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### **A.1 Eva's Initiatives**

#### **Mission Statement**

Eva's Initiatives works collaboratively with homeless and at-risk youth to actualize their potential to lead productive, self-sufficient and healthy lives by providing safe shelter and a range of services. We create long-term solutions by developing and implementing proactive and progressive services.



## **A.2 Guiding Principles for Service Delivery**

### **Policy**

All youth who are homeless or at risk of homelessness have the right to shelter services regardless of political or religious beliefs, ethnicity, gender, race, age, physical and mental abilities, spiritual identity, family status, immigrant/refugee status, language ability, gender identity, income level, literacy and sexual orientation. Eva's Initiatives demonstrates this by inclusive and respectful practices in service planning, and a client-focused approach to service delivery.

All of our shelters and services will be sensitive to the unique and emerging needs of homeless and at risk youth, as well as the ethno-specific and linguistic needs of the youth we serve. Gender identity will be accepted as defined by the individual rather than by the perception of staff and/or other residents. Staff must respect and be sensitive to the diversity of youth we serve. Discriminatory and racist incidents or behaviours will not be tolerated.

Program staff recognize the inherent power imbalance in their relationship to the youth they serve. All staff share a commitment to the provision of excellent, respectful, culturally competent, non-oppressive service delivery that takes into account, based on the information available, the lived experience of each youth.

In order to provide innovative and effective programs and services that meet the unique and emerging needs of homeless and at risk youth, all program development will involve consultation and collaboration with youth, as well as evaluation by youth. Youth will also be involved in the development of policies and procedures that impact their stay in our shelters.

Youth who are homeless or at risk have few available resources and the shelter system is often their final option to receive the basic necessities of life: food and shelter. Issuing service restrictions must be done only as a last resort and in the most serious cases.

Staff often has access to detailed and highly sensitive personal information about residents. Protecting the privacy and confidentiality of shelter residents and their personal information is of the utmost importance.

Youth are capable of moving toward increasing levels of self-reliance and self-determination. Staff will work with residents to develop and implement plans to assist them in achieving their goals. Programs are geared to helping youth develop the skills to leave the shelter system and integrate successfully into the community.

Youth who are homeless or at-risk, like other members of our community, may use substances to varying degrees. To increase the accessibility of the system to youth who use drugs and alcohol, and to respond to diverse resident needs, a shelter based harm reduction option must be available to homeless and at-risk youth.

Given the high incidence of family breakdown experienced by homeless youth and youth at risk, and the strong desire on the part of many youth to reconcile differences in their families of origin

and/or extended families, service options to assist youth to explore possibilities of family reconnection must be available.

All youth are capable of independence and becoming contributing members of the community. Opportunities for life skills, and employment skills training in career related jobs in a variety of sectors, as well as the corresponding support systems must be available to homeless and at-risk youth.

Eva's Initiatives is dedicated to offering support and care to clients dealing with physical and mental health issues. Where resources permit, we offer options for the treatment and care of individual needs related to mental health and physical health issues. Eva's Initiatives endeavours to provide a safe and stable environment for these clients, and displays a commitment to their well-being.

The health and safety of residents, volunteers and staff is of the highest importance. Professional development, training, policies, procedures and regular maintenance are intended to maintain, and where possible improve the health and safety of all people residing, volunteering and working at Eva's Initiatives.

Shelters are part of a larger network of homeless services and agencies. Collaboration with this network is important to ensure effective and coordinated services. Wherever possible, partnerships with other community agencies will be developed and supported to both build our organizational capacity and enhance our service delivery to homeless youth and youth at risk.

All staff have a responsibility to convey accurate and factual information about homeless and at-risk youth when interacting with people outside the organization to assist in counteracting the common myths and stereotypes that result in many of the barriers experienced by the youth we serve.

Eva's Initiatives relies on the generous support of our community, private, and labour sector partners to deliver our specialized programs. These partnerships are essential to create new opportunities for homeless and at-risk youth to develop self-reliance.

November 2003

\*\*\*under revision\*\*

### **A.3 The Client Centered Approach of Eva's Initiatives**

#### **Policy**

##### ***Principle 1– Youth are Always Welcome Here***

The programs of Eva's Initiatives exist because we believe that homeless youth deserve a place to live, food to eat and a chance to succeed in the world.

We recognize that while youth are staying at Eva's Initiatives, the shelter is their home.

Our programs offer youth an opportunity to explore their identities, to find ways of achieving their goals and to change in healthy ways. Such explorations are difficult and frustrating and often a person will take two steps back before taking one step forward. This struggle is inherent in adolescence and early adulthood but more challenging for homeless and at risk youth. These youth often have nowhere else they feel welcome, we want to ensure youth always feel welcome here.

As an agency, we are committed to providing every young person we serve with an opportunity to change their lives and with support in their struggle. To achieve this, every staff person is committed to supporting each young person who walks through the door. The youth need to make choices in their lives; our job is to support them in making good choices. Our commitment is to support youth even when they frustrate us, break the rules, or don't seem to be trying as hard as we want them to – that's what struggle looks like.

## ***Principle 2– Our Clients Are People With Vulnerabilities***

We serve nearly 2300 clients a year in our programs and each one is different, but they also share a common humanity with us. All our clients are entitled to the same respect and consideration we want from the supportive people in our own lives.

All persons, homeless or not, have vulnerabilities and fears. We're afraid of getting hurt, of being alone, of being unimportant. Most of us can manage our fears reasonably well, but only because our lives are relatively stable, and we can take steps to avoid exposing our vulnerabilities to threats. Stability allows us opportunities to build social support networks of family and friends and to stay away from dangerous situations. Our clients typically do not have stable lives, and by virtue of living in a shelter, they cannot control their social environment. This means that they cannot avoid exposing their vulnerabilities to others, and therefore they almost always feel threatened.

Whether it's leaving a bad home situation behind, entering a new living environment, meeting new people, moving into a shelter will always be a source of stress. Under conditions of stress, our ability to function constructively is significantly reduced. How we respond to stress varies: some of us become depressed or complacent in spite of the obvious need to take action; others become defensive or incapacitated by a lack of trust and a belief that they must "make it on their own". It is reasonable to be uncooperative in an environment in which you feel threatened.

Our clients respond in different ways to the stress of living in a shelter or transitional housing. We need to resist the urge to form opinions about the behaviour of our clients until we get to know them not just as clients but also as individuals.

Since the purpose of our programs is to help youth in their individual struggles and to provide a safe and stable environment, we must resist the impulse to discipline or discharge youth for struggling. These struggles make our job more complicated, however, the solution is to find new ways to engage them more effectively.

Our role as youth workers is to discover and try to understand the vulnerabilities of our clients. The better our understanding, the more we can assist each client in finding healthy ways to live with others in spite of the lack of stability in their lives.

### ***Principle 3—Listen More, Learn More***

To help someone, we first need to find out what the problem is. One of the best ways to understand someone and the problem(s) they face is to listen to them.

Most youth do not like to be asked to explain their problems. They may be embarrassed by them, they may have talked about them a hundred times or they may not fully understand them. However, virtually all youth do like to represent themselves through stories of their lives. It is not our job to determine whether or not the stories are true. It is our job to interpret what the stories might mean. If we listen to as many stories as possible, the problems will become apparent.

It's easy to talk to youth about rules and program requirements, but it's more effective for our program to engage them in conversation about the things that are important to them. If we mostly talk to youth when we need them to do (or not do) something to make our program run more smoothly, then we are not effectively helping them. We want them to do it because it is important to them, not because they are required.

When we impose rules and requirements on youth, we are trying to impose order on them. This sometimes works, but it is usually incomplete because it doesn't take an individual's needs into account. When we listen to youth and talk to them about what's important to them, we allow them to create order in their lives.

### ***Principle 4 – Consistency Is A Double-Edged Sword***

Every person, and every client, is unique. They each have a history: a story with a set of characters, a multitude of settings and many themes each of which influences the person we become. Each story is different; no two are the same. The people, places and experiences of our past shape who we are today. Our clients have families, cultures, communities, socio-economic status and experiences that shape them. Some experiences have a stronger influence than others do, but all of our experiences are important.

A shelter by its very nature is a group program, and some level of consistency in our rules and their application is clearly required for the program to function. However, we must also recognize that when we make decisions or take actions for the sake of consistency, we explicitly ignore the individual differences of our clients and thereby deny their uniqueness. Although consistency may be necessary for operational purposes, it should never be taken lightly. Whenever possible, we should try to respond to the individual client and his specific needs.

The more we rely on consistency as a way of ensuring order and stability in our programs, the more we deny our clients their individual identities, and therefore, the more we promote group identities. It is extremely important to understand this dynamic. We are often frustrated by the inability of our clients to “stay out of other clients’ issues”. But this should come as no surprise to us: in a program that promotes the identity of the group over the individual, it is entirely reasonable for each individual to be concerned about, interested in, over even obsessed by the situations experienced by other members of the group.

We try to build a sense of community in our programs but we must recognize that this can also limit the youth’s individuality. By treating the youth as individuals we can help to mitigate this.

## ***Principle 5 – Difficult Behaviour Is A Symptom; Not The Real Problem***

Many of our clients present us with challenging behaviours, including laziness, uncooperativeness and outright aggression. The rules of our programs spell out negative consequences for these behaviours, but sometimes the threat of losing food, shelter and a safe place to sleep doesn't dissuade our clients from breaking the rules.

Given that they know the rules, it may not make much sense that clients who say they want to use the program effectively should break the rules. However, we should not interpret rule-breaking behaviour as a lack of commitment to a client's articulated goals. This is apparent when we ask a client to leave the program and he becomes angry or pleads for one more chance.

Challenging behaviours usually appear when a client is hurt, angry or frustrated, not when they are engaged and feeling supported. Adolescents are typically subject to much more volatility in their emotions than adults are. Adolescents who are homeless, who lack the stability of family or community, are even more likely to experience mood swings and other feelings that promote uncooperative behaviour. We should expect all our clients to occasionally behave badly.

As youth workers, our focus should be on identifying and understanding the feelings that give rise to difficult behaviour. We need to ask ourselves why someone is willing to risk his or her shelter rather than complete a 5-minute chore. The feelings that inspire behaviour and the causes of those feelings are the things we must address, not the behaviour.

When a youth consistently faces consequences for engaging in a behaviour, whether it's lashing out when angry or apathetic noncompliance, then that behaviour is one of the major challenges that youth faces in life. If we are committed to helping homeless youth overcome the barriers they face, then that behaviour should also be a part of our work. We should not punish youth for exhibiting the barriers they face in life.

Before you discharge a client, consider whether it's the behaviour that's the problem, or your response to it.

## ***Principle 6 – Staying Engaged***

There are times when discharging a client from one of our programs is appropriate. If a client's behaviour is endangering himself or others, or is not only disruptive to herself but to others' ability to participate in the program, and sometimes if a client needs a break to gain perspective then a discharge may be appropriate. However, we should never think that discharging a client will teach them to "take responsibility" for their actions.

If we feel that a youth has done something very inappropriate, or has failed to meet the expectations of the program, then discharging means disengaging from the problem. Our commitment should be to engage the youth and work on the problem – not to disengage until absolutely necessary.

If done sensitively, it is possible to discharge without having the client feel that we're giving up on him on our commitment to help. This includes making an effort to find the client another place to stay and being clear about when they can return. There is a danger that the discharge will reinforce the client's belief that injustice in this world is rampant, and that as a young person, the odds of exerting any control over such injustice is very slim.

It is certainly true that we can learn from our experiences, and that a discharge may result in the client learning something. But what will they learn? If experience alone was enough to teach youth to be healthy and a strong member of the community, then there wouldn't be a need for youth workers.

Our role as youth workers is to teach clients how to reach the goals they set for themselves. Teaching requires engagement. If we want youth to learn, we will have to accept his or her barriers to learning and work around them. If we want our clients to grow, then we will have to actively nurture that growth – especially when it is threatened by unhealthy patterns of behaviour that might lead to discharge.

If we want to teach a client to follow through on their commitments, we can't abandon our commitment to supporting them through tough times.

If we want to help a client take responsibility for their actions, then we cannot abdicate our responsibility to show them the way.

Before you discharge a client, think about what they will really learn by your decision.

Natural consequences, choices, are better options in some cases.



## ***Principle 7 – Working In A Team With Diverse Skills Makes Us All Stronger***

Just as each of our clients is unique, so is each staff person. Our differences will be reflected in our approaches to working with youth, which can be valuable provide they remain rooted in respect for the individual clients we are here to serve.

Respecting our clients, their uniqueness and their struggle also means that we must recognize that they may benefit from different approaches. Our clients are here of necessity, as staff we are here by choice. We have to try to adapt to meet their needs, even when it may be uncomfortable for us.

At work, we take on the role of youth workers, something separate from our personal identities as friends, partners or parents. What may be normal expressions of anger, amongst friends or family, frustration or sarcasm are rarely appropriate when dealing with youth. A youth worker's challenge is to recognize when her frustration is going to affect the client and ask someone else for help.

We need to support each other, challenge each to be better and share our frustrations. We need to help each other to know when to back away and know when we are not at our best. We need to provide constructive feedback to each other and know how to accept constructive feedback in the way it is intended.

By working as a team and supporting each other we can act with gentle firmness, which is a youth workers most effective tool.

### ***Principle 8 – Don't Take It Personally***

Being a youth worker requires professionalism, commitment, and caring and energy. In that role, you represent the caring and support that we believe each young person is entitled to and many only receive while in our programs.

A youth worker's role is to support youth in their search for identity, or change, or growth, not to do it for them. We can have an immense impact on our client's lives, but we must also remember that the choice achieving their goals is ultimately up to them.

Our job is not to take the criticisms and praise of clients personally. Youth may not know how to deal with their anger or fear in any more positive way than by lashing out at you or they may not be able to yell at the person or situation which is really making them mad.

## ***Principle 9 – Growth Requires Change***

While there are some basic principles that ground our work, we must accept that we will never know how to create the “perfect” program.

Some people argue that a good program must have rigid structure; others suggest that it's better to individualize it for each client. Some believe that clients should be forced to accept responsibility for the choices they make by punishing them; others believe we should work to empower our clients because they have little control over their circumstances and the choices that result. The reality is that all those positions are sometimes true, but none of them is always true.

Our program is strongest when we accept that there is a tension between the need to be rigid and the need to be flexible. Changing circumstances shift the balance between them and we must constantly respond to those changes. As we learn more, and as the needs of our clients change, our program should also evolve to respond to those changes.

The task for our clients is to explore change and achieve personal growth. If we are going to respect our clients, then we have to leave it up to them to determine what changes they want to achieve and to define their own success. For one client going back to school may be a success while another wants to find permanent work; our role is to support each client to achieve her goal and not judge one goal as better than the other.

Personal growth is not a process that has an end, nor should it be thought of as a one-time activity. It is an on-going process with milestones along the way. We should celebrate successes when they arise, but never expect the journey to be completed.

Similarly, our program should always be growing and changing. We should resist the temptation to become complacent. Policies or procedures that are right in some circumstances may be wrong two months later.

### ***Principle 10 – The Details Matter***

A good youth worker will spend hours listening to the stories of youth, provide endless counselling, support youth through pain and anger, make dozens of referrals, and advocate on behalf of youth strongly and with determination.

An excellent youth worker will walk across the hall and pick up a candy wrapper. Small acts of caring demonstrate concretely that we as workers are equal to the youth, and care about their home.

## **A.4 Staff Code of Conduct**

### **Policy**

**This document provides the code of conduct by which staff will interact with the residents of our shelters, other staff and any other person with whom they come in contact during the course of their duties.**

Staff will:

1. Maintain the best interest as it relates to the safety, security and plan of action of the resident as their primary goal. Staff will be aware of and adhere to all shelter standards and policies and procedures at all times.
2. To provide a safe and secure environment for youth.
3. Acknowledge the power inherent in their positions and strive to minimize the impact of the power differential.
4. Protect the privacy and confidentiality of shelter residents and their personal information as well as adhering to the Police Contact Policy.
5. Be respectful of residents, fellow employees and any other person with whom they come in contact during the course of their duties.
6. Provide an atmosphere of dignity and respect for all shelter residents and provide services in a non-judgmental manner.
7. Carry out professional duties and obligations with integrity and objectivity.
8. Respect and be sensitive to the diversity of residents other staff and any other person with whom they come in contact during the course of their duties. Discriminatory and racist incidents and behaviours will not be tolerated.
9. Ensure residents have the necessary information to make informed decisions recognizing that residents are capable of moving toward increasing levels of self-reliance and self-determination.
10. Work with residents to assist them in reaching their goals.
11. Acknowledge that the work site is someone else's home and be mindful of their presence, especially in communal and sleeping areas.
12. Be accountable for all interactions with residents, community members and staff.
13. Acknowledge when they are in a situation that they are not skilled with and seek support from colleagues and supervisors.

Staff will not:

1. Discriminate against any person on the basis of race, ethnic/cultural background, citizenship, creed, marital status, family status, colour, gender, sexual orientation, age, religious belief, socio-economic status, (dis) ability or mental health.
2. Use abusive, discriminatory language.
3. Harass or intimidate fellow co-workers and clients or any other person with whom they come in contact during the course of their duties.
4. Impose their personal beliefs/standards on residents, other staff or any other person with whom they come in contact during the course of their duties.
5. Exploit their relationship with residents, other staff or any other person with whom they come in contact during the course of their duties, for personal benefit, gain or gratification.
6. Become involved in a resident's personal life beyond their professional function as outlined in the shelters policies and procedures.
7. Have intimate or personal relations with current or previous residents or clients.
8. Accept gifts or services from current or previous residents or clients. Gifts may be accepted on behalf of Eva's Initiatives.
9. Provide gifts or services to current or previous residents or clients.

## **A.5 Residents Rights and Responsibilities**

### **Policy**

**This section outlines the basic rights that you, as a resident of Eva's Initiatives are entitled to.**

**As a resident you have the right to:**

Expect that staff will adhere to the Shelter Standards as defined by the City of Toronto.

Receive shelter services regardless of race, ethnic/cultural background, citizenship, creed, marital status, family status, colour, gender, sexual orientation, age, religious belief, socio-economic status, (dis) ability or mental health.

Be treated in a non-judgmental and respectful way. The shelter will provide an atmosphere of dignity and respect for all shelter residents.

Be free from discrimination and harassment. Discriminatory and racist incidents or behaviours are not tolerated.

A fair, and clear complaints and appeals process without fear of punishment.

Have access to safe, adequate, culturally appropriate and nutritious food.

Provide input and feedback into shelter programs and policies.

Be involved in decisions that affect you through the services provided, program planning development and evaluation, and policy development.

Identify reasonable, attainable goals and receive support from staff to achieve them.

Be given information about other homeless services and resources available in the community, in order to make informed decisions.

Have forms and requests for information clearly explained to your understanding.

Have personal information treated confidentially.

Contact Hostel Services for information, concerns or to lodge a complaint. (See contact information below)

This section outlines your responsibilities as a resident of Eva's Initiatives.

**As a resident you are responsible to:**

Follow the rules of the shelter.

Treat shelter staff and other shelter residents with respect.

Refrain from violent, aggressive or threatening behaviour at all times.

Refrain from harassing or discriminatory behaviour at all times.

Respect the private property and belongings of other shelter residents.

Respect the private property and belongings of the shelter.

Work with staff to improve your personal situation within their capacity.

Contact Information:

City of Toronto Hostel Services

**Agency Review Officer  
Catherine Goulet  
55 John Street 6<sup>th</sup> Floor, Metro Hall, Toronto  
ON, M5V 3C6  
416-392-4230**



## **A.6 Eva's Anti-Oppression Context**

Eva's Initiatives, as a multi-program youth shelter agency, is confronted by many of the service and human resources issues faced by mid-level and larger human services agencies in the City of Toronto. In the case of Eva's, they revolve significantly around three critical priorities:

- Responding appropriately and effectively to increased youth poverty and violence and a rapidly changing homelessness context for young people in the City of Toronto
- Strategically addressing the need to be culturally appropriate and inclusive in an environment of limited resources and pressing priorities
- Changing the organizational culture so that inclusive thinking, behaviour and accountability eventually become second nature.

Eva's commitment to organizational change is clear and has been supported by:

- Consistent support and leadership on the issue of diversity and anti-oppression by the Executive Director, the Board of Directors and the staff Anti-Oppression Committee
- The development of a Diversity/Anti-Oppression Strategic Plan
- Commitment to Organization-wide training
- The allocation of resources
- A determination to more fully address related Human Resources and communication issues which are critical to the success of a diversity/anti-oppression agenda
- A commitment to more strategically engage diverse communities in partnerships

## **A.7 Confidentiality**

### **A.7.1 Confidentiality Policy**

All residents and clients of Eva's Initiatives have the right to having all information kept confidential. For the purpose of this policy, confidential information includes all information pertaining to an individual or collective client situation, all client and personnel files.

Staff will inform all clients and residents that the shelter maintains confidentiality of information but that information in a client's file is accessible to all staff members, in order to facilitate a case management approach.

Personal Information about a shelter resident or client can and will only be shared with outside persons/agencies/services with the approval of the individual resident and only after he/she has signed a Consent to Release of Information Form.

Youth involvement in media coverage or in development/fundraising materials such as Annual Reports and newsletters, is absolutely voluntary. Residents who chose to participate will be informed when information is being released, where it is going and for what purposes. Whenever possible, residents will be informed prior to the release or publication of information.

Individual resident files cannot be removed from the Shelter, unless under subpoena. Any exceptions to this policy must be approved by the Executive Director. The shelter policy regarding confidentiality will be posted in the shelter.

#### **Exceptions to this Confidentiality Policy are as follows:**

- Where staff fear that a resident may pose a threat to their own life or the lives of others
- Where disclosed information violates the *Child and Family Services Act*
- Where professional/legal obligations require an employee to report information
- Where Eva's Phoenix is legally required to provide information (e.g. subpoena)

The policy is enforceable during the term of employment and indefinitely thereafter.

## **A.7.2 Confidentiality Procedure**

All staff of Eva's Initiatives must sign a Statement of Confidentiality Form upon being hired. Any breach of the policy will result in disciplinary action up to and including termination.

### **Requests from individuals or agencies**

Under NO circumstances will confidential and personal client information be released without a signed Consent to Release of Information form on file. Staff cannot identify whether or not an individual is or is not, has or has not been a participant in our programs without client consent. Information about a client may not be released to staff of other shelters operated by Eva's Initiatives without a signed Consent to Release of Information form for Eva's Initiatives.

In order to facilitate communication with the City of Toronto for the purposes of confirming the status of a client with Ontario Works, Consent Form for Ontario Works must be signed by the client.

When a request comes in, all inquiries must be directed to the General Manager or designate. The General Manager will inform the person or agency of the confidentiality policy.

Staff will follow the script below:

**I am sorry but we cannot give you any information on whether that person is here or not here but I can take a message. A response to your message is no guarantee that the person is a resident here.**

If the individual or agency has current consent form signed by the client, the General Manager or designate may confirm with the client/resident his/her understanding of the form. If the General Manager or designate is satisfied that the proper requirements are met, only then can the required information be released. The information released will pertain only to the form and nature of the information requested and nothing more.

### **Requests from the Police**

See Police Contact Policy

### **Media requests and marketing materials**

Whenever any personal information is requested for inclusion in any marketing materials or media package whether photographic, video or written materials, the Consent To Release Form must be signed by the youth. An explanation must be provided about what information is being released, the purpose, where distributed and for what time period.

### **Exceptions to the Policy**

Where the staff has reasonable grounds to believe that a resident may pose a threat to their own life or to the lives of others, the staff has an obligation to contravene the confidentiality policy. In these situations, the staff must consult the Manager of Housing or the General Manager. Staff may also be released from the requirements of this policy in cases where there are professional or legal obligations, such as a subpoena. In these cases, only the relevant client information can be released and no third party information will be included.

**Filing of Consent Forms**

Client consent forms will be kept in client files. Media Consent Forms must be forwarded to the Director of Development.

### **A.7.3 Confidentiality Form**

#### **STATEMENT OF CONFIDENTIALITY**

I, the undersigned, commit myself to hold in strictest confidence, all names, issues and information that may be brought my attention while serving in any capacity with Eva's Initiatives.

I further understand that this statement of confidentiality is a component of Eva's Initiatives Personnel Policies. Any breach of said statement may constitute grounds for termination of the employment relationship.

I have read and fully understand the foregoing confidentiality policy and agree to be bound by it in its entirety, both during the term of my employment and indefinitely thereafter.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

Signature\_\_\_\_\_

*Witness*\_\_\_\_\_

## **A.8 Anti-Harassment Policy**

This policy applies to all employees and volunteers of Eva's Initiatives.

Eva's Initiatives is committed to a workplace in which all individuals are treated with respect and dignity. We value our employees and count on them to provide the best possible service to youth. We believe employees must feel valued, respected and treated with dignity within a professional environment.

We also believe that employees must create an environment where residents, clients and fellow employees feel valued and respected and are treated with dignity and compassion within a supportive environment.

Workplace Harassment or Discrimination is objectionable or unwelcome conduct or comments, (based on the protected grounds outlined in the Human Rights Code) which creates a hostile or offensive work environment.

Employees who believe they have been subjected to harassment or discrimination should make their disapproval known to the person in question, if they feel safe and comfortable in doing so. Employees should keep detailed written notes of the incident, and report it to their immediate Supervisor, or the Senior management person at your workplace location. Complaints must be made in writing, and can also be filed with the Director of Human Resources. Complaints against the ED must be filed directly with the Chair of the Human Resources Committee of the Board of Directors.

Once a complaint has been formally filed, a confidential investigation will be initiated promptly in conjunction with Human Resources. The confidentiality of the parties will be respected. The wishes and preferences of the complainant will be seriously considered in the investigation process.

## **A.9 Health and Safety**

### **A.9.1 Health and Safety Policy**

All staff at Eva's Phoenix have an obligation for ensuring a safe workplace as outlined in the *Occupational Health and Safety Act*.

A joint health and safety committee comprising of management and non-management staff will be formed at each site.

The purpose of the committee is:

- To identify potential dangers and hazards in the workplace, and to develop ways of improving health and safety programs and practices within the organization.
- To ensure that all staff are aware of their obligations under the Health and Safety Act.
- To clarify reporting obligations and procedures up to and including the Board of Directors.

#### **Enforcement and Discipline**

##### **Policy**

Employees have legal duties to work safely. It is everyone's responsibility to observe and promote safe work practices and a healthy workplace. All supervisors have the responsibility to see that everyone works safely, and that safe and healthy work conditions are maintained. Unacceptable safety and health performance will not be tolerated.

#### **Work Refusals and Work Stoppages**

##### **Policy**

Eva's Initiatives acknowledges the right of each person to refuse to do work if he/she has reason to believe that the equipment, device, or the physical condition of the work-place is likely to endanger himself/herself, or another worker, or that the equipment, device, or condition of the work-place is in contravention of the Act, and such contravention is likely to endanger himself or another worker

Eva's Initiatives further acknowledges its responsibilities under the Health and Safety Act to investigate, and remedy the situation where necessary, and to educate all employees in the procedure for work refusal.

#### **Maintenance and Housekeeping**

## Policy

Eva's Initiatives is responsible for maintaining all equipment in good working order. All employees are required under legislation to report unsafe conditions to their supervisors or to management. This includes malfunctioning and broken equipment.

## **Accident Prevention, Reporting and Investigation**

### Policy

It is the responsibility of all employees to prevent accidents by observing safety habits in the performance of their duties. Bring any unsafe conditions to the attention of your supervisor or to management.

## **Substance Abuse - Employees**

### Policy

Eva's Initiatives recognizes that substance abuse can be a danger to its employees and clients and will ensure that their health and safety in the workplace is maintained.

## **Workplace Inspections**

### Policy

Eva's Initiatives emphasizes joint participation and co-operation between employer and employee to promote and encourage higher standards of workplace safety and health.

The workplace is examined closely on a regular basis for the purpose of identifying and recording potential and actual hazards associated with buildings, equipment, environment, processes and practices. The inspection should identify any hazards that require attention and recommend corrective action.

## **Emergency Procedures**

### Policy

All employees of Eva's Initiatives are to be informed of their emergency responsibilities, including the duty to respond to emergency alarms, the provision of the organization for first aid, emergency and evacuation procedures.

## **Security and Violence in the Workplace**

### Policy



Eva's Initiatives accepts an obligation to provide a healthy, safe work environment. The organization is committed to providing a violence-free environment and recognizes that workplace violence is a health and safety issue.

Violence is defined as an act of aggression, verbal or physical assaults, or threats in a workplace which may involve, but are not limited to name calling, threatening, swearing, hitting, biting, scratching, pinching, use of a weapon, sexual harassment or assault and battery.

An employee who is victimized by an employee of the workplace will be treated with respect and consideration and Eva's Initiatives will support the employee's rights by providing immediate medical, emotional and legal assistance.

## **Smoking in the Workplace**

### **Policy**

It is the policy of Eva's Initiatives to provide a smoke-free environment for all of its employees. To ensure a healthful environment for staff, students, volunteers, and the clients we serve smoking is not permitted in any offices or work areas, corridors, stairwells, washrooms, kitchen, or any of the organizations vehicles.

### **A.9.1.a Accident Health and Safety Incident Report Policy**

All staff injuries, whether onsite or off site, must be reported immediately to the individual's supervisor. In keeping with the Health and Safety Policy, any environmental situations that cause an injury or may contribute to an injury, must also be reported to the Health and Safety Committee for intervention. Staff absences due to workplace injury must be documented and Human Resources informed.

See Accident/ Health and Safety Incident Report Form

## **A. 9.1.a. Accident Health and Safety Incident Report Procedure**

The Accident/ Health and Safety Report must be completed in the following circumstances:

All situations where a staff is injured, no matter how severe

Whenever staff raises an issue or complains about a situation that may lead to an injury in the work place, e.g. ergonomic complaints, environmental hazards

### **I. Staff health and safety complaints**

An Accident/Health and Safety Incident Report must be completed by the staff raising the concern and signed by the supervisor whenever a concern is raised about a workplace situation that may be affecting their health. The supervisor will immediately document the concern and forward to the Site Operations Manager who will bring to the Health and Safety Committee for follow up. The following situations warrant completion of the Accident/ Health and Safety Report:

Staff complaints about pains caused by using the computer

Complaints about headaches due to poor air quality

The form will not be completed in situations where staff complain about stress due to the nature of their work responsibilities. This is a supervision issue and must be discussed with the Supervisor.

