1.1 Governance

2016

POLICY & PROCEDURE MANUAL



TABLE OF CONTENTS

General 1.1.0

Reproduction & Distribution 1.1.1

Organizational Chart 1.1.2

Management Structure 1.1.3

Vision, Missions & Values 1.1.4

Strategic Plan 1.1.5

Code of Conduct & Ethics 1.1.6

Continuous Quality Improvement 1.1.7

Policy Development 1.1.8

Non-compliance with Policy 1.1.9

Conflict of Interest 1.1.10

Respect in the Workplace 1.1.11

Territorial Abuse Policy 1.1.12

Workplace Harassment, Discrimination & Violence Prevention 1.1.13

Whistle-Blower Policy 1.1.14

* + 1. General

Introduction

The purpose of this manual is to provide operational direction to employees and to keep employees informed and current with the policies and procedures related to The Gateway of Hope.

*These are general policy and procedures that apply to all employees and volunteers of The Gateway of Hope and Aldergrove Thrift Store. Therefore, all employees should be familiar with the information contained in this manual, as well as current in every policy that is directly related to their specific area of work and service. Volunteers should be familiar with policies that directly relate to their specific area of work and service.*

In addition to electronic access, each department will have a complete hard-copy of this manual in their work area. All employees will have direct access to this information.

Please familiarize yourself with this manual. Use it as a guidebook. Be governed according to the direction contained herein.

Application

The policies and procedures contained herein are applicable to all employees (and where applicable, to volunteers) of The Gateway of Hope. Some policies and procedures, due to their departmental assignment, may apply more specifically to those employees working within the department for which they are written. For further clarification, employees are asked to direct enquiries related to the policies and procedures to their immediate supervisor.

The Salvation Army Territorial Mission Statement

“The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity. 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”.

Gateway of Hope Mission Statement

The Gateway of Hope exists to address the spiritual, physical, social and mental health needs of the community because of the love of Jesus Christ

Gateway of Hope Vision Statement

Our vision will be accomplished through partnerships, practical assistance and facilitating life change through the transforming power of Jesus Christ.

* + - * We value relationships with people, guests, volunteers, community members, partners and stakeholders.
      * We value our staff and volunteers who contribute using individual gifts and skills while serving with flexibility and maintaining high ethical standards.
      * We value spirituality which is God honoring, scripture based and promotes the gospel message of God’s love for all people.
      * We value authenticity seeking to promote an honest and supportive environment of care with consistent and clear communication.
      * We value innovation in training and learning programs and encourage personal growth through inreach and outreach.

The Gateway of Hope, its staff and operations, will be governed by the following Divisional and Territorial polices guidelines, operating principles, agreements, manuals, directives listed below.

The Salvation Army Territorial Polices

The Salvation Army Canada & Bermuda Territory's relevant Policies & Procedures are located on The Salvation Army Canada and Bermuda Territory SA Dashboard.

* + - * Territorial Manual of Operating Policies (TMOP)
      * Territorial Finance Manual
      * Employee Relations Policy & Procedures Manual
      * Operating Principles for The Salvation Army Emergency Shelters in Canada
      * Workplace Harassment, Discrimination & Violence Policy
      * Abuse Policy
      * Respect in the Workplace Policy
      * Whistle Blower Policy

It must be noted that The Salvation Army's Personnel Policy on Workplace Harassment, Discrimination & Violence is distinctly different from the Territorial Policy on Abuse.

The Workplace Harassment, Discrimination & Violence Policy is meant to cover ongoing discriminatory attacks or behaviour in the workplace against staff (officers, employees and volunteers).

The Abuse Policy covers situations in Salvation Army facilities and Corps which are extreme and that could result in criminal charges. The Abuse Policy covers abusive behaviour against staff, guests, customers and congregants.

Clarification as to which policy applies to the situation should be sought from the Director of Employee Relations or the Territorial Abuse Advisor if there is doubt.

* + - * The Salvation Army Computer Access Policy
      * The Salvation Army National Accreditation Standards

The Salvation Army British Columbia Divisional Policies

* + - * BC Divisional Policy on Workplace Violence
      * BC Division, HR Policy related to Non-Unionized Employee Wage Scale & Job Grade

Other Salvation Army Gateway of Hope Polices

* + - * Gateway of Hope Policies 7 Procedures manuals
      * Gateway of Hope Emergency Procedures Plan
      * Gateway of Hope Fire Safety Plan
      * Gateway of Hope Pandemic Preparedness Plan
      * Gateway of Hope Universal Precautionary Measures
    1. Reproduction and Distribution

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

This manual and the information contained within are for official use and are the sole property of The Salvation Army and the Salvation Army Gateway of Hope.

