**The Salvation Army**

**Corps Name &**

**Community Ministries**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



**OPERATING RESOURCE TEMPLATE**

**May 2015**

THE SALVATION ARMY

**Corps Name and COMMUNITY MINISTRIES**

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**Greetings from THQ Corps Ministries, Integrated Mission**

 **and Social Services Departments**

***The purpose*** *of any Policy & Procedure Manual is to increase the awareness of organizational standards, guide the delivery of service, outline expectations for personnel and address health and safety issues.*

**The Purpose of Community Ministries**

Across the Territory you will find various expressions of programs and service provided through Corps based Community and Family Services (CFS), however the overarching principle in all of these expressions should be to meet the needs of the community in which the Corps is located as stated in the Territorial 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.*

Community and Family Service programs and services are only limited by the imagination of the current administration, staff and volunteers. If there is evidence of community need (meet human needs), funding, building limitations or restrictions and personnel resources can be challenging but need not be reasons to limit the services and Corps activities. Partnerships with other ministry units, Corps, other community service agencies or churches can often eliminate many of the resource issues.

Traditional CFS programs include (but not limited to):

* Food Banks/Bags – People may access food once a week, once a month or less depending on other food services being offered in the community.
* Thrift Store Vouchers – Those in need may be helped with purchasing clothing or basic household items, especially important for fire or flood survivors, those who have just found housing for first time etc…
* Congregate Meals – Providing nutritious, hot meals at the same locations on a daily or weekly basis. This service can more importantly help to break the cycle of isolation and create community amongst the attendees for all those who attend.
* Seasonal Programing – Christmas toys and food, Back to School backpacks, Summer Camping.
* Outreach – Soup, Soap and Salvation. Often a weekly sandwich or soup outreach in the evenings to those living on the streets or in cars within the community.
* Resource to connect people to other services in the community.

Many Corps have chosen to meet human need in their community by providing:

* English as a Second Language Classes.
* Helps such as anger management (Red Cap), marriage, family or personal issues which could be group or individual work performed by appropriately qualified persons.
* Cooking classes to help with household budgets build individual self-esteem and create community within the broader community.
* Community Gardens.
* Dental Clinics/Nurse practitioner onsite at the Corps to help bring basic health needs to those who are fearful or neglectful of seeking medical attention.
* Youth programming such as afterschool, sports ministry, music groups, scouting programs.
* Client Case Management – providing one on one services to a family or individual to support goal oriented progressive action and positive life improvement.

Territorial standards require documentation of needs and outcomes for all social service programs including Corps based Community and Family Services. Each Corps should regularly review each program to measure the outcomes and effectiveness. Writing a program description for each program (samples are provided in this document) will help you identify purpose and/or outcomes. Spiritual and religious opportunities should be considered a priority and how to offer those services within the context of the programs being offered as “The Salvation Army exists to share the love of Jesus Christ...”

CFS personnel and volunteer skills and qualifications vary from Corps to Corps and depend on programming requirements. Client case notes, program notes and outcome measurements are all critical elements to evaluating individual, program and resource effectiveness.

New or significant changes in programming must be approved by your Divisional Executive Board and often the Territorial Management Board, so always communicate with your Area Commander or Divisional Office for guidance.

In addition to your Area Commander or Divisional Social Services Secretary, each Division has an assigned Territorial Social Services Consultant to provide support, advice or share resources and best practices for Corps Community and Family Services.

Local Salvation Army services and programs, Corps Officers and/or Community and Family Service Directors and staff should be well known with the local schools, police department, interfaith community, other social service providers and government. Personnel should be involved in weekly, monthly or quarterly community meetings or advocacy groups and if none currently exist within the community, then The Salvation Army Corps has the opportunity to create such groups and be a “transforming influence in the community”.

General expectations of The Salvation Army require each Ministry Unit to maintain Territorial Operating Policies, health and safety regulations, financial processes and employee relations policies.

**This Operating Resource Tool**

In creating this corps based resource tool we hope to assist those who currently are without policies and procedures or those who are in need of updating the ones they have.

This template contains generic policies & procedures focusing on three main areas:

* Human Resources
* Health & Safety
* Programs

Further resources are also noted throughout this document and are included in the appendix.

