



**India Rainbow Community
Services of Peel**

Volunteer Handbook

August 2016

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Welcome to India Rainbow Community Services of Peel (IRCS)

Thank you for your interest in volunteering at IRCS. This Volunteer Handbook is intended to be a helpful resource with information about the organization and our programs and services that you may be interested in helping out with.

Who we are?

India Rainbow Community Services of Peel (IRCS) is a non-profit, charitable, community based organization. Our services are non-religious and non-political.

Our mission is to provide culturally and linguistically appropriate services to the Peel immigrant community, enabling integration and supporting their settlement, social services, health, and educational needs.

Guiding Principles

- We apply best practices in our service delivery
- We are accountable to all our stakeholders
- We are non-political and non-religious
- We are committed to progress and forward thinking through entrepreneurship
- We are guided by community participation and collaboration

Values

- Integrity
- Inclusiveness
- Ethics
- Transparency

Contact Information

Volunteer Coordinator -- Sweety Khanija
Tel: 905-595-1669, ext.226
Email: skhanija@indiarainbow.org

Programs & Services

Settlement Services for Newcomers

One of our core offerings is to assist new immigrants with settlement and adaptation. With over 20 years of experience, we take pride in helping new Canadians learn about employment, education, housing, citizenship, health and other related information.

- Orientation to Canada - individual or group counselling
- Information on employment, education, housing, citizenship, health, legal rights and obligations etc.
- Information workshops/presentations
- Translation and interpretation
- Networking sessions
- Information on training and skills development

Language Instruction for Newcomers to Canada

We recognize just how difficult it is for new immigrants with language barriers to be able to effectively communicate in a new country. Our language training program helps newcomers in improving their communication skills.

- National curriculum for English language training with computers and specialized software
- Part-time classes from Literacy - Level 7
- Childcare facilities (19 months - 6 years)
- Certified instructors and childminders
- Educational workshops, presentations, field trips
- On-going enrolment and assessment
- Transportation assistance to eligible clients

Job Search Workshops for Newcomers

Finding new employment can be a very intimidating process for new immigrants. IRCS makes the process much easier. Designed specifically for newcomers, our workshops facilitate the employment of new immigrants to Ontario by familiarizing them with effective job-search practices and techniques.

- Career counselling and skills assessment
- Interview preparation
- Assistance with resume and cover letter
- Long and short-term career planning
- Labour market research techniques
- Networking opportunities
- Information on employment standards and Ontario Human Rights
- Access to Resource Centre

Services for Seniors

Our comprehensive preventative and rehabilitation services are provided to seniors who have cognitive impairment, frail elderly with chronic disability or illness such as Alzheimer's, dementia, arthritis, diabetes, stroke and muscular dystrophy. In order to be eligible for this program all clients go through Community Care Access Centre (CCAC).

Other services include:

- Information and Education is provided to caregivers on various illnesses and disabilities. Health care professionals are invited to conduct educational sessions.
- Caregivers support and counselling is provided to caregivers on one-on-one basis or in a small group setting. They meet every month to provide on-going support to each other as well as attend educational workshops.
- Clinics – A registered Nurse on site organizes foot care, fall prevention, medication management, diabetes, blood pressure and weight clinic.
- Transportation – Assistance is provided in accessing transportation services from Transhelp, Red Cross, Canes and Passenger Assistance program.
- Friendly Visiting services are arranged for home bound clients in their home, hospital or nursing home by trained volunteers
- Security Reassurance check – A quick telephone call reassuring client's health

Seniors Wellness Program

The key objective of the program is to reduce isolation and loneliness and to provide physically and mentally stimulating activities to seniors over the age of 55+. Presently we have seven wellness groups in Mississauga and Brampton.

Programs are conducted in Punjabi, Hindi, Tamil and English languages.

Presentations are conducted on various health related topics such as healthy eating, heart and stroke, independent living, Alzheimer disease etc.

