POLICIES AND PROCEDURES – ADMINISTRATION

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# General Information

The Director

The Director is primarily responsible to Divisional Headquarters for maintaining and/or securing adequate income to fund the agency’s programs. He/she must take steps to safeguard all cash received and ensure that all funds are disbursed in conformity with the mission of The Salvation Army, Orders and Regulations, Territorial Operating Policies, and the approved budget. He/she is accountable to Divisional Headquarters for the proper maintenance of all accounts and records in a current and accurate condition, as well as ensuring on a timely basis the filing of all financial reports with Divisional Headquarters, funding agencies, and Canada Customs and Revenue Agency. The delegation of authority to employees does not lessen or relieve the Director of ultimate responsibility.

Standards of Stewardship

The Salvation Army requires the Director to maintain the highest standards of accountability for the management and recording of all funds entrusted to the organization from both public and internal sources for ultimate disbursement in the agency. An equal accountability requirement is expected with regard to the acquisition and maintenance of all properties, furniture, equipment, automotive equipment, and other assets of the agency.

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# Bank Deposits

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to The Salvation Army’s guidelines for Bank Deposits as outlined below:

***Depositing and Withdrawals***

All funds given to, or received by, the Salvation Army must be deposited in a properly authorized bank account and stamped "for deposit only to The Salvation Army".

All expenditures must be made by cheques or electronic payments and supported by satisfactory back up documents.

Income should be deposited at least once per week, in order to avoid having cash left in the facility for longer than necessary. Use should be made of over-night deposit facilities where possible and/or prudent. Income must be deposited in the form in which it is received. Cheques must not be cashed out of income before it is deposited. Un-deposited income must not be used for petty cash purposes.

Whenever possible, a copy of the bank deposit slip should be stamped by the teller and retained with the deposit records. A formal record of each deposited cheque item must be maintained and filed with the ministry unit's deposit records.

While photocopies of cheques are not usually required, it may be beneficial in some circumstances. Scanning is also an option that may be feasible for larger volumes of cheques.

Only in situations where a loose offering or collection has been taken, where it is impossible to identify the remitters, should a generic description be used to identify the source of the funds (such as "Loose Offerings").

**Procedure:**

All monies are to be deposited at the Royal Bank of Canada branch located at 2460 Winston Churchill Blvd. Oakville ON.

**Bank Deposit Policy Cont’d**

1. Charitable Receipts are to be written up for each donation and sent to the donor with a thank you letter.
2. All cheques and cash are entered into the bank deposit book.
3. Bank Deposit Summary must then filled out, listing the details of' each deposit.
4. The bank deposits are dropped off at the night depository at the RBC branch listed above.

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# Budget Development

**Policy:**

It is the policy of the Women’s Counselling Centre to develop an annual budget in keeping with the guidelines below:

**GUIDELINES**:

Budget development is a process for expressing the Women’s Counselling Centre strategic directions, goals, and program objectives in financial terms.

The Women’s Counselling Centre mission, strategic directions, and service plans give the operating structure from which service levels are forecasted and costs estimated.

The Women’s Counselling Centre will be able to pursue of its mission, programs, and goals as planned if adequate resources can be obtained from government funding, from donations, and / or from service fees.

If adequate resources cannot be obtained, then the Women’s Counselling Centre will make the necessary modifications to its mission, programs, and / or goals so that they are attainable with the resources available.

**Procedure:**

The Director will take responsibility for the development and approval of annual and/or long term budgets. The Director will adhere to guidelines set out by its funders and all other regulations applicable to the Women’s Counselling Centre.

The Director and other individuals designated shall:

1. Review the operating budget from the previous year and note any existing surplus or deficit.
2. Review and note changes from the previous year to the annual Operating Plan for the upcoming budget year.

**Budget Development Policy Cont’d**

1. Forecast costs and revenue changes for the upcoming budget year based on known and anticipated external changes and changes to the annual Agency and Funding allocations.
2. Review new directives and/or guidelines from The Salvation Army and funders pertaining to budget preparation.
3. The Director will develop an Agency Annual Operating budget proposal for submission to Divisional Headquarters.
4. The Regional Accounting Centre and Divisional Headquarters finance staff will complete and submit the annual budget submission for the Ministry of Community and Social Services.

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# Charitable Registration and Receipting

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to The Salvation Army’s guidelines regarding Charitable Registration and Receipting as outlined below:

Duties of Registered Organizations

A Registered Canadian Charitable Organization is to fulfill certain requirements in order to preserve its registration as a charity. Every Salvation Army entity must complete, no later than six months after the end of its fiscal period, an Information Return T3010 which is then filed with Revenue Canada. This form is to be completed as per instructions contained within the T3010 Instruction Manual.

Meaning of Gift

A charitable receipt may be issued by the agency when it receives a charitable gift from a donor. The word "gift" means a voluntary transfer of property for no consideration. This means that the donor must not be receiving any benefit or consideration for the gift.

Gift Made Through a Charity

To qualify as a gift to a charity the gift must be given to the charity for its use in pursuing its own charitable objectives. A charity may not act as a conduit to simply transmit funds to a person, or an organization, whose activities, although charitable and similar to the charity's activities, are not considered to be related in any way to the activities of the donating charity (e.g. an independent local church ministering to a community in Canada and an independent local church ministering to a community in the United States). Clearly, Revenue Canada would challenge an official receipt issued by a local church for funds which are simply channeled to a 3rd party, such as a foreign charity, that was not established and registered in Canada.

Simply, a charity may only issue official receipts for gifts which come under its control, for use by it in carrying out its charitable activities.

The following donations do not qualify for an official tax-deductible receipt:

a) donations to charities outside Canada

b) donations to individuals **Charitable Registration and Receipting Policy Cont’d**

c) the value of services rendered

d) value of merchandise where its cost has been charged as an expense of business

e) donations of used clothing and furnishings of little value

**Dishonoured Cheques**

When a charity receives a cheque to cover a gift and the cheque is not honoured by the donor's bank on presentation, the charity should immediately communicate with the donor and request a replacement cheque. If the cheque is promptly replaced and the replacement cheque is honored on presentation, we understand that the gift would be considered to have been made when the original cheque was mailed or given, provided the donor, in good faith, believed that such cheque would be honoured. Where you are unable to have a dishonoured cheque made good and an official receipt has already been issued, you should request the return of the official receipt for cancellation. If you are unable to recover the receipt, you should advise Revenue Canada that the particular official receipt was issued, was not recovered, and is invalid. This would generally be done with the filing of the charity's annual information return.