Our intention is that Corps Officers, staff and volunteers work together to customize each policy and procedure or program description, and add or take away as appropriate to make the manual specific to each corps.

In developing policies and procedures there should be cross-reference made with TSA Operating Policies, and the Territorial – Employee Relations Manual, Finance Manual, and Abuse Policy along with their reference numbers.

saDashboard→Operating Policies icon

 saDashboard → Territorial Finance Manual icon

saDashboard → Employee Relations Procedures icon

or - saDashboard → Manuals → Territorial → various references to topics

THE SALVATION ARMY

**Corps Name COMMUNITY MINISTRIES**

**PLEASE CUSTOMIZE WITH YOUR LOCAL INFORMATION**

**Sample programs and services given – add or delete what reflects your location**

**The Salvation Army 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.*

**The following will outline the program plan including your mission, vision, goals, objectives, services and programs.**

**Mission Statement**

**Vision**

**Program Goals and Objectives**

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

**Integrated Mission** 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 Integrated Mission. “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.

**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.

**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.

****

**Include a copy of the corps strategic plan which indicates how Community & Family Services is part of the integrated mission within the corps.**



Please see the ‘[Strategic Planning’](Strategic%20Planning%20THQ.pdf) document which was also included in this zip file.

**Assessment Tools and Process**

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

* Monthly Staff Meetings
* Monthly Statistical Reports

**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 & 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
* Armetus Training (child & vulnerable adult’s online internal training)
* Motivational Interviewing Training
* Personal Boundaries

We suggest you talk to your Divisional HR Director 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**

**Ministry**

**Unit**

**Leader(s)**

**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

* Food Bank: Food hampers are given to clients 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; clients may receive a voucher to our Salvation Army thrift store
* Christmas Assistance – Hamper or Toy Program
* Rent/Hydro Assistance
* Spiritual Care

**Assistance & Services:**

Admission Criteria and Procedure

* Identify the applicant need(s)
* Identify the boundaries of the catchment area you serve
* Applicants must provide identification for each member receiving assistance
* Applicants must provide proof of address
* Sign a waiver allowing the Salvation Army to collect and share information gathered

(see CMS waiver)

* Attend an interview with the community services worker

**Community Partnerships:**

List names, the relationship and the contact person of other agencies that we work with in our community:

**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 THQ Policy \*

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

 **(Sample programs)**

Food Bank Food cupboard – sorting and stocking

Christmas Assistance Food sorting, toy sorting, 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 Volunteers please follow the instructions below to the Territorial Volunteer Manual or contact the Personnel Department at THQ.

saDashboard → Manuals→ Territorial→ Corps Ministries→ Territorial Volunteer Manual

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

Client Rights are to be posted in the intake area

* Clients have the right to be treated with dignity and respect
* Clients have the right to a safe and supportive environment when accessing programs through the Community & Family Services
* Clients have the right to obtain information on the services and programs available
* Clients have the right to have their questions and concerns addressed in a prompt respectful manner
* Clients have the right to a complaint, grievance and appeal process
* Clients have a right to provide input on policies and services
* Clients have the right to request and receive information on devotional services, Chapel or obtain a referral to the Chaplain

|  |  |
| --- | --- |
| Shield%20DarkRed  |  |
|  |  | Date |
| Community & Family Services | Effective |  |
| Employee Relations | Revised |  |
| Employee Handbook | Reviewed |  |

 **EMPLOYEE HANDBOOK**

(please customize with your local information)

Please review the materials provided in the Territorial Employee Manual for developing an employee handbook for information that should be included when creating your own employee handbook from Lotus Notes.

 saDashboard →Employee Relations Procedures icon

or - saDashboard → Manuals → Territorial → Personnel → Employee Relations Procedures → Section 2 – Employee Orientation → 2.1 – 2.3

 or - saDashboard → Operating Policies → Employees

The Employee Handbook included is a THQ approved sample for your reference. Again, this document should be customized so that it relates specifically to your local requirements. **Before you issue your customized employee handbook it is required to be approved by DHQ HR**.

 Please see the ‘[Employee Handbook’](Employee%20Handbook%20Document%20%28Kelowna%20CC%29%202014.pdf) document which was also included in this zip file.