### **II. Staff Injuries**

The following procedure must be followed for all staff injuries:

Get First Aid immediately

Inform the supervisor right away

Supervisor arranges transportation to get medical care if required. For injuries not requiring First Aid assistance, staff must report their injury to a medical practitioner within 24 hours and provide verification to their Supervisor that they are capable of returning to work.

Supervisor reports injury to the General Manager who will inform Human Resources.

Staff completes Incident Report and Accident/Health and Safety Incident Report immediately.

In situations where taking time to complete the forms is not possible due to health reasons, the supervisor and/or witnesses will complete the form. The staff person will complete the forms as soon as possible upon return.

Supervisor conducts an investigation of the incident, in conjunction with the Health and Safety Committee, if necessary. The Health and Safety Committee may also conduct their own investigation based on the nature of the incident.

### **A.9.2 Health and Safety Procedure**

Please see health and safety manual for the procedure to address health and safety concerns.

## **A.10 Duty to Report Child Abuse**

### **A.10.1 Reporting Child Abuse and Neglect**

#### **Introduction**

Ontario's *Child and Family Services Act* (CFSA) provides for a broad range of services for families and children, including children who are or may be victims of child abuse or neglect.

The paramount purpose of the Act is to promote the best interests, protection and well being of children.

The Act recognizes that each of us has a responsibility for the welfare of children. It states clearly that members of the public, including professionals who work with children, have an obligation to report promptly to a children's aid society if they suspect that a child is or may be in need of protection.

The Act defines the term "child in need of protection" and sets out what must be reported to a children's aid society. This definition(CFSA s.72(1)) is set out in detail on the following pages. It includes physical, sexual and emotional abuse, neglect and risk of harm.

This brochure summarizes reporting responsibilities under Ontario's *Child and Family Services Act*. It is not meant to give specific legal advice. If you have questions about a given situation, you should consult a lawyer or the children's aid society.

#### **Responsibility to report a child in need of protection**

##### **CFSA s.72(1)**

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information upon which it is based to a children's aid society.

The situations that must be reported are listed in detail below.

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society:

The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.

There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.

The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.

There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.

The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.

The child has suffered emotional harm, demonstrated by serious,

- i. anxiety,
- ii. depression,
- iii. withdrawal,
- iv. self-destructive or aggressive behaviour, or
- v. delayed development,

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

The child has suffered emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.

There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.

The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.

The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.

The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

### **Ongoing duty to report CFSA s.72(2)**

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or may be in need of protection, that person must make a further report to a children's aid society.

### **Persons must report directly CFSA s.72(3)**

The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a children's aid society. The person must not rely on anyone else to report on his or her behalf.

### **What are "reasonable grounds to suspect"?**

You do not need to be sure that a child is or may be in need of protection to make a report to a children's aid society. "Reasonable grounds" are what an average person, given his or her training, background and experience, exercising normal and honest judgment, would suspect.

### **Special responsibilities of professionals and officials, and penalty for failure to report CFSA s.72(4), (6.2)**

Professional persons and officials have the same duty as any member of the public to report a suspicion that a child is in need of protection. The Act recognizes, however, that persons working closely with children have a special awareness of the signs of child abuse and neglect, and a particular responsibility to report their suspicions, and so makes it an offence to fail to report.

Any professional or official who fails to report a suspicion that a child is or may be in need of protection, where the information on which that suspicion is based was obtained in the course of his or her professional or official duties, is liable on conviction to a fine of up to \$1,000.

### **Professionals affected CFSA s.72(5)**

Persons who perform professional or official duties with respect to children include the following:

- health care professionals, including physicians, nurses, dentists, pharmacists and psychologists;
- teachers, and school principals;
- social workers and family counsellors;
- priests, rabbis and other members of the clergy;
- operators or employees of day nurseries;
- youth and recreation workers (not volunteers);
- peace officers and coroners;
- solicitors;
- service providers and employees of service providers; and
- any other person who performs professional or official duties with respect to a child.

This list sets out examples only. If your work involves children but is not listed above, you may still be considered to be a professional for purposes of the duty to report. If you are not sure

whether you may be considered to be a professional for purposes of the duty to report, you should contact your local children's aid society, professional association or regulatory body.

### **Professional confidentiality CFSA s.72(7),(8)**

The professional's duty to report overrides the provisions of any other provincial statute, specifically, those provisions that would otherwise prohibit disclosure by the professional or official.

That is, the professional must report that a child is or may be in need of protection even when the information is supposed to be confidential or privileged. (The only exception for "privileged" information is in the relationship between a solicitor and a client.)

### **Protection from liability CFSA s. 72(7)**

If a civil action is brought against a person who made a report, that person will be protected unless he or she acted maliciously or without reasonable grounds for his or her suspicion.

### **What will the children's aid society do?**

Children's aid society workers have the responsibility and the authority to investigate allegations and to provide services to protect children.

A children's aid society worker may, as part of the investigation and plan to protect the child, involve the police and other community agencies.

### **How to contact a children's aid society**

Check the telephone directory for the office closest to you. In some communities, the children's aid society is known as "family and children's services". The emergency pages in most Ontario telephone directories have the number to call to report to a children's aid society.

All the children's aid societies/family and children's services have emergency service 24 hours a day, so that you can call anytime.

### **For more information**

Contact your local [children's aid society or family and children's services](#). If you suspect that a child is or may be in need of protection, contact a children's aid society immediately. Your co-operation is vital to making Ontario's child protection system work.



## **A.10.2 Duty to Report Child Abuse Procedure**

All staff at Eva's Phoenix have a duty to report promptly to a children's aid society if they suspect that a child is or may be in need of protection. The person who has the reasonable grounds to suspect that a child is or may be in need of protection must make the report directly to a children's aid society. The staff person or volunteer must not rely on anyone else to report on his or her behalf.

The situations that must be reported are listed in detail below.

### **Child and Family Services Act CFSA s.72 (1)**

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society:

The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.

There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's, failure to adequately care for, provide for, supervise or protect the child, or pattern of neglect in caring for, providing for, supervising or protecting the child.

The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.

There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.

The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.

The child has suffered emotional harm, demonstrated by serious,

- vi. anxiety,
- vii. depression,
- viii. withdrawal,
- ix. self-destructive or aggressive behaviour, or
- x. delayed development,

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

The child has suffered emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.

There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.

The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.

The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.

The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

**What to do if you suspect that a child may be in need of protection:**

Contact the nearest Children's Aid Society Office immediately. All the children's aid societies have emergency service 24 hours a day so that you can call at anytime.

You may contact either office below.

Children's Aid Society of Toronto  
789 Don Mills Road, 3<sup>rd</sup> Floor  
Toronto, ON, M3C 1T5  
Phone: 416-924-4646 EXT 2100  
Fax: 416-324-2485

Toronto Catholic Children's Aid Society  
26 Maitland Street

Toronto, ON, M4Y 1C6  
Phone: 416-395-1500  
Fax: 416-395-1581

If you have a concern but are not sure if it warrants an investigation from the children's aid society, you can make an anonymous call to the society with your concern. The Act protects any individual who makes a complaint as long as he or she has not acted maliciously or without reasonable grounds for his or her suspicion.

## **A. 11.1 Ambulance Policy**

To ensure the agency provides the highest level of the care, welfare, safety and security of its clients, staff will ensure that Emergency Medical Services is contacted whenever a client's health is at risk. An ambulance will be immediately contacted:

If a client is demonstrating signs of distress or;

When it is requested by the client or;

When, at the discretion of the staff person, failure to call the ambulance would put the health and well-being of the youth at risk.

In situations where, in the judgment of the staff, an ambulance is not warranted due to no obvious signs of distress, staff will offer the option for the client to call the ambulance on their own.

## **A.12.1 Eva's Initiatives Bed Bug Protocol**

### **Background**

Bed bugs are on-skin insect pests common in transient populations. They feed in darkness and can live a few days between feeding. There is no chemically based pest control approach to dealing with them. Preventing them from getting to the facility is the key to managing these parasites.

### **Procedure**

At present, there has been no reported cases of bed bugs at either of the shelters operated by Eva's Initiatives. Prevention will be the key to ensuring that this remains true.

As a part of the intake process, all youth are asked if they have been at a facility where bed bugs have been a problem.

If the individual declares they have not, no further steps are necessary.

If the individual answers in the affirmative, prior to admission, they will be required to wash all their clothing and their carrying bags according to the process outlined by the City of Toronto (attached).

Management staff will be advised.

## **A. 13.1 Communicable Diseases Policy**

Preventing, handling and reporting communicable diseases is a high priority for staff at Eva's Phoenix. Staff will work with Public Health to ensure that all communicable diseases are prevented and managed with extreme care and vigilance to provide protection to all staff, residents and guests of the shelter. Information on communicable diseases, such as TB, HIV, hepatitis B and C, and others as appropriate at the time, will be discussed with all new employees upon hire.

Individual cases or outbreaks of infectious diseases in the shelter will be handled in consultation with Public Health in a manner that does not compromise the health and safety of the other residents and others in the shelter. All such cases will be immediately reported to Public Health and the appropriate warnings and safeguards put into place while maintaining the respect and dignity of the individual.

Contact information for Public Health:

Samiha Versi  
Public Health Nurse  
277 Victoria Street, 10th Floor  
Toronto, ON M5B 1W2

Phone: 416- 338-7897  
Fax: 416-338-8149  
e-mail: [sversi@toronto.ca](mailto:sversi@toronto.ca)

## **B. Service Delivery Policies**

### **B.a Client/Shelter Related**

## **B.a.1 Admission and Intake**

### **B.a.1.1 Admission and Intake Policy**

Eva's Phoenix, is an extended shelter for homeless and at risk youth with a focus on training and employment.

Admission to Eva's Phoenix will be granted to persons meeting the following criteria:

- Homeless or at risk youth ages 16-24
- A commitment to engage in training, and a desire to develop skills and secure permanent work
- A commitment to live collaboratively and to participate in the broad life skills program

Failure to participate fully or genuinely in either the training or housing component of Eva's Phoenix could result in discharge from the shelter.

Youth with outstanding charges of a serious nature, or outstanding warrants will not be permitted to live at Eva's Phoenix.

The consumption of drugs or alcohol is not in and of itself a reason for discharge from Eva's Phoenix. However, consuming to the extent that is a barrier to living collaboratively and training successfully could be grounds for discharge. Residents who, under those circumstances, are unable to control their consumption of drugs or alcohol, or are unwilling to seek appropriate counselling will be discharged. Appropriate counselling will be determined by the resident and counselor through consultation with community resources.

Residents caught storing, using or dealing drugs in the shelter will be discharged as per the discharge policy.

The maximum capacity of the shelter is a total of 50 youth at any one time.  
The maximum cumulative length of stay for each youth is one year.

### **Re-Admissions Policy**

Youth who have resided at Eva's Phoenix may re-apply for admission after a minimum of one month. In some circumstances, depending on their first stay in the shelter, the period before re-application can take place may be 3 months or longer. There is no preferential admissions process, and former residents are not given priority, nor are former residents guaranteed an intake interview.



## **B. a.1.2 Admissions and Re-admissions in revision**

### **Criteria for Acceptance into Eva's Phoenix Housing Program**

Youth between the ages of 16-24 are accepted into the Housing Program based on the criteria listed below.

#### **1. Being At Risk**

- living on the street
- living in unstable/unsafe housing
- living in the shelter system

#### **2. Housing Goals**

- identified need to stabilize housing
- identified life skills goals, such as cooking
- willingness to live collaboratively

#### **3. Employment Goals**

- must be willing to participate in employment programs or services
- have full time sustainable employment
- currently participating in an outside employment program

If youth have:

#### **A Criminal History**

- cannot have any outstanding charges or warrants
- cannot be on bail
- cannot have recent history of serious/violent convictions

#### **Mental Health Concerns**

- must have the capacity to participate in employment services
- must be able to monitor their own medication
- must be able to participate in a shared community environment
- must have the capacity to participate with chores, cooking, budgeting, laundry, grocery shopping

### **Application Procedure:**

Youth are referred by community agencies. Self-referrals are also accepted.

After the initial referral form has been completed, it is reviewed for suitability, and if accepted an interview with the Intake Worker is scheduled.

An interview is completed at the earliest available time, including an employment assessment, a housing section, background information, review of shelter regulations, signed consent forms, copies of appropriate identification; once the interview is complete references are checked.

Admission to Eva's Phoenix will be refused to youth whose goals do not match the program criteria of Eva's Phoenix; who do not want to live collaboratively and engage in training and meaningful work. Admission may also be refused to:

- Youth who refuse to relinquish weapons in their possession
- Youth considered by staff to be at risk to themselves or
- others (i.e. suicidal, psychotic), and where staff feel Eva's Phoenix can not provide the supports required by that person
- Youth unwilling to agree to house rules
- Youth unwilling to consent to police check
- Youth who have needs that cannot be met by Eva's Phoenix (e.g. certain developmental disability; addictions; mental health issues)
- Youth appearing to be under the age of 16 years; these applicants should be referred to the Children's Aid Society
- Youth who have any current issues with the law (i.e. bail, parole, probation, community service hours, current charges before the courts), or who have active warrants. These legal issues must be resolved as a condition of being admitted to the shelter.

**It should be noted that Eva's Phoenix is an accessible shelter, with one house designed and designated for youth requiring a wheel chair. The only stipulation is that the door to the shelter, the accessible house and the bedrooms of that house are not electronic, and require the ability to manoeuvre a door handle.**

- Once admitted, youth will be assigned to a house based on vacancy and compatibility.
- Forms related to application are as follows/included here:
- Referral form
- Reapplication form
- Eva's Phoenix Intake and Assessment Form
- Eva's Phoenix Self Assessment Form
- Eva's Phoenix Cleaning Agreement
- Eva's Phoenix Consent to Release Information Form (signed for two references, and Ontario Works)
- Warrant Check consent
- Rules & Expectations
- Application Interview Follow-Up Log

### **Procedure for Move-in**

All youth moving in to the shelter will review the rules and expectations with the housing member on shift.

All necessary paperwork will be signed: Pinks, Warrant Check, and Consent to Release of Information with OW (if not already signed); they will receive keys, a towel, bedding and the start-up kit.

The staff member will ensure that the room is fully stocked and ready for move-in.

The staff member will introduce the new resident to their housemates.

The new resident will be given a tour, with the appropriate fire exit identified, and all relevant offices, and rooms.

Each new youth will be given an opportunity to shop at the Food Room for immediate essentials.

## **B.a.2 Re-admission**

Eva's Phoenix, is an extended shelter for homeless and at risk youth with a focus on training and employment.

Admission to Eva's Phoenix will be granted to persons meeting the following criteria:

- Homeless or at risk youth ages 16-24
- A commitment to engage in training, and a desire to develop skills and secure permanent work
- A commitment to live collaboratively and to participate in the broad life skills program

Failure to participate fully or genuinely in either the training or housing component of Eva's Phoenix could result in discharge from the shelter.

Youth with outstanding charges of a serious nature (i.e. violent, sexual, weapons), outstanding warrants, or on probation will not be permitted to live at Eva's Phoenix.

The maximum capacity of the shelter is a total of 50 youth at any one time.

The maximum cumulative length of stay for each youth is one year.

Youth who have resided at Eva's Phoenix may re-apply for re-admission after a minimum of one month. In some circumstances, depending on their first stay in the shelter, the period before re-application can take place may be 3 months or longer. There is no preferential admissions process, and former residents are not given priority, nor are former residents guaranteed an intake interview.

## **B.a.2 Re-admission**

### **Procedure for Re-Admissions**

#### **Criteria for Acceptance into Eva's Phoenix Housing Program**

Youth between the ages of 16-24 are accepted into the Housing Program based on the criteria listed below.

1. Being At Risk
  - living on the street
  - living in unstable/unsafe housing
  - living in the shelter system
2. Housing Goals
  - identified need to stabilize housing
  - identified life skills goals, such as cooking
  - willingness to live collaboratively
3. Employment Goals
  - must be willing to participate in employment programs or services
  - have full time sustainable employment
  - currently participating in an outside employment program

Youth with outstanding criminal charges or on bail for charges of a violent, sexual or weapons-related nature will be required to provide a reference from a lawyer or Probation Officer, and may not be accepted until all such charges have been dismissed or the conviction has been completed. Youth with lesser, non-violent charges that are outstanding or for which they are on probation, may be accepted into the program, providing all other conditions are met. Youth who have charges that are before the court, and may result in incarceration, may not be accepted into the program.

Youth with a mental health diagnosis may have to provide a reference from a doctor or health practitioner who is supporting them or treating the illness. Such youth must be able to manage any medication with no supervision from shelter staff.

All previous residents of Eva's Phoenix may re-apply to the program providing the requisite time has lapsed (1month or more). Such youth will complete a re-admission referral, providing information specific to the time period since they last lived at Eva's Phoenix. Some youth who are discharged from the program will be given specific tasks to complete or issues to begin dealing with (serious addictions, custody, mental health), in such cases the interviewer will consult the previous file to follow up on that specific information.

In all re-applications, the interviewer will consult the previous file.

In cases where the youth has been away from Eva's Phoenix for longer than three months, the entire interview will be repeated. In cases where the youth has been away from Eva's Phoenix for less than three months, the previous interview will be reviewed with the youth, but not rewritten.

In all cases, youth reapplying to Eva's Phoenix will answer additional questions regarding the period of time between the current application and the last.

Criteria for re-admission will be based on based on the criteria for admission as well as any identified tasks or issues from the previous stay.

Additional or subsequent references may be checked.

## **B.a.3 Discharge**

### **B.a.3.1 Discharge Policy**

Eva's Phoenix will always endeavour to work with residents to resolve issues constructively and collaboratively within the mandate and guidelines of Eva's Phoenix philosophy.

Residents will be discharged immediately in the following circumstances:

- Caught on the roof of the shelter, or when strong evidence of being on the roof exists;
- Caught on the train tracks at the back of the shelter or vandalizing via property;
- Engaging in clear and corroborated violence or threats of violence.
- Possession of prohibited weapons.

With the exception of the above, residents may be discharged for repeated failure to comply with the terms of their case plan, and/or the rules of Eva's Phoenix. Discharges will be preceded by counseling and/or warnings, or contracts. Every effort will be made to work with the youth to prevent discharge.

The consumption of drugs or alcohol is not in and of itself a reason for discharge from Eva's Phoenix. However, consuming to the extent that is a barrier to living collaboratively and training successfully could be grounds for discharge. Residents who, under those circumstances, are unable to control their consumption of drugs or alcohol, or are unwilling to seek appropriate counselling will be discharged. Appropriate counselling will be determined by the resident and counselor through consultation with community resources and

Residents caught storing, using or dealing drugs in the shelter will be discharged as per the discharge policy.

All youth will be discharged after one year, once the term of their programme has been completed. All youth will be engaged in exit planning with housing staff to prepare for this discharge date.

### **B.a.3.2 Discharge Procedure IN REVISION**

- Eva's Phoenix will endeavour to work constructively with all residents to resolve issues that may result in discharge.
- Staff will use all means at their disposal to remedy such situations with residents, including counseling, contracts, warnings, consequences, etc.
- All such contracts or warnings will be brought to the attention of the Housing Team Supervisor, and all members of the Housing Team at the time of issue.
- All discharges will be discussed and reviewed by the housing and employment teams whenever possible.
- Residents may be discharged for a period of 24 hours pending a larger discussion, and in the instances where an immediate decision or response is necessary.
- In those instances where an immediate decision is called for, and the Primary Worker/Employment Counsellor are not available, the staff on shift will endeavour to include as many counselors as possible in the decision, and at least one supervisor. If timing prohibits such discussion, then the resident can be discharged until such time as a discussion can take place.
- The employment and housing teams will be notified by email that the person has been discharged, the reason for the discharge and the length of time they are banned from the building, if applicable.
- Whenever possible, discharges will be limited to one resident per shift.
- Discharges will not take place after 10:00 p.m., and in particular after curfew, except in instances of imminent threat and with the consent of the Manager/Supervisor on-call.
- Whenever necessary, discharges will be done by two counselors.
- Residents being discharged will notified of the specific reasons for the discharge, the appeal process and the period for which they will be banned.
- Staff on shift will offer to assist the youth in securing alternate shelter, and assist with the move-out to the best of their ability.

Appeals to discharge can be made in writing, and will be reviewed by management.

#### **DISCHARGE CHECKLIST**

1. All residents being discharged should be given a deadline; when threats or violence are present, they will be given two hours with staff supervision.
2. Whenever possible or necessary, staff should participate in helping the resident pack up.
3. All discharged residents can store two boxes/bags of belongings for 30 days only. Those boxes should be placed in the storage room of the house where they lived, or the nearest available storage, and labeled with name and date. Residents should be given a receipt that there are two boxes stored, the location and the date that they are expected to retrieve these items.
4. Residents are responsible to clean their room and return their linen.
5. Label keys for next admission.
6. Ensure that they have signed a pink form.
7. Interview resident to ensure that they are aware of all their rights regarding appeal and visiting the shelter. Record any forwarding number or address in their file where applicable.



8. Before the resident leaves the building, escort them back to the room to ensure that it is clean, and they have taken all their belongings.
9. Add resident name to the Service Restriction list, with accurate dates.
10. The staff on shift after the discharge is responsible for clearing the vacated room of any items left behind. The next shift is responsible for cleaning the room. The overnight shift is never responsible for either cleaning or packing, but is responsible for stocking the room with linen once it is clear and clean.

## **B.a.4 Service Restrictions**

### **B.a.4.1 Service Restrictions Policy**

Youth apply to Eva's Phoenix, and are admitted according to our intake criteria and process. Eva's Phoenix Rules and Expectations outline clearly the criteria for youth to remain in and graduate from the programme, and all youth sign a copy of the Rules and Expectations. Eva's Phoenix will endeavour to work with all youth to offer support and guidance necessary for graduation from the programme.

Youth may be discharged and barred from the building for the following reasons and time periods:

#### **Barred for One Month**

1. Youth caught on the roof of the shelter will be discharged immediately, and will be banned from the premises.
2. Youth who are caught on via rail property, or vandalizing VIA Rail property will be discharged immediately and barred from the premises.
3. Youth who have been caught drinking or using drugs on the premises will be warned the first time will be warned, and the second time they will be discharged and banned from the premises.

#### **Barred for Three Months**

1. Youth who are caught, or there is strong evidence of dealing drugs in the shelter, will be discharged and banned from the premises.
2. Youth who have committed an act of violence, aggression or threatening behaviour will be discharged and banned from the building.
3. Youth who have committed two safety offences will be warned the first time, and the second time they will be discharged and banned from the premises.

Hostel Services will be notified in writing of any youth who is barred for a period of six months or longer.

All discharges will follow the discharge policy and process.

Please refer to the Contract and Warning Policy regarding steps taken before any barring is applied.

All youth being barred will be informed of their right to appeal the decision by following the Appeals Policy and Procedure

All youth being discharged and barred, will be offered assistance in finding alternate shelter.

Once the barred period has expired the youth may visit the shelter, attend functions, apply to programmes, and follow the Re-Application procedure for housing.

Residents in receipt of a warning may appeal the placement of that warning by following the Appeal Process.

### **B.a.4.2 Service Restrictions Procedure**

Whenever possible, residents will be warned that their behaviour or actions may result in discharge and service restriction.

All youth will be notified verbally and in writing of all the rules that will result in immediate discharge (with no warning) during the intake process, upon admission and at the Shelter Orientation.

All warnings will be documented in the resident's file, and communicated to them during a counseling session. All youth will be offered support and guidance to avoid discharge.

All discharges will follow the discharge policy and process.

The Housing Team Supervisor, the General Manager of Eva's Phoenix, and the Executive Director of Eva's Initiatives will authorize all service restrictions.

All youth who are barred have the right to appeal the decision by following the Appeals Policy and Procedure

All youth who are barred from the building will be listed on the Service Restriction List available to all staff, and this list will include their name, the duration of their ban, and the date of the offence, any contact number and the name of the staff person informing the youth of the service restriction.

Staff who are completing the discharge will fill out the discharge form in the file of the youth, with all relevant information, including their signature.

Staff completing the discharge must also record all information regarding alternate shelter options that were offered, and which shelter, if any, the youth accepted.

Youth who apply to return to Phoenix after their service restriction has expired must do so using the Reapplication Form and process.

Hostel Services will be notified in writing by the Manager of Housing and Community Supports of any service restriction of six months or longer.

Discharge and Warning Checklist

#### **Purpose:**

To ensure fair and consistent practice when applying warning and discharge rules to residents.

#### **Warnings**

Warnings will be placed in files for the following reasons:

## **Smoking/drinking alcohol on the property**

When one resident is found to smoking or drinking alcohol on the premises for the first time, he/she will be discharged for 24 hours, and then a warning will be placed in his/her file. The resident will be clearly informed of the 24 hour discharge and the warning, and all the repercussions of the warning.

When one resident is found smoking or drinking alcohol on the premises for the second time, he/she will be discharged permanently, and barred from the building for one month. After one month he/she can visit other residents in the shelter and/or reapply through the reapplication procedure.

When residents in a group are found to smoking or drinking alcohol on the premises, the above procedure applies to everyone in the group; this means that all residents for whom it is a first warning will be discharged for 24 hours, and all residents for whom it is a second warning will be discharged permanently.

When clear evidence of smoking or drinking alcohol is found in a common area of a house, then the above will apply to everyone present and in the house at the time. When evidence is found after the fact and in a common area of the house, then an investigation will take place, and if no clear suspect is found, then all members of the house will get a warning.

When clear evidence of smoking or drinking in a common area of the shelter occurs, then all those residents present at the time will receive a warning.

## **Unauthorized overnights.**

All unauthorized overnights will be documented on the File Management Form, and youth taking such overnights will be advised of the violation as soon as possible.

Once a youth has taken four unauthorized overnights within a six-week period, then their case plan will be discussed at a team meeting. Suggestions for resolution and support from the team will be sought at this meeting.

No youth will be discharged for too many unauthorized overnights as a single issue. They will be discharged only if this issue is a part of other problematic behaviours.

## **Safety Violations**

All residents who commit safety violations will be notified of their first warning; this will be clearly documented in their file, with detail of the violation, date, and the staff person present or discovering the violation.

If another violation takes place, then the resident will be discharged and barred for a one-month period.

Safety violations include sneaking visitors into the building, sneaking in or out of the building themselves, falsifying signatures on the sign-in/out binder, burning candles or incense, etc.

## **Contracts**

Contracts are used as a counselling tool for those youth for whom it is deemed appropriate and effective. Counsellors may consider that a written contract is not necessary, but that counselling sessions are the most effective tool. Both options are meant to assist youth in making the changes necessary to ensure their housing at Eva's Phoenix, this may include repeated breaking of the rules, non-participation in programming, disrespectful behaviour toward other residents or staff, refusal to meet with counsellors, anger management, general non-participation or compliance with their case plan or goals set with their counsellor. All counsellors will work with the youth to ensure that they are fully aware of the issue, that they have been given clear expectations, they understand the potential results and that they have been offered any and all possible support and opportunity to effect such change.

## **File documentation**

Any and all warnings or contracts will be documented clearly and accurately in the appropriate file, and initialed or signed by the staff person in charge. Any warnings or contracts will be communicated immediately and directly to the appropriate Primary Worker, Employment Counselor and Supervisor.

## **Appeals**

Residents in receipt of a warning may appeal the placement of that warning by following the Appeal Process.

## **B.a.5 Trans-Gendered/Transsexual/Two-Spirited Youth Policy**

Eva's Phoenix accepts all youth who meet the programme requirements and complete the intake process.

Youth will be offered the option of a gender specific house, according to the gender with which they identify, and whenever possible this request will be accommodated as soon as possible.

Ongoing programming will be offered to youth regarding issues relevant to trans-gendered/transsexual/two-spirited youth.

Ongoing training will be offered to staff regarding issues relevant to trans-gendered /transsexual/ two-spirited youth, particularly as it relates to counselling.

Partnerships with agencies serving trans-gendered/transsexual/two-spirited youth will be established to enhance programming and training options as well as resources for youth.

## **B.a.5 Trans-Gendered/Transsexual/Two-Spirited Youth Procedure**

Eva's Phoenix accepts all youth who meet the programme requirements and complete the intake process.

Eva's Phoenix houses youth in townhouse-style units, where they share a bathroom, kitchen, living room and dining room. All youth have their own bedroom.

Each youth receives a key to their house and to their bedroom

Residence and program delivery will be available to youth according to the gender with which they identify. Youth will be offered the option of a gender specific house, according to the gender with which they identify, and whenever possible this request will be accommodated as soon as possible.

Youth are not housed according to their gender, unless they make a specific request, and youth are not expected to share bedrooms. Bathroom facilities are available to each house, and shared only among housemates.

Ongoing programming will be offered to youth regarding issues relevant to trans-gendered/transsexual/two-spirited youth.

Ongoing training will be offered to staff regarding issues relevant to trans-gendered/transsexual/two-spirited youth, particularly as it relates to counselling.

Partnerships with agencies serving trans-gendered/transsexual/two-spirited youth will be established to enhance programming and training options as well as resources for youth.

## **B.a.6 Pregnant Youth**

### **B.a.6.1 Pregnant Youth Policy**

Eva's Phoenix accepts all youth who meet the programme requirements and complete the intake process.

All youth must continue to meet the criteria of the programme and the Rules and Expectations of the shelter in order to remain at Eva's Phoenix.

Residents who become pregnant while living at Eva's Phoenix, or who discover they are pregnant once having been admitted will continue to receive the services provided to all youth. However, in the interest of safety for mother and child, residents who intend to carry their pregnancies to term will be referred the Public Health Nurse for South Region. The pregnant youth will need to sign a consent to release information with the aforementioned health care provider, and participate in case management discussions with Eva's Phoenix staff, and other relevant parties.

While Eva's Phoenix is committed to working with homeless youth, and does not necessarily view pregnancy as a barrier to participating in our program, we acknowledge the limitation of support that can be offered to young pregnant women in our shelter.

Eva's Phoenix staff will work closely with pregnant youth to ensure that all the necessary planning and resources are offered as part of the case plan. As Eva's Phoenix is not an appropriate housing facility for newborns and new mothers, the case plan will focus on securing a more appropriate housing situation once the baby is born.



### **B.a.6.2 Pregnant Youth Procedure**

Women who are pregnant are permitted to remain in the shelter and involved in the programme.

However, Eva's Phoenix recognizes that this may not be the ideal setting for young pregnant women, and once it has been determined that the youth intends to carry the pregnancy to term, the Primary Worker will notify the Public Health Nurse for South Region immediately. All other relevant staff involved in the case plan, including the Housing Team Supervisor, will be notified of this referral.