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Unauthorized distribution of The Gateway of Hope Policies and Procedures, either verbally or in written form, in whole or in part, within or outside of The Gateway of Hope is prohibited without prior consent.

* + 1. Organizational Chart

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope will have an organizational chart which is displayed publically in the building and made available to all staff.

Procedure

The organizational chart will be approved by the Executive Director and reviewed at least once per year by the Planning Team.

A framed copy shall be posted in the administration area as well as the front lobby. The organizational chart will be included in the employee orientation package.

* + 1. Management Structure

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope shall have a Management Structure, under the leadership and guidance of the Executive Director, which will provide for the orderly administration of the Ministry. The Executive Director will work collaboratively with the Planning Team and is responsible for the oversight and supervision of all Planning Team members.

Procedure

The management structure of The Gateway of Hope is as follows: Planning Team

* + - * Executive Director
      * Manager of Business Administration
      * Residential Services Manager
      * Spiritual Care Coordinator

Management Team

* + - * Planning Team members
      * Food Services Manager
      * Property Manager
      * Thrift Store Manager

The Planning Team meets weekly regarding business, spiritual and program matters of The Gateway of Hope. The Planning Team functions as a decision making body. In general, it is encouraged that decisions are made collaboratively and with consensus.

The Management Team meets weekly regarding department-specific business, spiritual and program matters of The Gateway of Hope. Team members will be given an opportunity to share issues relating to their areas of supervision.

* + 1. Vision, Mission and Values

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Recognizing that the strength of The Gateway of Hope depends upon a committed and mission focused team, it is imperative that the Mission, Vision and Values will be conveyed to all staff.

Procedure

The Mission, Vision and Values of The Gateway of Hope will be conveyed to all staff in the following ways:

* + - * The Mission, Vision and Values statements will be posted.
      * The Mission, Vision and Values statements will be reviewed with staff regularly and at least annually.
      * The Mission, Vision and Values statements will be provided in the orientation package.
      * The Strategic Plan will be discussed with employees at a general staff meeting at least once per year.

Vision Statement

Our vision will be accomplished through partnerships, practical assistance and facilitating life change through the transforming power of Jesus Christ.

Mission Statement

The Gateway of Hope exists to address the spiritual, physical, social and mental health needs of the community because of the love of Jesus Christ

Values Statement

* + - * We value relationships
      * We value our staff and volunteers
      * We value spirituality
      * We value authenticity
      * We value innovation
    1. Strategic Plan

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Planning Team will provide leadership to the strategic planning process. The strategic plan will be developed with input from staff, guests, Management Teams, the Community Council and other stakeholders. The plan will be considered a living document and will be reviewed by the Planning Team annually. The strategic plan will normally be for three year periods.

Procedure

Input will be sought from the above noted groups.

The results will be reviewed by the Planning Team, who will form the basis of the strategic plan. Once the strategic plan is drafted it will be reviewed with the Community Council.

Following the review the Planning Team will finalize the strategic plan. The strategic plan will be shared with staff and reviewed annually.

The strategic plan will be submitted to DHQ.

* + 1. Code of Conduct & Ethics

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope adheres to The Salvation Army Code of Conduct as outlined in TMOP 0203, which will be provided to and signed by all employees of The Gateway of Hope and Aldergrove Thrift Store.

Procedure

It is expected that Gateway of Hope’s Code of Conduct & Ethics will be followed by all staff. The Code of Conduct & Ethics will be provided to each employee during orientation.

All employees are expected to support and uphold the mission, objectives and standards of The Salvation Army and The Gateway of Hope. Employees are expected to carry out their responsibilities in a morally acceptable manner in keeping with the standards of The Salvation Army.

Employees will not oppose, or in any way hinder, the spiritual aims and objectives of The Gateway of Hope. Employees are not required to be soldiers or adherents of The Salvation Army. However, it is expected that all employees will cooperate in achieving the spiritual aims and objectives of The Gateway of Hope.

This Code is expressive of the principles, standards and purpose of Gateway of Hope.

The Salvation Army holds an enviable position of confidence, respect and trust ascribed to us by the community in which we serve.