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

* Mission, Values, History, Structure, Employees
* Hiring Practices
* Working Conditions
* Conditions of Employment
* Health and Safety
* Health and Employee Benefits
* Vacation, Holidays and Leaves of Absence

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.

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Food Bank Services | Reviewed |  |

**FOOD BANK SERVICES**

(please customize with your local information)

***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 of the church.

***Intended Program Outcome:***

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.

***Procedure:***

**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 CMS system 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;**

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services  | Revised |  |
| Rent/Hydro Assistance | Reviewed |  |

 **Rent / Hydro Assistance Program**

(please customize with your local information)

***Program Description*:**

This program gives assistance to clients in the event that they are in need of additional funds to pay for these basic necessities.

***Intended Program Outcomes*:**

This program is to help the client out of emergency situations when rent is overdue or the hydro is to be disconnected. Outcomes would be measured by interview with the individual/family to ascertain how else they can be assisted and build a relationship. This program is in partnership with the region/county assistance program.

***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.

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services  | Revised |  |
| Christmas Assistance | Reviewed |  |

 **CHRISTMAS ASSISTANCE**

(please customize with your local information)

***Program Description****:* (please cusomize with your local information)

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

***Intended Program Outcomes***:

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

***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)

Signature: Corps Officer/Community & Family Services Officer

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| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Cooking Classes | Reviewed |  |

 **COOKING CLASSES**

(please customize with your local information)

***Program Description***:

Cooking classes will be offered three times each year to teach cooking/baking skills.

Provide instruction on menu planning and budgeting.

Discover creative uses and preparation methods of food received from the food bank.

***Intended Program Outcomes***:

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.

***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.

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services  | Revised |  |
| Back to School Program | Reviewed |  |

 **BACK TO SCHOOL PROGRAM**

(please customize with your local information)

***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. Equip the children with back to school supplies if the family qualifies for assistance with our Family Services program. The program is for children entering grades \_\_\_ .

***Intended Program Outcomes***:

To equip and empower children, to help provide them with confidence as they enter a new school year.

***Procedure***:

* 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 \_\_

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Summer Camp Program | Reviewed |  |

 **SUMMER CAMP PROGRAM**

(please customize with your local information)

***Program Description****:*

This program offers children the opportunity to participate in our summer camp program run by the division.

***Intended Program Outcomes***:

The camp experience is to enjoy the outdoors in our camping program providing a summer holiday to children who might not experience this opportunity. Recreational activities as well as biblical teaching will develop social interaction with the children. Follow-up by our corps will be done at the end of camp with the families to develop relationship with the client.

***Procedure*:**

* Registration will begin during the month of March
* Transportation will be arranged by C&FS for the children to and from the camp
* Information will be sent to the client with further information about the camp, dates, transportation and emergency contact
* After the camp the program director, will make further contact with the families

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Day Camp Program | Reviewed |  |

**DAY CAMP PROGRAM**

(please customize with your local information)

***Program Description***:

This program offers children the opportunity to participate in our summer camp program run by the corps.

***Intended Program Outcomes***:

The camp experience is to provide recreational activities as well as biblical teaching that will develop positive interaction with children. Follow-up by our corps will be done at the end of camp with the families to develop further relationship with the client.

***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
* After the camp the program director, \_\_\_\_\_\_\_\_\_ will make further contact with the families

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| After School Program | Reviewed |  |

 **KIDS CLUB / AFTER SCHOOL PROGRAM**

(please customize with your local information)

***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 home work area and offer activities and snacks for the children.

***Intended Program Outcomes***:

This program provides a safe and fun environment for children after school.

Help with homework

Safe environment

Develop friendships with other children

Develop relationship with the family

Integrate the programs/children/corps

***Procedure*:**

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services  | Revised |  |
| Breakfast Program | Reviewed |  |

 **BREAKFAST / LUNCH PROGRAM**

(please customize with your local information)

***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***:

To provide a place of safety and warmth at the school (or corps building), providing them with a nutritious meal to start the day.

The children will also benefit from friendship as well as nutrition.

***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)

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| ESL Conversation Group | Reviewed |  |

 **ESL CONVERSATION GROUP**

(please customize with your local information)

***Program Description***:

To assist those learning English and to provide them a safe and encouraging place to practice.