All referrals will be documented in the file, and whenever possible, Consent to Release Information forms will be signed in order that discussions and case plans may be co-ordinated.

All counsellors will work with pregnant clients to ensure that they are aware of their options and the resources available to them. Our first priority will be to ensure that the pregnant client has adequate support, nutrition, and information.

Each case plan for pregnant clients will include appropriate and acceptable referrals to housing facilities for young mothers.

## **B.a.7 Access for staff (Keys and Key card)**

### **Policy**

All staff while occupying their position at Eva's Phoenix will be given keys to their offices and common areas. Only Management, Maintenance Coordinator and Administrative Assistant will have keys to all restricted areas. All staff is responsible for keys assigned to them and losing a key will result in disciplinary action.

## **B.a.8 Drugs, Alcohol And Smoking**

### **B.a.8.1 Drugs, Alcohol and Smoking Policy**

Those residents who are legally entitled to consume alcohol may do so off site of Eva's Phoenix. When the consumption of alcohol disrupts either the environment for other residents, or the training and employment opportunities for the individuals involved, staff will work with residents to ensure they understand the consequences of their actions and to encourage behaviour that will not jeopardize their standing in the program.

Drugs are prohibited from being stored or consumed on site.

The consumption of drugs or alcohol is not in and of itself a reason for discharge from Eva's Phoenix. However, consuming to the extent that is a barrier to living collaboratively and training successfully could be grounds for discharge. Residents who, under those circumstances, are unable to control their consumption of drugs or alcohol, or are unwilling to seek appropriate counselling will be discharged. Appropriate counselling will be determined by the resident and counselor through consultation with community resources.

Residents caught storing, using or dealing drugs in the shelter will be discharged as per the discharge policy.

### **Weapons Policy**

Eva's Phoenix is committed to providing a safe environment for both residents and staff. To ensure the safety and security of all residents and staff prohibited weapons are not allowed in the shelter or on the shelter property. If prohibited weapons are found or declared, the police will be notified immediately. Prohibited are defined as guns, machetes, etc.

Items deemed to be of potential harm to staff or residents will be confiscated, stored and returned upon discharge. Weapons are defined as any item that may cause bodily harm.

## **B.a.8.2 Drugs, Alcohol And Smoking Procedure**

Drugs and alcohol are not permitted anywhere on site at Eva's Phoenix.

Smoking may take place only at the front or back patios.

Residents will be informed verbally and in writing during the intake interview, and upon admission. This policy will again be reviewed during the orientation to the shelter.

Cigarette butts are to be placed in the ashtrays placed on both patios, or in the garbage.

Residents who are found to be consuming illegal drugs, alcohol or cigarettes on the premises will be given one warning regarding their behaviour. Residents who are found to be consuming drugs or alcohol on the premises a second time, will be discharged.

Staff will assume the consumption of drugs and alcohol is, or has taken place if they find the resident engaged in the said activity, or if they find evidence of such activity i.e. bottles, ashtrays, drugs, paraphernalia or have a strong and credible belief of this activity.

Staff will follow-up by interviewing separately or together all the youth involved, and document this investigation in an Incident Report. Any drugs or alcohol that is found will be confiscated, and with a witness, flushed down the toilet.

Residents who consume alcohol or drugs off site and whose behaviour is consistently disruptive to others or whose capacity to train and work is negatively affected will be working with a case plan that deals directly with this behaviour and the substance use. Staff will offer all support and resources to this client.

Residents who return to the shelter intoxicated, may be escorted to their house and room, and required to remain there. When intoxicated youth engage in disruptive behaviour, staff will focus on minimizing the impact on the shelter and other residents, and follow up with more in-depth substance use counselling once the youth is sober. Staff will monitor intoxicated if it is deemed necessary. Medical assistance may also be called in serious situations; if necessary, the pager will also be called.

Staff may call the police should the intoxicated youth refuse to de-escalate their behaviour, or stay in their room.

Continued negative behaviour or breaking of the rules, may lead to discharge, as per the Discharge Policy.

Youth whose behaviour is adversely affected by their drug/alcohol use will receive support, counseling and referrals when appropriate. Discharge from the programme will be identified as a possible outcome if staff and residents are not able to work together to rectify the behaviour.

Resident(s) who are caught, or there is a strong corroborated belief that they are dealing or distributing drugs on the premises of Eva's Phoenix will be discharged immediately, and barred from the shelter for three months, as per the Service Restriction Policy. Staff will follow the discharge process and record the incident in the file of the resident.

Ongoing workshops on substance use and abuse will be offered to youth.  
Ongoing training opportunities will be offered to staff regarding counseling youth with substance use issues.

### **Weapons Procedure**

Upon intake, residents will be asked to sign a weapons check form declaring they are weapons-free. If the resident declares a weapon, the staff member will request the item(s) be handed over. Staff may refuse admittance if the applicant will not hand over the weapon(s). Staff will inform the resident of the consequences of possessing weapons within the shelter (discharge).

Staff may refuse admittance if the applicant will not hand over the weapon(s).  
If the resident is believed to possess a weapon(s) the staff should inform the Housing Team Supervisor/pager immediately for further direction.

If staff are unsure how to secure and/or dispose of a prohibited weapon(s) and/or contraband they should contact the Toronto Police Service by calling **416.808.2222**

## **B.a.9 Crisis Intervention**

In process

## **B.a.10 Resident Consent**

### **B.a.10.1 Resident Consent Policy**

All client information is confidential within the shelter. Client issues may be discussed with relevant staff within the shelter, but under no circumstances will any client detail be disclosed to another client.

Only fair and lawful means will be used to collect personal information. To the extent appropriate, such information will be obtained from the client and prior to collecting the information from any other source, the authorization of the individual, where required, will be obtained.

The purpose(s) for which the personal information is collected will be based on the goals of the programs at Eva's Phoenix.

Personal information will not be disclosed or used for purposes other than those for which it is collected, except with the consent of the individual. Information about clients, or the client list will be kept entirely confidential, and discussed with outside parties only with a consent form.

All clients have access to the contents of their file under supervision of their Primary Worker, and within the restricted office area.

A client may opt to copy something from their file, but with the knowledge of their Primary Worker, and with notification of such removal placed in their file.

The content of any client file will be accessible to staff of Eva's Phoenix only. Any particulars may only be shared with outside agencies with written consent.

If the shelter is served with a subpoena to view a client's file, the Housing Team Supervisor will be notified immediately, and if it is outside of regular business hours, the pager will be notified. In these situations, the Supervisor/Manager on-call will come on site and approve the content of the file that is to be turned over for the subpoena.

All electronic exchanges of client information will be password protected.

### **B.a.10.2 Resident Consent Procedure**

All client requests to view their file are made in writing to the Housing Team Supervisor, and copied to their file.

Once the request has been granted, an appointment will be arranged whereby the client and the Primary Worker review the file together. Each client has the right to ask for explanations or to discuss the contents of their files. Clients may not review their files without supervision of their Primary Worker.

Clients may not remove their file from the restricted office area, so that the staff of Eva's Phoenix may ensure the confidentiality of the contents of that file. Clients may add items to their file provided they are clearly identified as such.

Clients may only copy any item from the file, once a memo is added to the file stating that the client removed and copied that particular item, and that Eva's Phoenix is no longer responsible for the confidentiality of that item.

Any client who believes they have been denied access to their file may write an appeal, following the appeal policy, to the Housing Team Supervisor.

If the client is not satisfied with the outcome of the initial stage of the appeal, they may pursue the following options by appealing to:

General Manager  
Eva's Phoenix  
416-364-4173 ext. 228

Executive Director,  
Eva's Initiatives  
215 Spadina Ave. Ste. 370  
Toronto, ON  
M5T 2C7  
416-977-4497 ext. 140

Agency Review Officer  
City of Toronto  
Shelter, Housing and Support  
55 John Street,  
6<sup>th</sup> Floor, Metro Hall  
Toronto, ON  
M5V 3C6  
416-392-4230



## **B.a.11 Police Contact**

### **B.a.11.1 Police Contact Policy**

All residents and clients of Eva's Phoenix have the right to having all information kept confidential. For the purpose of this policy, confidential information includes all information pertaining to an individual or collective client situation and all client files.

Staff of Eva's Initiatives must carefully balance the need to advocate for and support youth at risk, while co-operating with police during the investigation of criminal activity. Under all circumstances the confidentiality of the youth we serve must be regarded as critically important.

#### **When officers arrive with a warrant or subpoena:**

Police officers will be treated with respect and co-operation, complying with the terms and conditions of any warrant or subpoena in a manner causing as little disruption as possible to the residents and shelter in general.

When a police officer arrives at the shelter with a subpoena or warrant, the pager or manager/supervisor on-call or duty will be notified and involved.

#### **When officers arrive without a warrant or subpoena:**

Staff will meet the officers in the front office, and record all the relevant information on the Police Contact Form.

The manager/supervisor on-call or duty will be notified and support will be offered as deemed necessary.

Police officers may visit the shelter from time to time on matters related to clients, but not necessarily involving them in criminal activities. In these cases, staff will still work respectfully with the police to document all the relevant information to be passed on to the client later.

### **B.a.11.2 Police Contact Procedure**

Eva's Phoenix has an ongoing relationship with 14 Division's Community Services. As such, it may be preferable to contact the Community Services Office first at **808-1508**. Non-emergencies may also be dealt with by calling the radio room to file a report or request police assistance, at **808-2222**. **For emergencies, please call 911.**

All police officers must be treated with respect and co-operation while at Eva's Phoenix. Staff are responsible for documenting the name and badge number of any officer who visits Eva's Phoenix.

Staff must carefully examine any warrant regarding a resident, and must comply fully and efficiently with the officers.

Warrants regarding an arrest for a resident must be read carefully. Staff will recommend to police the safest and least intrusive way of removing the resident from the building, and will work with the officers at the scene to ensure the safety of all present – including other residents – and as much discretion as possible.

In circumstances where officers present subpoenas regarding files or property to be removed from the building, staff must explain politely to the officers that they are first required to contact the manager/supervisor on-call or duty.

Whenever dealing with the police (by phone or in person) fill out the Police Protocol Monitoring Form.

Ensure that you get names and badge numbers.

**If police presence is a result of our call:**

Try to ensure that the situation is dealt with quickly so as to minimize the effects on the shelter. Call the pager immediately if the situation is out of control or someone was harmed. If it is in the middle of the night, and the situation is under control and no one has been injured, call the pager first thing in the morning to report the incident.

**If police presence is a result of their own investigations:**

Ensure that you get their badge numbers and names, and give them the full names of the staff on shift.

Ask to see the warrant, and clarify if the resident is being arrested.

If there is a warrant, then you must comply, but you do not have to give the police any information other than that the person is living in the shelter. Do not give any information regarding the resident's specific whereabouts at any time.

If there is no warrant, we are just being co-operative, and we cannot make the resident come out, or co-operate themselves. If the resident does not respond, we can take the information to pass on to the resident once the police have left.

Ask them to wait in the front line office, or the housing office if it is available.

Go and get the resident and give them whatever information you have (warrant, charge, etc.).

Offer the housing office as a space for the police to talk to the resident, and stay in the front line office.

The resident does not need to go with the police unless they have a warrant.

If there is a warrant, and the resident goes with the police, make sure that you find out where they will be taken.

When a resident has been absent from the shelter for three days, with no contact with staff, the staff will call the emergency contact number in an effort to get hold of the resident. Residents will be informed that this is a possibility when they give the contact number at admission.

If there is still no contact, then the police will be contacted to file a Missing Persons Report. In these situations, staff will co-operate with the police as much as possible, maintaining file confidentiality of the youth in question, the premises and the shelter in general.

Forms to be used regarding this policy:

Police Protocol Monitoring Form.

## **B.a.12 Warrant Check**

### **B.a.12.1 Warrant Check Policy**

Eva's Phoenix requires all youth applying to the housing and shelter programme to sign a warrant check form. Youth who declare any outstanding warrants will not be permitted to live at Eva's Phoenix.

All warrant checks will be submitted to the police, and any youth with outstanding warrants will be discharged and strongly encouraged to attend the appropriate police station to declare themselves.

### **B.a.12.2 Warrant Check Procedure**

All youth applying to Eva's Phoenix will be informed that they are not eligible if they have any outstanding warrants, and that we will be checking this information with the police once they have moved in.

All youth applying to Eva's Phoenix housing will sign a Warrant Check Form during the intake procedure.

Once they have moved in, the Administrative Assistant – Financial will submit their name, with date of birth to the police station to check for outstanding warrants.

The Warrant Check Form will remain in the client's file as consent.

The forms to be used regarding this procedure are:  
Warrant Check Form

## **B.a.13 Resident File**

### **B.a.13.1 Resident File Policy**

Eva's Phoenix will maintain one file for each client residing in the shelter.

The content of the file will include only those documents necessary to the client's stay and case plan.

All file information will private and confidential, shared only with other staff members of Eva's Phoenix. With consent, and where appropriate information may be shared with outside agencies.

All files will be held alphabetically in a locked closet.

Once a client has moved from Eva's Phoenix, their file will be maintained in the ex-resident filing system for a period of seven years, or until inactive, whichever comes later.

All electronic files must be password protected and every effort maintained to ensure the security and the confidentiality of the information is maintained. To access client information, staff will be required to use personal identification and password to access this information.

### **B.a.13.2 Resident File Procedure**

#### **In revision**

Each client of Eva's Phoenix will have one file maintained.

The content of the file will be established by the case management team, and will include all case plan documentation from the Housing, Employment and Mentorship teams.

All language used in file documents will be neutral, concise and relevant.

Clients may view their file at any time, according to the resident consent procedure.

Client files will be updated in a timely fashion and regularly by all those counsellors working with the client.

Files will include:

File Management Form,

Counselling summaries

Income verification

PNA/Food Allowance summaries

Copies of relevant identification

Intake forms

...files may include other information as deemed necessary by the housing team.

All files are supervised and monitored by the Housing Team Supervisor.

## **B.a.14 Resident Complaints And Appeals**

### **B.a.14.1 Resident Complaints And Appeals Policy**

Residents have the right to be treated fairly and with respect. They also have the right to appeal decisions they feel are unfair.

All residents will have the right to file a complaint to the appropriate supervisor, and if the complaint remains unsolved, they may appeal to the General Manager, the Executive Director and then the Agency Review Officer with Hostel Services.

Eva's Phoenix will work with all residents to ensure that complaints and appeals are heard and investigated wherever appropriate or possible.

Complaints may be reviewed for resolution by the Governance Committee, but may not include issues relating to specific staff. Such issues may include rules and expectations, etc.

This policy and procedure will be shared with residents upon admission. Residents who are engaged in the appeal or complaint process are still expected to follow the rules of the house and to co-operate with staff during this process.



## **B.a.14.b Resident Complaints And Appeals Procedure**

### **In revision**

In situations where residents feel an unfair decision was made, they are encouraged to speak with the staff member directly. It is hoped that in so doing, a mutually satisfactory resolution can occur. If the resident does not wish to speak to the staff person directly, she/he is to be directed to speak with a Team Supervisor. The Supervisor will work with resident to identify an appropriate process for discussing and resolving the conflict. The Supervisor will work to provide as much information to residents as possible in order that they feel fairly treated, and to deal with the complaint effectively.

Residents may also raise complaints that are not specific to staff or other residents with the governance committee for resolution.

If the complaint remains unresolved, the resident may appeal that decision in writing to the Supervisor who will also ensure that no appeal process breaches the confidentiality of other residents, or staff, and that the resident involved is made aware of the limits on access to information.

All resolutions/recommendations of appeals or complaints will be provided to the resident in writing.

If the Supervisor is unable to resolve the appeal to the residents' satisfaction, or if a Supervisor is involved in a complaint, the resident will be directed to the Manager and if necessary the General Manager.

If the appeal remains unresolved, the client may refer to the following people in this order:

Executive Director,  
Eva's Initiatives.  
215 Spadina Ave., Ste. 370  
Toronto, ON M5T 2C7  
416-977-4497 ext. 140

Agency Review Officer, City of Toronto  
Shelter, Housing and Support  
55 John Street, 6<sup>th</sup> Floor, Metro Hall  
Toronto, ON  
M5V 3C6  
416-392-8747

This policy and procedure will be shared with residents upon admission. Residents who are engaged in the appeal process are still expected to follow the rules of the house and to co-operate with staff during this process.

At all times, and most especially during the course of an appeal, staff must make every effort to create an environment in which residents feel secure raising issues of concern. It is critical that the integrity of the complaints and appeal process be maintained and respected. Residents must know that their concerns are being addressed in a fair process, and that lodging a formal complaint or appeal will in no way affect or jeopardize their housing.

This policy will be posted in the shelter in a place where all residents have reasonable access.

## **B.a.15 Chores**

### **B.a.15.1 Chores Policy**

Residents of Eva's Phoenix will participate in the upkeep of common space in the shelter through a roster of assigned chores. The Housing Team will work with residents to make sure that chores are completed.

Chores within houses will be decided upon by residents of each house, with an understanding that basic cleanliness is important for the ongoing management of the shelter.

It is a condition of living at Eva's Phoenix that residents will maintain a hygienic level of cleanliness in their houses, their bedrooms and their person. Staff will work with residents to ensure that they have the skills and understanding of the importance of hygiene.

## **B.a.15.2 Chores Procedure**

### **In revision**

#### **House Chores:**

Residents will decide amongst themselves the list of house chores, the schedule, and the mechanisms for following up. The Housing Team will assist and facilitate as necessary, or as requested by residents to ensure basic levels of cleanliness.

Individual bedrooms will be checked monthly. Residents will be responsible for demonstrating to their Primary Worker that they are cleaning and tidying regularly. Well-maintained personal space is an expectation of the Eva's Phoenix program.

1. The Housing Team will follow up with residents regarding their participation in the house chores, or to raise any concerns.
2. House meetings may be implemented where co-ordination is a concern.
3. Minutes of house meetings will be taken, and filed in the Chore Binder in the section for that house.
4. Rules established by that house will also be filed there.
5. Staff will post chore rotations, where such support is sought by the residents of that house. Copies of the chore rotation will be kept in the chore binder.
6. Specific staff will be assigned to monitor the chores in particular houses, and any necessary follow-up.
7. Appropriate consequences will be applied to those residents who have not completed their chore, by first talking to the resident, offering assistance if necessary, and documenting it in the file. The progression of consequences should be followed, and documented as follows:
  - First time – warning in file
  - Second time – first lost overnight
  - Third time – second lost overnight
  - Fourth time – 24 hr discharge

This progression is halted as soon as the resident has completed their chores for four consecutive weeks.

All required forms to monitor house chores will be maintained in the chore binder.

#### **Shelter Chores:**

Shelter chores will be designated to specific houses every Sunday morning, and the rotation will be posted at the beginning of this shift. House numbers rotate up.

1. Staff will check the shelter chores every Tuesday before PNA is distributed (from 3:00 – 6:00)
2. Staff will work with residents, providing supplies where necessary and facilitating any disagreements.
3. The residents who are home, do not have to complete the whole chore for that house, but at least part of it. This should be documented, so that the front line counselors can follow-up with the other housemates.
4. Pass on relevant client follow-up information to Primary Workers.

5. PNA may distributed later for some clients who are having difficulty completing their chores, on days when there is a shelter meeting, or if they return home later.

**Forms included in this procedure:**

Eva's Phoenix Cleaning Agreement

House Issue Tracking Form

Chore poster

Chore descriptions

Chore rotation list

## **B.a.16 Client Evaluation**

### **B.a.16.1 Client Evaluation Policy**

#### **Draft**

Eva's Phoenix is committed to the accountability of its programmes and to youth involvement. Resident input will be sought in all areas of programme planning, programme development, policy development and programme evaluation. This may include exit interviews, discharge surveys, one-on-one interviews, resident surveys, resident focus groups and/or residents' meetings.

## **B.a.16.2 Client Evaluation Procedure**

### **Draft**

Resident input and feedback will be sought through the following mechanisms:

1. Resident/staff committees established from time to time to review programme needs/suggestions/direction.
2. Residents will complete an evaluation of the programme upon discharge (for those residents completing the programme)
3. Workshops will offer an opportunity for anonymous feedback.
4. A suggestion box will be placed in the shelter to allow youth to offer suggestions and feedback.
5. The Governance Committee will review programmes and events in the shelter. Residents members of the governance committee will actively seek input from all youth in the shelter, and bring this information to the governance meeting.
6. Governance Committee members will report changes and suggestions to the shelter at shelter meetings for feedback and input.
7. Governance committee members will attend periodic staff meetings to provide input to staff.
8. A resident handbook will be provided to each resident that includes detail on how to provide feedback regarding programming ideas and relevance.

Forms to be used in this procedure

Exit interview (to be developed)

Feedback form for Suggestion Box (to be developed)

## **B.a.17 Client use of computers**

### **B.a.17.1 Client use of computers Policy**

We recognize a need for youth to have access to computers. All youth have supervised access to computers in the resource and network training rooms. Youth are not permitted to use the computers to chat or conduct personal business. Youth are responsible for their action while surfing the net. Youth cannot download any program that has copyright protection. Youth are not permitted to swap music in any of Eva's computer. Computer use is strictly for business or program related use.



### **B.a.17.2 Client use of computers Procedure**

- Youth need to sign in and out after every use. A sign in book will be made available.
- A staff member or designate must be present at all times while youth are using the computer
- Youth are not permitted to use the computer to chat or visit porn sites. Any youth violating this policy will be **discharged** from their program (network training program) immediately.
- Length of computer use will be determined by a staff member or designate.

## **B.a.18 Curfew**

### **B.a.18.1 Curfew Policy**

#### **In revision**

Curfew from Sunday to Thursday is 12 am, and on Friday and Saturday it is 2:30 am.

Residents must be both in the shelter, and more specifically in their own houses from curfew until 6am. Residents may leave their homes briefly to have a cigarette outside, or to seek assistance or support from staff. Residents who are working may also seek exceptions to curfew if they provide verification of their work or school schedule.

## **B.a.18.2 Curfew Procedure**

### **In revision**

All clients must abide by the curfew policy.

Residents who wish to smoke after curfew hours may do so in groups of no more than two. Residents who are seen to be abusing this privilege may have it revoked for a period of one month.

Residents who are successfully engaged in the Eva's Phoenix programme may wish to visit other residents after curfew. This is permitted providing noise is kept to a minimum, and all residents of the house agree to the visitor.

Residents may also remain in their own house awake after curfew, providing their activities do not disturb the other residents.

The warning procedure will apply to residents who do not abide by the curfew policy, that is all instances where residents return home late from curfew will be documented in their file as unauthorized overnights and discussed during counselling sessions. Residents who repeat four unauthorized overnights within a six week period will be discussed during case management meetings.

Residents who are nominally late, and inform front line counsellors beforehand, will not be penalized.

Residents who are late due to employment or family commitments, and have notified front line counsellors will not be penalized.

## **B.a.19 Food Policy**

In keeping with the philosophy of Eva's Phoenix of helping youth learn and maintain life skills of living independently, meals are not provided.

Eva's Phoenix does not supply residents with three meals a day, but instead supports residents in developing basic cooking, shopping and budgeting skills. Houses are equipped with appliances and basic cooking utensils and will be re-stocked with the necessary supplies on a regular basis.

Unemployed residents, and those receiving a stipend of less than \$100.00 weekly, will receive a food allowance of \$20.00.

## **B.a.20 Laundry**

### **B.a.20.1 Laundry Policy**

In keeping with the philosophy of Eva's Phoenix of helping youth learn and maintain life skills of living independently, laundry services are not provided.

Eva's Phoenix instead supports residents in developing basic life skills by providing a laundry facility operated and maintained with a partnership with coinmatic. Youth who reside at Eva's Phoenix can access our laundry facility 24 hours a day.

Youth are expected to laundry their beddings once a month as required by shelter standards and housing team is responsible to ensure youth are in compliance.

## **B.a.20.1 Laundry Procedure**

- All youth will be shown the laundry room as part of orientation.
- All youth are encouraged to do their laundry on a weekly basis
- You need \$1.25 for wash and \$1.00 for drying services
- If there is a problem with the machines, you are encouraged to contact coinmatic directly. The number to report problems is listed on the machines.
- Directions to how to use the laundry services are posted in the laundry room
- Laundry room will be cleaned once a week by our cleaning crew.

## **B.a.21 Medication**

### **B.a.21.1 Medication Policy**

#### **Draft**

In keeping with the philosophy of Eva's Phoenix of helping youth learn and maintain life skills of living independently, Staff is not responsible to monitor medication for youth. Each youth is expected to monitor and maintain their medication. Youth are expected to keep their medication in their locked rooms at all times. We request Youth to self-disclosed upon intake their medication use, allergies or any medical condition. A record of medication and medical history will be kept in emergency binder with youth's permission.

### **B.a.21.2 Medication Procedure**

- Youth will be asked at Intake regarding medical history and medication
- Front line staff will record this information in youth's file and emergency binder



## **B.a.22 Non-Residential Clients**

### **B.a.22.1 Non-Residential Clients Policy**

External youth accessing our programs are required to wear a nametag authorized by a staff member. Violation of this policy will result in immediate discharge from our programs

### **B.a.22.2 Non-Residential Clients Procedure**

In order to ensure the safety and security of residents, staff, and participants in Eva's Phoenix programs the following is required of all external participants in our employment programs:

**Sign in and Sign out-** For reasons of Fire safety, we need to know who is in the building at all times. It is for this reason that you must sign in and sign out every time you leave or enter the building. A binder for this purpose is kept in the front foyer.

**Authorized Identification Card-** You are required to wear an authorized identification card at all times on the premises. Your program Instructor/Supervisor will give you your I.D. card when you arrive to your program. At the end of your course day, you need to return your identification card to your Instructor/Supervisor. Staff will ensure youth sign in and out of the building.

**Lunch and Breaks-** You can take your lunch and breaks only in the Front Common Area. Your program Instructor/Supervisor will give your lunchtime to you. It is your responsibility to leave this space tidy after every use.

**Washroom-** There is a washroom in the North end of the building for your use.

**Telephone-** The phone in the Front Common Area is available for your use. You will share this phone with residents so please keep your calls no longer than ten minutes. Office phones are only for staff use-these phones are not available for residents or external program participants.

**Access To Resident's Homes-** You are not allowed in resident's homes during the hours of your programming. (includes lunch time and breaks) If you want to visit a resident outside of your program hours-talk to the Front Line staff about our Guest policy.

**Upstairs Access-** You are not allowed to be on the second floor of Eva's Phoenix unless otherwise authorized-this includes the staff kitchen.

**Smoking-** Smoking is only allowed in the backyard of the building.

**Off Limit Areas-** You are not allowed on the roof of Eva's Phoenix or the train tracks that are located behind the building. If you are caught trespassing on the roof or the tracks you will be banned from the building for three months.

**Banned:** You are allowed in under special circumstances. Staff will escort you in and out of the premise. You must wait in the waiting area to meet staff.

**Failure to follow these rules could result in your discharge from the program.**

I have read and understood the rules and expectations of Eva's Phoenix.

I understand the consequences that I will face if I do not follow these rules and expectations.

Date: \_\_\_\_\_  
Name : \_\_\_\_\_  
Signature: \_\_\_\_\_  
Staff Signature: \_\_\_\_\_

## **B.a.23 Overnights And Guest**

### **B.a.23.1 Overnights and Guest Policy**

The model of independent living at Eva's Phoenix allows residents to have visitors in the shelter according to the following guidelines:

- One overnight visitor every week,
- Visitors according to specified hours, and leaving before curfew.

***Residents of Eva's Phoenix are also permitted to have one overnight out of the shelter every week.***

Eva's Phoenix staff retain the right to deny access to any visitor according to the needs of the shelter. Each household may determine its own practice within the procedures of the policy, and may also decide whether specific visitors are permitted.

## **B.a.23.2 Overnights And Guest Procedure**

### **Visitors Policy**

Residents at Eva's Phoenix are permitted to have guests visit them on site. Individual houses will be responsible for establishing their own "house rules" regarding visitors, within the following parameters:

- Hours for resident visitors in the building are: Sunday – Thursday 6pm – 11pm; Friday – Saturday 12-1:30am
- Visitors must be signed in to the shelter by staff and the resident they are visiting, once they have been seen and approved by the front line counselor on shift
- Staff have absolute authority regarding admission of visitors, and may ask visitors for identification at any time, or deny admission as they see fit
- Staff may ask visitors to leave at any point depending on their behaviour, or depending on circumstances in the shelter
- Visitors must remain with the resident they are visiting at all times
- All residents and visitors must respect the privacy of other members of the household
- Visitors may consume only those food or drinks belonging to the one resident they are visiting
- Visitors may not use the laundry or *common area* shower facilities
- Residents are entirely responsible for the conduct of their visitor

### **Overnight Leaves**

Residents may spend one night per week away from the shelter, upon approval from their Primary Worker. The intention of the overnight leave is to assist residents in their efforts to develop relationships outside the shelter with family members, partners, children etc.

Requests for overnight leaves must be presented to the staff on shift by 9:00p.m. of the night in question. All overnights will be documented and granted according to the provision of one overnight per week. All overnight leaves are considered a privilege, and are at the discretion of the Primary Workers and the staff team.

In non-custodial arrangements with children the policy on leaves may be lengthened.

Residents will be granted overnights or late nights if they are required to do shift work, attend cultural, religious and/or family obligations providing they supply the proper verification. If a resident requests a leave that exceeds the designated 4 days away from the shelter per month then it needs to be approved by the Agency Review Officer.

### **Overnight Visitors**

Residents are permitted one overnight visitor per week. Approval of overnight guests is at the discretion of the housing staff and whenever possible the client's Primary Worker. All visits will be scheduled at least 48 hours in advance or will not be permitted, in addition each resident will be required to submit a document stating the name, age of the visitor and the date of the overnight requested. This is to ensure the shelter remains safe and secure for all residents.

### **Custodial Arrangements**

Residents who have children for whom they do not have custody may arrange for their child to stay or visit the shelter. The same protocol concerning visitors will apply to children as they do to friends.

### **In-shelter overnights**

All residents are permitted one overnight within the shelter per week. Such requests must be made in writing to staff before 9:00 p.m. on the day of the request. Staff retain the right to deny requests depending on events in the shelter.

Any client who abuses the overnight guest or visitor policy, will be reviewed in case management, to establish an appropriate response and consequence. All residents are personally responsible for the actions of their guest.