Home Support Exercise Program has been introduced for seniors to enhance general well-being, improve overall physical and psychological health

New activities are introduced to empower clients. Each weekly session consists of light exercise, mental aerobics, word puzzle and indoor games. Field trips and outdoor activities are organized during summer.

Family Services

Child, Youth and Parenting

This program provides culturally and linguistically specific education and parenting support to families.

- Supportive counselling and family mediation on duality of cultures
- Crisis intervention
- Cultural information to school-staff and students
- Youth leadership and development
- Referrals
- School support/advocacy
- Coping with resettlement stress
- Parent support

Housing & Support Peel

HASP is a program where we partner with SHIP (Supportive Housing in Peel along with six other community agencies to deliver housing support services to clients residing in SHIP units. We provide case management services to members of the community with serious mental illness (e.g. schizophrenia, mood disorder, paranoid psychosis and other psychosis) and who are homeless or at the risk of becoming homeless. Housing is allotted by

SHIP and we provide on-going support services for occupants of these units. The aim of the program is to help such clients assimilate in society and become capable of independent living. The overall goal of the program is to:

- Encourage clients to be involved in a productive and healthy lifestyle
- Assist clients to set a daily routine for their lives
- Provide support and education
- Advocate on their behalf
- Assist in developing the skills to improve quality of life, independence and housing stability

Women's Program

We provide culturally sensitive counselling to women facing abuse, and help empower them to make informed decisions. This program helps promote quality life for women living with violence or in fear of violence, by enabling them to take control of their lives.

- Crisis intervention/counselling
- Safety planning
- Transitional support
- Empowerment and educational workshops
- Assistance with legal issues, advocacy
- Referrals to community resources
- Support group for mothers and their children

Family Court Support Services

Family Court Support Workers provide support to victims of domestic violence navigating the family court system. We support clients in understanding their rights for making informed decisions on matters related to custody, child support, spousal support, and division of property and assets. Supports provided:

- Increase the victim's access to services and supports
- Facilitate the victim's understanding of the family court system
- Provide the victim with safety planning and risk assessments including safety related to court attendances
- Liaise with the criminal court where charges have been laid against the alleged offender
- Assist with Legal Aid applications and appeals
- Accompanying the victim to court proceedings where appropriate

Locations

Head Office: Suite 206, 3038 Hurontario St. Mississauga Family Services: Suite 203, 3038 Hurontario St., Mississauga Settlement Services: 3038 Hurontario St. Mississauga	Monday – Friday -- 9:00am – 4:30pm
Health Services: Suite 307, 3038 Hurontario St., Mississauga	Monday – Friday -- 8:00am – 5:30pm
Health Services: 415 Matheson Blvd E., Mississauga	Monday, Tuesday, Thursday & Friday -- 8:00am – 5:30pm Wednesday -- 8:00am – 9:00pm Saturday – 9am – 4.30pm
Settlement & Family Services: 21 Regan Road, Unit H & I, Brampton	Monday – Friday -- 9:00am – 4:30pm
Health Services: 245 Queen St., Unit 2, Brampton	Monday – Friday -- 8:00am – 5:30pm
Settlement Services: 180-B, Sandalwood Parkway E., Suite 3000, Brampton	Monday – Friday -- 9:00am – 4:30pm
Family Services: Safe Centre of Peel, 60 West Drive, Suite 110, Brampton,	Monday – Friday -- 9:00am – 5:00pm

What is the Volunteer Program?

IRCS values the support from volunteers to enrich the services provided at IRCS and to provide opportunities for volunteers to gain skills and experience in the workplace.

IRCS promotes the use of volunteers in a variety of roles with the organization, ranging from assisting with seniors to helping to support the infrastructure by means of administrative support. Opportunities to

volunteer vary depending on the time of year or the needs of the particular department. We try to match the organization's needs with volunteer interests, skills and abilities. Individuals interested in volunteering with a particular program or department should contact the Volunteer Services Coordinator.