***Intended Program Outcomes***:

Develop relationships

Assist newcomers to Canada in orientating them to the English language and new cultural surroundings and customs.

This group is not meant to include teaching English lessons, rather using English in everyday context.

***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 & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Community Meal | Reviewed |  |

 **COMMUNITY MEAL / SOUP KITCHEN**

(please customize with your local information)

***Program Description****:*

A community meal is provided to low income families each Thursday from 5:00 – 6:30.

***Intended Program Outcomes***:

To provide a nutritious meal in an environment that creates a sense of dignity for the clients.

This will also help families socialize with others and help build community.

Provide opportunity for our church congregation to be involved in a practical service.

Provide an opportunity for clients and congregation members to have conversation.

***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, 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.

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Spiritual & Religious Care | Reviewed |  |

**SPIRITUAL & RELIGIOUS CARE**

(please customize with your local information)

***Program Description:***

* Spiritual & Religious Care will be organized as an integral part of the programs and services provided by this ministry unit
* All 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 opportunities to share the love of Christ
* An increase in attendance at Worship, Bible Studies and other Spiritually focused activities

***Procedure:***

* All 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 & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
| Connections with Local Churches and Faith Communities | Reviewed |  |

**CONNECTIONS WITH LOCAL CHURCHES AND FAITH COMMUNITIES**

(please customize with your local information)

***Program 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.

***Intended Program Outcome:***

To properly facilitate the meeting of spiritual needs of our clients by providing current information on local spiritual care providers from other local churches and faith communities in the neighbourhood.

***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 & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Programs & Services | Revised |  |
|  | Reviewed |  |

 **NAME OF PROGRAM**

***Program Description:***

***Intended Program Outcomes:***

***Procedure:***

Signature: Corps Officer/Community & Family Services Officer

|  |  |
| --- | --- |
| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Food  | Revised |  |
|  | Reviewed |  |

**Food**

*(Please check your provincial legislation and standards)*

***Policy:***

Donated foods may be accepted by this Ministry Unit. All foods, purchased or donated should be inspected and correctly stored.

***Procedure:***

Frozen foods must be first 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.

Fresh meats should be inspected for proper temperature (below 4°C / 40°F),

smell (no off smell) and colour. The Fresh meat should then be placed in the

fridge on lower shelves and stored below cooked meats.

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).

Dry and canned goods should be inspected, look for ripped or broken

containers, bulging cans or signs of insects and rodents. If putting the goods

away practice FIFO.

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 fresh smells and good colour.

· 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.**

Signature: Corps Officer/Community & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Kitchen Operations | Revised |  |
|  | Reviewed |  |

**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

**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.**

Signature: Corps Officer/Community & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Threat to Personal Safety | Revised |  |
|  | Reviewed |  |

**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 & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Vehicles & Drivers | Revised |  |
|  | Reviewed |  |

**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 (OP 0403) 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 & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Health & Safety | Revised |  |
|  | Reviewed |  |

**Health & Safety**

***Policy:***

To ensure that all personnel, staff, volunteers and clients are kept safe from hazardous materials, or equipment, building/facility infrastructure, internal/external factors that could present a danger.

***Procedure:***

* Ensure WHMIS guidelines are readily available to all staff
* All staff must receive appropriate level of WHMIS training
* The ministry unit will comply with 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 & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy – Emergency Plan | Revised |  |
|  | Reviewed |  |

**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 in to 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 clients
* Evacuate the building and gather all staff and 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 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

Signature: Corps Officer/Community & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Policy –  | Revised |  |
|  | Reviewed |  |

**Policy Title –**

***Policy:***

***Procedure:***

Signature: Corps Officer/Community & Family Services Officer

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| Shield%20DarkRed  | **Program Description** |
|  |  | Date |
| Community & Family Services | Effective |  |
| Emergency & Disaster Services | Revised |  |
| Emergency Response | Reviewed |  |

**EMERGENCY DISASTER RESPONSE – EDS TEAM**

(please customize with your local information)

***Program Description & Information****:* (please cusomize with your local agreement information)

The Salvation Army – Corps Name will have an organized and practical response, to be referred to as the Emergency Response Team, which can be called out to provide support to survivors, fire-fighters and other professionals in emergency situations.