###### Form and Content of Receipt

An individual may claim the appropriate tax credit for a gift made to a registered charity only if payment of the gift is proven by filing the official receipt issued by the charity which contains prescribed information. An official receipt issued by the agency must contain a statement that it is "**an official receipt for Income Tax purposes**" as well as the following information:

1. the name and address in Canada of the organization as recorded with Revenue Canada;

2. the registration (Business) number assigned by Revenue Canada;

3. the serial number of the receipt;

4. the place or locality where the receipt was issued;

5. where the donation is a cash donation, the day on which or the year during which the donation was received.

6. where the donation is a gift of property other than cash

a) the day on which the donation was received,

b) a brief description of the property, and

c) the name and address of the appraiser of the property if an appraisal is done;

7. the day on which the receipt was issued, where that day differs from the day referred to in paragraph 5 or 6;

**Charitable Registration and Receipting Policy Cont’d**

8. the name and address of the donor including, in the case of an individual, his/her first name and initial;

9. the amount that is

a) the amount of a cash donation, or

b) where the donation is a gift of property other than cash, the amount that is the fair market value of the property at the time that the gift was made;

10. the signature of a responsible individual who has been authorized by the organization to acknowledge donations.

Receipts should contain only the required information. Where a gift is designated by the donor for a particular purpose (e.g. for the support of the ministry of a particular individual) this designation should not be shown on the official receipt.

All receipts must be accounted for in numerical sequence. When a receipt has been issued it should be placed in the hand of (or mailed to) the person from whom the income was received.

Alterations or erasures must not be made on either the original or duplicate records. In case of error, the receipt should be canceled and a corrected one issued. If a receipt is erroneously written or not used for some reason, it must be marked "cancelled" or "void".

Where a receipt is lost and a new one is issued by the charity, the replacement receipt must be clearly identified as a replacement receipt and must show the serial number of the receipt it replaces. An official receipt which is spoiled must be marked "cancelled" and both the original and duplicate must be retained by the charity as part of its records.

Records are not to be left open at year-end to permit contributors to increase their year's donations by making payment after year-end. Gifts received through the mail at year-end should have the post-mark no later than December 31 to qualify for inclusion in that year’s donation records.

All appropriate donations are to be accepted and the donor thanked through the receipt of a letter.

**Procedure:**

Accept appropriate donations, as defined above, from donor getting contact information from the donor so that applicable receipting may be done. We do not receive donations of medications, clothing, left over food or used toys. If a donor wishes to donate items in these categories, refer them to other units or agencies that accept such donations that we are unable to receive these kinds of donations. In the case of donations of leftover food, refer the donor to the Peel Family Shelter. In the case of clothing and used toys, refer the donor to the Thrift Stores. In the case of new toys, refer to Erin Mills Family Services.

The Director is to be notified of all donations.

**Charitable Registration and Receipting Policy Cont’d**

All monetary donations are to be given to the Director who will ensure that proper receipting takes place. In the absence of the Director, these donations can be given to the Corps Administrative Assistant for safe keeping, receipting and a “thank you letter”. In the absence of the Director and the Corps Administrative Assistant, the staff member who received the donation may send the “thank you letter”.

In this case, a copy of the thank you letter should be given to the Director to be kept on file.

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# Community Council

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Territorial guidelines regarding the Community Council.

**Procedure:**

The Community Council assists with The Salvation Army’s efforts to improve programs and practices, as well as maintain excellence of service. Community Council ensures a process and receives follow-up of process.

Community Council meetings will be held at least 4 times each year. The Director will attend these meetings as often as possible.

The membership and procedures of the Community Council will be according to Territorial policy.

Community Council Members will be made aware of the Mission and values of the organization and will acknowledge their support of it.

The members of the Community Council will be provided with an orientation to the Centre and a tour of the facility.

The Community Council will receive a copy of the Strategic Plan and have opportunity for involvement in the development and annual review of the Strategic Plan.

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# Computer and Network Usage

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the Salvation Army’s Territorial Computer and Network Usage policy.

**Procedure:**

It is understood that since the employees at the Women’s Counselling Centre are not on the Lotus Notes system, not all of the Territorial Computer and Access policy is applicable to them. However, employees will abide by the guidelines of the policy with respect to security, software and appropriate use of the Salvation Army’s computer equipment.

A copy of the Territorial Policy on Computer Access will be included in the Employee Orientation Package. Each employee will receive a copy of the Territorial Policy on Computer Access and will sign that they have received a copy of the Policy.

A copy of the signed document will be kept in the employee’s personnel file.

Employees not following the guidelines of the Territorial Computer Access Policy will be subject to appropriate disciplinary action.

A copy of the Policy is included.

The Salvation Army – Canada & Bermuda Computer Usage & Access Policy Information Technology Department

## Territorial Computer Access and Usage Policy

The Salvation Army values excellence, cooperation, and integrity in the accomplishment of its mission. As part of accomplishing its mission, the Canada and Bermuda Territory has invested heavily in computer technology. That investment is intended to improve the efficiency and effectiveness of the employees, with the ultimate goal of better serving the spiritual and social needs of our clients and members.

The following policies have been established in order to help minimize the overall cost while maximizing the availability and security of the computing resources of the Territory. It should be readily apparent in the following why individual policies have been implemented, be it legal, security, or financial. The document is divided into two sections. The first section states the policies. The appendix provides rationales and information for each policy.

Note that the management of the organization requires access to data at any time even in an employee’s absence. In addition, the IT Department must be able to assist in the recovery of lost or damaged data. In order for this to be possible, users cannot expect total privacy in the use of the organization’s computer resources. Nevertheless, one should not and need not assume that an individual in the organization will be intently, continuously monitoring the actions and communications within the organization.

Where possible, the policies consider the desires of the officers and employees while maintaining the overall intent of protecting the investment in technology and data. An example of this is in the area of e-mail where personal e-mail is allowed if it does not contain graphics since graphics have a negative impact by raising the cost of the network. It is expected that individuals will not abuse this type of privilege.