Definition of a Volunteer

A "volunteer" is anyone who gives freely of their time and energy, performs a task, shares their talents and skills, lends a helping hand or supports another person with no expectation of monetary compensation. A "volunteer" must be screened and registered by India Rainbow Community Services of Peel prior to the performance of any task.

How IRCS Benefits from Volunteers

- Bring energy and vitality to the organization
- Offer new perspectives and valuable experience which can enhance the understanding of the community or clientele group
- Supplement in-house experience and capacities
- Invigorate development of new programs and enhancement of existing programs
- Help improve the quality of community life
- Provide access and outreach to the community

Why Volunteer

Over and above the individual satisfactions gained and friendships found in the volunteer experience, IRCS offers a unique opportunity to acquire professional and educational experience for those interested in the social work, social services, settlement and gerontology fields. Some of the many benefits derived from working with our clients are as follows:

- To help others and contribute to the community
- To use skills in a new setting
- To find new friends and new relationships
- To develop a sense of accomplishment and self-worth
- To learn new skills
- To meet requirements of a course or program
- To challenge yourself
- To work for a cause
- To gain recognition for your abilities
- To development of communication and interpersonal skills
- Personal growth

No matter what your motivations are, we appreciate your effort and time to help India Rainbow as well as the community.

The Volunteer Relationship

Volunteers are a vital part of the operations of the organization. Providing meaningful volunteer opportunities is an important way to help build and sustain our capacity to fulfill our mission. We work hard to create a good match between you as a volunteer, and the tasks to be done so as to maximize both the support our clients and staff get, and your satisfaction with the volunteer experience.

As volunteer at IRCS you will join a team of over 100 staff, student placements and other volunteers. We recognize and appreciate your skills and commitment of time. Your contribution helps us to meet our commitment to our mission. It can also provide you with meaningful experience, skill development and social connections.

The volunteer relationship includes rights and responsibilities

As a volunteer, you have the right to:

- Be given an assignment that is meaningful, challenging and rewarding, and allows opportunity for personal growth and development

- Be treated with respect and consideration
- Volunteer in a safe and positive environment
- Receive appropriate information, training, orientation, support, and supervision
- Be recognized for your contributions.

We expect that you in turn will:

- Perform your duties with energy, enthusiasm and a positive attitude;
- Volunteer as scheduled or give advance notice
- Be willing to learn and work as part of a team
- Treat clients, their families, staff and other volunteers with dignity and respect
- Be accountable for your involvement
- Adhere to IRCS's policies and procedures, including our Code of Ethical Conduct
- Support the mission and values of IRCS

Volunteer Application and Selection Process

It is important that our volunteers understand and support the organization's mission and values and are able and willing to fit into the work environment at IRCS. We take the time to get to know you before committing to a volunteer relationship. Our selection process helps us do that and it includes:

- Completion of an application
- Submitting a current and up-to-date resume
- Interview with the Volunteer Services Coordinator
- Police Background Check for adults (18 or over);
- Consent of parent or guardian for youth volunteers under 18
- Minimum of two references

Once you have completed the selection process, the Volunteer Services Coordinator will let you know whether we can offer you a volunteer opportunity that will work for both of us. Detailed information on our application process is available on our website – http://indiarainbow.org/employment_volunteering.php?id=3

Screening

All prospective volunteers will be interviewed by the Volunteer Services Coordinator for the position that they applying for. The purpose of this initial interview is to determine the qualifications, ability and suitability of the prospective volunteer to perform specific tasks on behalf of the organization. Prospective volunteers are encouraged to use this opportunity to also screen the organization to ensure we are able to meet your needs.

Acceptance as a volunteer into the volunteer program is not automatic, and is based on the prospective volunteer's qualifications, ability and suitability for the volunteer position applied for.

Volunteer Placement Process

Matching volunteers with an appropriate set of tasks and requirements in a particular event or program is important – both so that we can make the best use of your talents, and so that you will have the most rewarding experience.