Since there is a real and inherent power imbalance between staff and the guests/program participants of Gateway of Hope, it is essential that staff conduct themselves ethically and professionally in any and all interactions.

Standards of Conduct

General Conduct: Staff should always conduct themselves in a professional manner appropriate to the professional environment within which they work. This includes being respectful, courteous and co-operative at all times. Staff will appreciate and honour each individual’s right to dignity and respect.

Language: Staff will not use offensive, threatening or abusive language, profanity, coarse joking or derogatory expressions or remarks, or engage in gossip. Staff will seek to contribute positively to the work environment through encouragement, praise and expressions of thanks.

Dress Standards: Staff shall maintain a professional personal appearance and dress in keeping with the department within which they work. Clothing, jewellery and grooming shall be neat and clean and shall reflect acceptable standards of decency, utility, health and safety and be properly representative of The Gateway of Hope as a professional Social Service provider within the community.

Logo: Staff may be provided with a Gateway of Hope name tag or work shirts/coveralls displaying The Salvation Army logo/Gateway of Hope name. Staff are asked to comply with departmental policy regarding the wearing of these items and to restrict the wearing of these items to the workplace or while on official Salvation Army business within the community. It is expected that name tags and clothing items supplied by the employer will be returned by the employee when the employment relationship is concluded.

Punctuality: It is the responsibility of every staff member to attend work as scheduled on a regular and consistent basis. Staff are expected to be punctual and ready to commence work at the start of their scheduled shift and to remain on duty until the stipulated completion time of their shift.

Smoking: Staff who choose to smoke are permitted to do so only in designated areas during official breaks.

Abuse, Violence & Harassment: The Salvation Army is committed to preventing abuse, violence, discrimination and sexual or general harassment in the workplace. All staff will be expected to adhere to the general polices related to respect in the workplace and will avoid any actions that could be interpreted as harassment, abuse or violent behaviour.

Accepting Gifts: Staff will not accept gifts, gratuities or tips from customers or guests. Staff may accept cards of thanks or letters of appreciation.

Borrowing or Lending: It is against Gateway of Hope policy for staff to lend money to, or borrow money or personal property from other staff, customers or guests. Furthermore, it is generally against Gateway of Hope policy for staff to lend or give their personal property.

It is understood that occasionally there may be exceptional and legitimate ministry related circumstances whereby staff may desire, for compassionate reasons, to contribute to a guest’s personal program or to assist them to move forward. In these circumstances, staff will be governed by The Gateway of Hope Policy on “Giving or Lending Personal Property”.

Financial Services: General financial management services to guests are provided through some authorized Gateway of Hope programs and are to be provided in accordance with established Departmental Policies. Apart from these authorized programs it is unacceptable for a staff member to personally assist a customer or guest with the management of his/her personal finances, investments, etc.

Purchasing of Goods: Staff may not purchase items from, or provide items for resale to customers, volunteers or guests without permission from the Executive Director.

Serving Friends or Family: Staff must inform their supervisor when admitting or serving a personal friend or relative to avoid a potential conflict of interest.

Keeping Donations: Staff, guests and volunteers are not to keep items that have been abandoned or forgotten by customers, guests, other staff or the community. Donated articles must not be taken by staff.

Soliciting Donations: Staff, guests and volunteers are not permitted to solicit donations, whether financial or material, either within Gateway of Hope or within the community at large on behalf of The Salvation Army or Gateway of Hope without permission.

Confidentiality: Staff will adhere to The Salvation Army Policies on Confidentiality and to the provisions of the British Columbia Personal Information Protection Act.

Staff will be expected to disclose information where there is reason to believe there is intent of serious harm or danger to either a client or another individual. Examples may be circumstances related to sexual abuse, rape, self- harm, suicidal ideation or criminal activity; where there is knowledge or suspicion that a child is being abused (sexually/physically); elder abuse/dependant adult abuse or court order.

Reporting Abuse: Staff will report as soon as is reasonably possible, suspected or observed abuse of a child or adult, criminal activity, substance abuse or any threat of harm to staff, customers, guests or others.

Contraband: Possession of weapons, alcohol or illegal drugs are prohibited on or within Gateway of Hope property and may result in progressive disciplinary action and/or dismissal of staff (or eviction of a guest). If it is suspected that an individual is in possession of weapons or other contraband items, the safety of all staff and occupants has priority over an individual’s privacy rights.