**Policies:**

Following are the policies of the Canada & Bermuda Territory of the Salvation Army. An appendix is attached providing information and rationale for each of the policies.

**1. Privacy**

Salvation Army management reserves the right at any time and without prior notice, to examine e-mail, personal file directories, and other information stored on Salvation Army computers. This examination allows management access to information that may be informative to or part of its operations.

Approved Systems Administrators may, in the normal execution of their job responsibilities, become privy to the content of computer data and e-mail files. This information will remain confidential as long as the data/information does not contravene municipal/provincial/federal laws or the Minutes/policies of the organization in which case the information will be brought to the attention of the individual’s manager for further action.

The Salvation Army will not tolerate any illegal activity on its computers. Management will take appropriate actions in situations where an illegal activity is discovered.

**2. Internet Browsing**

Personal browsing of the Internet on Army owned equipment or using the Army’s computer network is not allowed.

Use of Army owned equipment and/or network resources for the following is not allowed:

Use of “Hotmail” or other personal e-mail sites except as approved by the IT Department for locations without Lotus Notes.

Access to radio stations on the Internet.

Receiving personal Internet site updates.

Use of Army owned equipment or using the Army’s computer network at any time to visit pornographic web sites is not allowed. Accessing or attempting to access pornographic Internet sites is just cause for termination of employment or appointment.

A check of computers is possible (and will be done) to identify if the computer has been used to visit pornographic web sites.

The Internet filter used by The Salvation Army allows the organization to monitor usage and identify users attempting to reach blocked Internet sites such as sites identified as pornographic.

Individuals accessing or attempting to access pornographic Internet sites will be reported by the Personnel Department to the individuals Department Head or Divisional Commander who will then interview the individual, discuss the access or attempted access, and take appropriate disciplinary action.

**3. Legal - Software Copyrights**

A license must be acquired for each copy of software products. The license and media (i.e. CD, diskette, etc) must be held in a secure location and cannot be loaned or used on multiple computers unless explicitly allowed in the license agreement.

When unlicensed software is found, the IT or Audit Department will immediately notify the user and the associated manager and purchase a license for the software. The location will be billed for the license. A copy of the license must be sent to the IT or Audit Department as follow up.

Note that simply removing the software is not sufficient. The Army must be covered for the use (past or present) of the software. Where use of the software is deemed to have been personal, the cost of the software must be paid by the employee. If the software was a trial version and was programmed to disallow usage once the trial period was ended, the software can be removed without buying a license.

If unlicensed software is found on a computer owned or leased by The Salvation Army, it will be considered a breach of this policy and is just cause for termination of employment or appointment of the user.

**4. Security - Passwords**

The system is set to automatically expire user passwords after 90 days of usage or less.

Under no circumstances will sharing of passwords be condoned. Deviation will result in immediate cancellation of both users’ accounts by the IT Department. The IT Department will re-instate the users’ accounts only upon formal request by the users’ Cabinet Member or Divisional Commander. Passwords must be made up of a combination of letters and numbers/symbols.

**5. Security - Unattended Computers**

When leaving a computer unattended, users must take reasonable precautions to prevent unauthorized access to information. This may include:

1. Logging off the network;
2. Shutting down the computer;
3. Using a password-protected Microsoft Windows screen saver;
4. Locking the workstation (Windows 2000 feature); and/or
5. Locking the office door.

**6. Security – Internet Connections**

All computers and networks with a connection to the Internet must be protected with a firewall.

All computers (regardless of whether they are connected to the Internet or not) must have an Anti-virus program actively running at all times.

The virus definitions must be updated on a regular basis (preferable at least weekly) with the definitions from the company that developed the anti-virus software.

**7. Security - Confidentiality in E-Mails**

All e-mail containing sensitive or confidential information should be encrypted if it is addressed to someone in the Salvation Army that is using Lotus Notes.

Sensitive or confidential information should not be e-mailed outside the organization.

**8. Security - Scanned Signatures**

Scanned signatures on electronic documents (e-mail or attachments to e-mail) are strictly forbidden.

Scanned signatures for use on hard copy documents are strongly discouraged because of the risk to both the organization and the author.

Where a scanned signature is considered necessary for use on hard copy documents, pre-approval from the author and the associated Cabinet member or Divisional Commander is required.

Scanning a signature or using a scanned signature without the consent of the author is just cause for termination of employment or appointment.

The author is responsible for ensuring that their scanned signature is kept in a secure location and that it is only provided to individuals on an as required basis.

The Salvation Army will hold individuals accountable for misuse of scanned signatures.

Where a scanned signature for cheque signing is used, an electronic signing machine with dual user password protection must be used. Note that the purchase of an electronic signing machine should go through a full cost benefit analysis to ensure the expenditure is justified.

**9. Cost Reduction - Unapproved Software**

Any location wishing to use software that is not expressly listed in the Official Minutes must receive approval from the IT Department prior to obtaining the software.

**10. Cost Reduction – Personal e-mail and documents**

Personal e-mail that is created and sent outside of regular hours of duty and that does not contain graphics, audio clips, or programs may be sent on Army owned computer equipment. Graphic and audio content are not allowed.

Personal e-mail received containing graphic, audio, or program attachments must be deleted as soon as possible the same day they are received. Such e-mail may not be forwarded within or outside of the organization.

E-mail trying to sell things or to announce sales/events must not be broadcasted, sent or forwarded on Army owned computer equipment. This activity will be limited to the electronic Bulletin Board.

**11. Cost Reduction – Games, Entertainment, and Personal Software**

Loading of game, entertainment, and personal software on Army owned equipment is not allowed.

The exception to this policy is where there is an approved rationale for the computers to be installed for the express purpose of entertaining the users or providing special training.

Forwarding of game, entertainment, and personal software to others within or outside of the organization using the Army’s computer network is not allowed.

Where games (other than those games provided by Microsoft with the Windows operating system on new computers) are found on Army owned equipment, an IT representative will delete the games and notify the employee’s supervisor.

Playing of network based computer games on Army owned computers is not allowed (except the one exception noted above and if the computers are not part of the corporate WAN).