Unauthorized guests in the shelter will be considered as a safety issue, and the resident with the guest will receive a first warning, as per the Warning Policy

## **B.a.24 Personal Needs Items**

### **B.a.24.1 Personal Needs Items Policy**

All residents of Eva's Phoenix will have a bedroom in a shared house, and each bedroom will have a bed with mattress, pillow, towel, necessary bedding and a side table. The shared spaces of each house include a shower, toilet, kitchen with cooking and dining supplies and major appliances, dining room and living room and access to storage.

Upon admission, each resident will receive a start-up kit including shampoo, soap, toothbrush and toothpaste. These items will remain available to residents in emergencies, along with feminine hygiene and shaving products.

Whenever possible, personal items will be available to youth from the internal Phoenix Grocery Store.

Residents in need of other personal items, such as clothing, will be assisted with referrals to appropriate agencies, and whenever possible, donations available in the shelter.

## **B.a.24.2 Personal Needs Items Procedure**

### **In revision**

Start up kits will be distributed to each resident upon move in by a front line counsellor. These will include:

Shampoo

Toothbrush

Toothpaste

Soap,

and access to feminine hygiene or shaving supplies as necessary.

One pillow

One comforter

One fitted and one flat sheet

One pillow-case

One towel.

Each house will be equipped with the following furnishings:

#### Kitchen:

Fridge

Range

Toaster,

Mircrowave

Eating utensils

Cooking utensils

Pots and pans

Dishes

#### Living Room:

One couch

One coffee table

#### Dinning Room:

One dining room table

Four dining room chairs

#### Shower Room:

One shower curtain

#### Bedrooms:

One bed with drawers

One fire retardant mattress

Blinds on the windows

One side-table.

Linen will be supplied upon intake

The Housing Support Worker is responsible for maintaining an accurate inventory of the common supplies and furnishings in each house. Items will be replaced as soon as possible in the case of furnishings that are broken or missing, and twice a year in the case of cooking and dinning utensils and supplies.

See the Maintenance Section for replacement and repair of appliances.

## **B.a.25 Pets Policy**

As Eva's Phoenix is transitional housing and there is communal living space, no pets are allowed on premises. All youth are advised to find alternative arrangements for their pets while they stay at Eva's Phoenix.



## B.a.26 Personal Needs Allowances

### B.a.26.1 Personal Needs Allowance Policy

Youth who do not have any income are entitled to receive Personal Needs allowance administered by Eva's Phoenix. Primary worker of the client is responsible to confirm allowances by Friday of each week prior to list send to Hostel Services for verification.

Name of Hostel <b>EVA'S PHOENIX</b>						Address of Hostel <b>11 Ordnance St Toronto, ON M6K 1A1</b>
Period of Claim <b>Week Previous to Distribution Date (Monday to Sunday)</b>						
Resident			Issuance			Certification
Surname	<i>Initial</i>	Date of Birth D M Y	Family Size	No. of Days	Amount	Resident Signature

PNA Allowance Claim

<b>Name of Hostel</b> EVA'S PHOENIX						<b>Address of Hostel</b> <b>11 Ordnance St</b>  <b>Toronto, ON</b> <b>M6K 1A1</b>
Period of Claim						
<b>Resident</b>				<b>Issuance</b>		
<b>Surname</b>	<i>Initial</i>	<b>Date of Birth</b> <b>D M Y</b>	<b>Famil y Size</b>	<b>No. of Days</b>	<b>Amount</b>	<b>Resident Signat</b>
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
<b>Total</b>					<b>\$</b>	
<b>Staff Authorization</b>	Name					<b>Signature</b>

<b>Name of Hostel</b> EVA'S PHOENIX						<b>Address of Hostel</b> 11 Ordnance St  Toronto, ON M6K 1A1
Period of Claim						
<b>Resident</b>			<b>Issuance</b>			
<b>Surname</b>	<i>Initial</i>	<b>Date of Birth</b> D M Y	<b>Famil y Size</b>	<b>No. of Days</b>	<b>Amount</b>	<b>Resident Signat</b>
			1		\$	
			1		\$	
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			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
<b>Total</b>					\$	
<b>Staff Authorization</b>	Name					<b>Signature</b>

PNA Allowance Claim

<b>Name of Hostel</b> EVA'S PHOENIX						<b>Address of Hostel</b> 11 Ordnance St  Toronto, ON M6K 1A1
Period of Claim						

PNA Allowance Claim

<b>Name of Hostel</b> EVA'S PHOENIX					<b>Address of Hostel</b> 11 Ordnance St  Toronto, ON M6K 1A1	
Period of Claim						
<b>Resident</b>			<b>Issuance</b>			
<b>Surname</b>	<i>Initial</i>	<b>Date of Birth</b> D M Y	<b>Famil y Size</b>	<b>No. of Day s</b>	<b>Amount</b>	<b>Resident Signatu</b>
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
			1		\$	
<b>Total</b>					\$	
<b>Staff Authorization</b>	Name					<b>Signature</b>

## **B.a.27 Residents Bulletin Board Policy**

### **Draft**

As means of ongoing communication there are several bulletin boards set-up in the shelter for resident information and communication. All resident board is available to post information related to shelter news, health and safety, programming and resources that can be accessed through any one of our programs. No resident is allowed to tamper with information posted on these boards. Any youth violating this policy will be given a warning.

## **B.a.28 Resident Involvement**

### **B.a.28.1 Resident Involvement Policy**

#### **Draft**

Resident involvement is a key component of the Eva's Phoenix housing programme. Please see the Housing Programme Policy and the appeals/complaints policy for detail.

## **B.a.28.2 Resident Involvement Procedure**

### **Draft**

Please see the following procedures for detail

- Housing programme procedure including committees and resident involvement and volunteering sections  
The Appeals/Complaints procedure

## **B.a.29 Resident Phone**

### **B.a.29.1 Resident Phone Policy**

#### **Draft**

One phone will be available to residents from 6:00 a.m. until curfew for outgoing calls.



## **B.a.29.2 Resident Phone Procedure**

### **IN REVISION**

One phone will be provided for youth to make outgoing phone calls only. This phone will be in the common area, and residents are asked to keep each call to a maximum of five minutes if other residents are waiting, and to make one call at a time.

Phone calls are to be kept to a reasonable volume and must not disturb other residents in the common area.

Youth may install a phone in their bedroom if they wish and at their own cost. Arrangements must be made with the Site Manager for such installations.

## **B.a.30 Resident Storage**

### **B.a.30.1 Resident Storage Policy**

#### **Draft**

Residents may store personal items, including clothing and furnishings in the locked storage areas assigned to their house. Each resident may store items for 30 days, and make special requests for longer periods.

## **B.a.30.2 Resident Storage Procedure**

### **IN REVISION**

Residents may store personal items in the storage space assigned to their house, for a period of up to 30 days. Residents must make a special request to store items for longer periods.

Residents retrieving stored items, must do so by appointment, and must be able to carry their items out of the building without assistance from staff. Staff will monitor from time to time if necessary.

Ex-residents may not be notified that their items will be removed from the storage area, if the storage period has lapsed.

All items in the storage closets must be clearly marked according to whom they belong to.

Residents must pick their own belongings up themselves, and may only send another person if they have notified staff.

Residents storing items with other residents will be entirely responsible for retrieving these items.

## **B.a.31 Resident Television/VCR**

### **B.a.31.1 Resident Television/VCR Policy**

#### **Draft**

Eva's Phoenix will provide one television and VCR for the common area of the shelter. The VCR must be signed out by staff, and will not remain in a common area.

Residents are expected to co-operate regarding channels, programmes and movies to be watched.

### **B.a.31.b Resident Television/VCR Procedure**

#### **IN REVISION**

Residents are expected to co-operate regarding the programmes and movies watched in the common areas.

The volume of the television and VCR is to be kept at a moderate level.

Staff may mediate conflicts arising from the shows or movies being watched, and retain the right to turn off either VCR or television, if the dispute calls for it.

The television is not permitted to be on before 5:00 p.m. during the week, and before 12:00 p.m. on the weekends and must be turned off at curfew.

Residents may acquire their own television or VCR for viewing in their house or room.

Staff retain the right to turn off any show that is seen to be offensive or pornographic.

## **B.a.32 Room Searches**

### **B.a.32.1 Room Searches Policy**

#### **Draft**

Eva's Phoenix offers a model of semi-independent living, with town-house style units. Each youth lives in a house with 3-5 other residents (depending on the unit), and their own bedroom. Each house and bedroom has a locked door.

Staff of Eva's Phoenix will conduct room searches from time-to-time to ensure compliance with the requirements of the programme and the rules and expectations of Eva's Phoenix.

Staff of Eva's Phoenix will enter the houses when necessary, and as much notice as possible.

All residents can expect a respectful approach to their privacy and independence, but will also be asked to respect the rules of the shelter and the needs of other residents.

## **B.a.32.2 Room Searches Procedure**

### **IN REVISION**

Staff of Eva's Phoenix may search rooms from time to time.

In these instances, as much notice as possible will be given, and whenever possible, the youth may be present for the search.

Staff will enter the bedrooms of residents from time to time, and at any time of the day. In these instances, staff will knock before entering.

Staff may conduct searches for the following reasons:

They believe there to be illicit items, the resident has been accused of theft, the resident has not been seen in the shelter for 48 hours, a maintenance issue has possibly arisen. This list is not exhaustive.

Residents may assume a degree of privacy, but must consider that Eva's Phoenix is a shelter and not private property.

Eva's Phoenix staff or contracted staff may enter the houses from time to time, and at any time of the day. Notice will be given in cases where possible and where outside contractors will be in the houses; otherwise staff will knock on the door before entering.

## **B.a.33 Safekeeping Of Resident Valuables**

### **B.a.33.1 Safekeeping Of Resident Valuables Policy**

#### **Draft**

Eva's Phoenix offers a model of semi-independent living, and as such each resident is responsible to take necessary precautions in ensuring the safety of their valuables. Residents are advised when they move in that they are responsible for the safety of their belongings, and that Eva's Phoenix can assume no liability.

Each resident is supplied with a key to their house, and a separate key to their bedroom, and they are encouraged to keep these areas secure at all times.

Residents are encouraged to keep all windows closed, and valuables hidden from view.

Residents are also discouraged from keeping large sums of money in their rooms or houses.

**When residents declare a theft has taken place, the housing staff will take this very seriously and follow the theft procedure.**



### **B.a.33.2 Safekeeping Of Resident Valuables Procedure**

#### **IN REVISION**

Residents are informed at admission that they are wholly responsible for the safekeeping of their valuables, and that they will be provided with a key to their house and room in order to do so.

Staff will follow the theft policy and procedure if any resident declares a serious theft from a secure place (locked room).

All resident will be strongly encouraged to keep their houses and rooms locked and secured, and discouraged from keeping valuables in the common areas of their house.

Residents will also be discouraged from keeping large sums of money in their rooms, and may use the safe in the front office if necessary and on a temporary basis. Residents will be encouraged to open a bank account to keep their money secure. Items kept in the safe will be clearly identified as such, and the resident will receive a receipt, and instruction about when to retrieve the money and secure at a bank.

## **B.a.34 Sign In**

### **B.a.34.1 Sign In Policy**

#### **Draft**

All youth must sign in and out of the building each time they leave the premises; failure to do will be seen as a safety concern in that staff cannot be certain as to who is in the building.

## **B.a.34.2 Sign In Procedure**

### **Draft**

All youth must sign in and out each time they leave or enter the building.

Residents may not sign for one another.

Failure to sign in or out will be considered as a safety concern, and front line staff will discuss this with all appropriate clients.

Front line counsellors will maintain a document at the front door to allow youth to sign in and out easily. This document will list youth by house and room number with first name and last initial only.

## **B.a.35 Smoking**

### **B.a.35.1 Smoking Policy**

#### **Draft**

Residents may not smoke in the building of Eva's Phoenix.

Residents may smoke on the front or back patios, or off Eva's Phoenix property only.

Residents who are caught smoking on the property will be given a warning the first time and then discharged if caught again (see the warning policy).

## **B.a.35.2 Smoking Procedure**

### **Draft**

Youth may not smoke anywhere in the building of Eva's Phoenix, but may smoke on the patios. Youth must use the receptacles provided as ashtrays, and dispose of cigarette butts in a safe manner. Youth are discouraged from smoking at the front of the building during business hours.

Please refer to the warning policy regarding youth caught smoking in the shelter.

\Youth are discouraged from smoking after curfew, but may do so outside at the front of the building, in groups of two, and for fifteen minutes at a time.

## **B.a.36 Transportation**

### **B.a.36.1 Transportation Policy**

Housing staff may need to accompany youth from time to time to appointments or events and will use the Eva's Phoenix van, public transportation or taxis in emergencies. Both youth and staff transportation costs will be covered for such authorized excursions. (To use the Eva's Phoenix van, see Van Usage Policy and Procedure.)

Staff using their vehicles on Eva's Initiatives business will be reimbursed according to the established mileage rate and in agreement with the amounts established in the Collective Agreements. Staff who choose to transport clients in their private vehicles must assume personal insurance responsibility should an accident occur. In order for staff to use their vehicles for the purpose of transporting clients, they must provide proof of a "Permission to carry passengers" endorsement (Ontario Insurance Endorsement form #6) to their insurance policy. Staff must also provide proof that their insurance policy carries a minimum of \$1, 000,000 liability coverage.

## **B.a.36.2 Transportation Procedure**

Eva's Phoenix housing staff may be required to accompany youth to appointments, events or program related activities. Such accompaniments must be approved by the Housing Team Supervisor or Employment Team Supervisor beforehand. In such cases where public transportation is used, then the staff and youth costs will be covered.

In emergencies, staff are required to contact 911 immediately when requested by a client or when the youth's life is at risk. In cases where the youth's life is at risk and she/he requests Emergency Services not be called, staff are required to still contact 911 to ensure the client's health and safety. In non-emergency situations, staff may provide youth with taxi fare to go to the hospital. Taxi fares in the amount of \$20 is available through the Front Line Counsellors as needed by the youth.

Staff accompanying youth to events or on outings may also use the Eva's Phoenix van, driven by an authorized staff person. (See Van Usage Policy and Procedure.)

Staff accompanying youth to events or activities outside the shelter, will conduct themselves in a manner that best ensures the safety of the youth and themselves.

## **Staff Accompaniment**

See also Outings/Trips policy

In the course of their work with clients, at different times, staff may accompany clients to appointments, events or activities. Prior approval is required from the Supervisor of Employment or Housing. Staff may use public transit or the van, if the appropriate approvals are in place. Staff may also accompany youth to the hospital or on personal appointments to provide support.

## **TTC Policy for Housing and Employment Programs**

### **Eva's Phoenix**

Eligibility for tickets

Receipt of TTC tickets is a privilege for both resident (internal) and non-resident (external) youth at Eva's Phoenix. Tickets are provided under exceptional circumstances, not as a right, and, as such, can be revoked if the privilege is abused. Eligibility decisions are made by the Case Manager or designate, which may include Mentorship Coordinator, Job Developer or Housing Support Worker.

TTC tickets are provided under the following circumstances:

### ***Internal youth***

1. During the initial period of employment before youth are paid
2. For completion of tasks assigned by employment team before and during life skills sessions

### ***External youth***

1. During the initial period of employment before youth are paid
2. During the initial period of life skills before youth are paid

## **NON-HRDC youth**

Any residents involved in full-time school or working full-time, but awaiting their first pay will be allowed a maximum of 6 tickets per week for this purpose.

## **HRDC youth**

Any youth, both internal and external, involved in the HRDC program and awaiting their first pay from either Life Skills, a Work Experience placement or a full-time job may receive a maximum of 10 tickets per week for this purpose.

## **Distribution Procedure**

### Responsibility for distributing tickets:

- i). By employment team if required for:
  1. Employment or education purposes (e.g. GED, resume writing, job interviews)
  2. Mentorship project assignments
- ii). By housing team if required for:\*

1. Medical emergencies and appointments
2. Legal appointments and court

\*Note: These circumstances require verification upon return, or, in the case of court, at the time of request.

### **a. Distribution by Employment Team(for participation in HRDC program)**

TTC Tickets for youth in the HRDC program will be kept in the Employment Team Safe, located by the desk of the Employment Clerical Support Worker. Employment and Mentorship Staff will complete Request and Tracking form and will forward to Employment Clerical Support Worker who will issue to them the requested number of tickets.



External Youth in life skills and/or starting a work experience or employment:

1. Employment Counselor issues ticket to attend first life skills session
2. At each life skills session, Life Skills Instructor provides each participant who are not yet in pay, maximum of 2 tickets each/day until first cheque is received
3. Job Developer/Employment Counselor issues maximum of 10 tickets to youth beginning a new job, and has not yet received any pay
4. If youth is required to wait 2 weeks prior to receiving pay, Job Developer will issue remaining tickets, to a maximum of 10 at any given time until cheque is received

***Internal Youth***

1. Prior to Life Skills to accomplish tasks outlined by Employment Counselors
  - a. EC completes Request and Tracking form and gives to Employment Clerical Support Worker, outlining the youth names and number of tickets required for accomplishing the tasks. Maximum of 4 tickets per week
  - b. ECSW issues tickets and gives tracking form to Employment Supervisor
2. During life skills
  - a. LSI daily provides each participant with a maximum of 2 tickets each day to attend sessions, if youth has not yet received first pay
  - b. LSI provides additional tickets for tasks required for completing life skills
3. Prior to receiving first employment cheque
  - a. Employment Counselor or Job Developer issues a maximum of 10 tickets per week to youth enabling them to attend full-time work
  - b. Job Developer issues an additional amount of tickets to a maximum of 10 per week if youth has to wait 2 weeks before next pay
4. Youth in Mentorship Program
  - a. Mentorship staff completes Request and Tracking form and forwards to Employment Clerical Support Worker, outlining the youth's name and number of tickets required.
  - b. ECSW issues tickets and forwards to Employment Supervisor

**b. Distribution by housing team (for residents)**

**TTC tickets will be available only at the following times:**

MONDAY:	8:00 AM – 9:00 AM 1:00 PM – 1:30 PM 11:00 PM – 11:30 PM
TUESDAY:	8:00 AM – 9:00 AM 11:00 PM – 11:30 PM
WEDNESDAY:	8:00 AM – 9:00 AM 1:00 PM – 1:30 PM 11:00 PM – 11:30 PM

THURSDAY:	8:00 AM – 9:00 AM 1:00 PM – 1:30 PM 11:00 PM – 11:30 PM
FRIDAY:	8:00 AM – 9:00 AM 1:00 PM – 1:30 PM
SUNDAY:	9:00 AM – 10:00 AM

NOTE:

- **These times will be strictly followed.**
- **There will be no borrowing of tickets.**

Ineligible requests

Residents may not receive TTC tickets for the following:

Visits to friends or family.

To visit another agency within walking distance (except when there is a cold weather alert). This area is defined as the following borders: Dundas to the Lakeshore, Dufferin to Spadina.

1. To go to any drop-in youth serving agency.
2. To go to any agency that offers employment services offered by Eva's Phoenix.

**\*\*The above list applies in all circumstances, and cannot be broken.**

Revocation of Privilege

**TTC privileges will be revoked for the following reasons:**

- Not providing verification
- Not attending the specified appointment
- Misrepresentation of need
- Overuse of TTC

Required verification will be passed on at each shift change to ensure that no more tickets are allocated to youth with outstanding verification.

All youth whose ticket privileges have been revoked, will be recorded on the shift change, and followed up at the earliest opportunity. No more tickets will be allocated to that person until such verification is provided.

Any youth who violates the privilege of TTC tickets, will be denied TTC tickets for a period of two weeks. Individuals who repeatedly violate this privilege will have TTC privileges revoked permanently.

## Staff Mileage

Staff who use their vehicle for Eva's Initiatives business will be reimbursed according to the annually established rate. Staff must claim their reimbursement on a monthly basis using the Employee Expense Submission Form, which must be approved by the Supervisor and General Manager.

## **B.b.1 Archiving Files**

### **B.b.1.1 Archiving Files Policy**

All client files will be kept on premises for seven years. All client files will be kept behind two locked doors. Photocopies of pinks, pna and food allowances sheet will be kept on site for a month before send to Eva's Initiatives Head office where all financial records are archived.

### **B.b.1.1 Archiving Files Procedure**

After a resident is discharged his/her file becomes inactive. The role of the counselor is to transfer all inactive files from the current residential file cabinet drawer to the in-box of the administrative assistant-finance.

At the end of each month all files within the in-active drawer will be striped of their green folder with all contents placed into coloured folder, which corresponds with the year the client moved in. The Database administrator creates new labels. The administrative assistant -finance will affix labels to the new folders and file in the file cabinet located inside the Mental Health Counsellor's office.

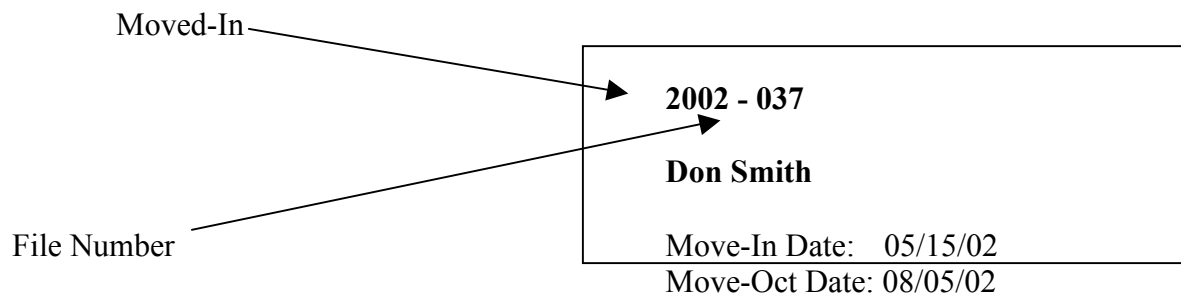
All archival files are placed in numeric order by way of move-in date.

#### **Retrieval**

To retrieve a file from the archives you must first learn of the file number. This number could be located two ways; manually and computerized.

#### **Manual retrieval**

Within the first file folder of the archival file cabinet, a alphabetical hardcopy guide of ex-residents can be located. Use this guide to locate the name of the client file you wish to retrieve. After the name is found, look across the right side of page to find the corresponding file number. File numbers are based on year of move-in and order of appearance of that year. The move-in year will help you to determine the coloured folder of the file, and then you would simply follow the numeric order to retrieve your file.



#### **Computerized retrieval**

Please see database administrator for training using Microsoft access to locate the file number.

When using archival materials, maintain the exact order of folders in a box and of items within a folder. Remove only one folder at a time from an archival box and do not remove materials from the folder. If you suspect a mistake in arrangement, call it to the attention of the Administrative staff. Do not rearrange the folders yourself.

**Archiving photocopies of Pinks, PNA and Food allowances forms**

All photocopies of the above will be kept in the yellow folders on the filing cabinet above in the Site Operations Manager's office for a month.

At the beginning of each month, Administrative Assistant-Finance will forward all the photocopies to the Manager of Finance at head office.

## **B.b.2 Case Management**

### **B.b.2.1 Case Management Policy**

#### **Draft**

Eva's Phoenix offers a case management model that involves critical information from all the contributing teams working with youth.

Case management will include assessment, planning (action plans), referrals, monitoring, advocacy, collaboration with all teams and partner agencies, as well as follow up.

Case management policy dictates that Eva's Phoenix will work with all youth in our programme to ensure that they have the necessary support and guidance to fulfill his/her stated goals. Counsellors will work with the case management model to ensure that all youth know the parameters within which they must live in order to succeed at Eva's Phoenix.

### **B.b.2.2 Case Management Procedure**

#### **Draft**

##### **Case management involves:**

- assessment,
- planning (action plans),
- referrals,
- monitoring,
- advocacy,
- collaboration with all teams and partner agencies,
- follow up.

Counsellors from each team will work with clients following the counselling time line, and conferring with each other. Case Management days are scheduled to ensure that these conferences and group recommendations/decisions take place twice monthly.

Each team will work to respect the goals, successes and failures of the other team. The model of counselling offered youth at Eva's Phoenix provides such a link and ensures that youth are fully aware of the impact one area has on another area (i.e. housing and employment).

There will be one official file kept on each resident, and every counsellor working with the youth will contribute his or her notes to that file. These notes comprise the case plan, thereby contributing to decisions and recommendations.

Wherever possible, formal recommendations or decisions will be communicated to the youth by two counsellors, one from each housing and employment teams.



## **B.b.3 Communication Log**

### **B.b.3.1 Communication Log Policy**

All front line counsellors will utilize the communication log to document information that must be readily available to the next shift. The communication log will be used in conjunction with Shift Change notes, Client Files and email.

The communication log is a confidential document, and should never be open for residents to view.

### **B.b.3.2 Communication Log Procedure**

#### **Draft**

All front line counsellors will use the communication log to record information relevant to the next shifts.

The communication log will first be used to record the names of the staff on that particular shift, and a general description of the shift.

Other items included in the communication log may be:

- reference to an incident report or a client file.
- An expected move-in
- An expected move out
- Staff calling in sick.
- Recording of shift coverage.
- General description of the shelter, i.e. “very quiet” “lots of tension” etc.
- To record the staff on shift each time a new shift begins.
- Reference to more in depth notes in file, or incident report
- General non-specific events (i.e. not relevant to specific file or report)

## **B.b.4 Donations**

### **B.b.4.1 Donations Policy**

Eva's Phoenix will not take used clothing currently. All residents belongings not claimed after a month will be deemed as used clothing and distrkept in the green bins for 1 month before send to a used clothing store. All monetary donations can only be received by the Site Operations Manager, Housing Manager, Employment Manager, Mentorship Manager and General Manager. All donors who donate monetary or in-kind are sent a thank you letter. Any kind donations that deemed suitability would be received once approved by Site Operations Manager or Manager of Housing or designate.

### **B.b.4.2 Donations Procedures**

#### **In-Kind Donations**

- Anyone receiving a call for in-kind donation will refer to the current in-kind list.
- Administrative Assistant is responsible to keep the list updated
- All staff need to send the administrative assistant a listing of the in-kind needs
- Any call pertaining to in-kind donations outside of the list will be forwarded to Site Operations Manager, in her absence Manager of Housing or Community Support Worker.
- When an in-kind gift is received, the staff member receiving the gift will ask for the name and address of the donor. A form will be kept on server for this purpose. Once the information is received, the form will be returned to the Site Operations Manager in-box.
- Site Operations Manager is responsible to send the information to the development department of Eva's Initiatives.
- Resource Development Department is responsible to enter this information in Eva's database and produce a thank-you to donor within one month.

#### **Cash Donations**

- Cash Donations can only received by Site Operations Manager, Manager of Housing, Manager of Employment, Manager of Mentorship and General Manager
- Both recipient and donor will count the cash donation and a temporary receipt will be given to donor.
- Cash and donor information will be send to Resource Development Department of Eva's for donation to be processed and donor to receive an official tax receipt and thank you letter.
- Receipt book for this purpose is kept in Site Operations Manager office.

## **B.b.5 Emergency Beds**

### **B.b.5.1 Emergency Beds Policy**

Eva's Phoenix operates as a non-emergency shelter, and as such does not provide designated emergency beds.

### **B.b.5.2 Emergency Beds Procedure**

#### **Draft**

Eva's Phoenix does not operate as an emergency shelter, and as such does not offer emergency beds.

During cold weather/emergency alerts, Eva's Phoenix staff will not discharge anyone for non-emergency reasons. Instead, the youth involved will be informed that as soon as the cold weather/emergency alert has been lifted, then they will be discharged. Such situations may include breaking a contract, non-compliance with the rules, behaviour, etc.

Any youth who arrives at Eva's Phoenix looking for shelter will be given all assistance and support to secure appropriate shelter.

In situations where a youth has a non-overnight guest, the staff may grant overnight status if the need arises.

## **B.b.6 Food Donations**

### **B.b.6.1 Food Donations Policy**

#### **Draft**

Eva's Phoenix will actively work with community partners to ensure that adequate and healthy food is available to the residents and ex-residents and distributed according to amount, purpose and availability.

### **B.b.6.2 Food Donations Procedure**

#### **Draft**

Eva's Phoenix will work with community partners to ensure that adequate food is available to the residents both in the internal grocery store, and in general to supplement food programming.

Dry goods will be available to youth through the internal grocery store.

Staff and residents will pick up donated dry goods from FFASK every alternate Tuesday.

Fresh vegetables will be available to youth on the front table in the common area, and left there until all residents have an opportunity to take their share.

The remainder will be disposed of.

Ex-residents visiting the shelter may only access donated food in emergency situations; they will be directed to the nearest food bank.

Leftover food donated for events will be distributed evenly amongst the residents in the shelter.



## **B.b.7 Incident Reporting**

### **B.b.7.1 Incident Reporting Policy**

Eva's Phoenix staff will document unusual incidents in an Incident Report, which will be filed with the Housing Team Supervisor, the Manager of Housing and Community Supports, and the General Manager. Such incidents may involve staff, youth, volunteers or visitors to the facility.

Incident reports will be completed for the following situations involving a staff, youth, volunteer or visitor while at the facility or off-site on Eva's Initiatives business:

1. Violence or assault
2. Occurrences involving a weapon or threat of a weapon
3. Any incident that requires a police or ambulance response
4. Verbal or threatening altercations
5. Injuries
6. Fire
7. Death/suicide and attempted suicides
8. Destruction of capital assets
9. Escalated or abusive behaviour (e.g. racism, homophobia, gender-based discrimination, etc.)
10. Unresolved incidents that require follow-up from a manager
11. Theft or accusations of theft

Situations 1 through 8 require a call to the pager as well.

All the pertinent facts will be investigated and included on the Incident Report and filed immediately. All Incident Reports must be signed, dated and include management response. For all staff injuries, in addition to an incident report, the Accident/ Health & Safety Incident Report form must also be completed.

### **B.b.7.2 Incident Reporting Procedure**

Incident reports will be completed for the following situations involving a staff, youth, volunteer or visitor while at the facility or off-site on Eva's Initiatives business:

1. Violence or assault
2. Occurrences involving a weapon or threat of a weapon
3. Any incident that requires a police or ambulance response
4. Verbal or threatening altercations
5. Injuries
6. Fire
7. Death/suicide and attempted suicides
8. Escalated or abusive behaviour (e.g. racism, homophobia, gender-based discrimination, etc.)
9. Unresolved incidents that require follow-up from a manager
10. Theft or accusations of theft
11. Destruction of capital assets

Numbers one through seven, require a call to the pager outside of business hours. During business hours, the Supervisor would be involved in the incident immediately. Staff will assist in such situations to minimize the negative impact on all residents, and the shelter in general.

