1.2 General Section

2016

POLICY & PROCEDURE MANUAL



TABLE OF CONTENTS

# Access to / Requirement for Service 1.2.0

# Guest Consent / Refusal of Services 1.2.1

# Guest Rights, Responsibilities & Restrictions 1.2.2

# Non-Residential Registration / Intake Criteria 1.2.3

# Inclusiveness 1.2.4

# Client Based Research Protocols 1.2.5

# Client Information: PIPA, Confidentiality, Acquisition, Maintenance and Release of 1.2.6

# Complaint Policy 1.2.7

# Incident & Occurrence Reporting 1.2.8

# Record & File Retention 1.2.9

# Handling and Removal of Goods and Donations 1.2.10

# Gifts in Kind 1.2.11

# Community Relations 1.2.12

# Social Media 1.2.13

# Inter-Agency Networking 1.2.14

# Mail & Messaging 1.2.15

# Office Supply Orders 1.2.16

# Information Technology (IT) and AV Equipment 1.2.17

# Gateway of Hope Computer Access Policy 1.2.18

# Receipt & Distribution of Mail & Messages 1.2.19

# Sign In/Out of Guests, Visitors, Volunteers and Service Providers 1.2.20

# Property Use, Vehicle & Room Bookings 1.2.21

ID Badges 1.2.22

* + 1. Access to / Requirement for Services

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope is a Christian faith-based, multi-program residential facility providing supported transitional housing, low-barrier emergency shelter and community related assistance. We will assist those transitioning out of homelessness, addiction and other negative or harmful lifestyles to re-integrate into the community.

Procedure

Initially guests will be informed of the requirements of programs and services and directed to the appropriate program staff. Guests will be made aware of the rights, responsibilities, rules and expectations that may apply.

Guests are expected to abide by basic program rules and expectations, general rights and responsibilities and respect that Gateway of Hope is an alcohol and drug free environment. With the exception of the OP participants who are required to remain drug and alcohol free, all others will be extended services provided they are not at risk of causing harm to themselves or to others.

Where Gateway of Hope is unable to provide service to an individual, staff will make a reasonable effort to assist them to locate safe and suitable alternative services.

Access for Persons with Disabilities

Gateway of Hope is also committed to giving guests with disabilities the same opportunity to access goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other guests.

Gateway of Hope staff understands the need to interact and communicate with guests with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or a support person. In the event that one of our guests with a disability is having difficulty in accessing our services, staff will take reasonable measures to resolve the problem including contacting their immediate supervisor for guidance and assistance.

For more information see TMOP # 7912 on Accessible Customer Service.

* + 1. Guest Consent / Refusal of Services

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Guests, whether prospective or actively participating in a program, have the right to consent to services being offered, or to refuse them in whole or in part.

Procedure

In most cases, prior to being offered services, prospective guests will undergo an interview or intake process (and where applicable, an assessment procedure). In that process, prospective guests will be encouraged to actively participate.

Refusing a particular service may not necessarily result in discontinuation of all services to the guest. However, doing so may restrict or hinder The Gateway of Hope from effectively serving and assisting the guest.

* + 1. Guest Rights, Responsibilities & Restrictions

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope will have established guest rights, responsibilities and restrictions criteria which will be made available to guests and publically posted where required.

Procedure

Guest’s rights, responsibilities and restrictions of service are outlined in the policy stated below. For additional information related to Emergency Shelter and Transitional Housing Program participant rights and responsibilities, refer to the following manuals:

* + - * Emergency Shelter Policy Manual
      * Transitional Housing Program Policy Manual

Definitions

* + - * Without discrimination means regardless of race, national origin, ethnicity, color, religion, age, gender, disability or sexual orientation.
      * A safe and supportive environment means free of abusive or violent behaviour, offensive language, alcohol or illegal drugs.
      * Being respectful of others includes community guests, as well as Gateway of Hope staff, residents, visitors, volunteers and neighbors.
      * To be respectful of Gateway of Hope property means treating it with care and refraining from littering or loitering, not willfully causing damage or misusing property and smoking only in the designated smoking areas on the property.
      * To contribute to a safe and supportive environment means refraining from the use of offensive language, engaging in threatening, abusive or bullying behaviour, bringing or using illegal drugs, alcohol, weapons or other offensive materials on to Gateway of Hope property.

Guest Rights

As a community or residential guest of The Salvation Army Gateway of Hope you have the right to:

* + - * Be treated with courtesy, dignity and respect.
      * Choose to engage or refuse our services.
      * Be served without discrimination.
      * Enjoy a safe and supportive environment.
      * Make a complaint without fear of retaliation.
      * Have your questions and concerns addressed in a prompt and respectful manner.
      * Have your personal information treated sensitively and kept confidential.
      * Receive an explanation for the discontinuation or the denial of services.