**12. Cost Reduction - Portable Computers**

Users using notebook, palmtop, and other transportable computers must not leave these computers unattended (eg. on a desk or in an unlocked desk outside of regular office hours, in an unlocked car, or unsupervised in airports, malls, etc).

Users travelling with transportable computers must not check these computers in airline luggage systems, with hotel porters, etc. These computers must remain in the possession of the traveler as hand luggage. The computer must be stored out of sight if it is left unsupervised in a hotel room.

**13. Cost Reduction - Data Backup**

Users will be responsible for ensuring that the data on their PC is properly backed up or has been copied to or stored on the network drives.

Network Administrators are responsible for ensuring that a regular daily backup is done of all data and programs on the servers, and that copies of the backup media are stored in a secure, off-site location.

**14. Cost Reduction - Graphics**

Graphics will be used sparingly at the discretion of individual departments/divisions and under the scrutiny of the IT Department. Where a seeming excess of space is being used by a user, an IT representative will communicate first with the user and/or manager. Failing resolution, communication will be made with the associated Divisional Commander or Department Head to ensure that the graphic content is being used in an official capacity and is beneficial.

Graphics may not be added to e-mail as part of a heading or signature plate.

Lotus Notes stationery templates and mood stamps are not transmitted as part of the message and thus may be used.

**15. Cost Reduction – File Space Quota**

Storage quotas will be set for network drives and mail files. Users requiring more than the quota may obtain additional space by having their manager provide a rationale to the Information Technology Department.

Retention periods for various types of information, persons responsible for archiving documents, and methods of retention is covered in a separate Minute.

**16. Cost Reduction - Screen Savers, etc**

Only screen savers within the standard Windows operating system may be used.

Programs to alter the cursor or to add active graphics for entertainment (eg. Felix) must not be loaded or used on Army owned computer equipment.

Personalized Windows “wallpaper” created from static bitmap images are not programs, and therefore do not conflict with computer resources. Therefore, their use is permitted.

**17. Virus Warnings and Computer Tips**

All types of advisories regarding computer viruses should be sent to the Help Desk for testing and verification. If there is a cause for alarm, the IT Department will notify users as quickly as possible.

Note that the intent of a virus hoax is to disrupt the work flow within an organization rather than to destroy data.

All employees are encouraged to look on the Lotus Notes Bulletin Board on a regular basis for tips and information regarding computer use.

## Computer Access Policy Acknowledgment

I certify that I have read and understood the Salvation Army’s Computer Usage and Access Policy.

I have received a copy of this Policy for future reference.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Officer’s/Employee’s/Contractor’s /Volunteer’s Signature**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name (Please print clearly)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date**

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| Authority: | Director |

# Computer Backup

**Policy:**

It is the policy of the Women’s Counselling Centre that our computers will be backed up on a regular basis.

**Procedure:**

As we do not use a central server for document backup, a single backup process is not possible. Our server which contains our client records is automatically backed up daily with rotating external hard drives.

Each employee will be given a USB Drive which will remain the property of the Women’s Counselling Centre. At the end of each work week, the employee will copy her documents and files to the USB Drive and take the USB Drive home with her.

This will ensure that a reasonably up to date copy of computer files exists outside of the office should there be a computer problem preventing access to files or a file is inadvertently deleted or altered.

Each employee is responsible for the safe keeping of her USB drive.

Each employee is responsible for the safeguarding of any confidential information that is copied to the USB Drive.

Should a USB drive become full, the following procedure will apply:

1. The computer should be checked for any unnecessary files that are being

stored and those files deleted. This may free up some space on the USB

Drive.

1. Following step one, if the USB drive remains full, it must be returned to the

Director where it will be labelled, dated and stored in a secure, dust-free location. The employee will be provided with a new larger USB.

1. It may also be necessary for the back up procedures of that individual

computer to be modified, so that only certain files are backed up. This

changes will be made on a case by case basis if required.

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| Authority: | Director / Chaplain |

**Copyrighted Material**

**Policy:**

It is the policy of the Women’s Counselling Centre that any use of copyrighted material will be done within the laws governing the use of such material.

**Procedures:**

In order to protect the rights of authors and musicians who have written material and music:

Staff will ensure that any written material handed out to clients will contain a notation indicating the source of the material. An exception to this will be direct bible quotations, although the chapter and verse reference should also be included on the hand out.

Large sections of books are not to be photocopied and given to clients.

If music is used or handed out, its use will be in accordance with the standard copyright license process. The Corps CCLI (339616) number will be clearly shown on each handout or PowerPoint slide. The number of copies and the material used will be reported to the Corps Admin assistant for the appropriate tabulation and reporting to CCLI.

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# Director´s Role / Relationship With DHQ And THQ

**Policy:**

It is the policy of the Women’s Counselling Centre that the Director will function in her position in accordance with Salvation Army policy.

**Procedure:**

The Director of Counselling Services has been given the authority by Territorial and Divisional Headquarters to manage the program of the Women’s Counselling Centre.

All staff, students and volunteers of the Women’s Counselling Centre report to the Director of Counselling Services.

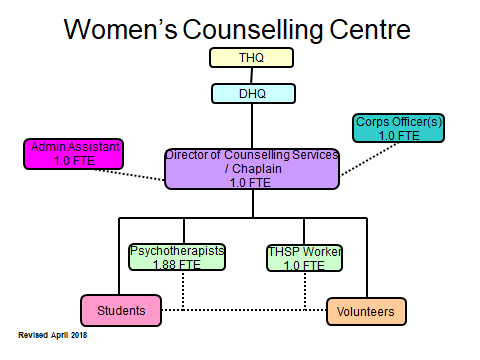
The Director of Counselling Services reports to the Area Commander GTA Corps Ministries at Divisional Headquarters and other Divisional staff for issues that require Divisional input.

All of the above mentioned relationships are clearly shown on the Organization Chart – a copy of which is attached.

As a ministry unit leader, the Director has the authority to manage spending and budget items up to the limits and in accordance with policies set by Divisional and Territorial Headquarters.

A significant portion of the annual budget of the WCC comes from the Salvation Army Red Shield appeal.

## Organization Chart



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# Emergency On Call

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain an up to date on call list.

**Procedure:**

The Director is normally on call for emergencies.