Reports are filled out immediately by the intervening staff, signed by all staff involved and submitted to the Team Supervisor who will review the incident and conduct the necessary follow up. All reports will be kept with the General Manager who will ensure the required follow up is performed. The reports will be kept in accordance with the Archiving Policy.

Depending on the severity of the incident, the Supervisor determines whether a complete investigation or follow-up is required. If an investigation is required, the Supervisor leads by taking reports from all persons involved or present during the incident.

Staff will include any information that was gleaned from all relevant parties and other witnesses. Incident Reports will include recommended actions for follow –up. Incident Reports will be written within two hours of the incident by the individual (s) involved. Staff will be required to stay additional time after their shift in order to complete an Incident Report. There may be more than one Incident Report for a particular incident depending on the number of staff involved. The different reports will provide different perspectives on what took place. Staff who witness an incident will also be required to complete an Incident Report.

#### **Theft**

In situations where a theft has been reported, the staff on shift will investigate/search any relevant rooms or houses. Such searches will not take place without due consideration of the facts and parties involved. A search will take place if it is seen that this would provide more information and/or resolve the accusation.

Room searches will take place with the youth present, whenever possible.

## ACCIDENT / HEALTH AND SAFETY INCIDENT REPORT

This report must be filled out in the following circumstances:

- All staff injuries, no matter severity
- Staff raises an issue/ complains about a situation that affects their health, e.g. ergonomic complaints
- Staff absences due to a work related injury

### Staff health and safety complaints

An Accident/Health and Safety Incident report must be completed by the staff and supervisor whenever a concern is raised about a workplace activity that may be affecting their health. This may be due to an environmental concern, such as air quality or ergonomic concern. The supervisor will document the concern and forward to the Health and Safety Committee for a response.

### Staff Injuries

The following procedure must be followed for all staff injuries:

1. Get first aid immediately
2. Inform the supervisor immediately
3. Supervisor arranges transportation to get medical care if needed. For injuries not requiring first aid assistance, staff should report their injury to a medical practitioner within 24 hours and provide verification to their Supervisor as soon as possible.
4. Supervisor reports injury to General Manager who will inform Human Resources.
5. Staff/ Supervisor completes Incident Report and Accident/ Health and Safety Incident Report immediately.
6. Supervisor conducts an investigation of the incident, in conjunction with the Health and Safety committee if necessary. Any Health and Safety recommendations must be provided to the Occupational Health and Safety Committee who may conduct their own investigation.

See also the following policies and procedures:

Crisis Intervention and Serious Occurrences

Theft

Forms to be used in this section:

Incident Report

Theft Report

Accident/ Health & Safety Incident Report

## **B.b.8 Incoming Fax and Mail**

### **B.b.8.1 Incoming Fax and Mail Policy**

#### **Policy**

All incoming fax and mail will be distributed to the appropriate staff. Mail will be distributed daily to staff and residents are expected to pick up their mail from the front office.

Mail for ex-residents will be kept on premises for 3 months before returned to sender. The intended recipient is the only one who can open their mail except if other arrangements have been made, for example, vacation periods. Designated administrative staff will open general mail sent to the shelter.

### **B.b.8.2 Incoming Fax and Mail Procedure**

#### **Incoming Fax**

- Checked three times a day by a member of the administrative team
- Fax cover sheets will be replenished by a member of the administrative team
- All faxes will be distributed in a timely fashion

#### **Mail (Internal)**

- All staff mail will be opened and stamped by administrative assistant daily unless it is earmarked “private and confidential”
- All staff mail will be distributed within 1 hour of received time
- All youth mail will be forwarded to front line staff team upon receipt

#### **Mail (ex-residents)**

- Mail will be kept for 3 months on premise before returned to sender
- All mail will be kept in an accordion file in a locked office (in front line office) filed alphabetically under surname.
- External residents are responsible for picking up their mail.
- All unclaimed mail is to be returned to the Post Office after three months.
- Front-line staff will write “returned to sender” on unclaimed mail and give to administrative assistant who will forward to the Post Office.

## **B.b.9 Media Requests**

### **B.b.9.1 Media Requests Policy**

All media requests are handled by the General Manager.

### **B.b.9.2 Media Requests Procedure**

In order to ensure appropriate representation of the agency, staff and youth to the general public, Eva's Initiatives maintains a strict policy on how requests from the media are handled. The media includes radio, television, newspapers, magazines or other forms of publication. The requests may come at any time and in various forms including telephone calls, unscheduled visits, or interviews. All media requests must be handled by the General Manager. Staff and youth must sign a Consent to Release form prior to their name, picture or any other identifying information being released by the media.

#### **Telephone Calls**

During business hours, staff must direct all media telephone calls to the General Manager. In the absence of the General Manager, the request must be forwarded to the Director of Development or the Executive Director. Outside of business hours, staff must direct the media to contact the General Manager the next business day. In emergency situations, staff must contact the pager and the General Manager be notified

#### **Unscheduled visits**

In the event of unscheduled visits to the shelter from a representative of the media requesting interviews, statements, photos or filming of the building, staff or youth, such requests should be denied. The General Manager must be contacted and the appropriate consents put in place.

#### **Approved requests**

Once the appropriate consents are in place and the media request is approved, Eva's Initiatives reserves the right to review and edit the information that is being presented. In addition, staff and youth may choose to withdraw their involvement at any point prior to the material being published, printed or aired as mutually agreed to by the individual and the media source.

#### **Media requests and marketing materials**

Whenever any personal information is requested for inclusion in any marketing materials or media package whether photographic, video or written materials, the Consent To Release Form must be signed by the youth. An explanation must be provided about what information is being released, the purpose, where distributed and for what time period.

### **B.b.9.3 Media Request Form**

## Consent to Release Form

I, \_\_\_\_\_ of  
(Name)

\_\_\_\_\_  
(Address)

consent to the use of audio and video interviews, artwork., poetry, photographs, and/or the use of my name in the promotional materials of Eva's Initiatives for the express purpose of promoting Eva's Initiatives to the general public.

Eva's Initiatives will not release any private or confidential information.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Witness)

\_\_\_\_\_  
(Date)



## **B.b.10 Meeting Room Bookings**

### **B.b.10.1 Meeting Room Bookings Policy**

Meeting rooms are available for staff to conduct meetings and to meet with youth. Meeting rooms must be booked to guarantee availability for a scheduled meeting. Staff should not use booked rooms without prior approval from the intended user. Cancelled meetings should be removed from the meeting room schedule.

## **B.b.10.2 Meeting Room Bookings Procedure**

### **Reservations**

Meeting room bookings will be centralized and performed by the Administrative Team. Staff are expected to view the meeting room's availability before booking a time period. If the room is available, contact the appropriate member of the Administrative Team to book the meeting space. When booking, please remember to communicate the time you would like to enter and the exact time you will leave.

Each room is to be left in tidy fashion with all chairs in an orderly alignment. Please empty the room of dishes, food wrappers and other forms of trash. All lights must be turned off and the door locked when finished using the meeting space. If possible, staff should consider booking meeting space outside of the busiest periods during the work day and aim to schedule some meetings outside of business hours. In the event of an important meeting being scheduled at the last minute, a meeting room booking, typically in the Boardroom, may be pre-empted and a suggestion made to conduct the originally scheduled meeting in another space.

### **Boardroom**

The Boardroom may be booked for individual or small group meetings. The priority of this space is for meetings and not for programming activities during business hours. This room is booked for a maximum of two hours on a first-come, first-served basis.

### **Resource Room**

Priority for usage of this room is given to Life Skills and other Program activities.

### **Counselling Office**

The priority of this space is for confidential meetings with clients. It may be used for one-on-one counselling or for confidential client interviews. This space should not be used for meetings or programming activities.

### **Mental Health Counselling Office**

Since the Mental Health Counsellor does not have full time hours, the office is available at set times during the week when she is not present. Priority for this space will be given to the Mentorship Coordinator one day per week. If not being used, the Mentorship Coordinator will inform staff of the room's availability. This room is booked using the schedule posted outside the office.

### **Cisco Room**

This room has limited space and should be reserved for meetings and not for program activities. Staff must not leave clients in this space unattended for any period of time due to the expensive equipment kept here for the Cisco Networking program.

### **Cancellations**

To avoid confusion and delay of meeting room bookings, please inform the administrative staff by telephone as soon as the cancellation of a meeting is realized.

## **B.b.11Pager/ On Call**

### **B.b.11.1 Pager/On Call Policy**

Due to the nature of operating a 24 hour facility, key shelter staff will be required as part of their job descriptions to be on call and carry a pager to accommodate unexpected emergencies outside of regular business hours. For the purposes of this policy, an emergency is defined as any of the following:

- Death
- The police are involved
- Fire
- Ambulance is called
- A resident overdoses
- A resident attempts suicide
- If the media turn up in response to an event in the shelter
- Maintenance emergencies
- Staffing concern

The following management staff at Eva's Phoenix will take turns being on-call and will carry the pager:

- Manager of Housing
- Manager of Employment
- Supervisor of Housing
- Supervisor of Employment

During peak vacation times, other management staff at Eva's Phoenix may share in the responsibility of being on-call depending on scheduling.

The Maintenance Coordinator will be available on-call to respond to maintenance emergencies during business hours.

Staff on call must be within a 1 hour drive at all times from the shelter and be available to respond immediately to emergencies.

### **B.b.11.2 Pager/ On Call Procedure**

The responsibility of those carrying the Pager/On Call is to give clear direction to the staff requesting assistance. Staff are obligated to follow the direction provided.

The responsibility of the person on the pager

Always ensure that you ask a lot of questions to the person on shift and assess what all the needs of the staff might be. Remember the following each time you are paged:

- that people only use the pager when they are looking for some assistance either in making a decision or providing necessary back up.
- If our response creates undue work on the shift, we need to ask if relief needs to be hired.
- The staff on shift are looking for assistance that is informed and timely. If we are unable to answer questions or needs immediately, it is important to give as much information and clarity as possible about when they can expect a response or assistance and who you will be calling for more information. Try to provide as much information or clarity as you can about the process that you need to follow and whatever policies and procedures you are aware of regarding this situation.
- If we require more input, then we need to convey that as well, so that the staff on shift can respond comfortably to the concerns and needs of the residents in the shelter.
- Try to deal with situations as quickly as possible. Try to determine if an immediate response is necessary. If one or two individuals are causing difficulties (violence/threats/abuse/obstreperousness/etc.), and the staff on shift cannot get the individuals to leave the shelter for a 24hr discharge, then they should certainly consider phoning police to assist. If there is a cold weather alert, and the staff don't feel that they can discharge those youth for 24 hours, then you may need to help problem solve ways of getting the youth to comply. It is never preferred for us to discharge someone for 24 hours during a cold weather alert, but if it is our only option, then we can certainly use that. There may be other suggestions that you can make that will encourage those youth to calm down.
- The staff on shift may also need authorization to incur a repair cost, which is always greater outside of business hours.
- Follow up with the appropriate person on the next business day.
- Document all the details of the issue on the pager log.

What is an emergency?

The following are deemed emergencies and require a call to the pager and a management response. In all these emergencies, an Incident Report must be completed by the staff involved.

During emergencies, if there is no response from the pager within 10 minutes, a call must be made to the General Manager or Executive Director.

1. Death
2. The police are involved
3. Fire
4. Ambulance is called
5. A resident overdoses
6. A resident attempts suicide
7. If the media turn up in response to an event in the shelter
8. Staffing concern
9. Maintenance emergencies

## **1. Suicide or Death**

- Prior to calling the pager, a call must be made to 911
- In all cases of suicide and death, in addition to calling the pager, a call must also be made to the General Manager. If unavailable, a call is made to the Executive Director.
- The Supervisor on the pager will get whatever information needed over the phone to assess the situation and immediate need. In this instance, the person on the pager will be required to assist at the shelter.
- Depending on the need, we may need to hire relief staff, or respond to the needs in the shelter in other ways.
- Staff must fill out an incident report and a serious occurrence report.
- Hostel services must be contacted immediately by the General Manager.

## **2. Police Involvement**

See also Police Contact Policy

If the police approach the shelter looking for a resident, staff must be cooperative and request a warrant before they are permitted to meet with a youth. Staff on shift must ensure they see, read and understand the contents of the warrant. Some warrants will identify access to the premises and others will specify the youth only. We comply fully with warrants.

Sometimes the police come looking for a resident for information, and they generally come in the middle of the night. Without a warrant, we can certainly wait until the next day. When there is no warrant, we need to be helpful, courteous and polite. Staff on shift will make sure they give and get whatever information necessary so we can follow up the next business day.

If the person on shift calls the police, then the person on the pager needs to assess the issues that precipitated the call. The Supervisor on-call will ask a lot of direct questions, asking the staff on shift what particular assistance is required.

Staff must always obtain the division, badge numbers and names of the attending officers. Staff should offer their name and extension to the officers so that they can follow up as well. Staff on shift should fill out a Police Protocol Monitoring Form each time the police is called to the shelter.

### **3. Fire**

- 911 must be called immediately prior to contacting the pager. Every effort must be made to ensure the safety and security of staff and the residents. The emergency evacuation plan must be followed
- Contact the pager.
- Staff on Pager contacts the General Manager/Executive Director.

### **4. Ambulance**

Staff must call 911 for all situations where a resident requests an ambulance or if there is reason to believe that the life of a staff person or resident is on the line. Staff will be expected to explain the emergency, to the best of their ability to the ambulance dispatch for an appropriate response. The pager must be called for all incidents when an ambulance is called to the shelter. An incident report must be completed, and where appropriate, a serious occurrence report must also be completed.

### **5. Overdose**

- The staff on shift must call the ambulance immediately.
- A call is then made to the pager.
- The person on the pager needs to ensure that all the necessary steps have been taken to ensure an adequate medical response.
- Gather information from the staff and assess whether there are any other needs relevant to the situation, or any other assistance from us that is required.
- Remind staff to fill out an Incident Report and a Serious Occurrence Report

### **6. Suicide attempts**

In all cases when a resident attempts suicide, 911 must be contacted followed by the pager. The resident's safety and security must be monitored at all times and additional staffing requested if required.

### **7. Media Attention**

- If any event at the shelter has attracted the media, then you should call the General Manager right away. If he is unavailable, then contact the Executive Director.
- Staff must fill out an incident report

### **8. Staffing Concern**

Staff will contact the pager when:

- There is a staff no-show to a shift
- A staff is sick and a replacement cannot be found
- There is an injury or theft
- There is additional staff presence and support required at the shelter

- There is inappropriate action by a staff person and support is required

Staff must fill out an incident report if required.

## 9. Maintenance emergencies

### What is a maintenance emergency?

It is an emergency if:

- Not fixing the problem immediately could result in injury to anyone i.e. broken glass, exposed live wires, etc.
- Not fixing the problem will result in further damage to the building or contents, I.e. water leaking etc.
- Maglocks not working
- Fire
- Master card lost
- Exterior Doors not locking (security breach)
- Safety and security

(This list should only be used as a guide, please use your discretion when assessing the situation)  
Responsibility of the person on pager

- Gather as much information you can, assess the situation and if you need immediate response, please ask this questions:  
Do you need me to come in?  
How would this affect the safety and security of youth, staff and the premise?  
How much is this going to cost us?  
Who should I call?  
Can I find the name of the contractor in the maintenance list?  
Do I need staff to do anything immediately?  
Do I need to call for back up while staff has been asked to do some investigation?

### Case Scenario 1: Broken glass to front door entrance

Immediate response

- Immediate attention –need to call maintenance coordinator, no reply
- Call from company on contact list (any cost over \$500.00 need to be approved by GM)

### Case Scenario 2: Maglock not locking (after staff have tried to lock it)

- Immediate attention – call maintenance coordinator, not available
- Call number of Locksmith on maintenance list

### Case Scenario 3: No heat in the building

Ask the following questions to assess situation

- Did you check all the thermostats in the houses – what is the reading? Should be between 20 – 21 Celsius



- Is it blowing cold air?
- Did you check all the thermostat settings? If not
- Can you please check it one more time?

If all of this has been reviewed, you need to call Plan group (any weekend/emergency calls will cost us \$500 to \$600 per call)

#### Case Scenario 4: Master Key lost-unaccounted for

The over ride key should be used within 30 minutes of when a master key is lost (where to keep)

Steps to do for investigation:

Ask the following questions

- Who had it last?
- Was this handed over during shift change?
- Did you account for this?
- Call the person who had it the last –get account
- Gather residents and youth to the front area
- Do head account –check against sign in sheet/admission list
- Send all visitors out of the shelter
- Get as much information as you can.

#### Case Scenario 5: Television is not working

This can wait until next business day

#### Case Scenario 6: Pop machine is empty

Can wait until next business day

#### Case Scenario 7: Network down

Can be deferred until next business day

#### Case Scenario 8: Washer and Dryer not working

Please ask staff to call Coinmatic's 1-800 number for service (24 hrs free service) –number is on machine

#### Case Scenario 9: Kitchen window is broken

Ask staff to clear the broken pieces, use cardboard to seal and  
Deferred until next business day

Case Scenario 10: Back Fence board is out

Ask Staff to alarm back entrance door until the fence can be mend on the next business day

*WHEN CAN YOU AUTHORIZE FOR RELIEF:*

- Staff need to do house search due to theft, drugs
- When you sense –there would be danger for staff and youth
- When there have been a fire situation
- When regular staff is not available for the shift.

## WHEN SHOULD YOU CALL A MANAGER:

- Maintenance emergency outside of above – Call Manager responsible and if not available contact names in emergency list.

[illegible]

## **B.b.12 Outings/ Trips**

### **B.b.12.1 Outings/Trips Policy**

#### **Draft**

Eva's Phoenix recognizes that an important part of the support provided to youth in our programs may come in the form of outings and activities outside the shelter. These are encouraged. They may include tickets to sporting events, movies or the theatre, and recreational or cultural outings.

Depending on the nature of the activity, a staff person may or may not accompany the youth. Decision on whether or not a staff person will accompany the youth will rest with the Manager of Housing or his/her designate. Staff will normally be present under the following circumstances:

- When there are 10 or more youth participating in the event.
- If the event organized by a staff member and is a recognized program of the shelter.
- If the tickets are box seats.
- If the donating sponsor will be present at the event.

When staff accompany youth on outings and activities, they will be reasonably responsible for the conduct and safety of the youth participants while traveling to and from the activity and while at the activity. Staff will have the authority to cancel the activity should the safety of the youth participants be compromised or if the conduct of one or more youth participants is inappropriate.

A first aid kit will be brought to all events accompanied by a staff person, who will possess a valid first aid/CPR certificate.

See also Transportation of Youth and Van Usage policies.

## **B.b.12.2 Outings/ Trips Procedure**

### **Draft**

#### **Planned Outings:**

When outings are planned as part of the programming at Eva's Phoenix, the coordinating staff person will ensure that the details are communicated to the youth in a timely manner with detail about who to contact, meeting locations, the nature of the activity, method of transportation, appropriate conduct and the date and time of the event.

#### **Tickets for events:**

Occasionally, the agency will be provided with tickets to special events, sporting events or to a variety of cultural events. These tickets will normally come through the Development Team and will be forwarded to the General Manager. Once received, the GM will forward to the Manager of Housing who will decide whether a staff person is necessary to accompany the youth at the event and will designate a staff person to fairly distribute the tickets to interested youth.

For all tickets where the donating sponsor will be present and for all box seats, regardless of whether the sponsor will be present or not, a staff person must accompany the youth. Whenever there are 10 or more tickets provided and 10 or more youth are participating, a staff person must also be present.

#### *Responsibilities*

The staff person will be compensated with lieu time for accompanying the youth on outings.

The portable first aid kit must be brought to all trips and outings. The staff accompanying the youth must sign out one of the portable kits and keep closeby at all times while on the outing. The mobile first aid kit and sign-out binder are located in the black cabinet in the front line counsellor's office. Before each outing, print your name and time of departure and time of expected return. When items of the kit have been used, the staff person who used the items must:

- Indicate the items used
- Complete an incident report. One copy of the report goes to the Supervisor, the second in the resident's file. The original copy is put in the First Aid binder and a member of the Health and Safety Committee is immediately informed.

Anyone transporting youth in their own vehicle or using the van must comply with the Transporting Youth and Van Usage policies.

While on outings, the coordinating staff person will have responsibility for the safety of all the participants. As such, the guidelines on appropriate conduct must be clearly provided to all the youth participants. No horseplay or unsafe actions will be tolerated. Failure to comply will result in the cancellation of the trip and a return of all participants to the shelter. Should a participant be unwilling to comply and his/her behaviour remains improper, the staff member

retains the right to contact the appropriate security personnel to assist in maintaining proper conduct of the individuals or group. An incident report will be completed by the staff person upon the return to the shelter. A copy of the report will go to the Supervisor and a copy is put in the youth's file and the appropriate case plan and follow up is done.

#### Portable First Aid Kits

In accordance with shelter standards, all staff accompanying youth is required to carry a portable first aid kit while on outings. For this purpose, we have portable kit in the van and 2 portable kits for signing out purpose.

#### **Staff/Resident: Trip and Outings First Aid Procedure**

- Please ensure that you take the mobile first aid kit with you on all outings.
- Mobile first aid kit and sign-out binder are located in the black cabinet in the front line counsellor's office.
- Before each outing please print your name and time of departure and time of expected return.
- When items of kit have been used please indicate; a) items used, b) fill-out incident report, c) make 2 copies of report, give one to supervisor, a copy in the resident's file, and place a copy to the first aid binder and alert a member of the health and safety committee. (Ellen, Peter, Kim and Suganthi)

***Please note:*** It is imperative that each item used from the mobile kit is reported to ensure that prompt replacement and to remain in compliance of the Health and Safety Policy.

## **B.b.13 Petty Cash**

### **B.b.13.1 Petty Cash Policy**

Petty cash is available to all staff approved via their Manager only. All receipts must be submitted for any petty cash received. If receipts are missing, the staff member is responsible to reimburse petty cash. Petty cash must be monitored closely and reconciled on a monthly basis. Manager of each department is responsible to reconcile their petty cash.

### **B.b.13.2 Petty Cash Procedure**

- We have the following petty cashes on site\_  
Operations Petty Cash - \$750 - Responsible Site Operations Manager  
Hostel Redirect Petty Cash - \$500 – Responsible Housing and Community Manager  
HRSDC Petty Cash - \$1200- Responsible –Manager of Employment Services  
Printshop Petty cash \$1000 – Social Enterprise Coordinator
- All petty cash boxes are kept in the safe upstairs in the Site Operations Manager office.
- All disbursements of cash to be tracked with a petty cash chit and both giver and receiver needs to sign the sheet.
- Once cash has been issued, receipts and remaining money needs to be returned immediately.
- Failure to return receipts will result in staff member paying the differences
- Housing and Operations Petty cashes will be reconciled at the end of each month by the administrative assistant-finance and should be approved by respective Managers and General Manager.
- Realizing that all Managers have access to the safe, all Managers are accountable to ensure that all money and receipts matched and petty cash balanced.

## **B.b.14 Pinks**

### **B.b.14.1 Pinks Policy**

All youth who stay at Eva's Phoenix need to sign a pink. Staff who intakes a youth is responsible to ensure a pink is filled for each new move-in. At the end of each month, A summary sheet and all pinks are send to Head office before 11:00am the first business day of the month. Pinks are mandatory forms to be completed and signed by all residents prior to them leaving the shelter. The forms are necessary for our funding agreement with the City of Toronto.



### **B.b.14.2 Pinks Procedure**

- A pink must be filled and signed by any youth who wish to reside at Eva's.
- Front line staff does the initial intake is responsible to fill the pinks.
- Completed pinks needs to be filed with the administrative assistant-finance on the first shift that the youth moved in.
- Administrative-Assistant –Finance files all pinks for the current month.
- At the end of the month, administrative assistant-finance checks pinks for errors and fills the billing portion of each pink.
- Administrative Assistant-Finance creates a summary sheet of all pinks and photocopies the pink.
- Summary sheet and pinks are given to Site Operations Manager for final check and approval.
- Once Site Operations have approved claims for the month, Administrative Assistant-Finance sends the package to Finance Manager before 11:00am of the first business day of the month.
- Photocopied of pinks are given to Housing Team Supervisor.
- Housing Team Supervisor ensures that all pinks information are copied and signed for each youth.
- Overnight staff are responsible to ensure all pinks are filled and signed.
- Photocopied pinks are kept on file for a month and send to head office for archiving purposes.

## **B.b.15 Serious Occurrence Reporting**

### **B.b.15.1 Serious Occurrences Reporting Policy**

*Draft April 2, 2003*

The Serious Occurrence Reporting procedure is in place to ensure that serious incidents that take place involving the agency are documented and reported in an effective and timely manner. Serious Occurrence Reporting differs from Incident Reporting in that the situation must fit specific criteria to be classified as a Serious Occurrence. Based on the information provided by program staff, Managers/Supervisors, or On-Call Supervisors can declare an incident to be a Serious Occurrence. Effective and timely reporting of Serious Occurrences will allow for efficient and appropriate responses to identified incidents, as well as planning and preparation to improve the agencies ability to respond to future Serious Occurrences.

## **B.b.15.2 Serious Occurrence Reporting Procedure**

### **Draft**

The following are to be considered Serious Occurrences:

Death of a resident while on site.

Death of a resident while on an outing with staff.

Death of a staff while on site or on duty.

Serious Injury of resident or staff member while on site.

Discharge of a firearm at the site.

Assault involving staff member or resident (physical, sexual) while on site.

Serious damage to property or system failure (power, heat), that will result in an unsafe living or working environment.

### **Reporting Procedure**

When a situation takes place that fits the criteria of a serious occurrence the process is as follows:

- The staff involved will notify the Supervisor on duty (On-Call) as soon as possible.
- Staff involved will complete an initial incident report and take notes of any relevant information.
- The supervisor receiving the information will notify the General Manager and Executive Director as soon as possible.
- Within 24 hours of the incident the Management team involved will complete a Serious Occurrence Report.
- This report will be reviewed and approved by the Executive Director.
- Within 48 hours of the incident the Serious Occurrence Report will be forwarded to the Agency Review Officer for the specific site involved.
- Serious Occurrence Reports will be made available to the Board of Directors for review.

The process may be in conjunction with other processes such as Police statements, reports, client statements, staff interviews etc

## **B.b.15.3 Serious Occurrences Reporting Form**

*Revised Draft April 26, 2004*

### **Serious Occurrence Report – Eva's Initiatives**

**Site Involved:**      **Place** \_\_\_\_\_ **Satellite** \_\_\_\_\_ **Phoenix** \_\_\_\_\_

**Reporting Staff:** \_\_\_\_\_



[illegible]

**Staff Signature:** \_\_\_\_\_  
**Serious Occurrence Report**

**Page 2.**

Revised Draft April 26, 2004

**Staff Action Taken at time of Incident:**

[illegible]

**Further Action Advised:**

[illegible]



[illegible]

**Staff Signature:** \_\_\_\_\_ **Page 4.**

## Contacts

Revised: *Draft April 26, 2004*

<b>On-Call Supervisor:</b>	<b>Time:</b>	<b>Details:</b>
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**Agency:** \_\_\_\_\_ **Name of Person:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Agency:** \_\_\_\_\_ **Name of Person:** \_\_\_\_\_ **Time:** \_\_\_\_\_

<b>Family/Contact:</b>	<b>Name of Person:</b>	<b>Time:</b>
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Other:	Name of Person	Time:
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**Staff Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Executive Director:** \_\_\_\_\_ **Page 5.**

## **B.b.16 Shift Responsibilities**

### **B.b.16.1 Shift Responsibilities Policy**

#### **Draft**

Housing team front line counsellors are responsible for 24 hour shift coverage of the shelter. Each shift is responsible for ensuring the safety and security of all residents in the shelter and offering positive programme support.



## **B.b.16.2 Shift Responsibilities Procedure**

### **Draft**

Front line housing counsellors are responsible for the safety and security of all residents in the shelter at all times.

The following is the list of general shelter duties/responsibilities; however, each counsellor is also responsible for the case plan management of the clients on their caseload.

Shift responsibilities:

1. Recording and relating all relevant information on the shift change form
2. Perimeter checks
3. Balancing the TTC tickets
4. Monitoring and balancing the emergency money
5. Opening the door for residents
6. Documenting all relevant information of visitors to the shelter
7. Documenting and authorizing all overnight requests
8. Moving new clients in to the shelter
9. When necessary, completing a discharge, cleaning, packing and re-stocking rooms.
10. Picking up and posting phone messages for the youth
11. Answering the phone
12. Facilitating visits to the food room
13. Mediating any conflicts that arise.
14. Filing all necessary reports (incident, serious occurrences, etc.)
15. Letting youth into their houses/rooms who have forgotten their keys.
16. Replacing keys for youth when necessary
17. Recording all relevant information in the appropriate place/updating files.
18. Ensuring chores have been completed
19. Completing pinks
20. Other duties that arise.

Forms used in this procedure:

Shift change form  
Overnight tracking form/binder  
TTC form/binder  
Perimeter check  
Chore check  
File Management Form

Incident Report  
Serious Occurrence Form  
Pinks  
discharge checklist  
Intake forms

## **B.b.17 Site Security**

### **B.b.17.1 Site Security Policy**

Building checks are done on the beginning of each shift by a front line staff. The building has to be secured at all times. Staff on shift is responsible to ensure building, staff and residents safety are not breached at any time. All staff, youth and visitors must sign in and out every time you enter or leave the building. The Maintenance Coordinator will inspect the building, offices, program spaces, houses and rooms once a week and will record this information in a log book.

### **B.b.17.2 Site Security Procedure**

Front line housing counsellors will complete two perimeter checks on every shift. The perimeter check form outlines all the areas to be checked, and counsellors will document any irregularities. If the irregularity is serious, pager should be contacted immediately. Any breach of security should be documented in the maintenance request form and submitted to maintenance coordinator.

#### Alarmed areas

Our systems are monitored by Chubb security. These areas are alarmed:

Cisco room  
Resource room  
Eteam offices  
Printshop  
Back door

Each staff is responsible to arm and disarm an area. When entering and leaving an area.

#### Front Line Staff responsibilities

Each front line staff on shift is responsible and will be equipped with the following:

- Walkie-Talkie/Cellphone:
- Keys to the following areas:
  - Houses
  - Common areas
  - Front door

#### Access to building:

All staff will have access to their own offices and common areas. Keys will be provided for this purpose. All office doors must be kept locked at all times

Counsellors will monitor the activities of the residents at these times as well, to report any possible issues.