Guest Responsibilities

As a community or residential guest of The Salvation Army Gateway of Hope you have the responsibility to:

* + - * Be respectful of others.
      * Be respectful of Gateway of Hope property.
      * Contribute to a safe and supportive environment.
      * Communicate to Gateway of Hope staff concerns regarding personal safety.
      * Communicate to Gateway of Hope staff when unable to attend arranged meetings or appointments.
      * Complete any required assistance or registrations forms truthfully and advise worker of any changes.
      * Maintain confidentiality of information shared by other participants in groups or programs.

Discontinuation of Service

Gateway of Hope services may be discontinued for guests who fail to adhere to the responsibilities listed above. The process of discontinuation of residential services will be outlined in the residential policy and procedures manuals.

Otherwise, discontinuation of services may include temporary or indefinite suspension of program participation privileges up to and including restriction barring access to the Gateway of Hope property.

Process

Discontinuation of community meal privileges or community programs that may fall under the Emergency Shelter program (community shower program for example), or discontinuation of Community & Family Services programs or services to Gateway of Hope residents, will be determined through consultation between the Family Services Coordinator and the Residential Services Manager.

Discontinuation of all other services provided by the Community and Family Services Department will be determined by the Family Services Coordinator and the Executive Director.

Community guests who have had services discontinued will be required to meet with the Family Services Coordinator and Executive Director (and/or Residential Services Manager where applicable) prior to consideration being given to services being restored.

The community guest experiencing a discontinuation or suspension of service will have the right to make a written appeal using the complaint form to the Executive Director.

Residential restrictions will be covered under residential policy and procedures and will be the responsibility of the Residential Services Manager.

Restriction of Access to Gateway of Hope Property (Property Ban)

Restriction of access to Gateway of Hope property for guests will be considered on a case-by-case basis for such things as repeated acts of disrespect toward staff or other guests, bringing illegal drugs, alcohol or weapons onto the property, breach of general rules or expectations, acts or threats of violence, or willful damage to property.

Where a restriction to access has been put in place by Gateway of Hope Management, a time frame for the restriction will be determined and where possible, communicated to the guest at the time the restriction has been put in place. Guests who are under restriction of access will be required to meet with Gateway of Hope Management prior to consideration being given to the restriction being lifted and access to some or all services being restored.

Restriction Process

As a minimum, the Executive Director, in consultation with the Residential Services Manager will meet to discuss the issue and will agree upon the suitable level of restriction. Other Department Managers may be involved depending upon the individual, nature of the incident and types of services they are accessing. The Spiritual Care Coordinator will be consulted when a restriction is being contemplated; however, the Spiritual Care Coordinator will remain neutral where the decision regarding a restriction and its length are concerned. The consultation with the Spiritual Care Coordinator will be to allow for advocacy where it’s warranted, and to ensure all perspectives concerning the guest and their well-being are considered prior to a decision regarding restriction being made.

Restrictions will be the least necessary to help the offending guest correct their behaviour.

Once the restriction has been decided upon, the guest will be informed and required to remain off the property until such time as the restriction has elapsed. The guest will then be required to meet with the Residential Services Manager and the Executive Director who will then determine if the restriction has achieved the desired correction in

attitude and behaviour. If the team members are satisfied, the restriction will be lifted. Incident files will be updated to reflect changes to the restriction. Required staff will be notified.

Further offenses will result in increasing levels of restriction up to and including an indefinite ban of the guest from any further program participation and/or access to the Gateway of Hope property and services.

Initial restrictions will usually be between 1 week and 1 month depending upon the nature or severity of the offense. Recurring offenses will be dealt with by generally doubling the previous restriction in the case of a second offense and tripling the restriction in the event of a third or further offense.

Depending upon the nature or severity of the offense, Reception area and Emergency Shelter staff may be directed to have the police assist with dealing with the offending guest if they return to the property at any time during their period of restriction.

All incidents leading to restrictions, as well as the restriction decision and outcomes, will be documented on a Gateway of Hope Incident Report form and maintained in a dedicated restrictions database. Emergency Shelter, Family Service, Spiritual Care and Reception staff and all members of Management will be notified of the restriction and its terms.

The y guest will have the right to appeal the decision to Divisional Headquarters, DSSS.

* + 1. Non-Residential Registration / Intake Criteria

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Non-residential guests accessing services will be required to complete an intake procedure.

Procedure

* + - * All non-residential guests will be required to meet with staff, complete a basic registration form.
      * Exception to this policy will be Community Meal including food distribution.
      * For some levels of assistance, guests will be required to provide identification, proof of residency (for those not homeless) and/or proof of income. In this case guests will be given a registration form and release of information form to complete.
      * Client Management System (CMS) will be consulted for any history notes pertaining to request and for previous assistance given.
      * An interview is conducted by a Family Services worker to assess the needs and verify any additional information required before the appropriate assistance is granted.
      * Assistance granted will be documented in CMS.
    1. Inclusiveness

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

As per the Code of Conduct and Ethics, all Gateway of Hope and Aldergrove Thrift Store staff will respect the diversity of all people as those created in the image of God. We will be welcoming and accommodating to those who come to our doors for help.