Inter-personal Conflict: Staff have the right to workplace conflict being addressed in a fair and unbiased manner. Should a staff member experience conflict with another staff member or a customer, volunteer or guest, they will attempt a peaceful and respectful resolution through the internal resolution processes available.

Diligence: Staff will be diligent in handling their assigned duties and responsibilities during scheduled hours.

Stewardship: Staff will use Gateway of Hope funds, resources and equipment for official Gateway of Hope business and for their intended purpose.

Theft: Theft is a serious offence and may result in disciplinary action up to and including dismissal. Theft will include but not be limited to: theft of property or services from The Salvation Army; unauthorized use of The Salvation Army’s property or equipment; unauthorized use or theft of property from others; theft outside of working hours or the workplace which may affect the employment relationship; actions which result in the unauthorized procurement of money, property or other items from The Salvation Army, its guests, customers, visitors, volunteers or staff or theft of time, (i.e. claiming pay for hours not worked or falsely claiming paid sick or bereavement leave).

Unlawful Activity: Whether at the workplace or outside the workplace, involvement in unlawful activity that undermines the mission and program goals of The Salvation Army and Gateway of Hope; or has an adverse or detrimental effect upon the employment relationship of other staff; or the safety and wellbeing of guests; or that negatively impacts the image and/or reputation of the employer within the community; or that negatively impacts the employment relationship of the employee; may result in disciplinary action and/or dismissal.

Respect: Staff will respect the dignity, civil and legal rights, right to self-determination and right to informed consent of all staff and guests. Staff will respect and treat with dignity all colleagues, whether supervisory or subordinate and customers, guests and volunteers. Staff will strive to develop a workplace environment that is supportive of the ministry of The Salvation Army, each other and persons entering their sphere of influence.

Discrimination: Being sensitive to the diversity and differences in people, staff will reflect at all times, in their practice and performance of duties, the high value of each individual. The Gateway of Hope seeks to assist all persons who present themselves in need. Staff will not discriminate against any customer, guest, staff or member of the public at large on the basis of race, national or ethnic origin, religion, color, sex, age, sexual orientation, marital or family status, physical or mental disability or pardoned criminal conviction.

Services will be considered on the basis of facility & program capacity and/or limitations, legitimate program requirements or prerequisites and/or the legitimate personal safety of staff, guests, or the individual seeking services or residency.

Standard of Ethics

Well Being: Staff acknowledge that one of their responsibilities, primary or otherwise, is to promote the well-being of guests, recognizing that guests have a right and an obligation to take responsibility for their personal actions and choices.

Work Relationships: Staff will adhere strictly to established policies and standards regarding relationships and interactions with colleagues, especially those under their supervision.

Intimate Relationships: Staff must not develop personal relationships of an intimate nature with a guest on the job or after hours (see Non-Fraternization Policy) and agree to adhere strictly to all established policies and standards regarding relationships and interactions with guests and their families.

Personal and intimate relationships with other staff members will be discouraged within the workplace. Any relationship between staff members that may result in a conflict of interest of position, or have any potential to affect either of the employees’ work performance or work related relationships with customers, guests or other staff must be disclosed to the Executive Director.

Counselling: All staff are expected to engage guests in a courteous and helpful manner within the context of their daily duties. However, unless properly trained and authorized, staff will not provide counselling services to guests. Any counselling must be in full compliance with The Salvation Army policies.

Conflict of Interest: Staff will avoid any conflict of interest (real or perceived) which hinders the provision of service, exploits program participants or compromises The Salvation Army in any way. Staff may not engage in any business relationship with guests or their families. Staff will disclose to the appropriate authority, any direct or indirect situation which may lead to a conflict of interest. Staff will be guided by The Salvation Army Territorial Conflict of Interest Policy.

Unethical Behaviour: Staff will refrain from engaging in unethical behaviour and, as appropriate, report signs of unethical behaviour to their immediate supervisor as soon as is reasonably possible.

Gambling: Employees shall refrain from participating in pools, lotteries or the encouragement of gambling in any form at The Gateway of Hope.

Documentation: Staff will handle with diligence and discretion, all documentation, records and reports in accordance with Salvation Army policy and procedure.

Abuse of Property: Staff will report suspected or observed abuse of Gateway of Hope property.

Representation: In regard to public representation, the official spokesperson for The Salvation Army in the British Columbia Division is the Divisional Secretary for Public Relations (DSPR). Public representation of The Gateway of Hope will be shared by members of the Planning Team and in accordance with The Gateway of Hope Communications Plan.