## **B.b.18. Staff Bulletin Board**

### **B.b.18.1 Staff Bulletin Board Policy**

#### **Draft**

As a mean of ongoing staff communication, boards are set up in the shelter. Staff bulletin boards are available to post information related to job postings, health and safety, union information and external communication such as conferences, open houses and training information

### **B.b.18.2 Staff Bulletin Board Procedure**

**Health and Safety Board** – A staff bulletin board is available to post information related to health and safety. A member of the health and safety committee will ensure a copy of the occupational health and safety act is posted. Information on communicable diseases, minutes of Eva's health and safety meetings and other relevant health and safety communication is posted and updated.

**Union Board** – A staff bulleting board is also available for each bargaining unit to post info and communicate with members. The General Manager, the Manager of Housing or Manager of Employment Services must approve all information

### *Other Information*

The administrative assistant will ensure that information on the bulletin board is kept up to date and neatly organized. Only current info should be kept on the bulletin boards. This includes job announcements, open houses, training information and other internal communications.

All Staff is expected to read all information on the staff bulletin board kept in the staff kitchen. A member of the administrative team will remove all information with past dates. Information on staff bulletin board is for privileged for Eva's staff only.

## **B.b.19 Staff Court Involvement**

### **B.b.19.1 Staff Court Involvement Policy**

Court involvement is an important part of the service provided by our programs, particularly in the context of the case management process. Therefore, staff involvement in court cases pertaining to our clients should never be ad hoc or without prior planning.

Management approval is required in all cases where staff is accompanying youth to court.

### **B.b.19.2 Staff Court Involvement Procedure**

All situations where a staff member accompanies a client to court must first be discussed with the supervisor of the program. This applies to current clients as well as former clients. Where possible, court involvement should also be discussed at team meetings in order to ensure that the staff member attending court has all relevant information to be supportive and , where required, to make statements based on full information.

Any staff member who becomes aware of a client's court involvement is responsible for ensuring that the supervisor is notified. The supervisor is then responsible for ensuring that the appropriate preparation takes place, as described above.

1. Supervisor to be notified as soon as staff member becomes aware of a client's court involvement
2. Supervisor to arrange for a meeting with the staff designated to attend court with the client
3. In case of a subpoena, the staff receiving the subpoena must inform the supervisor immediately; supervisor will then initiate the preparation process
4. Receipt of a subpoena must be documented and the supervisor must forward such documentation to the General Manager.
5. Clients may request specific information from their files to support their court involvement. This will not be unreasonably denied.

Proper attire and identification must be brought to court.



## **B.b.20 Staff Meetings**

### **B.b.20.1 Staff Meetings Policy**

#### **Draft**

Staff meetings are an essential tool to provide timely communication to staff members. Staff meetings will take place at a minimum of twice per month and may take the form of management meetings, individual team meetings, joint team meetings or all staff meetings. Minutes will be taken at all team meetings and distributed in a timely manner to the appropriate staff members. Meetings should have at a minimum a chair person and recorder for minutes. Agendas will be created with feedback from team members and distributed in advance of all meetings.

All team members will participate in the meetings through their attendance and by providing feedback.

## **B.b.20.2 Staff Meetings Procedure**

### **Draft**

The chair will ensure the appropriate materials are available at all meetings and will ensure that a room is booked. ( See Meeting Room Booking Policy).

### **Management meetings**

Management meetings will be chaired by the General Manager who will prepare the agenda and forward to staff in advance of the meeting. Minutes will be recorded by each team member on a rotating basis or by a designated staff person. Any changes to meeting dates or times will be communicated at least 3 days in advance by the chair.

### **All staff Meetings**

All staff meetings at Eva's Phoenix will take place on a quarterly basis or when determined by the General Manager. The General Manager will chair the meetings. The members of the staff team will record minutes on a rotating basis. Generally, the Administrative staff will rotate covering the front office during the all staff meetings. During these times, Administrative staff will respond to residents and guests informing them when staff will become available. Administrative staff will inform management staff immediately if there is an emergency. All other issues must be deferred to the appropriate staff member when the meeting has ended.

### **Team Meetings**

Each staff team will conduct individual team meetings on a regular basis to create a unified team and to discuss and communicate specific information relevant to that particular team. These meetings are chaired by the respective Manager or Supervisor and minutes are recorded by team members on a rotating basis. The regularity of the meeting will be determined by the appropriate management staff but will be at a minimum of monthly.

### **Joint Team Meetings**

Due to the nature of the Phoenix Model requiring the integration of staff teams that support the youth, it is necessary to hold joint team meetings on a regular basis to address the needs of the youth. These Co-Case Management meetings can take the form of "Mini co-case meetings" where the employment counselors and front line counselors, with the occasional participation of other members of the case management team, meet to discuss their mutual clients. These meetings take place on a bi-weekly basis. No minutes are recorded for these meetings and are co-chaired by the Employment Counsellors and Front line Counsellors. Information about the respective clients are captured in the resident files.

The larger Co-case team members will meet together on the weeks that the Mini Co-case meetings are not scheduled. These meetings are co-chaired by the Supervisor of Housing and the Supervisor of Employment. Minutes are recorded on a rotating basis by the individual team members.

## **B.b.21 Staff Visitors**

### **B.b.21.1 Staff Visitors Policy**

All staff visitor are expected guided by the sign in and out policy. For health and safety, fire safety, site security, all staff visitors will need to sign in and out every time they are here for meetings, visit. Each staff member is responsible to sign in and out their visitors.

### **B.b.21.2 Staff Visitors Procedure**

Please refer to sign in and out procedures

## **B.b.22 Statistics**

### **B.b.22.1 Statistics Policy**

#### **Draft**

The Housing Team will maintain statistics relevant to the programme, including occupancy numbers and Hostel Redirect statistics.

#### **B.b.22.2 Statistics Procedure**

Every Sunday overnight shift will record the bed counts for the past week, and submit to the City of Toronto, leaving a copy of the form with the Manager of Housing and Community Supports. A copy of this form will be forwarded over to Head Office on Monday morning by the Manager.

Hostel Redirect statistics will be recorded on the database, and in the ex-resident binder.

## **B.b.23 Student Placement Policy**

In process

### **B.b.24 Van Usage**

The van is owned and operated by Eva's Initiatives. Anyone using the van must have provided the organization with a copy of their drivers license and confirmation of clean driving record. The van is to be used for activities related to the programs of Eva's Initiatives.



## **B.b.24 Workshop/Programme Development**

### **B.b.24.1 Workshop/ Programme Development Policy**

#### **Draft**

Eva's Phoenix Housing Team will continue to work with community partners, residents, ex-residents and other staff members to ensure that workshops and programmes are developed and delivered that are appropriate, timely and inclusive.

#### **B.b.24.2 Workshop/Programme Development Procedure**

##### **Draft**

The Housing Team will utilize staff/resident committees to evaluate and inform the direction of programme development.

Workshop facilitators will offer an evaluation form to be filled out by all workshop participants.

Workshops will be offered that compliment the one-to-one counselling sessions.

Workshops will be developed and offered that mirror the counselling time line, and will be developed according to the needs of the youth in the shelter.

## **B.b.25 Community Complaints Policy**

### **Draft Policy**

Eva's Phoenix thrives to model as an active community participant. As such takes all community complaints very seriously and will be handled professionally and appropriately. Every attempt will be made to address any challenges in a pro-active manner and co-operative manner. All community complaints should be directed to General Manager or their designate in his/her absence. All complaints will be reviewed immediately and a response will be given to complainer upon the conclusion of the investigation.

## **C. Special Projects**

## **C.1 Special Projects- Employment Program**

### **Employment Program**

Through the HRSD Employment Program, youth obtain employment skills training which includes life skills support, employment counselling and up to 26 weeks of a paid work experience with an employer.

### **Staff**

Manager of Employment Services—Jody Colquhoun

Employment Team Supervisor—Lynn Chambers

Mental Health Counsellor—Bola Faleyimu

Employment Team Administrative Assistant—Rita Roach

Follow Up Worker/ Database Administrator—Susana Videla

Payroll Administrator—Carole Wilson

Bookkeeper—Althea Whyte

Life Skills Instructor—Marleide Feitosa

Job Developer—Joe Brenner; Steve Flemming

Employment Counsellor—Eowyn Jordison; David Jones

## **C.2 Special Projects- Hostel Re-Direct Project**

Through the Hostel Re-Direct Project, youth obtain life skills training while they live in the shelter and housing support to enable them to re-integrate in the community.

## **Staff**

Housing Support Worker—Vanessa McGowan

Provides:

- orientation to residents who recently move into the shelter. This includes their rights and responsibilities, rules of the shelter as well as policies governing the organization such as anti-oppression and anti-discrimination.
- workshops and programs that assists youth in gain the skills to live independently and within a community setting. This includes anger management, financial management and food preparation.

Community Support Worker—Margo Davidson

- Assists the youth in connecting with housing in preparation for their discharge from the shelter.
- Assists youth with moving their belongings to their new shelter.
- Develops partnerships with low income and supportive housing providers in the community for youth.

## **C.3 Special Projects- Mentorship**

The mentorship program supports youth by providing peer and adult mentors who are positive role models, encouraging them to develop the values and attitudes of success.

**Staff**

Manager of Mentorship and Partnership Development—Harriett Tyrrell

One to One Mentorship Coordinator—Fran Savelson

Mentorship Coordinator—Lilia Shillingford

## **C.4 Special Projects- Print Shop**

The Print Shop is a small commercial print business that provides youth with hands-on training in the graphic industry. The Print Shop is one of the agency's Social Enterprise projects that has the double bottom-line of social and financial goals.

### **Staff**

Social Enterprise Coordinator—Andrew Macdonald

Business Manager—Michael Rolph

Print Shop Instructor—Patrick Fisher; Bill Kidd



## **D. Emergency Procedures**

## **D.1 Evacuation Plan**

### **D.1.1 Evacuation Plan Policy**

#### **Draft**

Eva's Phoenix will endeavour to create an environment where residents feel safe and secure in the shelter at all times. During major emergencies when it becomes necessary to evacuate the facility, the care, well-being and security of all residents will remain of utmost importance. Every effort will be made to ensure that all residents are transported quickly and safely to a temporary location until they are able to return to the shelter.

As soon as possible after their admission to the shelter, the evacuation plan will be explained to all new residents. As soon as possible after being hired, the evacuation plan will be communicated to new staff with an explanation of their responsibilities in the event of a major emergency.

## **D.1.2 Evacuation Plan Procedure**

### **Draft**

A major emergency may include:

- Total power outage
- Major Flooding
- Major fire in the shelter
- Contamination
- Physical hazards
- Local disasters such as a fire, flood, chemical spills

In the event of major emergencies requiring the evacuation of the entire shelter, the following procedure must be followed:

1. All staff and residents are immediately informed.
2. If the emergency occurs during off-peak hours, the General Manager, or the Executive Director if he is not available, must be contacted immediately.
3. The General Manager designates a staff person to contact emergency services.
4. The GM contacts the appropriate evacuation site and makes arrangements to temporarily provide shelter for the youth.
5. The staff fire marshall will review the staff and resident sign in list for full accounting of all personnel in the shelter.
6. The GM will contact the police who will be asked to dispatch an emergency Toronto Transit Commission bus to transport the youth to the temporary evacuation site.
7. At least 2 staff members must accompany the youth to the temporary location.
8. The General Manager contacts the Executive Director and the Agency Review Officer at the City of Toronto.
9. A serious Occurrence Report is completed (See Serious Occurrence policy) and a copy forwarded to the Agency Review Officer.
10. Where the situation warrants an extended stay outside the shelter, the General Manager will contact City of Toronto Shelter Services to coordinate the a transitional plan for housing the youth until the facility has been repaired and is safe to return.

Evacuation site during business hours:

Trinity Community Recreation Centre

Contact: Mary Ann Di Biagio

Coordinator

416-392 6674

155 Crawford Street

Just west of Strachan off Queen Street West

Evacuation site at night: TBA

## **D.2 Emergency Beds**

Eva's Phoenix does not operate as an emergency shelter, and as such does not offer emergency beds.

During cold weather/emergency alerts, Eva's Phoenix staff will not discharge anyone for non-emergency reasons. Instead, the youth involved will be informed that as soon as the cold weather/emergency alert has been lifted, then they will be discharged. Such situations may include breaking a contract, non-compliance with the rules, behaviour, etc.

Any youth who arrives at Eva's Phoenix looking for shelter will be given all assistance and support to secure appropriate shelter.

In situations where a youth has a non-overnight guest, the staff may grant overnight status if the need arises.

The Evacuation plan will be posted throughout the shelter and on the walls or doors of each house. City of Toronto Agency Review Officer will be contacted immediately to advise them of the emergency.

## **D.3 Fire Safety Plan**

### **Instruction to Staff**

- 1) Orientation for new residents must include a briefing on location of fire exits and Equipment. Each bedroom will have a copy of the fire safety plan (map) affixed to the wall, which will indicate where the resident is located (a color dot) and the location of exits and pull stations on the second floor.

The main floor of each house will also have a copy of the fire safety plan map affixed to the wall for the first floor indicating exits and equipment.

- 2) On each shift, a staff person needs to be designated as a Fire Marshall. They will be in charge of implementing the fire safety plan in the event of a fire. This includes doing a check of the Fire Panel to ensure it is operational and recording that in the fire log and contacting the fire department and facilitating the evacuation of the building in the event of a fire
- 3) Organized fire drills will be held every three-month. Residents will have 48 hours notice of a fire drill. Maintenance Coordinator is responsible to conduct this fire drill
- 4) Front Line Staff must have an ongoing list of anyone who may need special assistance in evacuating of the building in the event of an emergency e.g. difficulty walking, breathing, heart and hearing problems.) – This list can be kept at the front of the emergency log where it is easily accessible.

### **Staff Responsibilities in the Event of a Fire**

- 1) Ensure that the fire alarm has been activated
- 2) Identify from the fire panel, the fire area and notify the Fire Department by calling 911
- 3) Chubb monitors us our fire alarm system. They will call us on our blue cell phone 416-688-3820 (the Fire Marshall's phone to verify situation) and they will call 911.
- 4) Be available to assist the fire fighters
- 5) Provide access to areas requiring keys not available to others
- 6) ENSURE THAT THE FIRE ALARM IS NOT PREMATURELY SILENCED or sprinklers are not prematurely shut off. Ensure that not equipment is shut down until the Fire Department has instructed to do so.
- 7) Assist the fire department and other staff in the evacuation of occupants

8) Ensure occupants do not re-entered the building until the fire chief has deemed it safe to do so.

9) Ensure all emergency systems are fully operational once the emergency is deemed over by the Fire Department.

In case of False Alarm (fire drill)

- Please evacuate residents even if it is a false alarm
- Evacuation Center is at 30 Ordnance Street (in front of Display Bank\_
- Go through sign in and sign out sheets
- Fire Marshall goes to panel and check area of alarm
- Checks location listed on panel to confirm false alarm
- Reset pull station –screw driver kept at front panel
- Comes back to panel and reset silence buzzer first at the panel and then chubb panel
- Situation will be controlled
- If chubb alarm goes off at the same time
- Please enter your 3 digit access number (003)
- Enter password (CHUB) 2482
- And enter silence buzzer
- Call Chubb security and ask them what the alarm was for
- Chubb telephone number –416-962-2431
- Give them our system number –178195
- Our password for fire Marshall is 1414
- They will let us know what the problem or alarm was for.
- You should then pass this information to your supervisor on call (weekends) or Maintenance Coordinator
- Supervisor on call should use discretion and notify Site Operations Manager where/when appropriate.

## **Instructions for staff and residents in the event of a fire**

Upon discovery of Fire:

1. Leave the fire area
2. Activate fire alarm system
3. Close all doors behind you
4. Call the Fire Department (911) from a safe place
5. Do not return until the Fire Official has declared the situation safe

If a fire alarm is heard from within a house/room

1. Before opening the door, feel the knob for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel pressure or a hot draft, close the door quickly.

2. If you find no smoke in the corridor, close the door behind you, and leave by the nearest exit stairwell and call the Fire Department (911), or stay in your room/house until otherwise notified.
3. If you encounter smoke in a corridor or stairwell, consider using another exit, which may be clear, or return to your room/house.

Evacuating Endangered Occupants & Occupants Unable to leave suites:

If you cannot leave your room or house, or have to return to it because of heavy smoke or fire, remain in your room/house and:

1. Close the door
2. Unlock the door in the event fire fighters need to enter your suite
3. Seal all cracks where smoke may get in by using wet towels or sheets (e.g. under the door, vents etc)
4. If you require assistance for evacuation, dial 911 and tell the fire department where you are. Signal to the fire fighters by waving a sheet from your window or open area.
5. Crouch low to the floor if smoke comes into the room
6. Move to the most protected room and partially open a window for air. (Close the window if smoke comes in.)
7. Remain clam and wait to be rescued. Do not consider jumping. The tar roof will be one of the first things to go up in flames in the event of a fire.

Fire Extinguishing: Control of Confinement:

Fire hose stations are provided throughout the building and each one is equipped with a hand-held fire extinguisher. If the fire is small and you feel you can control its spread by use of the extinguisher, first pull the nearest fire alarm, then attack the fire. This must be a voluntary act, with the utmost concern for life safety. Use common sense and caution at all times. If in any doubt, leave the fire area and close all doors behind you.

In the event that the fire you discover cannot be extinguished with the use of a fire extinguishers to confine or contain the fire. If you have not already done so, activate the fire alarm system by operating the manual alarm pull station. Leave the fire area. Ensure that the Fire Department has been notified, and if safe to do so, wait to give arriving fire fighters information about the exact location of the fire.

## **D.4 Serious Occurrence Reporting**

### **D.4.1 Serious Occurrence Reporting Policy**

Draft April 2, 2003

The Serious Occurrence Reporting procedure is in place to ensure that serious incidents that take place involving the agency are documented and reported in an effective and timely manner. Serious Occurrence Reporting differs from Incident Reporting in that the situation must fit specific criteria to be classified as a Serious Occurrence. Based on the information provided by program staff, Managers/Supervisors, or On-Call Supervisors can declare an incident to be a Serious Occurrence. Effective and timely reporting of Serious Occurrences will allow for efficient and appropriate responses to identified incidents, as well as planning and preparation to improve the agencies ability to respond to future Serious Occurrences.



## **D.4.2 Serious Occurrence Reporting Procedure**

### **Draft**

The following are to be considered Serious Occurrences:

Death of a resident while on site.

Death of a resident while on an outing with staff.

Death of a staff while on site or on duty.

Serious Injury of resident or staff member while on site.

Discharge of a firearm at the site.

Assault involving staff member or resident (physical, sexual) while on site.

Serious damage to property or system failure (power, heat), that will result in an unsafe living or working environment.

### **Reporting Procedure**

When a situation takes place that fits the criteria of a serious occurrence the process is as follows:

- The staff involved will notify the Supervisor on duty (On-Call) as soon as possible.
- Staff involved will complete an initial incident report and take notes of any relevant information.
- The supervisor receiving the information will notify the General Manager and Executive Director as soon as possible.
- Within 24 hours of the incident the Management team involved will complete a Serious Occurrence Report.
- This report will be reviewed and approved by the Executive Director.
- Within 48 hours of the incident the Serious Occurrence Report will be forwarded to the Agency Review Officer for the specific site involved.
- Serious Occurrence Reports will be made available to the Board of Directors for review.

The process may be in conjunction with other processes such as Police statements, reports, client statements, staff interviews etc

### D.4.3 Serious Occurrence Reporting Form

*Revised Draft April 26, 2004*

#### **Serious Occurrence Report – Eva’s Initiatives**

**Site Involved:** \_\_\_\_\_ **Place**\_\_\_\_\_ **Satellite**\_\_\_\_\_  
**Phoenix**\_\_\_\_\_

**Reporting Staff:** \_\_\_\_\_

**Date of Report:** \_\_\_\_\_

**Time of Report:** \_\_\_\_\_

#### **Serious Occurrence**

**Date of Incident:** \_\_\_\_\_

**Time of Incident:** \_\_\_\_\_

**Staff Involved:** \_\_\_\_\_

**Clients Involved:**  
\_\_\_\_\_

**Outside Parties Involved:** \_\_\_\_\_

**Nature of Occurrence:**  
\_\_\_\_\_

**Description of Occurrence:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Report Staff Signature:** \_\_\_\_\_

## Serious Occurrence Report

*Revised Draft April 26, 2004*

**Description of Occurrence cont:**

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

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**Staff Signature:** \_\_\_\_\_  
**Serious Occurrence Report**

**Page 2.**

*Revised Draft April 26, 2004*

**Staff Action Taken at time of Incident:**

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**Further Action Advised:**

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**Supervisors Comments:**

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[illegible]

**Staff Signature: \_\_\_\_\_**  
**Serious Occurrence Report**

**Page 3.**

*Revised: Draft April 26, 2004*

**Senior Manager Comments:**

[illegible]

**Physical Injuries Reported:\_\_\_\_\_**

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Notes.

**Staff Signature:** \_\_\_\_\_ **Page 4.**

**Contacts** Revised: *Draft April 26, 2004*

<b>On-Call Supervisor:</b>	<b>Time:</b>	<b>Details:</b>
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**Agency:** \_\_\_\_\_ **Name of Person:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Agency:** \_\_\_\_\_ **Name of Person:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Family/Contact:**                      **Name of Person:**                      **Time:**

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**Other:** \_\_\_\_\_

**Name of Person** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Staff Signature:** \_\_\_\_\_  
\_\_\_\_\_

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

**Executive Director:** \_\_\_\_\_

**Page 5.**

# **Instruction to conduct a fire drill**

## **Before Fire drill**

- Post notices 48 hours before fire drill – everywhere visible

## **Day of Fire drill**

- 1 hour before fire drill, please call:
  1. Chubb  
Telephone: 962-2431  
Give them (1) our system number: 178195  
(2) password (Suganthi's) 457736
  2. Fire Department  
Telephone number: 392-1600

Please notify that Eva's Phoenix will be conducting a fire drill and to ignore the sirens

- Pull a pull station – anywhere you prefer

Once evacuation is done, Fire Marshall and you (just for support) will go into the building

Fire Marshall needs to perform the following:-

1. Identify location of pulled fire station
2. Go to station and reset the pull station (using the screw driver which is kept in the fire panel at front. The noise will be loud and once it is in place, the siren will be silenced.)
3. reset fire panel – press the reset button (Fire Marshall will do this)
4. reset chubb alarm – enter the three digit code and chubb password (Fire Marshall will perform this)
5. In one minute both panels will be silenced
6. Please ask shift partner to do the head count for each resident and staff member



## **E. Facility Manual**

### **Section 1: Purpose of the Facility Manual**

This manual is intended to be read, understand and used by all staff of Eva's Phoenix.

The purpose of this manual is to ensure all staff have the correct information for dealing with building emergencies or concerns. The manual will outline:

- 1. What to do**
- 2. Who to call**
- 3. How to go about checking and repairing any mechanical problems or physical deficiency when the Maintenance Coordinator is off shift and /or unavailable.**
- 4. Who should be contacted in case of emergencies**

An accurate record must be kept of all building problems/emergencies – whether or not a service person has been called. All building problems/emergencies must be documented in the maintenance binder and for emergencies, please refer to the Emergency Protocol guideline.

## Section 2: Heating and Cooling Systems

There are 6 central roof top heating/cooling systems that control all the ventilation in the building.

Casablanca fans are used to circulate air in the building at all times, except when it is very hot. (And then they must be turned off)

Exhaust fans are used when it is very hot.

### **Location of Thermostats:**

- House 1: Controls houses 1 and 2
- House 4: Controls houses 3, 4 and 10; Resource room, Print shop
- House 5: Controls houses 5 and 6; Sprinkler room
- House 8: Controls houses 7, 8, 9; the Counseling/Intake Office, Administrative Office and Housing Supervisor's office - North/East Corridor
- Board room thermostat: Controls Boardroom, and office next door
- Front Line Office: Controls Offices upstairs and downstairs – South East Corner

### **Heating:**

*During the winter months, November 1<sup>st</sup> to April 30<sup>th</sup>:*

- Thermostats should always be set at 70 Fahrenheit/22 Celsius and air flow should be set at "AUTO"
- Radiant heaters should be on at 18 Celsius or at 3

Cooling:

During the summer months, May 1<sup>st</sup> – October 31<sup>st</sup>:

All heating must be turned off.

- **Thermostats should be set at 21 degrees And air flow should be set at "Auto"**
- **Casablanca fans should be on at all times during this time to circulate air.**
- **Residents should be encouraged to leave their blinds pulled down and to close their windows when they are not in their rooms.**

In case of extreme heat:

- 1) When it is very hot (over 80), all Casablanca fans must be turned off, and the exhaust fans turned on.
  - The switch to turn off the Casablanca fans is located at the back electrical panel in front of the print shop breakers 18 and 22. The key to open the panel is kept in the electrical panel in the mechanical room.
  - The switch for the exhaust fans is located on the electrical panel beside the garbage room.
  - Once the exhaust fans are switched on, open the garage doors halfway.

- The garage doors must be open if the exhaust fans are on
- 2) Air conditioning is to be turned on **only** when there is a heat alert from the City of Toronto or approved By Site Operations Manager or General Manager. Before turning the air conditioning on, all doors and windows in the building to be closed and secured. Staffs on shift are responsible to ensure that all residents' bedroom windows are shut before turning the air conditioning on.

### **Section 3: Thermometer Control Panel Settings**

1. Hold - 'set-time' and 'run program' buttons simultaneously.  
until LK (lock) display has vanished from screen
2. Press system to change or set cool/heat/off
3. Hold temperature button until have reached your desired setting
4. Repeat step number (1), to reset the lock display.

If you have further questions please feel free to contact Peter Snell at ext. 254.

## **Section 4: Procedure for Requesting Maintenance Repairs**

### **Non-Emergency Repairs:**

- Record the maintenance request in and submit it to the maintenance coordinator.
- Please be specific about the repair (i.e. what room is it in, exactly what the problem is, etc.) Place the completed sheet in the binder.
- Maintenance Coordinator will check the Binder everyday except Mondays. A reply will be written on the sheet to advise on the follow up taken.

### **Emergency Repairs:**

- To report an emergency maintenance issue contact the Supervisor/Manager on-call/pager.
- The on-call Supervisor/Manager will then contact the Site Operations Manager or Manager of Housing for issues pertaining to maintenance or fire.
- The on-call Supervisor/Manager will contact the Housing Manager/Employment Manager for issues related to Client Services.
- **Please refer to Eva's Phoenix's Emergency Protocol** for contact and telephone numbers.

### **What is emergency?**

It is an emergency if:

- Not fixing the problem immediately could result in injury to anyone i.e. broken glass, exposed live wires, etc.
- Not fixing the problem will result in further damage to the building or contents i.e. water leaking etc.
- Not fixing the problem would result in a breach of security i.e. maglocks not working, smoke alarm not working, etc.
- The heating system is not working

**Note: The above list is not complete, and is intended as a guide only. Please use your discretion. If you are unsure please use the on-call pager.**

## Maintenance Request Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

House and Room # or Department: \_\_\_\_\_

What is your maintenance need:

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Follow-up work done: \_\_\_\_\_ (DD/MM/YY)

Outcome of follow-up  
work: \_\_\_\_\_

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### OFFICE USE:

Was maintenance work done by maintenance coordinator: \_\_\_ YES \_\_\_ NO (if now, please proceed to the following questions)

External contractor called: \_\_\_\_\_ Date: \_\_\_\_\_ Cost: \_\_\_\_\_

Budget line: \_\_\_\_\_

Preventative Monthly Maintenance Plan for Eva's Phoenix Template:

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Off site	Weekly walk in all houses and building	Perform small repairs	(mthly) Check filters, air quality	Perform major repairs
Week 2	Off site	Weekly walk in all houses and building	Perform small repairs in houses	Perform small repairs	Cleaning of duct/ventilation systems
Week 3	Off site	Weekly walk in all houses and building	Pest Plumbing	Control Small repairs	Inspection Painting
Week 4	Off site	Weekly walk in all houses and building	Fire	Drill	Major clean-up
Week 5	Off site	Weekly walk in all houses and building	Health and Safety checklist	Perform small Repairs	Create keycards and replenish supplies

## **Section 5: Maintenance Contact List**

### **EVAS PHOENIX MAINTENANCE**

#### **Peter Snell**

416-937-1854

Maintenance Coordinator (please ensure you call Peter if there is a plumbing, heating, small repair, keyless entry before calling any of the numbers below)

#### **Bedding**

Superior Quilting

416-661-2414

Sal

ext. 224

#### **Telus Mobility**

Phone:

416-717-1733

Contact: Lisa

Claudia Gomez, Asst.

