of Conduct (GV 01.002)

All new employees and volunteers are required to carefully read the Policy & Procedure manual, the Employee Handbook, and sign a form indicating this has been completed.

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Food | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**FOOD**

**Policy:**

Donated foods may be accepted by this Ministry Unit. All foods purchased or donated should be inspected and correctly stored in accordance with provincial health guidelines.

**Procedure:**

Frozen foods must be priority and should be inspected for thawing, open packages or damage. After the full order has been received and inspected the frozen food must be put away first. Frozen food must remain frozen, held a temperature of -18°C (0°F) or lower.

Fresh meats should be inspected for proper temperature (below 4°C / 40°F), open or damaged packages and have been inspected by the relevant government authority. Uninspected meat or wild game must not be accepted. The fresh meat should then be placed in the fridge on lower shelves and stored below cooked meats.

All fresh and frozen foods must be received from premises with a valid Food Handling Permit, to ensure the proper handling of the food before it is received (ie. has not been previously thawed and frozen). Potentially hazardous foods such as dairy products should be inspected next and put away in refrigerator. At this time the older products should be moved in front of or above the newer product. FIRST IN FIRST OUT. (FIFO). Eggs must not be leaking, cracked or visibly dirty.

Dry and canned goods should be inspected, look for ripped or broken containers, bulging cans, rust, leaks, severe dents, cans without labels, home processed items or signs of insects and rodents. If putting the goods away practice FIFO.

Donated ready-to-eat cooked foods (i.e. from a restaurant) may be distributed if the product is not left over from a patron’s table, the product has been maintained below 4°C / 40°F or above 60°C (140°F), has been protected from contamination, and the product has been received from a premises with a valid Food Handling Permit. If food is received hot, it should be immediately refrigerated and rapidly chilled to 4°C (40°F) or lower within 2 hours of receipt.

Remember to practice:

* Inspecting the food before putting it away
* Rotating the stock to use older products first (FIFO)
* Checking for clean delivery trucks
* Checking for safe temperatures of food
* Checking for signs of insects and rodents
* Putting away food quickly in this order: frozen, fresh, canned and dry goods
* Keeping food items and chemicals separate
* Writing the days date on boxes to allow for better rotation

**All food items are the property of The Salvation Army. Any employee or volunteer found to have taken food without written permission from the management will be subject to disciplinary action.**

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Kitchen Operations | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**KITCHEN OPERATIONS**

**Policy:**

The Ministry Unit will have at a minimum, one member of staff, per shift, who is currently Food Handler Certified.

Kitchen workers and volunteers will be trained and follow Food Handling guidelines on personal health and safety requirements, the appropriate handling and storage of foods, cooking and disposing of all foods, re-heating and defrosting, cross contamination, food temperatures and all other related safety requirements.

**Procedure:**

Management will determine the appropriate person to maintain a current Food Handlers Certification which will be listed in their job description.

The trained personnel will provide basic training and supervision to all kitchen workers on an ongoing basis.

The trained personnel will ensure the kitchen is maintaining all required food and personnel health and safety requirements.

The following list is a guide of training that must be given to all kitchen workers (but not limited to just these listed):

* Refrigerator/Freezer temperatures
* Thawing foods
* Re-heating foods
* Cooling of foods
* Personal Hygiene
* Cross contamination
* Cooking temperatures/procedures
* Hot holding temperatures
* Chemical storage
* Knife storage

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Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Non-Discrimination | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**NON-DISCRIMINATION**

**Policy:**

The Salvation Army is committed to an environment free of discrimination for all people. All people have the right to be treated with dignity and respect. The Salvation Army will not itself discriminate, and we will not tolerate discrimination by or against employees, volunteers, students, clients/participants, corps members, or community members on the protected grounds of race, colour, religion or creed, sex, gender, age, disability, national origin, language, political belief, criminal record, pregnancy, marital or family status, sexual orientation, or any other prohibited grounds under applicable Human Rights Legislation.

**Procedure:**

* All people engaged with The Salvation Army are expected to promote and support an environment free of discrimination.
* Incidents of discrimination of any kind are to be reported to appropriate personnel immediately. Personnel should first contact their supervisor or manager. Personnel should contact divisional employee relations department if further guidance or assistance is required. Frivolous or vindictive accusations will not be tolerated.
* Contact emergency services (dial 911 or local number) where immediate intervention and assistance is required, and a supervisor is unavailable.
* Management has a responsibility to respond immediately to stop incidents that undermine this policy, whether or not there has been a complaint. An investigation process may also be required.
* Opportunities for education, awareness, and training should be made available to meet operational needs.