If the Director is absent and unreachable, staff may contact the Corps Officer or Area Commander or Social Services Department at Divisional Headquarters for advice.

For building related emergencies, the Administrative Assistant in the Corps office is the first point of contact. If the Corps office is not staffed, the Corps Officer may be consulted.

Emergency contact numbers for the Director, Divisional Headquarters and the Corps Officers are in the front of this binder.

**These numbers are strictly confidential and should not be given out to anyone.**

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# Fiduciary / Trustee Relationships

**Policy:**

It is the policy of the Women’s Counselling Centre that we do not enter into any Fiduciary or Trusteeship relationships with clients.

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# Financial Management

**Policy:**

It is the policy of the Women’s Counselling Centre to manage its financial obligations within approved budgets.

**Procedure:**

The Director has the authority to spend funds up to the amounts set out in the Annual Budget and in accordance with specific budget lines as approved by The Salvation Army.

The Director is responsible to ensure that Salvation Army policies are adhered to in the spending of funds (e.g. divisional approval, tenders etc where required).

Expenditures of annual budgetary funds shall be consistent with all guidelines established by funders of the agency.

Spending decisions made by the Director will be guided by The Salvation Army Territorial Policy.

Expenditures outside of the approved Annual Budget shall require approval by the Divisional Finance Board.

Expenses which are outside of the approved Capital Budget (e.g. mortgages, loans, property leases) shall require approval by the Divisional Finance Board.

Expenditures made by staff require the advance approval of the Director or designate.

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# Gifts-In-Kind Donations

**Policy:**

It is the policy of the Women’s Counselling Centre that receipts can be given for goods received, as long as the fair market value of the goods has been established. (i.e.: Inventory list, preferably on company letter head or invoice.) Caution is advised.

**Procedure:**

All Gift in Kind requests must be approved by the Director. Gift In Kind donations can be made in a couple of different ways. The first is:

1. Corps and institutions purchase the goods being donated, paying for the market value of the goods.
2. The donor returns the funds to the Corps/ Institution as a donation;
3. The donor receives a charitable receipt.

Please note: The amount paid for the goods is to be “fair market value” (the price the goods would bring in an open market transaction between a willing buyer and a willing seller acting independently of each other

The second way that such a donation can be made is: if a donor insists on a direct receipt for a “gift in kind”, rather than the above exchange of cheques, the following rules apply:

1. Receipts cannot be given for goods of little value; e.g. used clothing, used furniture; etc.
2. Receipts cannot be given for merchandise, the cost of which has been, or is to be charged as a business expense of the donor.
3. The fair market value of the goods has to be established:
4. for goods valued at less than $1,000.00 by a “knowledgeable” staff member of the receiving charity;

**Gifts-In-Kind Donations Policy Cont’d**

1. for goods valued at more than $1,000.00 by an independent appraiser, not associated with either the donor or the recipient;
2. the receipt is to contain a brief description of the goods, as well as the name and address of the appraiser, if an appraisal was made.

Documentation regarding the above is to be kept on file for possible government audits.

**Services Rendered**

It is not permitted to give charitable receipts for services rendered. However, there is no objection to paying the worker for his services (by normal payroll or billing procedure) and the worker, in turn, returning this payment to the charity as a donation.

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# Long Distance Calls

**Policy:**

It is the policy of the Women’s Counselling Centre that all work related Long Distance Calls will be recorded and reviewed with the monthly Phone Bill.

**Procedure:**

It is understood that from time to time, business related Long Distance Calls must be made from the Women’s Counselling Centre.

When an employee makes a business related Long Distance call, she must log the call made on the Long Distance Call Log Sheet which is located in the server.

When an employee makes a personal Long Distance call, she should notify the Director of the call so that the call can be recorded as personal and reimbursement can be made once the monthly phone statement is received.

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# Mail Opening

**Policy:**

It is the policy of the Women’s Counselling Centre that the mail will be opened and attended to as quickly as possible.

**Procedure:**

All mail addressed to the Women’s Counselling Centre is either opened (as in a utility bill) by the Administrative Assistant, or where there is a specific staff name or the contents are unknown given the Director for action. In each case, the Administrative Assistant completes a written record of all incoming mail. Envelopes that are not opened are date stamped. Mail items that are opened eg (utility bills) are coded and sent directly to Octocom. When the Director opens mail addressed to the Women’s Counselling Centre, where possible, she normally does so in the corps office in the presence of the Administrative Assistant or the Corps Officer.

A listing of all cheques or cash donations etc. received in the mail is prepared upon receipt. This listing should be prepared independently of bank deposit functions and should agree with the deposit book.

When cheques are received, they will be taken to the corps office for storage in the safe until they can be deposited at the next bank deposit.

If the Director is away on an extended absence, two staff members may open the mail. If there is no other staff member present in the counseling centre and mail must be opened, another member of the Corps staff may be asked to be the second person present.

Mail marked “Private” or “Confidential” will be given, unopened to the person to whom it is addressed.

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# Management Support Assessment

**Policy:**

It is the policy of the Women’s Counselling Centre to comply with Territorial guidelines regarding MSA.

**Procedure:**

Management Assessment Support is charged to all Salvation Army Units to offset operating costs incurred at the headquarters level for administrative and program support.

Management Assessment Support is the guidance, support and direction given by The Salvation Army Headquarters to Corps and Programs to provide continuity of the Mission. Management Support is in place to ensure accountability, uniformity and stability in every aspect of a Unit’s operation.

Headquarters costs incurred in support of operating units include expenses incurred in the provision of:

1. Policy development
2. Resource Management
3. Advice and Consultation in specialized areas
4. Ongoing review and evaluation of program and personnel

MSA is calculated as a percentage of the total operating income of the ministry unit with an overall maximum assessment per year. The cap amount reflects the current requirements and will be adjusted for inflationary factors in future years. The MSA rate may be adjusted annually. The amount for the following fiscal year is included in the budget preparation document published annually in the fall of each year.

MSA is directly withdrawn automatically from the Centre’s financial records by THQ.

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# Media Information

**Policy:**

It is the policy of the Women’s Counselling Centre that Staff, Students, and Volunteers are not to disclose information to the Media on the activities of the Centre.

All Media Information Calls are to be referred to The Salvation Army Public Relations Department at Divisional Headquarters in Toronto at (416) 321-2654.