416-684-1305

Fax:

905-502-1153

Customer service

1-888-253-2763

#### **Cleaning Supplies**

Marquis Building and Maintenance Supplies

Phone:

1787 Mattawa Avenue, Unit #2

905-275-0985

MISSISSAUGA, ON L4X 1K1

Fax:

Contact: Rupert

905-279-2627

### **COMPUTER SUPPORT**

#### **AE Computers**

Roger Goh

905-602-6345 Ext 25

Nick J

905-602-6345 Ext 30

### **GARAGE DOOR**



Aurora Overhead Doors  
Contact: Ian Simmerman

905-727-1382

### **FRIDGE REPAIRS**

BBB –Service Today

For repairs of refrigeration, stoves, washer

416-485-8050

### **FIRE AND SPRINKLER SYSTEMS**

**GRINELL FIRE PROTECTIONS**

905-890-1440

For annual and semi-annual inspection

Mike Farley

Fax: 905-212-4640

### **FIRE PROTECTION**

**Grinell Fire Protection**

905-890-1440 ext 222

Jack M (Sales Technician)

(fire extinguishers sales)

Fax: 905-890-0754

### **GARBAGE COLLECTION**

City of Toronto

416-392-7742

Contact: Ron Jeanes (Recycling Supervisor)

416: 392-7681

Cell: 416-605-2872

### **JANITORIAL SERVICE**

**A&L Batista Janitorial Services**

Contact: Ana Batista

905-840-9345

### **LOCK SMITH (KEYS)**

**Keyless entry system**

John Kinnear

Contact: John

416-822-5930

**Custom Door & Locks Services**

416-699-4716

Contact: Wes

Fax: 416-699-4724

Technician: Derek

## **PEST CONTROL**

### **PCO Services Inc.**

392 Queen Street East

Toronto, Ontario, M5A 1T3

Premises are checked once each month automatically

416-363-8821

Fax: 416-363-4724

## **POP/VENDING MACHINE**

### **The Pop & Snacks Company**

Contact: Stephen Milo

905-883-6556

Cell: 416-824-9029

## **PLUMBING**

### **JNM Mechanical Services**

Contact: Naz or Jackie Mohammed

416-769-3681

Fax: 416-769-4339

Pager: 416-448-8737

## **WINDOWS (GLASSES)**

### **Fairview Glass & Mirror Ltd**

Contact: Peter/John Kanellis

416-291-0313

## **ROOFING**

### **Parliament roofing**

Contact: Jean Claude

416-399-2260

## **LINENS**

### **Hamida Textiles**

Contact: Mark

416-762-7922

Fax: 416 762-3117

## **SECURITY SYSTEM**

### **Chubb**

Our system #: 178195

Password: 1414

416-962-2431

## **FIRE SAFETY**

### **Ace Fire and Security**

905-475-1606

To replace fire extinguishers

Contact: Peter or Brian

## **HEATING (24 hr service)**

### **Plan Group**

416-635-9040

Contact: Brian

Service Manager - George Jones

## **LAUNDRY SERVICES**

### **Coinmatic Inc.**

905-678-1972

(To report machine repair)

## **PHOTOCOPIER/FAX**

### **Minolta**

905-602-4207

## **WATER**

Crystal Spring

416-310-3434

acct. #111 073 489

## **SPACE RENTAL**

### **Metrohall**

416-397-7220

College United Church

Contact: Margaret Ties

416-533-0994

## **Milk Delivery**

### **Vodden Distributing**

416-261-1782

## **Section 6- Fire Safety Plan**

(please refer to emergency sections)

## Section 7: Shelter Systems

### Chubb Monitoring

This company monitors the following area at the shelter:

- **Resource room**
- **Print shop**
- **Cisco room**
- **Life Skills/Intake room**
- **Employment Offices**
- **Back door**

### Instructions to turn motion detectors on:

#### Step 1

- Enter your 3 digit code
- Enter your password
- Push ⇒ for menu
- Will prompt –menu –all areas on or off
- Enter on
- Ok prompt will appear, hit enter
- Arming will appear on screen - You have armed the area

### Instructions to turn motion detectors off:

- Enter your 3 digit code
- Enter your password
- Push ⇒ for menu
- Will prompt menu-all areas off
- Enter off
- Ok prompt will appear, hit enter
- Disarming will appear on screen- You have disarmed the area

### ***Pointers***

When on screen –there is only an on arrow, that means –all areas are not alarmed

When on screen –there is only an off arrow, that means- all areas are alarmed

When on screen-both on and off arrows are indicated, that means –some areas are off and other is on

## Eva's Phoenix Emergency Policy

### **Fire & Maintenance**

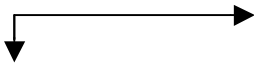
No heat, electricity.  
Security issues.  
Essential services  
e.g. plumbing,  
locks, Fire

#### **Front Line Staff**



#### **Supervisor On-Call**

**Pager A, 416-336-6716**  
(when not available)



#### **Manager of Housing**

**Tel: 416-873-0999**  
**Cell: 416- 913-2872**(when not available)



#### **General Manager**

**Tel: 416-274-4168 Tel: 416-609-9794**

(when not available)



#### **Executive Director**

**Cell: 416-605-1972 or H: 416-698-9050**

#### **Site Operations Manager**

**905-202-0049**

(when not available)

## **Media Coverage**

Co-operation is not essential  
if no one can be reached -  
take a message

### **Front Line Staff**



### **Supervisor On-Call**

**Pager A, 416-336-6716**  
(when not available)



### **General Manager**

**Tel: 416-274-4168 Tel: 416-609-9794**  
(when not available)



### **Executive Director**

**cell: 416-605-1972 or H: 416-698-9050**

## **F. Administration**



## **F.1 Access for staff (Keys and Key card)**

### **Draft Policy**

All staff while occupying their position at Eva's Phoenix will be given keys to their offices and common areas. Only Management, Maintenance Coordinator and Administrative Assistant will have keys to all restricted areas. All staff is responsible for keys assigned to them and losing a key will result in disciplinary action.

## **F.2 Staff Kitchen Policy**

### **Draft**

Eva's Phoenix thrives as a friendly environment for all staff, volunteer and guest. Staff Kitchen use is a privilege for all staff and you are expected to abide by all rules and regulations.

### **F.3 Kitchen Use Procedure**

- Mugs and cutlery will be provided for all staff
- Please wash your own dishes after each use
- Coffee, tea, sugar, milk and cream will be provided
- If we run out of the above, please contact the administrative assistant to inform her. Attempt will be made to replenish products within 24 hours.
- You can store your food in the fridge and please remove any stale or rotten food immediately.
- The fridges will be cleaned and any unmarked packages will be thrown out on first Monday of each month.

## **F.4 Household Supplies Policy**

### **Draft**

As Eva's Initiatives is an extended shelter promoting independence of the residents, household supplies will be provided upon admission in each house. In each house there will be a stove, fridge, microwave, kettle, cutleries, pots and pans. Personal supplies include shampoo, soap, toothpaste Residents will be given upon intake for each new resident. Emergency personal needs items will be made available for youth if needed. Maintenance and cleaning supplies for shelter chores will be provided throughout their stay at Eva's Phoenix.

## **F.5 Household Shelter Supplies**

### ***Procedures***

Restroom supplies/janitorial

Each month Maintenance Coordinator and/or Administrative Assistant take an inventory of the cleaning, and paper supplies. Once levels are determined low an order is placed with Marquis Janitorial and Maintenance Company.

The shipment of replenished supplies is shipped in the next day. The Maintenance Coordinator will fill the racks in the staff washroom with a week's supply of janitorial and restroom products and replenish all purpose cleaners at the grocery store. The rest of the supplies are stored in the garbage room until needed.

## **F.6 Personal Needs Supplies**

Administrative Assistant is responsible to ensure there is stock of the following item for each new intake:

Toothbrush and paste

Hygiene product such as tampon/pads, toilet paper

Soap

Razor blade

A package will be given to each new intake.

## **F.7 Bedding supplies**

Each resident will receive the following items at intake:

- Mattress –fire retardant covers
- Bed
- 1 pillow
- 1 pillow case
- 1 fitted sheet
- 1 comforter
- 1 towel

It is the responsibility of front line staff to alert administrative assistant when supply is low for replenishment. Extra comforter will be made available if a youth requires it during winter months.

## **F.8 Incoming Fax and Mail**

### **F.8.1 Incoming Fax and Mail Policy**

All incoming fax and mail will be stamped and distributed in the same day or the next business day. All fax machines will be checked three times a day by a member of the administrative team for distribution.

Mail will be distributed daily to staff and internal residents.

Mail for ex-residents will be kept on premises for 6 months before returned to sender. The intended recipient is the only one who can open their mail except if other arrangements have been made, for example, vacation periods. Designated administrative staff will open general mail sent to the shelter.

## **F.8.2 Incoming Fax and Mail Procedure**

### **Incoming Fax**

- Checked three times a day by a member of the administrative team
- Fax cover sheets will be replenished by a member of the administrative team



- All faxes will be distributed in a timely fashion

### **Mail (Internal)**

- All staff mail will be opened and stamped by administrative assistant daily unless it is earmarked “private and confidential”
- All staff mail will be distributed within 1 hour of received time
- All youth mail will be forwarded to front line staff team upon receipt

### **Mail (ex-residents)**

- Mail will be kept for six month on premise before returned to sender
- All mails will be kept in accordian file in locked office (in front line office) filed alphabetically under surname.
- Front line staff is responsible to inform ex-residents of their mail if the contact information is on file.
- All unclaimed mail is to be returned after six months.
- Front-line staff to write “returned to sender” and give them to administrative assistant who will mail it or give it to the mail delivery personnel at delivery time.

## **F.9 Information Technology**

### **F.9.1 Information Technology Policy**

#### **Draft**

Each staff at Eva’s has access to a computer and network services. The infrastructure is provided as a tool to enable staff to conduct business in an efficient manner. Each staff is required to have own password to access our secure server to conduct business. Each staff is required to save all documents on the server. Failure to do so will result in disciplinary action.

Every attempt should be made to ensure all client information is treated with the highest confidentiality. Please abide by privacy act legislation. Each staff at Eva's Phoenix will have an Eva's Phoenix email which is to be used only to conduct business on behalf of Eva's Phoenix.

## **F.9.2 Information Technology Procedure**

Each staff at Eva's Phoenix are entitled to the following Information technology services:

- A Windows environment
- Email access –both intranet and external email (approved by immediate supervisor)
- Internal Database
- Office 2000 software – word, access, excel, PowerPoint

Each staff at Eva's Phoenix will be trained at hire in the following:

- To navigate in SB server environment –i.e., personal folder, phoenix information
- Access database
- Outlook email

When you are experiencing difficulties within your computer environment, please use the work order to report your problem.

Comprehensive database training will be given to each staff at Eva's Phoenix. Please see attached documents as reference.

## F.9.3 Information Technology Form

### Computer Work Order Form

Date: \_\_\_\_\_  
Department: \_\_\_\_\_

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

#### **TYPE OF PROBLEM:**

Hardware \_\_\_\_\_ Software \_\_\_\_\_ Network \_\_\_\_\_  
Other \_\_\_\_\_

Have you assessed the following?

Check cords and plug-in:

Rebooted computer:

#### **DESCRIPTION OF PROBLEM:**

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#### **DO NOT COMPLETE BELOW THIS LINE:**

Received order: \_\_\_\_\_ Assessed  
problem: \_\_\_\_\_

Alert priority: low \_\_\_\_ medium \_\_\_\_ high \_\_\_\_

Support informed: \_\_\_\_\_ (DD/MM/YY)

Workorder completed: \_\_\_\_\_ (DD/MM/YY)

Approved by: \_\_\_\_\_

**Eva's Phoenix  
Database Training Manual**

**(Under development)**

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### SectionPage

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#### Clients

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Mentorship Records 7

#### Community Partners

This section of the manual is under development

#### Staff

This section of the manual is under development

#### Houses and Rooms

This section of the manual is under development

## Training Modules

This section is under development and therefore the pages are not in their final sequence

Module 1 – Navigating the Database Page#

Module 2 – Creating a New Client Record Page#

Module 3 – Working with Referral Data Page#

Module 4 – Working with Intake Data Page#

Module 5 – Working with Housing Data Page#

Module 6 – Working with Mentorship Data Page#

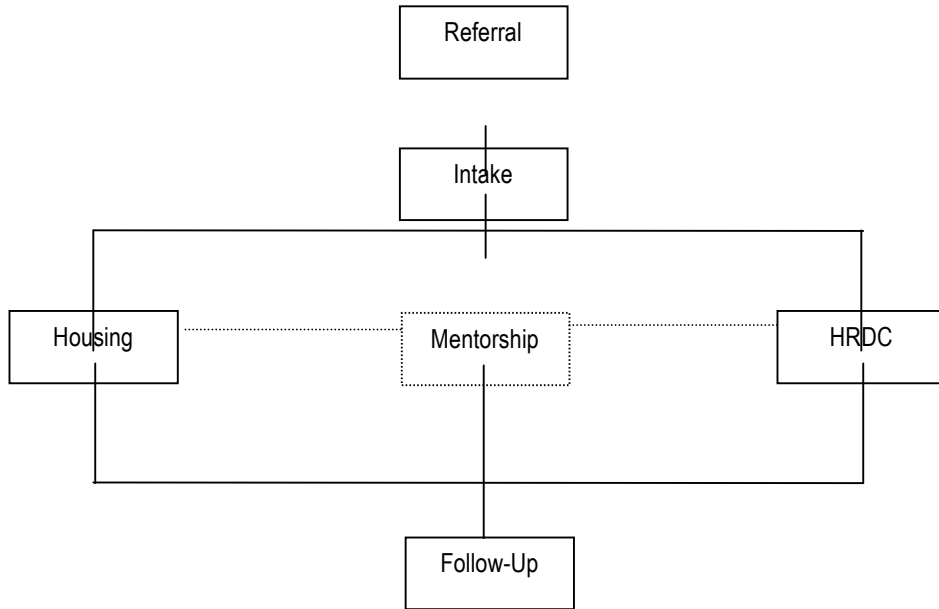
Module 7 – Working with HRDC Data Page#

Module 8 – Working with Follow-Up Data Page#

## Introduction

This training manual has been written to help you enter, view and retrieve data from the Eva's Phoenix database.

The manual is written in modules which follow in a more or less chronological order the way in which data is received at Eva's Phoenix and input into the database. The general schematic of data entry follows this pattern:



There are other bits of data that get input at various stages during the client's involvement with Phoenix. These may include some or all of the following:

- Demographics
- Education
- Physical Description
- Family Background
- Legal
- Medical
- Demographics
- Education
- Physical Description

Financial

Contact

Administrative

The manual is divided into three main parts – the backgrounder, the training modules and the resources.

The backgrounder explains the rationale behind the structure of the database and details the type of data that goes into the different data entry forms and reports. You may find this section useful as a general background piece but more importantly, in order to understand why certain pieces of data are or are not tracked in the database.

The training modules give specific step-by-step instructions on how to use the database to do data entry and to retrieve data from the database. It contains illustrations and is labeled in a manner that should make it easy to use as a reference tool.

The resources section has a copy of the development request form, information about the development priorities rational that the database taskforce uses to prioritize development work, and contact information for the database administrator and the members of the Database Taskforce, as well as technical information about the database.

## **Backgrounder**

### **Referrals/New Records**

We do our data entry beginning with the referral form for a number of reasons, including:

- We are required to provide our funders with information about the numbers and types of referrals we receive in a given year
- It makes it easier for those doing other bits of data entry if client records are already created and ready for data input.
- We minimize the chances of creating multiple records for the same client.



- The referral is a good logical start for the client's record, as it is in real life.
- Referrals represent an important process at Phoenix that should be documented.

Having said all that, the database version of the referral record does not contain as much information as the paper version. Only those who are selected for participation in one of our programs have their records expanded to include all or most of the information on the referral form. This saves time in data entry, space on the server, and allows us to perform more valuable searches in our database.

The referral/New Client record is created by the Employment Services Clerical Support Worker or the Database Administrator only.

At referral, the client is assigned a Client Type. Currently, there are five client types: Referral, Housing, Housing/HRDC, HRDC, Print Shop. The Client Type changes as the client progresses through the Eva's Phoenix process.

## **Intake Records**

The second set of data entry captures the INTAKE. This is reserved for clients who are selected for interview, whether or not they eventually move into the shelter or participate in the employment program. Unlike the referral data entry, the intake data entry is performed by a number of individuals. The first person to do data entry into this form is the Employment Clerical Support worker, who inputs the date and time of the intake appointment and whether the appointment was confirmed by the client. The referral form is then given to either the Housing Intake Worker or one of the Employment Counsellors, depending on the type of referral it is. The Housing Intake is input by the Housing Intake Worker. The Employment Intake is input by the Employment Counsellors.

The Intake record captures information about the actual intake process, such as the date and time of the interview, the name of the interviewer, whether the appointment was kept, whether the client was accepted into the program, and if not, the reason why, and so on.

Although the Intake record is relatively short, it may take a while to be completely filled because the intake worker is waiting for responses and decisions to be made. Of all the types of records we keep for our clients in the database, the intake may be the least complete for this reason. Normally, the last bit of data entry in the intake record happens at the same time or shortly before the Housing or HRDC record are created. In addition, the intake record is not composed on one form or primarily of one form. Once the form Intake is full, the intake worker fills in

much of the missing information in the client record itself, such as family background, physical description, education background, etc.

## **Housing Records**

The Housing record is created at the time when the client moves into Phoenix and consists of two distinct parts – the “Move In” and the “Exit”. The move in part is completed by the client’s Personal Worker, and captures data about the client’s move in date, employment and housing status on move in, and the house and room number that the client will be residing in. A number of automated events are triggered by the creation of the Housing record, which are transparent to the person doing data entry. These include:

- The ex-residents file number is automatically assigned to the client when the current year is entered into the appropriate field.
- The client type is automatically changed to “Housing”
- The client’s current residence status is automatically changed to “Internal”
- The client’s new address is automatically filled in with the Phoenix address
- The Housing List is automatically updated and all totals on the report are re-tallied

A number of additional tasks are required of the person doing the Housing record data entry, including:

- The proper Client Type must be selected from the drop-down list at right (Housing)
- The name of the assigned PW must be selected from the drop-down list at right
- The name of the assigned EC must be selected from the drop-down list at right
- The HRDC Record must be updated to reflect the client’s current status in the HRDC program, which is “In Evaluation Phase.”

## **HRDC Records**

The HRDC record is actually created at the same time as the Housing Record, However, the only piece of information that is input at that time is that client’s current status in the HRDC Program. This is actually an anomaly, as client’s don’t become HRDC clients until they enrol in the Life Skills Program. The reason we create an HRDC Record at the same time as the Housing Record is in order to have the client show up in the Employment Counsellors’ Caseloads. Follow-Up Records

The Housing record is created at the time when the client moves into Phoenix and consists of two distinct parts – the “Move In” and the “Exit”. The move in part is completed by the client’s Personal Worker, and captures data about the client’s move in date, employment and housing status on move in, and the house and room number that the client will be residing in. A number of automated events are triggered by the creation of the Housing record, which are transparent to the person doing data entry. These include:

## **Mentorship Records**

The Housing record is created at the time when the client moves into Phoenix and consists of two distinct parts – the “Move In” and the “Exit”. The move in part is completed by the client’s Personal Worker, and captures data about the client’s move in date, employment and housing status on move in, and the house and room number that the client will be residing in. A number of automated events are triggered by the creation of the Housing record, which are transparent to the person doing data entry. These include:

## Module 1 – Navigating the Database

### Getting Started:

1) **Double click on the Database Icon on your desktop**

The Access work space opens up and the login form (Figure 1) displays in the middle of the screen as well as a menu bar across the top of the screen (Figure 2).

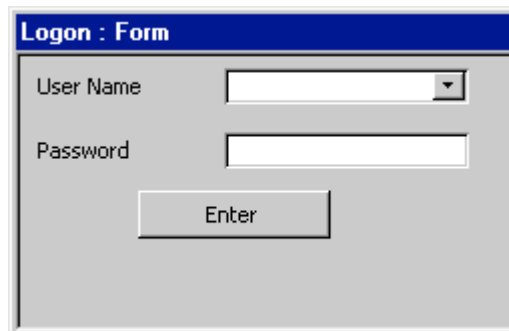


Figure 1: Logon Form

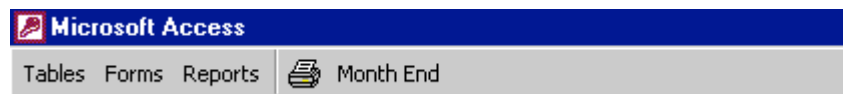


Figure 2: Menu

In the Logon form, type in your first name or select your name from the combo box labelled “user name”.

☒ If necessary, click on the arrow in order to show the entire list of names.

☒ In most cases, simply typing the first letter of your name will be enough for the rest of your name to fill in automatically. If there is more than one person with the same name you will have to select the correct name from the list, otherwise the user name and password may not match.

- ☑ Press enter, tab or click on the text box labelled “password.”
- ☑ Type your password. The password will appear masked with asterisks for privacy.
- ☑ Click on the OK button or press enter.

**IMPORTANT!**

***Only users who have received a password are able to logon to the database. If you don't yet have a password please contact the Database Administrator at extension 248.***

**The Main Switchboard will open (Figure 3)**

The main switchboard displays four choices:

- 1) View and Edit Records
- 2) Preview and Print Reports
- 3) Make an Appointment and send it to Outlook and
- 4) Exit the database and return to windows

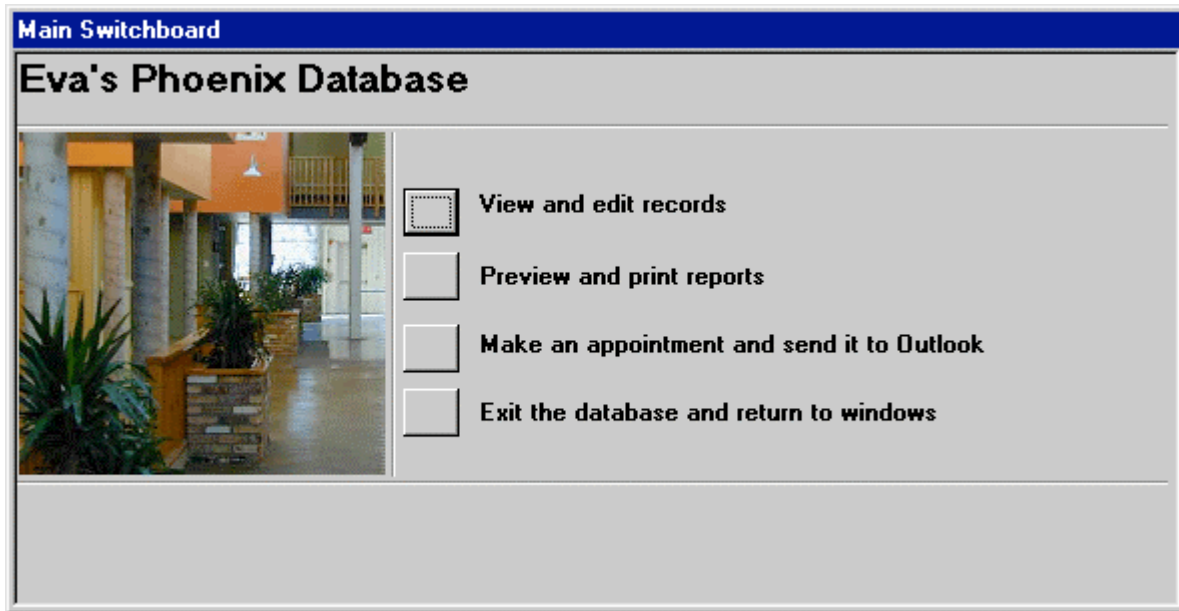



Figure 3: Main Switchboard

Click on the “View and edit records” button, or Press enter.

The “Edit” switchboard will open up (Figure 4). In turn, its default button will appear selected.

**Edit Switchboard**

**View and Edit Records**



☐

**View/Edit a client record**

☐

**View/Edit Community Partner records**

☐

**View/Edit Employer records**

☐

**View/Edit Mentor records**

☐

**View/Edit Staff records**

☐

**Go back to the main switchboard**

Click on the “View/Edit a client record” button, or Press enter.  
The “Client” form will open (Figure 5). This is the area of the database where most client information will be entered and retrieved.

Figure 5

## Understanding the Client Record:

### IMPORTANT!

***The first record that displays in any form is always the last record entered.***

The **client record** displays in a “folder” with several tabs along the top which contain different types of data about the client. This is called the “main folder.” In addition to the main client folder, you will see:

- 1) A side panel on the right side of the folder
- 2) A set of buttons along the bottom of the folder
- 3) A set of search boxes on the lower left side of the form
- 4) A set of navigation buttons with a display box below the search boxes
- 5) A close button and a refresh button on the lower right side of the form
- 6) A close button [X] on the upper right side of the form
- 7) The client’s name repeat-displays at the top right of the form
- 1) The record selector is a long rectangle along the left side of the form

### IMPORTANT!

***The client's name cannot be edited in this form.***

***This is a safety feature designed to prevent you from inadvertently changing a client's name. If you need to change a name contact the DB Admin at extension 248. All other information on the form is editable.***

The **main folder** has a number of tabs along the top. Usually, the first record that displays is for a referral client, and therefore the folder will have fewer tabs along the top – only the “Personal”, “Contact” and “Admin” tabs are visible for Referral clients. For other clients the “Physical”, “Family”, “Medical/Legal” and “Financial” tabs are also visible.

The **side panel** to the right side of the folder contains information about the clients’ progression through the programs at Phoenix. All clients are referral clients and therefore all the records will have a check mark next to “referral.” You may not unclick this box. For referral clients the only thing that is visible in the side panel is the Program Participation box. For other clients, the name of the various workers as well as the current residence status is also visible.

The **program buttons** along the bottom of the folder link to other forms that contain related client information. For referral clients only two buttons are enabled – the referral and intake buttons.

The **search boxes** are used to jump to a specific record quickly.

The built-in **navigation buttons** are used to move from one record to another in sequence. The first button takes you to the first record. The second button takes you to the previous record. The box displays the record number of the current record. The third arrow takes you to the next record. The fourth button takes you to the last record. The fifth button is disabled.

The **close buttons** at the bottom right and the top right close the client form and take you back to the View/Edit switchboard.

The **client's name** at the top right of the form displays in order to ensure that the name is visible even when subforms are open.

The **record selector** normally has a black arrow at the top of it. The arrow indicates that the current record is selected. When you edit the record, the arrow changes into a pencil to denote that you are “writing to the record.” When someone else is writing to the record, the record becomes temporarily locked. You can still navigate the record and view it, but you cannot write to the record at the same time as someone else. The arrow changes into a circle with a line through it to indicate that you are not permitted to edit the record. When two people edit a record at the same time, the first person to save the record has priority. The changes that you have made may be lost. In our environment there should be few times when two people will be editing the same record at the same time.

## Moving Around the Recordset Using the Search Boxes

- 1) **With your mouse, click in the search box labelled “Search by First Name”**  
Type a letter “A.” The box will display the first entry that begins with the letter “A.” If there is no matching entry, the box will remain blank. Type a letter “X.” Since there are no entries starting with the letter “X,” the box remains blank.

If you type a letter that results in a match, all you have to do is click anywhere else on the form, or press enter, and the recordset will jump to that first matching record and the search box will go blank. In most cases, the first record that matches your search is not the record you were looking for, as it is only the first of many possibilities. This is especially true with more common names.

- 2) **Type the letters MIC in the search box.** The box will display the name MICHAEL. Click anywhere else on the form, or press enter. The recordset will jump to the first record matching the name MICHAEL. Let's say you are searching for a specific MICHAEL with a last name starting with the letter F. Since there are more than fifteen MICHAELS in the database, we need to make sure we are selecting the right one. In order to do this, after you type MIC, click on the small arrow on the right of the search box. The list will “drop down” and display 8 names sorted alphabetically by first and last name. A vertical scroll bar will be available for you to scroll down through the list. Select one of the MICHAELS whose last name begins with the letter F. The recordset will immediately jump to that record.

### IMPORTANT!

***Remember that in order to search for a record you have to click in one of the search boxes first. A common mistake is to start typing a name as soon as the form opens up, without clicking on the search box. This will result in either no action, or inadvertently changing the data in one of the fields!***

If you are searching for a client whose first name you don't recall, you can try searching by Last Name or by Preferred Name instead. The procedure is the same, but the records inside the search boxes are sorted differently. Let's search for a client by the last name of Williams:

- 3) **With your mouse, click in the search box labelled “Search by Last Name”**  
Type a letter “W.” The search box will fill with the first entry that matches the criteria. Type a letter “I” immediately followed by an “L.” The last name “Williams” will fill the search box. Click on the arrow and the list will drop down with several clients by the last name of “Williams,” ordered by last and first name.
- 4) **With your mouse, click in the search box labelled “Search by Preferred Name”**  
Type “DAL” The search box will fill with the first entry that matches the criteria. Click anywhere else on the form, or press enter. The recordset will jump to the record matching the entry in the search box.



## Moving Around the Recordset Using the Built-In Navigation Buttons

- 5) **With your mouse, click on the first navigation button which is at the lower left edge of the form**  
The recordset will jump to the first record in the recordset. This is the first record that was input in the database and is also record number one.
- 6) **With your mouse, click on the second navigation button**  
The recordset will jump to the next record in the recordset from your present position.
- 7) **With your mouse, click on the third navigation button**  
The recordset will jump to the previous record in the recordset from your present position.
- 8) **With your mouse, click on the fourth navigation button**  
The recordset will jump to the last record in the recordset. This is the last record that was input in the database and is normally the record that was open when you first opened the Client form during the current session (Unless someone just finished creating a new record).

### IMPORTANT!

***The database always displays the total number of records in the recordset as well as the record number that you are currently working on.***

## Moving Around the Client Folder Using the Folder Tabs

- 9) **With your mouse, click on the first navigation button which is at the lower left edge of the form**  
The recordset will jump to the first record in the recordset. All the tabs will be visible at the top of the folder except for the ADMIN tab which is only visible to Administrative staff. On the first page of the folder you can see the personal information about the client such as name, gender and date of birth and current age. You will also see some demographic information such as place of birth, language and religion. On the right hand side there will be one or more buttons with related information such as "Education," "Resume," etc. These buttons will open separate forms and we will learn how to use them later.
- 10) **With your mouse, click on the tab at the top of the folder, labelled "Contact"**  
The folder will display the "Contact" sheet which contains contact information for the client.
- 11) **With your mouse, click on the tab labelled "Family"**  
The folder will display the "Family" sheet which contains information about the client's family background, including a button which opens a subform for the client's children, if the "Has children" option is clicked.
- 12) **With your mouse, click on the tab labelled "Financial"**  
The folder will display the "Financial" sheet which contains information about the client's employment, rent savings, PNA and Food Allowance eligibility and distribution, etc.
- 13) **With your mouse, click on the tab labelled "Legal"**  
The folder will display the "Legal" sheet which contains information about the client's legal

background including legal status in Canada, Social insurance number, eligibility to work in Canada, etc.

**14) With your mouse, click on the tab labelled “Medical”**

The folder will display the “Medical” sheet which contains information about the client’s health, including the Health Card Number and links to related medical subforms if applicable.

**15) With your mouse, click on the tab labelled “Physical”**

The folder will display the “Physical” sheet which contains a physical description of the client.

**16) With your mouse, click on the tab labelled “Admin,” if available**

The folder will display the “Admin” sheet which contains administrative information about the record such as the date the record was created, who created it and the last date and person who edited the record.

**Understanding the Community Partner Record:**

**IMPORTANT!**

***The first record that displays in any form is always the last record entered.***

The **Community Partner record** displays in a “folder” very similar to the client folder that we looked at before. This is called the “main folder.” In addition to the main community partner folder, you will see:

- 1) A side panel on the right side of the folder
- 2) A set of search boxes just below the folder
- 3) A set of navigation buttons with a display box below the search boxes
- 4) A close button and a refresh button on the lower right side of the form
- 5) A close button [X] on the upper right side of the form
- 6) The partner’s name repeat-displays at the top right of the form
- 7) The record selector is a long rectangle along the left side of the form

The **main folder** has a number of tabs along the top. Usually, the first record that displays is for a referral client, and therefore the folder will have fewer tabs along the top – only the “Personal”, “Contact” and “Admin” tabs are visible for Referral clients. For other clients the “Physical”, “Family”, “Medical/Legal” and “Financial” tabs are also visible.