Service will be extended without discrimination regardless of race, national origin, ethnicity, color, religion, age, gender, disability, sexual orientation, marital or family status, physical or mental disability or pardoned criminal conviction.

Procedure

Individuals seeking services at The Gateway of Hope will be provided service based on their self-identified/lived gender. Gateway of Hope and its staff will support the choices of guests to gain access to services in the gender they identify with, understanding that this will best preserve their dignity and their safety.

The government issued personal identification of an individual will not be the determining factor as to which Gateway of Hope gender-specific area they will be provided service.

For those seeking housing, a discussion at the time of intake will consider the individual's needs for privacy and safety. This will demonstrate our commitment to upholding the respect and dignity of all persons and will provide the individual with information necessary to make an informed decision about what is best for them.

Separate accommodation may be provided at the request of a guest based on their expressed need for privacy and safety.

Should Gateway of Hope not be able to accommodate an individual because of bona fide or reasonable justification (lack of occupancy, or the individual does not meet basic established intake criteria) as per policy, staff will assist the individual in locating other safe and suitable alternative accommodation.

Once admitted, as with all guests, staff will monitor the individual’s safety in accordance with Gateway of Hope policy and procedures.

* + 1. Client Based Research Protocol

Department: General

Approved By: Planning Team

Issue Date: July 2015

Updated: July 2015

Policy

Individuals or organizations wishing to perform research at Gateway of Hope on issues related to the services we provide or the guests we assist will be required to fully disclose the nature and objectives of their research and receive approval before proceeding.

Procedure

Consideration to approve research within our facility directly or indirectly involving our guests will be based on the following:

* + - * compatibility of the research with TSA mission, principles and values
      * the duration, scope, subject, intent and potential positive outcomes of the research
      * the effect such research will have on our guests and the Gateway of Hope community
      * the effect such research will have on programs, and on our internal resources, including Staff
      * the potential to improve or introduce new community partnerships

All research must be approved by the Executive Director who may request an MOU or Letter of Understanding. All research tools, surveys, methods, interview formats will be reviewed and pre-approved in advance of the research. Researchers will always be required to:

* + - * complete a basic criminal records check
      * report to an assigned responsible Manager
      * follow all applicable policies governing “Staff”
      * follow and sign-off on TSA / Gateway of Hope Code of Conduct and Confidentiality Policies
      * perform research only in approved / designated areas of Gateway of Hope and at approved times
      * wear a Volunteer or approved organizational nametag / identification
      * agree that Gateway of Hope reserves the right to postpone or cancel research if it is determined doing so is in the best interest of the guests or the facility and its programs
    1. Client Information: PIPA, Confidentiality, Acquisition, Maintenance & Release of

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The protection of personal privacy and personal and private information is very important. Accordingly, the information disclosed and entrusted to us by our staff, volunteers and guests will be carefully guarded including properly and ethically gathered, used and stored, under The Salvation Army's Policy on Confidentiality. As per Territorial Manual of Operating Policies 7920, the following applies to Gateway of Hope and Aldergrove Thrift Store programs and services to the community.

Gateway of Hope collects, uses and discloses personal information for a variety of purposes. Personal information is any information that serves to identify a particular individual, and can include things such as name, home address, home phone number, e-mail address, date of birth, health card number, social insurance number, income, age, criminal record, personality assessments, donation history, photographs, etc. Personal information does not include business contact information and publicly accessible information.

While we have always respected our guests privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of British Columbia’s Personal Information Protection Act (PIPA). PIPA, which came into effect on January 1, 2004, sets out the ground rules for how B.C. businesses and not-for-profit organizations may collect, use and disclose personal information.

We will inform our guests of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting guests personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our guests personal information and allowing our guests to request access to, and correction of, their personal information.

Scope of this Policy:

This Personal Information Protection Policy applies to The Gateway of Hope and its buildings, and services. This policy also applies to any service providers collecting, using or disclosing personal information on behalf of The Gateway of Hope.

Procedure

The Salvation Army policies on Confidentiality and the provisions of the British Columbia Personal Information Protection Act are to be adhered to by all staff. Unless properly and legally authorized, staff will not disclose

confidential, privately obtained or case information related to employees, customers, volunteers, guests or visitors. Nor will staff disclose private information to others who have no legitimate need to know, and then, only with proper authorization. Recorded information should be factual, related to the customer or guest and their program plan or program progress and not consisting of personal opinions. Personal opinions of staff will not be relayed as a part of authorized disclosure of personal information.

Methodology

Information will normally be collected in written form utilizing approved standardized forms. In some cases, approved and secure web-based data collection and maintenance processes may be used such as The Salvation Army Client Management System (CMS) which is the primary information collections system utilized by the Family Services Program.