* + 1. Continuous Quality Improvement

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and Aldergrove Thrift Store will ensure that quality service is provided to the community we serve in accordance with our established Vision, Mission and Values. To this end, there will be a program evaluation proves in place to measure program outcomes to objectives as well as the process for improvement of Gateway of Hope program and practices.

Procedure

In order to meet this objective, the following evaluation processes will be utilized:

* + - * Annual survey of guests, staff, volunteers and community members.
      * Program staff have an opportunity for input into this process during team meetings.
      * Where required, program outcomes will be measured against program and department objectives as well as mission objectives on a monthly basis at the Planning Team level.
      * Our Community Council will be informed of general program related concerns, changes and initiatives and will have the opportunity for input and advice on a monthly basis.
      * The accreditation process is also integral in the program evaluation process.
      * Tri-annual strategic planning process.
      * As a final part of this process, Gateway of Hope will have a Program Evaluation Process in place for program review. Programs will undertake this process every three years as a minimum.
    1. Policy Development

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 20161

Policy

Gateway of Hope and Aldergrove Thrift Store policy and procedures provide direction to staff, volunteers and departments and are subject to Territorial and Divisional operating policies. The approved official policy and procedure manual will be kept electronically on the server. Hardcopy manuals will be kept in designated departments.

Procedure

Policy and procedures will be developed with the input of staff and approved by the Planning Team. All policies and procedures will be reviewed, as a minimum, annually.

New policies or changes to policy or procedures will be communicated to staff as soon as practical. Staff will be expected to review and be guided by all policies directly pertaining to their area of work. Staff will be expected to be generally familiar with all other policies.

Where there is any concern among the Planning Team related to policy, Divisional Headquarters will be consulted to provide guidance.

* + 1. Non-Compliance with Policy

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Staff, guests, volunteers, customers and visitors will comply with established policy and procedures.

Procedure

Staff failure to comply with policy and procedure may be subject to the performance discipline process.

Volunteer’s failing to comply with policy and procedure may be subject to suspension or termination of volunteering duties and opportunities.

Guests and customers who fail to comply with policy and procedure may have services discontinued.

Note: Discontinuation of service for guests may include suspension of program participation privileges and/or restrictions barring access to Gateway of Hope property. For more information please refer to Community and Family Services Policy related to Guests Rights, Responsibilities and Discontinuation of Service.

* + 1. Conflict of Interest

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope and Aldergrove Thrift Store staff will avoid any conflict of interest\* (real or perceived) which hinders the provision of service, exploits program participants, or compromises The Salvation Army in any way. Staff may not engage in any business relationship with Gateway of Hope contractors, funders, guests, volunteers or their families. Staff will disclose to management any direct or indirect situation which may lead to a conflict of interest.

\*Conflict of interest exists when an employee uses position, authority or privileged information to:

* + - * Obtain an improper benefit, directly or indirectly;
      * Obtain an improper benefit for a friend, relative or associate; or
      * Make decisions that will negatively affect the organization.

Procedure

On the recommendation of the Territorial Management Board, the Territorial Commander has approved the following Conflict of Interest Policy for all officers, employees, and volunteers:

Purpose: The purpose of this Policy is to provide individuals with guidance on how to identify potential or real conflicts of interest and disclose them in order to help minimize or eliminate the impact of such conflicts, both for themselves and for The Army.

Principle: When engaged in Salvation Army operations, officers, employees and volunteers are required to act in The Salvation Army’s best interests and to avoid becoming involved in situations of real or perceived conflicts of interest.

Identifying a Conflict of Interest: Conflicts of interest occur when officers, employees and volunteers have personal interests in decision-making that can reasonably appear to influence their actions, bias their judgment or prejudice the outcome of decisions. They can also occur when officers, employees, or volunteers are in situations where they can use or appear to use their position with The Salvation Army to benefit personally or to benefit someone else at The Salvation Army’s expense.

Possible conflicts of interest can include but are not limited to the following:

* + - * Holding a financial interest in or receiving/soliciting any personal benefit exceeding $250 from a business which furnishes or wishes to furnish services, materials or supplies to The Army. Officers should also refer to the Orders & Regulations for guidance on such matters.
      * Being called upon to make decisions pertaining to a family, friend or business in which you have an interest.
      * Using The Army’s personnel, equipment, supplies or goodwill for other-than organization-approved activities, programs and purposes.
      * Lending money to or accepting personal loans from clients and/or business partners.