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# Paper Shredding

**Policy:**

It is the policy of the Women’s Counselling Centre that documents containing client personal information or staff personal information are to be shredded. This will facilitate the confidentiality of those concerned.

Client files are not to be shredded until after the required period of retention. See the Policy in this section for more information regarding Retention and Storage of files.

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# Petty Cash

**Policy:**

It is the policy of the Women’s Counselling to adhere to the official policies outlined in the Territorial Finance Manual regarding the establishment and operation of a Petty Cash fund.

**Procedure:**

The total amount of Petty Cash kept on site at any time will be $100.00. The Petty Cash is kept in a locked box and in a locked filing cabinet. Petty Cash should only be used for purchases made for the Centre. It is improper and unacceptable to use any income which has not been deposited to pay expenses.

The Director is the custodian of the Petty Cash fund. In her extended absence another may be designated as the custodian of the Petty Cash fund. If this occurs, the Petty Cash will be reconciled and the designated staff member will sign for the receipt of the money in the Petty Cash box. Upon the return of the Director, the same process will happen in reverse.

The custodian of the Petty Cash will keep track of how much Petty Cash is given to a staff member who is going to purchase items for the Centre. When the staff member returns to the Centre after purchasing the items, the receipt and any change will be given to the custodian of the Petty Cash.

Personal expense vouchers reimbursed from petty cash for travelling, official meals, etc., are to be fully detailed on the appropriate document. If official guests are entertained, their names should be given and the date of the visit, as well as the nature of the expense.

When it is necessary to replenish the Petty Cash fund, the Custodian of the Petty Cash will submit the appropriate Petty Cash Reimbursement Form, along with the supporting documentation to RAC for reimbursement of the Petty Cash. Once the reimbursement is received, that money will be placed in the locked Petty Cash box.

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# Policy and Procedure Manual

**Policy:**

It is the policy of the Women’s Counselling Centre that our Policy and Procedure Manual is available to each employee.

**Procedure:**

The purpose of a Policy and Procedure Manual is to assist employees in understanding the requirements and responsibilities of their employment. It also enables staff, students, interns and volunteers to have easy access to the best practices established by this agency and the relevant Territorial Policies of The Salvation Army.

A printed copy of the Policy and Procedure Manual is stored in each staff member’s office. An electronic copy of the Manual is also available to all staff and students on the server. As much as possible, the printed copies of the manual and the electronic copy will be identical. However, since in keeping with our practice of conservation, the printed manual will only be reprinted when there are significant and extensive changes, normally every two – three years. Therefore, in the event of a discrepancy, the electronic copy will be taken as the official and current manual.

New employees, students, and interns are required to read the Policy and Procedure Manual and discuss any questions with the Director. A signed ‘Policy & Procedure Confirmation Statement’ must be submitted to the Director within 30 days of hire.

The Policy and Procedures Manual is to be reviewed annually by management and revisions, deletions, and additions made. When specific Policies are amended or new ones created, staff will be given a copy of the new Policy for inclusion in their printed version of the P&P Manual

Staff are encouraged to review the Policy and Procedure Manual periodically to ensure that they are familiar with its contents.

When the Policy and Procedure Manual is significantly updated, a new printed copy will be provided to staff members. Staff members will be required to read the new manual and sign off that they have read and understood the new manual. A copy of the signature sheet will be kept in their HR file.

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# Privacy – Collection of Information

**Policy**:

The Salvation Army is committed to protecting the privacy of its customers, clients, volunteers, employees, supporters and members, and has always been concerned with treating personal information carefully and with appropriate confidentiality.

The Salvation Army carries on a wide variety of activities across Canada. In carrying out these activities, The Salvation Army collects, uses and discloses personal information for a variety of purposes. The Salvation Army’s use of information is governed by this privacy policy.

***Obtaining consent***

The Salvation Army will use an appropriate form of consent to collect, use or disclose information. The Salvation Army 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.

***Using personal information for reasonable purposes***

Personal information will only be used for specifically identified or reasonable purposes.Only individuals within the Salvation Army structure with valid reasons will have access to your personal information*.* The Salvation Army will limit its collection, use and disclosure of personal information to what is required to effectively deliver its services.

***Accountability***

The Salvation Army will protect personal information by using security safeguards appropriate to the sensitivity of the information and by treating all personal information confidentially. The Salvation Army 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.

***Privacy Officers***

Inquiries, complaints or concerns about personal information within The Salvation Army should first be addressed to the program in question. The Privacy Officer of that institution will be the Executive Officer of that site. 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

**Procedure:**

Staff members will be familiar with the Salvation Army Privacy Manual which is stored on our server.

As part of the intake process, but before collecting any personal information, all staff members will explain to clients the reason that we collect personal information about them.

Staff members will explain to clients that we will ensure that we only collect the information that we need in order to assist them and that we will keep confidential all information provided to us unless there is a legal reason to disclose that information.

Staff members will inform clients that their personal information will only be used for the reasons stated.

Staff members will request that the client sign the attached “Consent to Collect, Use and Disclose personal Information” form and place that form in the client’s file.

No client will be denied service if they refuse to provide personal information.

## Consent To Collect, Use And Disclose Personal Information

In keeping with Federal and Provincial legislation, we are required to obtain consent from clients prior to obtaining personal information about them. We will only collect the personal information that is required for the purpose of providing counselling, transitional support, legal support, psychoeducation or spiritual care to you.

All information collected will be held in the strictest confidence, in a locked cabinet and will only be disclosed to another party with your consent. The only exception to this is where there is a legal requirement to disclose information.

In accordance with our policy, your personal information will be retained for seven years. After seven years, your client file will be shredded and disposed of.

You have the right to request to view your client file at any time. Such requests must be made in writing to the Director. Normally access to your file will be readily given to you unless there is a legal reason for not doing so. You will however, not be given access to information in your file that came from a third party or outside source.