Obtaining Consent

Depending on the circumstances, type and sensitivity of the personal information, Gateway of Hope staff will use an approved form of consent to collect, use or disclose information. Staff will not deny services to anyone because they refuse to consent to the collection, use or disclosure of personal information, unless there is a legitimate reason for requiring this consent.

Policy 1 – Collecting Personal Information

* 1. Unless the purposes for collecting personal information are obvious and the guest voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.
  2. We will only collect guest information that is necessary to fulfill the following purposes:
     + To verify identity
     + To identify guest preferences;
     + To understand the [financial, banking needs of our guests;
     + To deliver requested services
     + To provide [medical, dental, counselling] services;
     + To enroll the guest in a program;
     + To ensure a high standard of service to our guests
     + To meet audit requirements;
     + To assess suitability for tenancy;
     + To collect and process rent payments;

Policy 2 – Consent

* 1. We will obtain guest consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent).
  2. Consent can be provided orally, in writing, electronically, through an authorized representative, or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the guest voluntarily provides personal information for that purpose.
  3. Consent may also be implied where a guest is given notice and a reasonable opportunity to opt-out of his or her personal information being collected, used or disclosed for stated purposes in the notice, and the guest does not opt-out.
  4. Subject to certain exceptions (e.g., the personal information is necessary to provide housing or services, or the withdrawal of consent would frustrate the performance of a legal obligation), guest s can withhold or withdraw their consent for The Gateway of Hope to use their personal information in certain ways. A guests decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service. If so, we will explain the situation to assist the guest in making the decision.
  5. We may collect, use or disclose personal information without the guest’s knowledge or consent in the following limited circumstances:
     + When the collection, use or disclosure of personal information is permitted or required by law;
     + In an emergency that threatens an individual's life, health, or personal security;
     + When the personal information is available from a public source (e.g., a telephone directory);
     + To protect ourselves from fraud;
     + To investigate an anticipated breach of an agreement or a contravention of law

Policy 3 – Using and Disclosing Personal Information

* 1. We will only use or disclose guest personal information where necessary to fulfill the purposes identified at the time of collection
  2. We will not use or disclose guest personal information for any additional purpose unless we obtain consent to do so.
  3. We will not sell guest lists or personal information to other parties.

Policy 4 – Retaining Personal Information

* 1. If we use guest personal information to make a decision that directly affects the guest, we will retain that personal information for at least one year so that the guest has a reasonable opportunity to request access to it.
  2. Subject to policy 4.1, we will retain guest personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Policy 5 – Ensuring Accuracy of Personal Information

* 1. We will make reasonable efforts to ensure that guest personal information is accurate and complete where it may be used to make a decision about the guest or disclosed to another organization.
  2. Guests may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought.
  3. If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information, during the year before the date the correction was made. If the correction is not made, we will note the guests correction request in their file.

Policy 6 – Securing Personal Information

* 1. We are committed to ensuring the security of guest personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.
  2. The following security measures will be followed to ensure that guest personal information is appropriately protected: the use of locked filing cabinets or data storage equipment rooms; physically securing offices where personal information is stored; the use of user IDs, complex passwords, encryption, firewalls; restricting employee access to personal information as appropriate (i.e., only those that need to know will have access; contractually requiring any service providers to provide comparable security measures].
  3. We will use appropriate security measures when destroying guest personal information such as shredding documents, deleting and wiping electronically stored information].
  4. We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.
  5. Employees, volunteers and practicum students collecting personal information in the form of written records and case files will be expected to store these records as per this policy on Gateway of Hope property. It is not permissible for information of this nature to be removed from Gateway of Hope under any circumstances without the authorization of the E.D.

Policy 7 – Providing Guests Access to Personal Information

* 1. Guests have a right to access their personal information, subject to limited exceptions.

A full listing of the exceptions to access can be found in section 23 of PIPA. Some examples include: solicitor-client privilege, disclosure would reveal personal information about another individual, health and safety concerns]

* 1. A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought. A request to access personal information should be forwarded to the Privacy Officer.
  2. Upon request, we will also tell guests how we use and have used their personal information and to whom it has been disclosed if applicable.
  3. We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfill the request.
  4. A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the guest of the cost and request further direction from the guest on whether or not we should proceed with the request.
  5. If a request is refused in full or in part, we will notify the guest in writing, providing the reasons for refusal and the recourse available to the guest.

Using Personal Information for Reasonable Purposes

Personal information will only be used for specifically identified or reasonable purposes. Staff will limit the collection, use and disclosure of personal information to what is required to effectively deliver its services.

Advocacy

A consent form must be signed by the guest before any information related to that guest can be shared with other agencies or their staff. The consent form will list and acknowledge the name(s) of any individuals or agencies the guest authorizes information to be released to.

Law Enforcement

From time to time law enforcement personnel may request information regarding our guests. Unless a legal warrant for this information has been issued and provided, staff are directed 1) not to release information regarding guests files and 2) to contact the applicable manager immediately, relaying the details concerning law enforcement’s request for information.