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Threat to Personal Safety | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**Threat to Personal Safety**

**Policy:**

Where one person has reason to believe another person may pose a risk to their immediate safety. This may involve verbal abuse or the threat of a physical attack.

**Procedure:**

* Staff are encouraged not to have discussions or meetings with individuals either alone or in a closed office or other closed or confined space
* Maintain a proper and safe distance from individuals who have the potential of being a threat to your personal safety
* Have a predetermined backup route for escape in the event of an immediate threat to your personal safety
* Call 911 if the danger is life threatening
* If life threatening, use the fire alarms to alert others in the facility
* Stay calm and wait for direction from the police
* Make a written report of all threatening incidences, verbal and/or physical

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Providing Services Outside the Ministry Unit | Revised |  |
| Reviewed |  |

[Please customize with your local information]

**PROVIDING SERVICES OUTSIDE THE MINISTRY UNIT**

**Policy:**

[Name of Ministry Unit] provides accompaniment support for participants in connecting with community services, and also engages in home visiting. The intention is to improve community integration and quality of life. This policy sets the framework for supporting the safety of both team members and participants. Staff are expected to use judgment and assess and minimize risk when providing services out in the community.

[Name of Ministry Unit] does not assume any responsibility for loss of property or injury to anyone riding in a vehicle operated by personnel or volunteers. Personnel are encouraged to use a program vehicle rather than a personal vehicle when available (PY 07.001 Commercial Vehicle Operation). Reference the Commercial Vehicle Operation policy for more information.

**Procedure:**

**Check-In Procedure – Mobile Personnel**

* Prior to venturing into the community, the staff person communicates the following information to their supervisor:
  1. Where they are going
  2. The name of the participant they are accompanying or visiting
  3. What time the staff person will check back in with the supervisor
* When staff have plans to be out in the community for the full day, they share their plans with their Supervisor at the beginning of the work day, including the names of the participants they are accompanying or visiting and where they are going to be at various times.
* The staff person contacts their Supervisor throughout the day to confirm any significant changes in plans.
* The staff person contacts their Supervisor immediately before entering and immediately after leaving a new or unfamiliar place or a challenging situation.
* The staff person takes steps to keep safe, including bringing another [Name of Ministry Unit] staff member along or a staff member from a partner agency who is part of the participant’s “circle of care.” Members in the participant’s “circle of care” have received written consent from the participant to share information relating to the participant’s case plan with each other.
* Consider the Threat to Personal Safety Policy, as applicable.
* The staff person follows up with their Supervisor at the end of their shift to report arriving safely back.

**Check-In Procedure – Supervisor**

The Supervisor responsible for overseeing the work of personnel who travel out to the community to work with participants are responsible for ensuring the following information is available and up to date:

* The [Name of Ministry Unit] vehicles schedule (when applicable).
* Personnel contact information (including cell phone and home phone numbers).
* The make, model, colour, and licence plate information for the personal vehicles of personnel and volunteers who use their personal vehicles to meet with participants in the community.
* Emergency contact information for personnel and volunteers.

If the person does not check in as expected, the on-duty supervisor calls the person’s cell phone:

* If the person does not respond to the call to their cell phone, the supervisor calls the person’s home phone number. If there is still no answer, the supervisor calls the emergency contact person’s number.
* If the team member has not been located using these methods, the supervisor calls the police to report the situation. The supervisor reports the information regarding the vehicle the person is driving (when applicable).

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Vehicles & Drivers | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**VEHICLES AND DRIVERS**

**Policy:**

The ministry unit vehicles should be well maintained and only those authorized, approved and legally able to drive a vehicle should be allowed to do so.