The Volunteer Services Coordinator will work with you individually to ensure that the opportunity we offer you is the best match. Factors that will be considered include:

- Your interests and goals for volunteering
- Your skills, talents and experience
- Your availability (days/evenings/weekdays/weekends)
- Positions that are available and suitable for volunteers
- The needs of the programs and clients as identified by the organization

Placement as a volunteer with IRCS begins with an official notice of acceptance or appointment to a volunteer position. No volunteer shall begin their volunteer placement in any position until they have been officially accepted for that position and have completed all necessary screening, training, orientation and

paperwork. At orientation, each volunteer will receive a copy of their job description, signed volunteer agreement form and signed confidentiality agreement.

Police Background Checks – Friendly Visiting program

In order to protect the organization, its clients and the volunteer, all volunteers in the Friendly Visiting program are required to complete a Vulnerable Sector Screening Check prior to the start of their volunteer placement.

The Vulnerable Sector Screening Check form will be provided to you by the Volunteer Services Coordinator and must be taken to one of the Peel Region police stations listed on the form. The Police Background Checks could take up to 2 weeks. Completed record searches are sent directly to you. Volunteers must submit the original Police Background Check document to the Volunteer Services Coordinator prior to the start of the volunteer placement.

Orientation and Training

All volunteers will receive a general orientation of the organization and its programs and services. Attendance is mandatory at the general orientation for your volunteer placement to commence. General orientation sessions are held twice a month or as needed, and you will be registered in the next available one.

Volunteers will also receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer task. If at any time you are unsure of what is required or being asked of you, please ask your Direct Supervisor.

We will continue to assess the suitability of the match between you and the placement during the orientation and training period. This gives us both a chance to make changes if needed. As a volunteer it is important to ask questions and to only perform work that you feel comfortable with.

Volunteers will also be required to complete the following mandatory trainings prior to commencing their volunteer placement.

- Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard
- Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards
- Workplace Hazardous Materials Information System
- Worker Health and Safety Awareness

Volunteer Supervision

Department Managers or their delegates are responsible for ensuring that volunteers are appropriately trained and supervised. The nature and extent of training and ongoing supervision will vary across departments

Scheduling and Changes

Once volunteers have successfully completed their orientation and any required training, you will be provided with a schedule. Volunteers are responsible for signing in and out and recording your hours every shift. Each location will let you know where the sign in binder is kept.

We request that you make a minimum commitment of one half-day or 4 hours per week for a minimum of 3 months. Our clients and staff rely on you to honour and fulfil this commitment. As a volunteer your work is much needed and appreciated. Coming in late or not showing up can result in inconvenience or disappointment for our clients or for other volunteers or staff who were counting on you. If you are unable to come in as scheduled, it is very important that you notify your Supervisor, as soon as possible.

Please forward any requests for a change in volunteer placement, leave from volunteering, due to illness, or vacation, preferably at least a month in advance to the Volunteer Services Coordinator. If you get reassigned to a different program, we will go through the same process of matching and providing any specific training required.

Sign In / Out

Volunteers are required to sign in when they arrive and sign out upon completion of their shift. Volunteer Sign In/Out binders are at the reception at each location. Signing in/out is important, so that:

- In an emergency we are aware of who is on the premises
- In case of a family emergency we can contact you if you are on the premises
- We can record & verify your volunteer hours

Resignation

Volunteers may resign from their volunteer position at IRCS at any time. It is requested that volunteers who intend to resign provide advance notice of their departure along with their departure date and a reason for their decision.

Code of Ethical Conduct

Volunteers are required to abide by India Rainbow's Code of Ethical Conduct Policy.

Dress Code

Volunteers are responsible for projecting a professional and respectful image while volunteering at IRCS. Volunteers will be provided with a name tag identifying themselves as a "Volunteer" and are responsible for ensuring that it is worn and visible at all times while on IRCS premises or off-site on behalf of India Rainbow (Friendly Visiting).