You will not be denied service if you refuse to give permission for the collection of personal information.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ give permission to The Salvation Army

to collect the following personal information about me:

Personal identifying information, contact information, medical, psychiatric, personal and spiritual history, information about my abuser(s), income source, previous counselling history, relationship information, information about your family, immigration status, information regarding pending court matters, information about other professionals involved in your care, personal safety plan, personal risk assessment, counselling and transition goals. In addition to the above, there may be other case specific relevant personal information that may become necessary to collect during the course of service.

and to use it for the following purposes:

Assessment of client needs

Provision of Counselling Provision of Transitional Support

Provision of Legal Support Provision of Psychoeducation

Provision of Spiritual Care

Signed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witnessed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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# Regional Accounting Centre (RAC)

**Policy:**

It is the policy of The Salvation Army that all bookkeeping and accounting functions be handled at the applicable Regional Accounting Centre.

**Procedure:**

No bookkeeping or accounting functions other than depositing monies received and receipting the same where appropriate are done at the local ministry unit.

The Regional Accounting Centre handles all of our bookkeeping and accounting functions. All financial processes are completed according to the established General Accounting Procedures, Territorial Operating Policies and the Territorial Finance Manual. The Regional Accounting Centre handles the following bookkeeping and accounting functions on our behalf:

* Journal Entries and Bookkeeping
* Entering budget in Agresso
* Monthly Financial Reporting
* T3010 Report
* MCSS Financial Reporting
* Bank Reconciliations
* TEM Expense Reimbursement
* Requests for Payment of Expenses (outside of TEM)
* Management of the Agresso System
* Providing Budget Preparation Worksheets
* Petty Cash Reimbursement
* Liaison with External Auditors
* Cheques and Electronic Payments

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# Relationship With The Erin Mills Corps

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain a collegial relationship with the Erin Mills Corps.

**Procedure:**

The Women’s Counselling Centre is a ministry of the Erin Mills Corps.

We share space in the Erin Mills Corps Building and contribute financially to the overall expenses of the operation of the building.

Periodically, there are program partnerships which exist between the Corps and the Counselling Centre.

The cleaning of the Women’s Counselling Centre is performed by the custodian of the Erin Mills Corps.

The Director of Counselling Services maintains a communication and peer relationship with the Corps Officer(s) of the Erin Mills Corps.

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# Relationship With MCSS

**Policy:**

It is the policy of the Women’s Counselling Centre to maintain a positive relationship with our funders.

**Procedure:**

A significant portion of our annual budget funding comes through a contract that we hold with the Ministry of Community and Social Services. We are a transfer payment agency of this ministry and as such we are accountable to provide contracted services to the women of Peel Region.

The Director of Counselling Services is responsible to report not only within Salvation Army channels but also to the Program Supervisor at the Ministry of Community and Social Services. Some of this reporting happens via Divisional Headquarters and some of it happens directly with MCSS with the knowledge of DHQ.

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# Removal Of Goods / Donations

**Policy:**

It is the policy of the Women’s Counselling Centre that all goods and donations received will be treated according to Territorial Policy and Guidelines.

**Procedure:**

All goods and donations received should be properly receipted, stored and used according to the guidelines in the Territorial Operating Policies.

No staff member may remove any goods or donations from the property for their own personal use unless this is pre-approved by the Director.

Financial donations are always to be deposited according to the Bank Deposits Policy in this section of the Policy and Procedure Manual.

Depending on the nature of the goods donated, they may, if applicable, be given to clients for their use. This will be done as part of our normal carrying out of our program.

When goods and or donations are no longer of value (worn out etc.), they may be disposed of in the appropriate manner.

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# Retention and Storage of Files

**Policy:**

It is the policy of the Women’s Counselling Centre to follow Territorial, Government and/or standard guidelines in the retention of files as outlined below:

**Protection and Retention of Books and Records**   
All official ministry unit books and records, including backup diskettes, removable drives, CD-ROMs or tapes, should be filed in secure fireproof and dust-proof storage space.  
  
All books and records are considered confidential and should be stored to prevent unauthorized persons having access to them.  
  
In accordance with Operating Policy 7906, all financial records must be retained for a minimum of seven (7) fiscal years, (including the current year), except for those items listed below. Examples of the records which must be maintained for 7 fiscal years include: all payment/accounts payable vouchers/vendor invoices with applicable backup documentation, cashed cheques, detailed journal entry reports with applicable backup documentation, bank deposit books, deposit detail report (or equivalent) with applicable backup documentation, bank reconciliations, bank statements, accounts receivable invoices, other posting reports (from computer generated entries), etc.

A. Records to be kept permanently

The general requirements of the Canadian Government regarding the retention of financial records dictates that certain specific records be retained permanently.

This legislation supersedes the International Orders and Regulations of The Salvation Army.

The following records must be kept permanently at the ministry unit and may not be destroyed at any time:

* **Annual Balance Sheets Receipt Registers**
* **General Ledgers Year-end Budgeted Financial Statements**
* **Statistical Reports Detailed Payroll records**

**Retention of Files Policy Cont’d**

B. Records to be retained for a minimum of ten (10) fiscal years

* **Audit reports**
* **Annual Cash Statements (referring to the old manual Cash Sheet)**

C. Records to be retained for a minimum of three (3) fiscal years

* **General correspondence**

**Electronic Filing and Retention of Books and Records**   
With the drive towards the "paper-less" office, ministry units may be considering the potential of electronic filing and retention of records. All ministry units must ensure that the following guidelines are in place:

* 1. Hardware Requirements - Electronic filing and retention of records will rely completely on adequate and properly maintained computer systems. The hardware must meet current performance and compatibility standards as set out by the THQ Information Technologies Department.
  2. File Format (PDF) - In order to ensure future readability and territorial compatibility, the standard for electronic files will be the PDF format. In cases were PDF formatting is not possible, JPG or JPEG formatting may be used. However, it is recommenced that all ministry units have a copy of the Adobe Acrobat Reader software for reading PDF files (available free of charge from the internet - call the Helpdesk at 416-422-6300 for further information).
  3. Backup Procedures - while electronic filing is now easier than ever, appropriate file storage and protection, as required by Army policy and government regulations, is most critical in ensuring viable retention of the records. This comes down to solid, verifiable computer backup procedures.
  4. Backing up of computer data (i.e: user files) is accomplished by using specific backup software, which copies the data onto removable media (such as diskettes, tapes, CD-R discs, USB drives, flash drives, removable hard drives, etc).