**Procedure:**

* Driver abstracts are to be obtained before any driver drives any vehicle owned or operated by The Salvation Army. These abstracts can be obtained from any local ministry of transportation office or if in Ontario from the Fleet Administration office at THQ
* Copies of the driver abstract and license should be kept in the personnel file
* Ministry unit vehicle keys will be kept in a locked file cabinet, locked drawer or the safe
* A designated person will safeguard the vehicle keys and the driver will sign the keys out as needed
* Drivers are to complete a daily vehicle inspection on the vehicle they will be using. This is entered in the form of an Inspection Log. Drivers will perform a circle-check of the vehicle
* Drivers are to complete an official daily drivers log noting their start and finish time as well as on duty – non driving hours
* Drivers must adhere to the rules of the road set out in their provincial legislation. For example, speeding, inspections, communicative devises etc.
* Vehicles will be washed internally and externally on a monthly basis. All trash will be removed daily by the driver responsible for using the vehicle
* Territorial Operating Policy for commercial vehicles (PY 07.001) should be followed for all officers, staff and volunteers before they are allowed to operate a commercial vehicle
* Drivers are to report all accidents to Cunningham Lindsey (1-800-235-8784) or their provincial insurers within 24 hours of accident. They are also required to provide a written account to their supervisor with a copy to the Fleet Administration at THQ within 24 hours
* There is no tolerance for drinking or drug use while driving a program vehicle

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Health & Safety | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**Health & Safety**

**Policy:**

To ensure that all personnel, staff, volunteers and clients/participants are kept safe from hazardous materials, or equipment, building/facility infrastructure, internal/external factors that could present a danger. TSA's standards and applicable provincial acts and regulations for health and safety of workers, visitors, suppliers and clients will be maintained.

**Procedure:**

* Ensure WHMIS guidelines are readily available to all staff
* All staff must receive appropriate level of WHMIS training and all other mandatory health and safety training (see the Territorial Employee Relations Manual for guidance).
* The ministry unit will comply with all applicable provincial occupational health and safety legislation
* Workplace hazards should be identified and procedures in place to eliminate or minimize risk of injury
* Staff will be appropriately assigned to ensure WHMIS guidelines are upheld, job descriptions will reflect these tasks

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – Emergency Plan | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**Emergency Plan**

**Policy:**

An **emergency** is defined as an event that extensively disrupts or destroys infrastructure, services, or scheduled activities. The event can be from internal sources (loss of heat) or external sources (power outage). Examples include, but are not limited to:

* Fire
* Flood
* Gas leak
* Prolonged power outage
* Loss of heat
* Hazardous chemical spill
* Bomb threat
* Extreme weather conditions
* Crime/Threat

A **hazard** is defined as any incident from which human life and property must be protected (chemical spill). A **disaster** is usually an event that is widespread and has the potential to affect human life and property on a large scale (tornado, hurricane).

**Procedure:**

All employees are to be trained in evacuation procedures during the first month of hire. Emergency Evacuation (Fire) Drills are to be conducted regularly. The responsibility for this will be rotated amongst the staff in order to provide hands on experience to each staff person.

**General Emergency Response:**

If an emergency occurs, react in a calm manner and use common sense.

* Call 911 and report the emergency
* Once help arrives, follow the instruction of emergency services
* Make a general announcement over the PA system (if available)
* If the emergency occurs near you, check for injuries – you and others (tend to your own well-being first). Provide first aid if you are trained to do so until help arrives
* Check for damage using a flashlight. **Do not light matches or candles or turn on electrical switches**. Check for fires and other hazards
* Sniff for gas leaks. If you smell gas or suspect a leak, get everyone outside quickly
* For facility evacuation, the assembly area is the parking lot. For long term displacement, assembly points will be determined, depending on availability and the location of the disaster

**Specific Emergencies:**

Building Collapse/Significant Structural Damage

* Remain calm and leave the building as soon as it is safe to do so
* If leaving is not possible, protect yourself by getting under a table or counter and curl up with hands covering your head. Stay in this position until help arrives
* Cover mouth and nose with a cloth or piece of clothing to protect from dust and debris
* Remain as still as possible to avoid disturbing dust and debris
* Use flashlights only. Do not use anything with an open flame
* Tap on walls or pipes to alert people to your location. Shout as a last resort
* Wait for help to arrive

External Flood

* If able, turn off all electricity and gas valves
* Remain indoors and move objects away from the flooded floors/area
* Stay out of and away from flooded area and areas that could flood
* Move all persons to higher ground

Internal Flood

* Move all persons out of the area
* If possible, turn off sources of water
* Stay away from power sources – outlets, etc.
* Do not walk through flowing water. If you walk in standing water, use a pole or stick to ensure secure footing

Bomb Threat

The bomb threat procedure should be initiated immediately when there is a reasonable cause to believe a bomb or explosive device may be located anywhere in the vicinity of Evangeline Residence.