Disclosing/Reporting a Conflict of Interest: If an officer, employee or volunteer believes they have or could have a conflict of interest, they should immediately report it to their supervisor, who will determine whether or not a conflict exists and what actions should be taken. Appropriate actions can include, but are not limited to: waiving the conflict if it is nominal; putting in place protocols to minimize the conflict; having the individual refrain from voting and/or discussing a matter; having the individual remove themselves from the file, committee, board, etc. If the individual is not comfortable reporting it to their supervisor, then another member of leadership may be advised.

Individuals serving on boards, committees and/or other councils should report potential conflicts of interest on proposed business at the beginning of each meeting, as a preliminary point of order. The member with the perceived conflict of interest would be asked to address the board, committee or council about the concern and be excused from the room to allow for proper deliberation. If the board, committee or council finds a conflict of interest, then they should take appropriate action to meet the circumstance. The name(s) of the person(s) who disclosed the real or potential conflict, the nature of the conflict and any decision regarding the conflict should be recorded in the minutes.

It is important to understand that just because a conflict of interest exists, it does not mean the individual has done something unethical, wrong or lacks integrity.

However, not reporting such a conflict can lead to a loss of trust and faith in The Salvation Army and therefore it is important to alert the appropriate people so that proper actions/protocols can be put in place to ensure that integrity of The Salvation Army is upheld. Individuals who knowingly fail to report a serious conflict of interest may be subject to discipline up to and including termination.

Where a supervisor, board, council or committee is unsure on how to proceed, they may contact the Chief Secretary's Office at Territorial Headquarters for advice at 416-422-6198.

* + 1. Respect in the Workplace Policy

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The terms and conditions of THQ Operating Policy 7907 Respect in the Workplace Policy applies to Gateway of Hope and Aldergrove Thrift Store. Staff and volunteers will be familiarized with this policy upon hire.

Procedure

The Salvation Army Canada and Bermuda Territory Respect in the Workplace Policy applies to all Gateway of Hope employees, officers and volunteers (“workers”) in any department in which they are engaged in work-related activities. This Policy is intended to address discrimination, sexual harassment, personal harassment, psychological harassment and a poisoned work environment.

TSA’s goal is to provide a healthy, safe and respectful workplace that is free of any form of discrimination and harassment. TSA is committed to providing and maintaining a work environment where all workers are treated with respect and dignity.

The intent of this policy is to ensure that all workers are aware that discrimination and harassment are unacceptable and will not be tolerated. TSA may discipline any worker regardless of position or title, found to have been in contravention of this policy.

TSA recognizes that its workers may be subjected to discrimination and harassment by clients or by others who conduct business with TSA. TSA acknowledges that it has a responsibility to support and assist the individual(s) subjected to such discrimination and harassment. All complaints involving discrimination and harassment will be addressed in a timely manner.

A separate file will be maintained in the Territorial Headquarters Employee Relations office for complaints filed under this policy. This file will include the actual complaint, investigation interviews and the investigation report. Where investigation substantiates a violation of this policy and disciplinary action is taken, a permanent record of this discipline will be included in the file of the offender.

In addition to the provisions of this Respect in the Workplace Policy, workers have the right to seek assistance from their provincial Human Rights Commission.

TSA reserves the right not to investigate anonymous complaints.

* + 1. Territorial Abuse Policy

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

As a Christian organization, The Salvation Army and The Gateway of Hope are committed to upholding the standards of Christ, of love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse and understanding the profound emotional and spiritual damage resulting from abuse, The Salvation Army Canada and Bermuda Territory will not tolerate or condone abuse within its operations.

* + - * Any allegation of abuse will be taken seriously.
      * The Salvation Army recognizes that the act of disclosure results in anxiety and vulnerability.
      * The Salvation Army will be governed by legislation related to abuse.
      * The protection of children is a moral, ethical and legal responsibility.
      * The Salvation Army is obligated to fully consider and, where appropriate, investigate all allegations. The Salvation Army reserves the right to conduct an internal investigation not withstanding and regardless of the outcome of any other investigation.
      * When a person discloses abuse, immediate and short-term support will be provided by The Salvation Army.
      * The Salvation Army will not impede any investigation, criminal, professional, regulatory or otherwise authorized.