Any EDS, whether from Corps or Social Services, needs to be aware of the territorial standards, which means that individuals need to be trained in the Incident Command System as well as the Disaster Food Services course. Refer to Operating Policies 8304 and 8302 by going to; saDashboard→Operating Policies icon→83, then the corresponding policy number.

There are two courses entitled Preparing Your Congregation for Disaster response and Introduction to The Salvation Army Emergency Disaster that you should be aware of and be trained in.

It is important that each ministry unit establish a Memorandum of Understanding with your local Police, Fire, Emergency Medical group.

There is an important role for Emotional & Spiritual Care that the local leadership be in contact with their Divisional EDS Director to discuss how an EDS ministry can be established and maintained. This program provides training in the Critical Incident Stress Management (CISM).

***Intended Program Outcomes***:

Over the past few years, the number of calls to assist in this area have increased. There are a number of benefits to providing this service:

* Provision of refreshments and quality food is always appreciated by members of emergency teams attending these events
* These events provide further opportunity to profile the work of The Salvation Army in the community, including media coverage. \* It should be noted that only the Public Information Officer Captain\_\_\_\_ may speak with the media
* Through our presence on the scene, we are often brought into contact with victims and family members that we can be of assistance to
* This service often provides an entry point for congregational members to volunteer and become involved in our community ministries

***Procedure****:*

When the YOUR TOWN Fire Department or similar group requests this service, the following procedure should be followed:

1. Upon receiving a call from the Corps Officer the Emergency Coordinator will contact the team leader and give information regarding the Emergency
2. We will have 2 or 3 teams (made up of 4 people) including 1 team leader who is in charge of the group
3. Team Leader will pick up the emergency supplies and other members of the team will meet at the site of the disaster. The team leader will assess the situation and they will immediately start preparing food and refreshment
4. Supplies of meat, bread, and other staples will be kept on hand for possible emergency use, and rotated on a regular basis to maintain freshness and health standards
5. Water
6. Canned Tuna, Soups, Hot Chocolate, etc. at the designated cupboard
7. Bread –
8. Meat, Produce, Milk –
9. Coffee –
10. Thermos –
11. Soup, sandwiches, coffee, hot chocolate, fruit juices, etc. are prepared at the corps. \* It should be noted that a member of the team must have the Safe Food Handling Certificate
12. Support material such as chairs, tables, dishes, cutlery, hand towels, garbage bags, coffee urns, etc. are at the corps
13. Upon arrival at the site, follow directions as to where to set up the service
14. Tables and chairs should be then set up, the food organized, and hand sanitizing materials be made available
15. Volunteers should serve the hot soup, but generally encourage fire fighters/ responders to “help themselves” to everything else on hand
16. Following completion of the service, the supplies will need to be replentished. If the service time required is longer than three hours, additional volunteers may be contacted for relief
17. Review check list for supplies needed

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Signature: Corps Officer/Community & Family Services Officer

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| Shield%20DarkRed  | **Policy & Procedure** |
|  |  | Date |
| Thrift Store | Effective |  |
| Thrift Store | Revised |  |
|  | Reviewed |  |

 **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 TSA Operating Policies, and the Territorial - Employee Relations Manual, Finance Manual, and Abuse Policy along with their reference numbers.

(Thrift Store con’t.)

OP 3100 - Employees

3115 – Overtime

3116 – Termination

3118 – Employment contracts

OP 3400 – Expenditure Approvals

3404 – Goods and services

3409 – Staff expense

3410 – Expenditure and payment

OP 4000 – Finance

4005 – Safe keeping of cash

4017 – Fraud, theft, misappropriation

Finance Manual

Section 3 – Payroll guide

Section 8 – Treasury & banking

 0806 – Point of sale terminals

Territorial Abuse Policy

OP 7921 - Work Place Violence

Whistle Blower

OP 7907 – Harassment

Employee Relations Manual – main reference for manager

Employee orientation

Job evaluation

Termination

Sick benefits

Employee forms

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Signature: Corps Officer/Community & Family Services Officer

**CLIENT RIGHTS:**

The right to prompt and courteous treatment.

The right to be treated with respect and dignity

in a clean, professional and safe environment.

The right to voice concerns.