Accountability

Staff will protect personal information by using security safeguards appropriate to the sensitivity of the information and by treating all personal information confidentially. Staff will ensure that personal information will be as accurate, complete and up-to-date as possible. Upon request, and where appropriate, individuals will be given access to their personal information, and any demonstrated inaccuracy or incompleteness will be amended.

Guests have the right to participate in their personal information collection which includes maintaining and exercising their right to view their personal information file(s).

Privacy Officers

Inquiries, complaints or concerns about personal information within Gateway of Hope should first be addressed to the program in question. The Privacy Officer is the Executive Director, unless another person has been so designated.

Inquiries for the Chief Privacy Officer of The Salvation Army in Canada should be sent to the Chief Secretary’s Office. If an institution cannot provide sufficient information, or for corporate inquiries, simply contact us at the address below:

Chief Privacy Officer

The Salvation Army 2 Overlea Blvd

Toronto, Ontario, M4H 1P4

* + 1. Complaint Policy

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Guests, customers and members of the public have the right to make complaints to The Gateway of Hope.

Procedure

Complaints should be submitted in writing using the approved complaint form.

Staff may assist as the recorder (writer) of the complaint. The staff/recorder will not be the person towards whom the complaint is being made.

The complaint will be forwarded in a timely manner to the appropriate member of management for review. The Executive Director will receive a copy of all complaints.

The investigation will be conducted within 2 - 3 business days.

Decisions or outcomes resulting from complaints will be communicated to the complainant and to those staff who may be required to know the outcome of the particular complaint.

Complainants may appeal the decision to the member of management responsible for the decision or outcome.

If the appeal is not resolved at this stage, the complainant may appeal to the Executive Director. His/her decision will be final.

If the complainant remains unsatisfied they may also direct their complaint to (or phone 604-296-3828):

Divisional Headquarters

Attention: Divisional Secretary for Social Services 103, 3833 Henning Drive

Burnaby, BC., V5C 6N5

All correspondence relating to complaints will be kept in a central file in the Business Department.

* + 1. Incident & Occurrence Reporting

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

All incidents, particularly where the threat, risk or actual harm to the health, safety and security of people and property exists or has taken place, will be recorded on The Gateway of Hope Incident Report form.

Procedure

Incidents will be submitted in writing using the approved Incident form.

The Incident form will be forwarded in a timely manner to the appropriate member of management for review. The Executive Director will receive a copy of all Incident reports.

The Incident investigation will be conducted within 2 - 3 business days.

Where a matter of safety, risk to safety or injury to persons has taken place, a copy will also be forwarded to the OH&S Committee for review and follow-up.

Patterns of incidents will be reviewed by the OH&S Committee as part of the risk management process.

Any occurrence of injury to employees, guests, volunteers or visitors will require a Salvation Army Liability Report to be completed and forwarded as per Territorial Policy.

Copies of the Incident form will be retained in a central file in the Business Office.

* + 1. Records & File Retention

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Records and files will be retained in accordance with The Salvation Army Territorial Policy.

Procedure

As per THQ guidelines, Gateway of Hope records and files will be kept secure in a locked filing cabinet, inside either a locked office or a locked storage room and retained according to the following guidelines:

All records are to be retained for a minimum of 7 fiscal years (including the current fiscal year), except as described below:

* + - * year-end working papers should be retained for a minimum of 2 fiscal years
      * general correspondence should be retained for a minimum of 3 fiscal years
      * general financial records should be retained for 7 fiscal years (see below for further information)
      * employment records, payroll registers and payroll-related data should be retained for 7 fiscal years
      * audit reports should be retained for a minimum of 10 fiscal years
      * written record and files for each guest (emergency shelter, transitional housing, community and family services and spiritual care guests) should be retained for a minimum of 20 fiscal years,
      * records to be kept permanently:
        + Annual Balance Sheets
        + Documents of Incorporation
        + General Ledgers
        + Signed copies of Minutes
        + Pension Records
        + Receipt Registers
        + Statistical Reports
        + Year-end Statements
      * the Corps History Book must be retained permanently.
    1. Handling and Removal of Goods & Donations

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope receives donations from businesses, organizations and members of the public. All donations received are the property of The Gateway of Hope and Aldergrove Thrift Store.

Procedure

Goods and donations given to The Gateway of Hope and Aldergrove Thrift Store will not be handled or removed without proper authorization. Only authorized staff, guests or volunteers may assist with the handling of goods and donations. All such individuals will be expected to conduct themselves ethically and professionally and in accordance with established policies and procedures.

Donations generally fall into one the following categories:

* + - * Cash
      * Food items
      * Goods, clothing and furniture

All donations will be properly secured and reported to the appropriate member of management. Donations, including any items that have been abandoned or forgotten, may not be removed by customers, guests, staff or volunteers.

All goods, clothing and furniture donations will be processed through The Gateway of Hope Aldergrove Thrift Store unless otherwise specified by the donor.