**Procedure:**

**Client Files**

We use the WISH database for electronic storage of client files. This helps us to minimize the use of paper and also allows all staff members to easily access client files as well as to easily re-open returning client files. Only basic forms and those requiring client signature are stored in the physical file. WISH allows the possibility of “electronically shredding” the client file which we will do after 10 years.

**Retention of Files Policy Cont’d**

Open physical client files are to be stored in the central filing cabinet. Closed client files are to be transferred to storage boxes in the storage room where they will be retained for 10 years. After 10 years have passed, the client files will be shredded.

**Administrative Files**

While all employment records, payroll registers and payroll-related data should be maintained for seven years, in Ontario, for Pay Equity Purposes, all such records dating back to January 1, 1989 should be retained indefinitely.

Year-end working papers will be retained for a minimum of 2 fiscal years.

General Correspondence will be retained for a minimum of 3 fiscal years.

Audit reports will be retained for a minimum of 10 fiscal years.

**Personnel Files**

While all employment records, payroll registers and payroll-related data should be maintained for seven years, in Ontario, for Pay Equity Purposes, all such records dating back to January 1, 1989 should be retained indefinitely.

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# Safeguarding of Cash

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to The Salvation Army’s guidelines for the safeguarding of cash as outlined below:

On the recommendation of Territorial Finance Council, the Territorial Commander has approved the following guidelines regarding the safekeeping of cash.  
  
Great care is to be taken in the safekeeping of cash in Salvation Army custody. Procedures and facilities are to be reviewed from time to time to ensure their adequacy.  
**Following are specific guidelines:**  
  
1. Bank depository facilities are to be used wherever available to avoid retaining cash in Salvation Army buildings and quarters. If a proper deposit to an account cannot be made, the cash is to be placed in the night depository for proper processing on the following business day.  
  
2. A cash chest in a cement block or in the wall or floor is an acceptable alternative to paragraph 1. Please note that cash should still be deposited in the bank on the next business day, if possible, and no more than three business days later.

A Chubb Mosler and Taylor C15 Money Safe in an 800 lbs. reinforced concrete block is recommended. **No cash or other valuables are to be kept in desk drawers, filing cabinets, metal boxes, metal safes, or safes that do not meet the above requirements**.

3. Loss of cash is **NOT COVERED** by insurance.  
  
4. While officers are reminded that Orders and Regulations hold officers personally responsible for the safekeeping of Salvation Army funds, both officers and employees who have responsibility for handling cash on behalf of The Salvation Army must adhere to the above guidelines. Every precaution is to be taken to ensure that funds in our care are adequately protected. Failure to comply may form the basis of termination of employment because of “serious neglect of duty.”

**Safeguarding Of Cash Policy Cont’d**

**Procedure:**

After the funds been counted in accordance with Salvation Army policy and acceptable accounting procedures, they should be held in the safe pending deposit in the bank.

The use of the bank’s overnight deposit facilities is encouraged whenever possible.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Administration |
|  |  |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Telephone Answering

**Policy:**

It is the policy of the Women’s Counselling that when answering the telephone, the agency must be identified in a clear, concise and courteous manner.

**Procedure:**

Answer all telephone lines by saying:

a) “The Salvation Army”

b) Follow this with an appropriate and professional response, such as “Good

morning”, good afternoon, how can I help you, etc.” Because of our French Language Service requirement a greeting in French such as “Bonjour” should also be included.

c) Employees, Interns, Students and Volunteers should identify themselves by their first name.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Administration |
|  |  |
| Date Created: | Sept 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Territorial Finance Manual

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to the official policies related to financial management that are outlined in the Territorial Finance Manual.

**Procedure:**

The Director has access on Lotus Notes to the current Territorial Finance Manual.

The guidelines of the TFM will be adhered to with regards to financial management.

Where the Director is uncertain of established operating polices regarding financial management, these will be checked with the TFM, Operating Polices, DHQ or RAC finance staff prior to proceeding with the questioned activity.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Administration |
|  |  |
| Date Created: | August 2009 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Voicemail

**Policy:**

It is the policy of the Women’s Counselling that Voicemail messages will be returned as soon as reasonably possible.

**Procedure:**

It is the responsibility of each employee to ensure that her office voicemail greeting message is up to date.

A general message may be used for times when the employee is working during normal working hours.

When an employee leaves the office for an extended time (eg. vacation, sick leave) she is responsible to change her voicemail message to indicate that she is out of the office and the date of her return.

If they wish to do so, employees may access their voicemail from out of the office in the following manner:

Dial main number 905-820-8984 then press the “#” key and enter your

extension number and security code (password)

If someone answers the main number when called, simply ask to be put through to your voicemail and follow the above instructions.

It is the responsibility of all employees to ensure that the messages on the general (front desk) mailbox are removed and responded to.

**The Salvation Army**

**Women’s Counselling Centre**

**POLICIES & PROCEDURES MANUAL**

|  |  |
| --- | --- |
| Section: | Administration |
|  |  |
| Date Created: | June 2010 |
| Date Reviewed: | July 2017 |
| Authority: | Director |

# Vouchers and Refunds

**Policy:**

It is the policy of the Women’s Counselling Centre to adhere to The Salvation Army guidelines regarding vouchers and refunds as outlined below:

Every expenditure must be supported by a satisfactory voucher or vendor invoice. There must be documentation available for every cheque payment. If an invoice or receipt is not available, a note showing full details including the name of the agency, reason for payment, the amount paid, and the signature of the recipient of the payment (not the signature of the individual making out the slip). All invoices are to be checked for clerical accuracy before submission for processing. The receipt of goods or services should also be ascertained before submission.

Purchases of any type must be supported by original invoices or sales slips issued by the seller, clearly detailing quantities, type of goods purchased or services rendered and the amounts. Monthly statements, if submitted to The Salvation Army by stores or other businesses, are NOT acceptable as supporting vouchers for cheques.

All accounts should be paid on a regular and timely basis to avoid late charges.

A photocopy or scanned copy of all invoices and vouchers submitted for processing must be kept on file.

**Procedure:**

The director shall ensure that every expenditure is supported by a satisfactory voucher or vendor invoice.

Invoices that are received by mail will be coded and emailed to Octocom. They will ensure appropriate submission into the Agresso system for review, approval and subsequent payment.