In the case of a criminal investigation, confidential files will only be released upon receipt of a search warrant. A request to seal files removed under warrant or requested under subpoena will be made, with request for review by a judge who would assess whether to permit the file to be opened. A request to photocopy all materials given to any investigating body will be made.

The terms and conditions of THQ Abuse Policy apply to Gateway of Hope. Staff and volunteers will be familiarized with this policy upon hire.

For additional information on the Territorial Abuse Policy please refer to the Territorial Employee Relations Manual.

* + 1. Workplace Harassment, Discrimination & Violence Prevention Policy

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The terms and conditions of THQ Workplace Harassment, Discrimination & Violence Prevention Policy (#7907) apply to Gateway of Hope and Aldergrove Thrift Store. Staff and volunteers will be familiarized with this policy upon hire.

Procedure

All Salvation Army workers including officers, employees, volunteers and other individuals affiliated with The Salvation Army are expected to uphold this policy by maintaining a respectful work environment in which all work together to prevent harassment, discrimination and violence.

The purpose of this policy is to:

Establish and maintain a workplace that is free from harassment and violence.

Outline types of workplace behaviour which are considered to be harassing and/or violent.

Ensure that all workers are aware that harassment, discrimination and violence in the workplace are unacceptable and will not be condoned. Any worker, who is found to be in violation of this policy, may be subject to discipline.

Establish a structure for the receipt of complaints.

Provide a process for notification about allegations of violations to this policy. For additional information on the Territorial Employment Related Harassment Policy please refer to the Territorial Employee Relations Manual.

For more information and access to the Formal Complaint Form, refer to TMOP #7907.

* + 1. Whistle-Blower Policy

Department: Governance

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

General

The mission and values of The Salvation Army require officers, employees, representatives and volunteers to observe high standards of business, ministry and personal ethics in the conduct of their duties and responsibilities.

The Salvation Army insists on:

* + - * Integrity in fulfilling its responsibilities.
      * Treating all individuals with dignity and respect.
      * Compliance with Salvation Army policies, standards, practices and with applicable laws and regulations.

Purpose

The purpose of this policy is to:

* + - * Facilitate making disclosures.
      * Facilitate the investigation of disclosures.
      * Protect those who in good faith make disclosures.

Matters Warranting Disclosure

Disclosures include, but are not limited to, information concerning:

* + - * + An act or omission constituting a violation of Salvation Army policies, standards or practices.
        + An act or omission constituting an offence under any provincial or federal legislation.
        + An act or omission that creates a substantial and specific danger to the life, health or safety of persons or to the environment.
        + Gross mismanagement.

Reporting Responsibilities

It is the responsibility of all officers, employees, representatives and volunteers to comply with the mission and values of The Salvation Army in their officership, employment, contractual obligations and volunteer activities and to make disclosures when appropriate.

Making Disclosures

The Salvation Army encourages individuals to make disclosures of the 'Matters Warranting Disclosure' identified above. Under normal circumstances disclosures should be made directly to supervisors, whose responsibility it is to ensure organizational integrity, compliance and accountability.

The Salvation Army recognizes, for various reasons, it may not always be possible to make disclosures through normal channels and thus has provided a means for reporting such disclosures through the mechanism provided in this policy.

No Reprisal

An individual who retaliates, in any fashion, against someone who has made a disclosure in good faith may be subject to discipline up to and including termination.

Anonymity

Individuals are encouraged to provide their name and contact information when making a disclosure, through the email address provided, understanding that this makes it easier to investigate the disclosure. If requested anonymity can be secured.

Disclosures not made in Good Faith

The Salvation Army is concerned about protecting the reputation of its officers, employees, representatives, volunteers and members from false or malicious allegations. The Salvation Army will therefore ensure that the necessary resources are provided to investigate any disclosure which it receives.

It is important to understand that The Salvation Army will view seriously any disclosure which proves to be false, malicious or of a frivolous nature and that any person making such a disclosure may be subject to discipline up to and including termination.

How the Organization will Respond

The Salvation Army will respond to each disclosure in a timely and efficient manner. It should be noted that the seriousness, complexity and timeliness of a disclosure may impact the method, resources and speed with which a disclosure is reviewed and/or investigated and resolved.

Reporting Mechanism

Contact via email at [Whistleblower\_Hotline@can.salvationarmy.org](mailto:Whistleblower_Hotline@can.salvationarmy.org)

Toll-Free Telephone Number: 855-425-2160