When donations arrive to the Gateway of Hope during normal working hours (Monday to Friday 8:00 am to 4:00 pm), in addition to adhering to the policies and procedures outlined in the manuals stipulated below, staff receiving the donations will first coordinate with Reception staff who will provide general direction where required, and should it be necessary, contact the department for which the donation would normally be directed.

* + - * Monetary donations –Manager of Business Administration or Finance / ER Admin Assistant
      * Food items – Manager, Food Services
      * General goods and clothing – Thrift Store Manager or Assistant Manager
      * All “in-kind” requests – Manager of Business Administration Otherwise, staff are to be guided by the policies and procedures listed below.
      * Monetary donations (including cheques) - See Finance Policy & Procedures Manual
      * Food Items - See Food Services Policy & Procedures Manual
      * General Goods & Clothing - See Operations Policy & Procedures Manual & Thrift Store Policy & Procedures Manual
      * In-Kind Donations - See General Policy & Procedures Manual

Receiving Major Donations of Food or Goods from the Community to Gateway of Hope – Expectations

Definition of major donations is more than 6 bags or boxes of goods or clothing, donations of furniture, significant donations of food items, etc.

Inquiries to the Gateway of Hope regarding major donations will initially be handled by Gateway of Hope Reception personnel who will be guided by Food Services and Thrift Store Polices related to donations as well as by the general direction outlined below.

Major donations inquiries for the Thrift Store that cannot be routinely handled by Reception personnel due to the type or size of donation will be referred directly to the Thrift Store Manager.

Major donations inquiries for the Gateway of Hope that cannot be routinely handled by Reception will be referred to the Executive Director or in his/her absence, a member of the Planning Team.

Major donation drop-offs at Gateway of Hope (for Gateway of Hope or Thrift Store):

* + - * Donors must provide at least 24 hours advance notice for drop-off of major donations
      * Gateway of Hope may decline donations it either cannot use or is unable to accept.
      * Once accepted, major donations must be dropped off weekdays before 2:00 pm unless prior arrangements have been made with a member of the Gateway of Hope Planning Team or their designate.
      * Donations accepted for the Thrift Store will be subject to Thrift Store donation standards and requirements, and where required, the Thrift Store Manager’s approval.

Requests for community pick-up of major donations:

* + - * The Gateway of Hope and Thrift Store do not normally provide a community pickup service to the public, therefore, community pickups will only be made in highly unique circumstances and must be approved by the Executive Director their designate.
      * Donors must provide between 48 - 72 hours advance notice.
      * If approved, pick-ups will be made weekdays only before 2:00 pm and will be subject to the availability of truck and employees.
      * Pick-ups for Thrift Store will require the Thrift Store Manager’s input and approval and will be subject to Thrift Store donation standards and requirements.

Examples of generally acceptable items: couch, loveseat, chair without stains, rips or tears, clothing that is recent without stains or rips.

Examples of generally unacceptable items: no computer equipment, large appliances, mattresses, baby equipment, etc.

Otherwise, please consult the Thrift Store donations list.

For more information, please see donations related policies in:

* + - * Finance Policy Manual
      * Food Service Policy Manual
      * Aldergrove Thrift Store Policy Manual
      * Reception Procedure Manual
    1. Gifts in Kind

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gift-in-Kind donations may be received by The Gateway of Hope based on legitimate need.

Procedure

TMOP 4602 relating to official receipts states: although the Income Tax Act does not specifically forbid donations "in- kind". Caution is advised.

Our practice will be to:

* + - * Purchase the goods or services being donated, paying the market value by cheque.
      * The donor makes a donation in the same amount as the cost of the goods.
      * The donor receives an official receipt for income tax purposes

Note: The amount paid for the goods is to be the fair market value. That is, the price the goods would recognize in an open market between a willing buyer and a willing seller acting independently of each other. CRA policy will be adhered to.

Full documentation is to be retained on file for internal, external and government audits.

* + 1. Community Relations

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

There will be procedures to govern the public relations, communications, branding, media, advertising and fundraising relating to the Gateway of Hope and Aldergrove Thrift Store .

Procedure

Gateway of Hope will have an established Communications Plan. Only a spokesperson authorized under this Plan may respond to media.

Staff are not authorized to speak on behalf of Gateway of Hope and The Salvation Army except as authorized under the Communications Plan.

If media representatives attempt to interview staff, it is expected that they refer the media to the Executive Director or a member of the Planning Team. Staff should collect the contact information (name, phone number and media company name) and forward to the Executive Director. Staff should be cordial, but firm in asking that media inquiries be redirected to those who are in a better position to assist.

The Executive Director and those authorized under the Communications Plan will regularly engage in public relations to further the intents of The Salvation Army and Gateway of Hope.

All fundraising and advertising efforts will be approved by the Executive Director in conjunction with the Manager of Business Administration.

Official communications will be approved by the Executive Director or Manager of Business Administration. Staff will follow official branding standards of the Gateway of Hope.