The **side panel** to the right side of the folder contains information about the clients’ progression through the programs at Phoenix. All clients are referral clients and therefore all the records will have a check mark next to “referral.” You may not unclick this box. For referral clients the only thing that is visible in the side panel is the Program Participation box. For other clients, the name of the various workers as well as the current residence status is also visible.

The **program buttons** along the bottom of the folder link to other forms that contain related client information. For referral clients only two buttons are enabled – the referral and intake buttons.

The **search boxes** are used to jump to a specific record quickly.

The built-in **navigation buttons** are used to move from one record to another in sequence. The first button takes you to the first record. The second button takes you to the previous record. The box displays the record number of the current record. The third arrow takes you to the next record. The fourth button takes you to the last record. The fifth button is disabled.

The **close buttons** at the bottom right and the top right close the client form and take you back to the View/Edit switchboard.

The **client’s name** at the top right of the form displays in order to ensure that the name is visible even when subforms are open.

The **record selector** normally has a black arrow at the top of it. The arrow indicates that the current record is selected. When you edit the record, the arrow changes into a pencil to denote that you are “writing to the record.” When someone else is writing to the record, the record becomes temporarily locked. You can still navigate the record and view it, but you cannot write to the record at the same time as someone else. The arrow changes into a circle with a line through it to indicate that you are not permitted to edit the record. When two people edit a record at the same time, the first person to save the record has priority. The changes that you have made may be lost. In our environment there should be few times when two people will be editing the same record at the same time.

## Moving Around the Recordset Using the Search Boxes

### 17) With your mouse, click in the search box labelled “Search by First Name”

Type a letter “A.” The box will display the first entry that begins with the letter “A.” If there is no matching entry, the box will remain blank. Type a letter “X.” Since there are no entries starting with the letter “X,” the box remains blank.

If you type a letter that results in a match, all you have to do is click anywhere else on the form, or press enter, and the recordset will jump to that first matching record and the search box will go blank. In most cases, the first record that matches your search is not the record you were looking for, as it is only the first of many possibilities. This is especially true with more common names.

18) Type the letters MIC in the search box. The box will display the name MICHAEL. Click anywhere else on the form, or press enter. The recordset will jump to the first record matching the name MICHAEL. Let’s say you are searching for a specific MICHAEL with a last name starting with the letter F. Since there are more than fifteen MICHAELS in the database, we need to make sure we are selecting the right one. In order to do this, after you type MIC, click on the small arrow on the right of the search box. The list will “drop down” and display 8 names sorted alphabetically by first and last name. A vertical scroll bar will be available for you to scroll down through the list. Select one of the MICHAELS whose last name begins with the letter F. The recordset will immediately jump to that record.

#### IMPORTANT!

***Remember that in order to search for a record you have to click in one of the search boxes first. A common mistake is to start typing a name as soon as the form opens up, without clicking on the search box. This will result in either no action, or inadvertently changing the data in one of the fields!***

If you are searching for a client whose first name you don’t recall, you can try searching by Last Name or by Preferred Name instead. The procedure is the same, but the records inside the search boxes are sorted differently. Let’s search for a client by the last name of Williams:

### 19) With your mouse, click in the search box labelled “Search by Last Name”

Type a letter “W.” The search box will fill with the first entry that matches the criteria.

Type a letter “I” immediately followed by an “L.” The last name “Williams” will fill the search box. Click on the arrow and the list will drop down with several clients by the last name of “Williams,” ordered by last and first name.

- 20) **With your mouse, click in the search box labelled “Search by Preferred Name”**  
Type “DAL”. The search box will fill with the first entry that matches the criteria. Click anywhere else on the form, or press enter. The recordset will jump to the record matching the entry in the search box.

### **Moving Around the Recordset Using the Built-In Navigation Buttons**

- 21) **With your mouse, click on the first navigation button which is at the lower left edge of the form**  
The recordset will jump to the first record in the recordset. This is the first record that was input in the database and is also record number one.
- 22) **With your mouse, click on the second navigation button**  
The recordset will jump to the next record in the recordset from your present position.
- 23) **With your mouse, click on the third navigation button**  
The recordset will jump to the previous record in the recordset from your present position.
- 24) **With your mouse, click on the fourth navigation button**  
The recordset will jump to the last record in the recordset. This is the last record that was input in the database and is normally the record that was open when you first opened the Client form during the current session (Unless someone just finished creating a new record).

#### **IMPORTANT!**

***The database always displays the total number of records in the recordset as well as the record number that you are currently working on.***

### **Moving Around the Client Folder Using the Folder Tabs**

- 25) **With your mouse, click on the first navigation button which is at the lower left edge of the form**  
The recordset will jump to the first record in the recordset. All the tabs will be visible at the top of the folder except for the ADMIN tab which is only visible to Administrative staff. On the first page of the folder you can see the personal information about the client such as name, gender and date of birth and current age. You will also see some demographic information such as place of birth, language and religion. On the right hand side there will be one or more buttons with related information such as “Education,” “Resume,” etc. These buttons will open separate forms and we will learn how to use them later.
- 26) **With your mouse, click on the tab at the top of the folder, labelled “Contact”**  
The folder will display the “Contact” sheet which contains contact information for the client.
- 27) **With your mouse, click on the tab labelled “Family”**  
The folder will display the “Family” sheet which contains information about the client’s family background, including a button which opens a subform for the client’s children, if the “Has children” option is clicked.
- 28) **With your mouse, click on the tab labelled “Financial”**  
The folder will display the “Financial” sheet which contains information about the client’s employment, rent savings, PNA and Food Allowance eligibility and distribution, etc.

**29) With your mouse, click on the tab labelled “Legal”**

The folder will display the “Legal” sheet which contains information about the client’s legal background including legal status in Canada, Social insurance number, eligibility to work in Canada, etc.

**30) With your mouse, click on the tab labelled “Medical”**

The folder will display the “Medical” sheet which contains information about the client’s health, including the Health Card Number and links to related medical subforms if applicable.

**31) With your mouse, click on the tab labelled “Physical”**

The folder will display the “Physical” sheet which contains a physical description of the client.

**32) With your mouse, click on the tab labelled “Admin,” if available**

The folder will display the “Admin” sheet which contains administrative information about the record such as the date the record was created, who created it and the last date and person who edited the record.

## **Module 2 – Creating a New Client Record**

### **Getting Started:**

- 1) Double click on the Database Icon on your desktop to open the database.
- 2) Click on the “View and edit records” button, or Press enter to open the Edit Switchboard.
- 3) Click on the “View/Edit a client record” button, or Press enter to open the client form.
- 4) Click on the “New Client” button on the lower right side. The Client Form will close and a form called “New Client” will open.

**IMPORTANT!**

***Only users who have administrative access will be able to click on the “New Record” button.***

- 5) From the paper Client Referral Form, fill in the required fields as follows:

- ☒ First Name
- ☒ Middle Name, if available
- ☒ Last Name
- ☒ Street Name (the client’s nickname, not the name of the street where the client lives)
- ☒ Preferred Name
- ☒ Gender
- ☒ Date of Birth

**IMPORTANT!**

***Please ensure that the spelling of the name is correct and that you have input the different names in the correct text boxes. These fields are not updatable directly in the main client form.***

- 6) Click on the tab labelled “Contact Info.”
- 7) Continuing to refer to the Client Referral Form, fill in the required fields as follows:
  - ☒ Current Address
  - ☒ City
  - ☒ Province
  - ☒ Postal Code
  - ☒ Shelter Name
  - ☒ Phone
  - ☒ Alternate Phone
  - ☒ Cell/Pager
  - ☒ Fax
  - ☒ EMail
- 8) If you will be inputting another new record, **go back to the Personal Info Tab, or click on the new record button at the bottom of the form – repeat the steps above to create another record.**
- 9) When you are finished inputting new records, **click on the button labelled “Go Back to the Client Form.”** The new client data entry form will close and the main client form will open again. The last record you input will be visible.

### **Module 3 – Working with Referral Data**

#### **Getting Started:**

- 10) Click on the “Referral” button on the lower left side of the main client form. The Client Form will remain open in the background, and the “Referral” form will open on top.



**IMPORTANT!**

***The referral form (as well as all forms that are open via a button on the main client form) is a pop-up and modal window. Pop-up means it will open on top of another window, and modal means it will retain the focus (you won't be able to click on other forms) until it's closed.***

11) From the paper Client Referral Form, fill in the required fields as follows:

- ☒ Referring Agency
- ☒ Date
- ☒ Referring Worker
- ☒ Phone Number
- ☒ Extension
- ☒ Fax Number
- ☒ Email
- ☒ Referral Type (eg: Housing, Employment, Housing and Employment)

**IMPORTANT!**

***You may find when the form opens up that there is already an intake record there. Check the date. You can enter more than one referral record for a client, since a client may be referred to us more than once. If you determine that you need to input a new record click on the new button at the bottom of the form***

12) Close the form by clicking on the close button at the top right hand side of the form.

13) In the main client record click on the Admin tab

14) Enter today's date in the field labelled "Last Update."

15) Type your name in the field labelled "By."

16) Type the detail of the changes you just made in the field labelled "Detail."

17) Click on the "Refresh" button on the bottom right side of the form.

The Intake record has now been amended and your changes are available to the other users on the server.



## Module 4 – Working with Intake Data

### Getting Started:

- 18) Click on the “Intake” button on the lower left side of the main client form. The Client Form will remain open in the background, and the “Intake” form will open on top.

Program Choice	Details
Individualized	Computers
Film	TV
Individualized	TV

#### IMPORTANT!

***If there is no intake information a dialog box will open up asking if you want to create a record. Select yes to create a record or no to exit.***

- 19) Fill in the intake interview details as follows:

- ☒ Intake Type (Housing, Employment or Printshop)
- ☒ Interviewer (Select from the list)
- ☒ Interview Date
- ☒ Interview Time (The format is 00:00 nn – you must enter all required digits)
- ☒ Confirmed (click if the client called to confirm the appointment)
- ☒ Showed (click if the client showed for the interview appointment)
- ☒ Accepted (Yes, No, Pending)

- ☒ Residence (Internal or External – Note that Internal applies only to clients who are already residing at Phoenix, not to clients who are scheduled to move in in the future)
- ☒ Notes (This field is open and you can type any amount of text, but brief notes are preferable)
- ☒ Program Choice
- ☒ Detail (If the program choice above = Individualized – Most clients express up to three choices)

**IMPORTANT!**

***Normally intake information is input in two separate sessions by two people: The Employment Clerical Support Worker enter data into the first four fields – Intake type, Interviewer, appointment date and Time. The EC's or the Housing Intake Worker (or someone working on their behalf, enters the remaining fields after the interview has taken place.***

- 20) Close the form by clicking on the close button at the top right hand side of the form.
- 21) In the main client record click on the Admin tab
- 22) Enter today's date in the field labelled "Last Update."
- 23) Type your name in the field labelled "By."
- 24) Type the detail of the changes you just made in the field labelled "Detail."
- 25) Click on the "Refresh" button on the bottom right side of the form.

The Intake record has now been amended and your changes are available to the other users on the server.

### **Challenges:**

Some possible problems when you are trying to enter and save an Intake Record:

- 1) If the appointment was not scheduled in the database, no record exists. You are still able to enter your information. Simply follow the steps at the top.
- 2) If the database won't let you save your changes – look at the record selector on the left hand side of the record. If the symbol has changed from a pencil to a "no entry" sign, it means someone else is writing to the record. You must wait and try later. If you exit at this point, your changes will not be saved to the database.

## Module 5 – Working with Housing Data

## Module 6 – Working with HRSDC Data

In the HRSDC form, there are 6 subforms that contain information related to the client's participation in the Employment Program. Data entry is done by different users depending on their job duties:

<i><b>Subform</b></i>	<b>User</b>	<b>When</b>	<b>Page</b>
Current Status in Program	All Employment Team Staff as Required	Every time status changes	1
Life Skills Enrolment	Life Skills Instructor	At Life Skills Enrolment	
Life Skills Evaluation	Life Skills Instructor	End of Life Skills	
Work Experience	Job Coaches, Employment Counsellors	WEP start and end	
Closure	Employment Counsellors	When closed	
Termination (HRSDC Doc)	Employment Counsellors	When closed	

### Getting Started:

- 26) In the “Program Participation” box on the right hand side of the record, check the box labelled “HRSDC”. This will add the client to the HRSDC client list and will enable the button “HRSDC” so you are able to carry out the following steps.
- 27) Click on the “HRSDC” button on the lower left side of the main client form. The Client Form will remain open in the background, and the “HRSDC” form will open on top. The HRSDC form has a number of tabs along the top of the folder.



#### **IMPORTANT!**

***The HRSDC form will display the current client's name at the top. This will allow you to ensure that you are working with the correct client record.***

## **Current Status in Program:**

- 1) **Click on the “Current Status” tab along the top of the folder, if it’s not already selected.**

**Fill in the Current Status in Program details as follows:**

- ☒ Status in Program (Select from the list)
  - ☒ Secondary Status (Select from the list the most fitting choice)
  - ☒ Additional (type in any text that helps to clarify the above – not a required field)
  
  - ☒ Current Program (The employment program the client is currently considered to be participating in – this may change at different times during the clients participation in the program and should be captured at every stage)
- 2) **If you have other changes to make to this client record, proceed as per the instructions for each tab. Otherwise, close the form by clicking on the close button at the top right hand side of the form.**
  - 3) **In the main client record click on the Admin tab**
  - 4) **Enter today’s date in the field labelled “Last Update.”**
  - 5) **Type your name in the field labelled “By.”**
  - 6) **Type the detail of the changes you just made in the field labelled “Detail.” Usually “HRSDC record updated” will suffice, but you can type more text if you like. This will be changed as soon as someone else makes a change to the record.**
  - 7) **Click on the “Refresh” button on the bottom right side of the form.**

The client’s Current Status in the Employment Program has now been amended and your changes are available to the other users on the server. In addition, the EC caseload, JD caseload and other reports that contain this information have now been updated also.

## **Life Skills Enrolment:**

- 1) **Click on the “LS Enrolment” tab along the top of the folder, if it’s not already selected.**

**Fill in the Life Skills Enrolment details as follows:**

- ☒ Life Skills Session (Select the correct session from the list – note that sessions appear in reverse chronological order. Also note that the dates for this client’s participation in Job Maintenance will fill automatically based on the Life Skills Session)
- ☒ Program (This is the program the client has been accepted into LS for – some clients are accepted into Life Skills without a clear program choice – in that case leave this field blank and update it as soon as you are able)

- ☒ Status (Choose a residence status from the list – this is the current status only, not a future status based on an acceptance into Housing or future discharge date)
  - ☒ First Paycheque (Enter the amount of the client's first payment for Life Skills)
  - ☒ Second Paycheque (Enter the amount for the second payment)
  - ☒ Notes (Enter any additional significant notes that may be needed for future reference – not a required field)
  - ☒ Completed? (Check this box when the client finishes Life Skills. If the client does not fulfill the requirements to graduate from Life Skills leave this box unchecked, even if the Life Skills Session has ended. This is a personal completion only.)
  - ☒ Reapp? (Check this box only for clients who have enrolled in Life Skills previously.)
- 2) **If you have other changes to make to this client record, proceed as per the instructions for each tab. Otherwise, close the form by clicking on the close button at the top right hand side of the form.**
  - 3) **In the main client record click on the Admin tab**
  - 4) **Enter today's date in the field labelled "Last Update."**
  - 5) **Type your name in the field labelled "By."**
  - 6) **Type the detail of the changes you just made in the field labelled "Detail." Usually "HRSDC record updated" will suffice, but you can type more text if you like. This will be changed as soon as someone else makes a change to the record.**
  - 7) **Click on the "Refresh" button on the bottom right side of the form.**

The client's Life Skills Enrolment has now been amended and your changes are available to the other users on the server. In addition, the EC caseload, Life Skills Enrolment and other reports that contain this information have now been updated also. You must now go back to the main client record and ensure that other related information is accurate and up-to-date.

- 1) **Close the "HRSDC" form.**
- 2) **In the main Client Form, click on the "Client" tab, if it's not already selected**
- 3) **Ensure that the date of birth field is filled in. If blank, update it with the correct date of birth.**
- 4) **Ensure that the gender field is filled in. If blank, choose the correct field from the list**
- 5) **Click on the Contact tab at the top of the folder, if it's not already selected**
- 6) **Ensure that the client's address and phone number are up to date. If blank or incorrect, update it using the most current and accurate data available**

- 7) **Ensure that the client's emergency contact information is filled in and accurate. If blank or inaccurate, fill in with the most current and accurate data available.**
- 8) **In the "Date of Last Address Change" box, type your name into the field labelled "Staff" and type today's date into the field labelled "Date." This will signal to other staff who updated the client's contact information and the date in order to compare with conflicting contact information they may have.**
- 9) **Click on the "Legal" tab along the top of the folder.**
- 10) **Fill in all the legal details. These fields cannot be left blank for HRSCD clients**
- 11) **Click on the "Medical" tab along the top of the folder.**
- 12) **Fill in the Health Card Number – this field cannot be left blank for HRSDC clients.**

### **Life Skills Evaluation:**

- 1) **Click on the "LS Evaluation" tab along the top of the folder, if it's not already selected. Note that this subform has a number of buttons along the top. It is a multi-page folder inside the larger HRSDC folder.**

**This folder is under re-development and is not currently being used**

### **Work Experience:**

- 1) **Click on the "Work Experience" tab along the top of the folder, if it's not already selected. Note that this subform has a number of buttons along the top. It is a multi-page folder inside the larger HRSDC folder.**
- 2) **Click on the "Job Start" button at the top of the folder, if it's not already selected. Fill in the Job Start details as follows:**
  - ☒ **Job Instance**(Normally, this would be the first job placement – the number resets at the start of each year, so if the client was placed in a Work Experience Placement in a previous year that WEP does not count here.)
  - ☒ **Start Date**
  - ☒ **Employer** (Choose the correct employer from the list. If the employer does not appear on the list, it must be added to the database. You must exit the Work Experience form, exit the main client form, and from the edit switchboard select the "View/Edit Community Partner" button. Create the new Employer record, making sure that you classify the community partner as an employer, and then proceed to amend the HRSDC record.)
  - ☒ **Location** (If different from the official employer location – often used with construction clients who are on a particular site, or with film clients)
  - ☒ **Job Title**
  - ☒ **Job Type** (Select from the list – the default is "HRSDC Work Placement)
  - ☒ **Program** (Select from the list – do not leave this field blank)
  - ☒ **Job Developer** (Select from the list – this is the actual person who developed the job, not just the worker who signed all the paperwork)

- ☒ Supervisor (Type in the name of the onsite supervisor – this may be different than the name of the person who hired the client)
  - ☒ Supervisor's Phone
  - ☒ Supervisor's Extension
  - ☒ Onsite Mentor (Type in the name of the onsite mentor even if it's the same as the supervisor, as this field updates related Mentorship documents.)
  - ☒ Onsite Mentor's Phone
  - ☒ Onsite Mentor's Extension
- 3) **Click on the "Evaluation" button at the top of the folder, if it's not already selected. Note that the evaluation dates appear already filled in. These are suggested dates based on the WEP start date. You may enter actual evaluation dates in the "Evaluation Date" field. The actual date will override the suggested date in the related reports:**
- ☒ Evaluation Done? (Check if the corresponding evaluation was done)
  - ☒ Evaluation Date (If the above checkbox is checked, you must enter a date in this field)
- 4) **Click on the "Administrative Details" button at the top of the folder, if it's not already selected. Fill in the Administrative Details as follows:**
- ☒ HRSDC Funded
  - ☒ HRSDC Pay Rate
  - ☒ Employer Top-Up Rate
  - ☒ Pay Type
  - ☒ Experience Length
  - ☒ Vehicle Contract Signed?
  - ☒ Insurance?
- 5) **Click on the "Termination" button at the top of the folder, if it's not already selected. Fill in the Termination details as follows:**
- ☒ Date Terminated
  - ☒ Reason for Termination
  - ☒ Details of Termination
- 1) **If you have other changes to make to this client record, proceed as per the instructions for each tab. Otherwise, close the form by clicking on the close button at the top right hand side of the form.**
- 2) **In the main client record click on the Admin tab**
- 3) **Enter today's date in the field labelled "Last Update."**
- 4) **Type your name in the field labelled "By."**

- 5) **Type the detail of the changes you just made in the field labelled “Detail.” Usually “HRSDC record updated” will suffice, but you can type more text if you like. This will be changed as soon as someone else makes a change to the record.**
- 6) **Click on the “Refresh” button on the bottom right side of the form.**

The client’s Work Experience has now been amended and your changes are available to the other users on the server. In addition, the various reports that show work experience details have now also been updated.

### **Closure:**

- 1) **Click on the “Closure” tab along the top of the folder, if it’s not already selected. Fill in the Closure details as follows:**
  - ☒ Closure Date (Normally this date will be the same as the program year closure date – However, a client can be closed before that date – enter the actual date of closure. Please note that as soon as you type in a date, the database will add the client to the follow-up clients’ list and will generate a number of dates for employment follow-up.)
  - ☒ Closure Instance (This shows us how many times a client has been closed. A client can be closed more than over several years, but only once within a program year.)
  - ☒ Reason for Closure (Choose the most appropriate option from the list)
  - ☒ Case Disposition (Choose the most appropriate option from the list)
  - ☒ Disposition Detail (Type any additional notes about the client’s disposition that you think might be of significance for future reference)
  - ☒ Follow-Up? ( )
  - ☒ Keep Active? ( )
- 2) **If you have other changes to make to this client record, proceed as per the instructions for each tab. Otherwise, close the form by clicking on the close button at the top right hand side of the form.**
- 3) **In the main client record click on the Admin tab**
- 4) **Enter today’s date in the field labelled “Last Update.”**
- 5) **Type your name in the field labelled “By.”**
- 6) **Type the detail of the changes you just made in the field labelled “Detail.” Usually “HRSDC record updated” will suffice, but you can type more text if you like. This will be changed as soon as someone else makes a change to the record.**
- 7) **Click on the “Refresh” button on the bottom right side of the form.**



The client's Closure has now been amended and your changes are available to the other users on the server. In addition, the EC's Caseload, JD's Caseload and other reports that contain this information have now been updated also.

### **Termination:**

- 8) **Click on the "Termination" tab along the top of the folder, if it's not already selected. Fill in the Termination details as follows:**
  - ☒ Termination Status (.)
  - ☒ Termination Date ( )
  - ☒ Completed Life Skills? ( )
  - ☒ Completed Placement? ( )
  - ☒ Report Date ( )
- 9) **If you have other changes to make to this client record, proceed as per the instructions for each tab. Otherwise, close the form by clicking on the close button at the top right hand side of the form.**
- 10) **In the main client record click on the Admin tab**
- 11) **Enter today's date in the field labelled "Last Update."**
- 12) **Type your name in the field labelled "By."**
- 13) **Type the detail of the changes you just made in the field labelled "Detail." Usually "HRSDC record updated" will suffice, but you can type more text if you like. This will be changed as soon as someone else makes a change to the record.**
- 14) **Click on the "Refresh" button on the bottom right side of the form.**

The client's Termination has now been amended and your changes are available to the other users on the server. In addition, the Termination report which is submitted to HRSDC monthly and other reports that contain this information have now been updated also.

### **Challenges:**

Some possible problems when you are trying to enter and save an Intake Record:

- 3) If the appointment was not scheduled in the database, no record exists. You are still able to enter your information. Simply follow the steps at the top.
- 4) If the database won't let you save your changes – look at the record selector on the left hand side of the record. If the symbol has changed from a pencil to a "no entry" sign, it means someone else is writing to the record. You must wait and try later. If you exit at this point, your changes will not be saved to the database.

## **Module 8 – Working with Follow-Up Data**

## **F.10 Meeting Room Bookings**

### **F.10.1 Meeting Room Bookings Policy**

Meeting rooms are available for staff to conduct meetings and to meet with youth. Meeting rooms must be booked to guarantee availability for a scheduled meeting. Staff should not use booked rooms without prior approval from the intended user. Cancelled meetings should be removed from the meeting room schedule.

## **F.10.2 Meeting Room Bookings Procedure**

### **Reservations**

Staff is expected to view the meeting room's availability before Booking a time period. If the room is available call the appropriate member of the Administrative Team to book the Resource or Boardroom. When booking please remember to communicate the time you would like to enter and the exact time you leave.

Each room is to be left in tidy fashion with all chairs in an orderly alignment. Please empty the room of food wrappers and other forms of trash. All lights must be turned off and the door locked when finished using the meeting room.

### **Boardroom**

The Boardroom may be booked for individual or small group meetings. This room is booked for a maximum of two hours on a first-come, first-served basis. Reservations must be made via email or telephone call to the Administrative Office on or before the day of desired use of the room.

### **Resource Room**

Priority for usage of this room is given to Life Skills Programming. Please check the Resource Room schedule before booking.

### **Cancellations**

To avoid confusion and delay of meeting room bookings, please inform the administrative staff as soon as a cancellation of meeting is realized.

## **F.11 Office Supplies**

### **F.11.1 Office Supplies Policy**

Office supplies are provided to staff to assist them in fulfilling their position responsibilities. Office supplies must not be used for personal purposes.

### **F.11.2 Office Supplies Procedure**

- A member of the administrative team will order all office supplies once a month.
- All staff needs to have their supervisor approve their order before sending it to the administrative assistant.
- If a staff need to buy office supplies outside of monthly, their immediate supervisor need to give approval and petty cash can be used for this purchase.
- Eva's Phoenix will supply adequate office supplies to enable staff to perform their duties. No staff is allowed to take office supplies for personal use.
- Site Operations Manager will determine which company the agency will purchase the office supplies from.

## **F.12 Site Inventory**

### **F.12.1 Site Inventory Policy**

#### **Draft**

All Eva's Phoenix equipment will be tagged and recorded in the Site Inventory System. Inventory Control will be performed every six months and any damage to the property will be documented. Administrative Assistant and Maintenance Coordinator will perform annual physical inventories and submit the report to Site Operations Manager.

**Purpose:** To ensure that the recorded equipment inventory is accurate, and to provide controls to ensure that assets are properly safeguarded and maintained.

## **F.12.2 Site inventory Procedure**

Site Operations Manager is responsible to keep a list of all site inventories in the following areas and update them every six months:

### **Tagging Procedures:**

- All inventory will be tagged according to current system
- Based on this review Inventory Control will distribute to the department that purchased the equipment a “tag” and an Asset Control Sheet that lists pertinent information regarding the equipment.
- The department must complete the identified fields on the sheet, such as location building and room number, serial/model number, and return to Inventory Control within 15 days.
  
- Office inventory
  1. chairs
  2. desk
  3. computers
  4. telephone
  5. lamps
  6. fans
  7. printers
  
- Shelter inventory
  1. mattress
  2. bed frame
  3. couches
  4. fridges
  5. stoves
  6. microwave
  7. kettles
  8. BBQ

### **General Inventory**

- filing cabinets
- safes
- vehicle



## **F.13 Front Door Monitor**

### **F.13.1 Front Door Monitor Policy**

To maintain the safety and security of all residents and staff, the front door of the shelter remains locked at all times. Only staff or trained volunteers are permitted to let anyone into the building. All visitors will be announced accordingly and asked to sign in their respective/designated binder.

### **F.13.2 Front Door Monitoring Procedure**

The administrative staffs are responsible for admitting staff, residents and guests into the shelter during business hours. Outside of regular business hours, Front Line shelter staff will have this responsibility. Staff or residents expecting guests should inform the staff in the front office area as appropriate. There will always be at least one staff on duty at all times in the front office area to monitor the door. All staff will be trained to open the front door upon hiring

- see sign in and out policy and procedures

## **F.14 Staff Training**

### **F.14.1 Staff Training Policy**

#### **Draft**

All shelter staff will receive mandatory training on the following within the noted timeframes:

Within 10 days of starting employment:

- Health information including infectious diseases

Within 3 months of starting employment:

- Shelter standards
- Case management
- Understanding and Managing Aggressive Behaviour

Within one year of starting employment:

- First Aid and CPR
- Workplace Hazardous Materials Information Systems
- Anti-Racism/ Anti-Oppression

In addition to these mandatory training, staff may also be required to attend other trainings required to fulfill the duties of their positions.

## **F.14.2 Staff Training Procedure**

### **Draft**

The Manager will ensure that every member of their team attends the required training on a timely basis. Each Manager will be responsible for providing the Administrative Assistant with the information on the particular training required by each new staff member. The Manager will ensure that their respective team members attend the booked trainings. Staff will direct to their direct Supervisor any conflicts they have with the booked trainings. Failure to attend the booked trainings without reason may result in disciplinary actions being taken. As well, staff may be required to cover the resulting cost of the missed training.

The Administrative Assistant will maintain a centralized list of all shelter staff and the mandatory training they have received and require. Managers will have a list of all other trainings in which their team members participate.

## **F.15 Stamps**

### **F.15.1 Stamps Policy**

#### **Draft**

Stamps are provided for only mail related to program needs at Eva's Phoenix. A courier service is also available for items that require most urgent delivery.

### **F.15.2 Stamps Procedures**

Stamps can be obtained from a member of the administrative team. All mails to be mailed should be given to the administrative assistant for mailing out purposes. Administrative will mail all mails at the end of her/his business day.

You can obtain stamps from a member of the administrative assistant team

If no stamps are available, you can obtain cash from your respective Manager for this purpose and receipts must be returned after purchase of stamps.

## **F.16 Vacation Schedule**

### **F.16.1 Vacation Schedule Policy**

#### **Draft**

All Bargaining Unit staff will receive vacation according to the schedule outlined in the Collective Agreement. All non-Bargaining Unit staff members will receive vacation as outlined in their employment letters and in keeping with the Personnel Policy of Eva's Initiatives.

Standards for requesting and responding are outlined in the Collective Agreements. For non-bargaining staff, vacation requests should be requested by January 31 of each year with the approvals being communicated by April 30.

## **F.16.2 Vacation Schedule Procedure**

### **Draft**

Requests for Vacation must be submitted in writing to the direct Supervisor by January 31 (or per the Collective Agreement for bargaining unit staff). Supervisors will respond to all requests by April 30 of each year. Staff who do not provide their requests according to the established deadlines will risk not receiving their requests. All requests submitted outside the established time lines will be approved as soon as possible thereafter.

Supervisors will consider operational needs of the shelter in making decisions on all requests for vacation. This may include limiting the number of staff being absent on a given team or in particular staff positions. Appropriate coverage must be arranged by the Supervisor for all vacation requests beyond 3 business days.