* If a suspicious article is found, immediately notify management of the location and description. Do not touch the object. Evacuate all people from immediate area
* Evacuate the building and proceed to the designated Assembly Point
* The staff person that first became aware of the need for services is to call 911
* If onsite, the Director, or other management person, is responsible for greeting the Emergency Response Unit.

Hazardous Materials Accident

*External*

* Stay upwind of the spill area. Watch where you walk
* Leave the accident area and keep others away from the area. Do not attempt to clean up the chemical spill
* Listen to authorities and follow their instructions

*Internal*

* If a corrosive or toxic chemical comes in contact with skin, immediately flush the affected area with water for at least 15 minutes, then as soon as possible call 911 and notify management
* Do not attempt to clean up a chemical spill unless you are trained and have the proper protective equipment
* Evacuate the area when there is possible danger of harmful or flammable vapors. Notify others in your immediate area to evacuate. Initiate the fire alarm when necessary
* To increase ventilation to the affected area, call HVAC (Environmental Services). If possible, control access to the spill-affected area by closing doors
* Check those involved for adverse medical symptoms (shortness of breath, fainting, etc.) and request immediate medical attention as appropriate by calling 911
* Evacuees should remain in the designated safe area until the person in charge indicates that it is safe to return to the affected area

Blizzard/Ice Storm

* Check with your supervisor regarding hours of operation
* In the case of power outage use flashlights only – DO NOT USE ANYTHING WITH AN OPEN FLAME

Power Outage/Failure

* Remain where you are, listen for, and follow instructions
* Turn down the thermostat to a minimum and turn off all electrical appliances, electrical equipment and tools to prevent injury, damage to equipment and building
* If necessary, use flashlights. DO NOT USE ANYTHING WITH AN OPEN FLAME OR THAT REQUIRES GAS. DO NOT USE CHARCOAL OR GAS BARBECUES, CAMPING OR HEATING EQUIPMENT OR HOME GENERATORS INDOORS
* If instructed to evacuate, move cautiously to the nearest exit and proceed to the assembly area (parking lot) and wait there

Earthquake

Structural Damage

* Remain calm
* DROP, COVER & HOLD
* Stay inside and stay away from windows and doorways, hanging objects, filing cabinets, bookcases, electrical appliances and outlets
* Be prepared for an after shock
* Seek shelter under large desks, counters
* Protect your head and neck
* Stay out of vehicles
* Stay away from power sources, downed power lines, electrical wires

Structural Collapse

* Leave the building if possible, only after debris has stopped falling and move to assembly area (parking lot) and wait there
* Be prepared for after shocks
* Listen for and follow evacuation orders from authorities and follow their instructions
* Do not move seriously injured persons unless they are in danger
* Open doors carefully
* Watch for falling objects
* Do not use matches or anything with an open flame – this includes cigarette lighters

Tornado

* Go to the basement immediately. Lie flat or crouch on the floor in an inner hallway away from windows and doors
* Wait for instructions from authorities and follow their instructions

Building Break-in

* Call 911 immediately to report a suspected break-in. Inform them of the area where you suspect someone is trying to break into the building.
* Do not leave the building to investigate. Wait for help.
* If an intruder is in the building, do not confront them. Move to a safe location
* Follow the instructions of emergency personnel
* Complete a full incident report of the event

Fire

* Call 911 immediately and report the fire
* If the fire is small, use a fire extinguisher to put out the flames
* If necessary, activate the fire alarm
* Call 911 immediately and report the fire
* Alert all persons, staff and participants/clients
* Evacuate the building and gather all staff and participants/clients at the assembly point
* Perform a head count
* Do not return into the facility until the Fire Department gives the all clear to return

First Aid/CPR

* Only staff or volunteers that are currently certified should assist other staff or participants/clients with basic first aid. The Good Samaritan law – to the extent of their training/certification
* Call 911 if medical condition is more than basic first aid and if CPR is needed
* Certified staff and volunteers should perform lifesaving procedures (but not outside of the scope of their training) until professional medical help arrives

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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|  |  | Date |
| Community and Family Services | Effective |  |
| Policy – | Revised |  |
|  | Reviewed |  |

[Use this template to include additional policies and procedures]

**POLICY TITLE**

**Policy:**

**Procedure:**

**Appendix:**

Please list any agreements or contracts untertaken, and upload onto the relevant database.