For further instruction see:

* + - * Gateway of Hope Communications Plan
      * THQ Operating Policy 8302 – Crisis Communications – effective July 7th, 2010
      * Operating Policy 8303 THQ Media Relations – effective July 7th, 2010
    1. Social Media

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope will have a policy governing the use of social media.

Procedure

Only those authorized under the Communications Plan at Gateway of Hope will use official social media to represent The Salvation Army and the Gateway of Hope.

Authorization has been given by Public Relations Divisional Headquarters (BC) to engage social media on a local level. As per TMOP 1608 – Social Media Policy.

Introduction

With the expanding role of social media in society, it is essential that we consider our obligations to The Salvation Army and the public that we serve whenever we utilize these communication tools.

The Salvation Army respects the rights of individuals using social media tools, not only as a form of self-expression, but also as a means of positively conveying the mission and values of the organization to the online community.

Purpose

The purpose of this policy is to ensure that those using social media within our territory fully understand the value and risks that these forms of communication can bring to the ministry of The Salvation Army.

Social Media Defined

Social media refers to mobile and web-based technologies that enable people to create, share, exchange and comment in virtual communities and networks. As well as websites, this includes (but is not limited to) platforms such as WordPress, Blogger, Twitter, Facebook, YouTube, Instagram, LinkedIn, Pinterest, Tumbler, Google+, MySpace and Wikipedia.

Approved Users

Although social media is easily accessible and widely used, this does not alter who is responsible for all official Salvation Army communications.

* + - * External: Public Relations and Development Department - THQ Divisional Public Relations and Development - DHQ
      * Internal Editorial Department – THQ

Non-Approved Users

Given the widespread use of social media, there may be officers, soldiers, employees and volunteers who feel they want to reference The Salvation Army publicly, but understand that they do so in an unofficial capacity.

While they may have the best of intentions, non-approved users can be viewed by the public as "official" spokespersons, which can pose significant challenges to The Salvation Army.

It is important to note that the rules which apply to our messaging and communications in traditional media also apply in the online social media space and those wanting to reference The Salvation Army publicly must be aware of same and govern themselves accordingly.

The following principles are expected to be maintained in all public communication.

Boundaries

It is important to set boundaries and always remember who you are speaking to and what you are speaking about. Appropriate boundaries are as important in the virtual world as they are in the non-virtual world.

In the event that you find negative or destructive posts about The Salvation Army online, or encounter sites seeking to spark negative conversations, avoid the temptation to react yourself. Pass the information along to an approved user who has been properly trained to address such comments.

Public vs. Private

The distinction between public and private often becomes blurred. When posting information online ensure that your posts do not reveal confidential or non-public information about the organization or its clients. Keep in mind that while you may be communicating with a specific person or group about a topic, the public nature of social media means that your views can be read or viewed by anyone online (and perhaps even misconstrued). Whatever you communicate will be evaluated in light of the position you hold and the organization you represent.

Our Faith and Values

The Salvation Army seeks to advance its mission, vision and core values in the social media community. All communication must be in accordance with these organizational declarations including that of Salvation Army doctrine and faith.

Accuracy

Ensure that what you are communicating is accurate and can be understood by both internal and external audiences. In every post exercise sound judgment and common sense and if there is any uncertainty, consult with an approved user prior to posting.

Compliance

All communication must comply with copyright and privacy laws. Do not reference the names of any persons without prior agreement. Ensure that you are not disseminating gossip, rumours, false or confidential information. Only share photos, graphics, music or videos that you own or have official permission to distribute.

Responsibility and Accountability

You are responsible for what you communicate. When you post information online, regardless of the content, it becomes part of a permanent record. Should your public views impact The Salvation Army negatively, you will be held accountable. The Salvation Army’s existing policies on abuse, harassment, violence, ethics and loyalty extend to all forms of social media, both inside and outside the workplace. Note that online organizational trashing or bullying is prohibited.

Reference

Should a situation unfold that may cause difficulty for The Salvation Army, contact should be made to the relevant immediate supervisor and a copy to relevant approved user at THQ.

Desired Outcomes

It is imperative that our social media communications enhance the mission of The Salvation Army. Social media should not only foster a positive image of The Salvation Army, but also speak to the values we promote as a Christian church and charity.

* + 1. Inter-Agency Partnerships

Department: General

Approved By: Planning Team

Issue Date: November 2011

Updated: June 2016

Policy

Gateway of Hope will engage the community through inter-agency networking and partnerships.

Procedure

Staff will obtain details of the possibilities for collaborative agreements and agency partnerships as opportunities arise.

Inter-agency proposals regarding collaborative service agreements and agency partnerships will be submitted to the Executive Director for consideration.

The Planning Team will review and consider proposals.

Existing partnerships and collaborative agreements will be reviewed regularly.

All participation on committees, boards or inter-agency groups as a representative of The Salvation Army or Gateway of Hope will be approved and reported to the Executive Director.