Signature: Corps Officer/Community and Family Services Officer

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| C:\Users\matthew_craggs\Desktop\Logos\SA_shield_red_rev_72.png | **Policy & Procedure** | | |
|  |  | Date |
| Thrift Store | Effective |  |
| Thrift Store | Revised |  |
|  | Reviewed |  |

[Please customize with your local information]

**THRIFT STORE**

Policies and procedures shall be available to all staff and shall include as a minimum the following:

* Fire / evacuation / disaster plan
* Health and safety
* Process for selection, training and use of volunteers
* Process for training staff and evaluating their performance
* Relationships (contractual / formal) with other social service / corps within The Salvation Army and the community
* Non-discrimination of service to the public
* Donated goods / Gift-in-Kind / Food
  + Donated goods cannot be given to staff or volunteers as gifts or payment for services
* Customer service and education
* Store operations / hours / staffing
  + Dress Code
  + Clean, inviting and friendly atmosphere
  + Easy access for all including persons with disabilities
  + Attractive window displays and merchandising
  + Secure space for administrative tasks
  + Personal safety for staff and customers
  + Theft – internal and external
  + Staff discounts
  + Staff purchase procedure
  + Return policy
  + C&FS voucher policy for corps
  + C&FS voucher policy for NRO

In developing policies and procedures there should be cross-reference made with Territorial Operating Policies, the Territorial Employee Relations Procedures Manual, the Territorial Finance Manual, any other territorial and divisional manuals, and applicable legislation.

The following items are to be specially reflected in local policy and available to all personnel and volunteers:

**Corporations**

* GV 01.008 – Whistleblower Policy
* GV 01.002 – Code of Conduct

**Automobiles**

* PY 07.001 - Commercial Vehicle Operating

**Employees**

* HR 01.001 – Employee Relations
* HR 02.003 – Sick Leave - Employees
* HR 02.003 – Vacation Policy – Employees
* HR 05.001 – Education and Training
* HR 04.003 – Overtime – Employees
* HR 10.001 – Termination – Employees
* HR 11.002 – Employment Contracts
* Employee Relations Procedures Manual 11.3 – Employee Extended Benefits While on Medically Approved Absence
* Employee Relations Procedures Manual 3.01 – Safe Operating Procedures

**Retired Officers**

* HR 09.024 - Post Retirement Service - Officers
* HR 11.003 - Hiring Retired Officers

**Officer Personnel – Miscellaneous**

* HR 09.009 - Employment of Former Officers

**Policy and Procedure**

* HR 11.004 - Relatives Employment
* HR 11.001 - Criminal Record Check
* HR 06.002 - Workplace Harassment, Discrimination, and Violence Prevention Policy
* GV 01.004 - Accessibility and Customer Service

**Expenditure Approvals**

* FN 07.001 – Delegation of Authority – Contracts, Agreements, and Other Legal Documents
* FN 01.002 – Delegation of Authority – Goods and Services
* FN 07.003 – Delegation of Authority – Property Purchase, Constructions Repairs, Leases, etc.
* FN 06.001 – Expenditure and Payment Policy
* FN 06.002 – Staff Expense Policy

**Insurance**

* PY 04.006 - Furnishings and Equipment Inventories

**Finance**

* TFM 6004 – Petty Cash
* TFM 6009 - Revenue
* GV 02.002 – Fraud, Theft, and Misappropriation
* TFM Section 3 – Payroll
* TFM Section 8 – Treasury and Banking
* TFM 8006 – Point of Sales (POS) Terminals

**Other**

* Territorial Abuse Policy and Abuse Prevention Policy Manual
* Territorial Computer Access Policy (IT Support Library in IT Manual, Section 6)

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Signature: Corps Officer/Community and Family Services Officer

**[Operating Resource Template – Appendix A]**

**CLIENT RIGHTS:**

* The right to prompt and courteous treatment
* The right to be treated with dignity and respect
* The right to access services in a clean, safe, and professional environment
* The right to obtain information on the services and programs available
* The right to have questions and concerns addressed in a prompt and respectful manner
* The right to a complaint, grievance, and appeal process
* The right to provide input on policies and services
* The right to request and receive information on spiritual care services

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