The Executive Director may be present at any of these meetings.

* + 1. Mail and Messaging

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

All mail and messaging will be handled in accordance with Gateway of Hope Confidentiality Policy and the Reception Procedure Manual.

Procedure

Refer to the Reception Procedure Manual (located in the Reception area and on the public drive along with all GOH Policy).

* + 1. Office Supply Orders

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Office supply orders will be made in accordance with approved procedure.

Procedure

Office supply orders will be:

* + - * Authorized by the department head
      * Ordered through Reception
      * Approved by the Manager of Business Administration Orders are placed bi-monthly by the Receptionist.
    1. IT and AV Equipment

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Gateway of Hope will have IT and AV Policy that govern the use of all related equipment.

Procedure

With the assistance of the Property Manager, the Manager of Business Administration is responsible for the general oversight of the Gateway of Hope IT and AV program.

Unless authorized, staff, volunteers and guests will not purchase, download, upload or install any software, programs or hardware or otherwise configure Gateway of Hope IT or AV-related equipment

Staff, Volunteers and Guests will ensure they will use IT and AV equipment for its intended purpose

# Gateway of Hope Computer Access Policy

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

All Gateway of Hope and Aldergrove Thrift Store Staff and Volunteers who have access to a computer as part of their employment must read, sign and fully comply with The Salvation Army’s national policy regarding Computer Access.

Procedure

A copy of the policy, signed by the Staff and Volunteers, will be retained in the Employee or Volunteer confidential file.

Employees are reminded that Gateway of Hope computers are the property of Gateway of Hope and subject to inspection without prior notice by management – including but not limited to electronic files and documents, e-mails, internet use history.

Please refer to the TMOP regarding Computer Access and Usage.

* + 1. Receipt & Distribution of Mail & Messages

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

All mail and messaging will be handled in accordance with Gateway of Hope Confidentiality Policy and the Reception Procedure Manual.

Procedure

Refer to the Reception Procedure Manual (located in the Reception area and on the public drive along with all GOH Policy).

* + 1. Sign In / Out of Guests, Visitors, Volunteers and Service Providers

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Gateway of Hope requires all visitors, volunteers, guests and service providers must sign in and out.

Procedure

Reception will maintain a log book of all arriving and departing personnel. See Reception Procedure Manual for more information.

* + 1. Property Use, Vehicle & Room Bookings

Department: General

Approved By: Planning Team

Issue Date: August 2008

Updated: June 2016

Policy

Gateway of Hope property will be used in accordance with its intended purpose and all requests for use of vehicles or rooms or other spaces on the property will be authorized and follow established booking procedures.

Procedure

Property will consist of but not be limited to:

* + - * Physical building and grounds
      * Contents (all furnishings, equipment)
      * Vehicles

Changes to the use of property or requests to use property for other than its original intended purpose will require the approval of the Executive Director.

Vehicle and room bookings fall under the responsibility of the Gateway of Hope Business Manager. External and internal requests for vehicles or rooms do so through Gateway of Hope Reception (see Reception Procedure Manual for more information related to vehicle and room bookings).

Room Bookings

Room Bookings will state the reason for use and must be authorized by the Manager of Business Administration who will ensure that the use complies with the Gateway of Hope’s Vision, Mission and Values.

External users delivering ongoing services / programs in partnership with Gateway of Hope will be required to sign a Gateway of Hope Collaborative Agreement dictating the terms and expectations of program delivery with the facility.

All other external users, including community partners, businesses, organizations, service clubs, groups or faith communities providing temporary services to guests will be required to agree comply with Gateway of Hope expectations regarding interaction with guests; refraining from promoting organizational interests, beliefs, or services in any way; expectations that users will not be permitted to display signage advertising their entity or services, or photograph or video guests and activities while providing services.

Note: Designated service providers may be authorized to distribute materials related to the health and welfare of our guests, staff and volunteers.

Catering Requests for Room Bookings

Where coffee break or other meal services are required for the room booking, these will be supplied by the Gateway of Hope Food Services Department at the posted cost. Please see Food Services catering booklet for more information and pricing. No outside catering or other food service may be utilized unless otherwise approved by the Gateway of Hope Food Services Manager.

Vehicle Bookings

Requests for use of the 2-ton delivery van will require the approval of the Property Manager.

* + 1. ID Badges

Department: General

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

All staff, volunteers and visitors must wear Gateway of Hope identification badges.

Procedure

* + - * Identification badges are issued by Reception
      * Identification badges must be worn at all times and be visible while on Gateway of Hope property.
      * If worn around the neck, must be on a breakaway lanyard.
      * Volunteers must sign in with reception and wear an ID badge.
      * Visitors must sign in with reception and wear a ‘V’ designated Visitor ID badge.
      * All volunteer and visitor ID badges must be returned to Reception.
      * All ID badges will have an expiry date.
      * Any lost or stolen ID badges must be reported immediately.