Wireless Communication Devices

During volunteer hours, the use of cell phones, Blackberries, pagers, texts messaging devices, etc. are to be used only for urgent matters. These devices should be either turned off or placed on vibrator mode. When possible, messages should be returned during breaks or after volunteer time.

Internet & Email

The primary purpose for access to the internet is to assist volunteers to carry out their duties while volunteering with India Rainbow. Volunteers may access the internet only for work-related purposes. Access to the internet and personal email is prohibited.

Paid Staff and Volunteer Relations

Paid staff and volunteers come together at India Rainbow Community Services of Peel to work toward achieving the mission and objectives of the organization. Both contribute in significant ways and volunteers are seen to compliment the work done by paid staff. Volunteers do not replace or displace paid positions. We value the experience and insights of both paid and volunteer staff and encourage feedback about our organization, processes and programs. Such feedback can be passed through respective supervisors or via the Volunteer Services Coordinator.

Volunteer Feedback & Evaluation

Feedback and Evaluation is an important tool to stay on top of how things are going and to give both supervisors and volunteers an opportunity to identify any issues and make changes as needed. Volunteers shall be provided with informal feedback on a regular basis from their direct supervisor. At least annually or at the conclusion of the volunteer period, their supervisor is responsible for completing a written evaluation with the volunteer. The supervisor shall review the evaluation with the volunteer and the evaluation form should be signed by both parties. A copy of the evaluation shall be filed in the volunteer's personnel file.

Volunteers often request references for their volunteer work at IRCS. We are happy to provide these. We base them on the feedback evaluations, and only provide them with your authorization.

Volunteer Agreement and General Conduct

All volunteers are required to follow our Volunteer Agreement. The agreement outlines the general rules of conduct necessary to provide a high standard of service. Key elements include respectful treatment of clients and others, confidentiality, conflict of interest, conflict resolution and prevention of abuse and neglect.

Volunteers should make themselves familiar with the Volunteer Agreement and follow it in all their interactions with clients, staff and other volunteers. Breaking the agreement is grounds for immediate dismissal from your volunteer placement. General conduct guidelines to remember:

- Treat others in a respectful and professional way. Maintain appropriate boundaries.
- Treat all personal information about clients - written, verbal, electronic, photographic and video - as private and confidential. Do not share it with anyone outside IRCS, except as provided for in the confidentiality policy.
- If you have a complaint or concern about your volunteer involvement, address it quickly with Volunteer Services Coordinator.
- Avoid gossip or talking about others when they are not present.
- Do not conduct independent business on IRCS premises, or use your IRCS connections for your personal or business gain. This includes solicitation of staff, other volunteers, or clients without the direct permission of the Executive Director.
- Do not talk with the media about IRCS, or your work here, without permission from your supervisor. Refer any media requests to the Marketing and Outreach Department.
- Dress appropriately for your position – you should be comfortable and professional.
- Do not smoke at any IRCS location. Do not come under the influence of, or in possession of, alcohol, or any illegal drugs.
- Do not accept money or gifts from consumers or families.

The Disciplinary Process

We have volunteers who have been with us for many years and most of our volunteers have a very positive experience at IRCS, moving on to other opportunities having made a positive contribution and gained useful experience. Occasionally, we may run into issues with performance or actions of a volunteer. Should this happen, we implement disciplinary measures, starting with a corrective discussion and if necessary progressing to a meeting to discuss concerns and possibly conflict resolution. If the situation cannot be resolved, we may have to ask the volunteer to resign, or terminate the volunteer relationship with him or her.

Examples of times when it is necessary to end the relationship with IRCS are mistreatment of a client, breaking confidentiality rules or other actions that threaten the well-being of people we support and reputation of IRCS.

Health and Safety

Volunteers have a right to a safe environment, and the responsibility to help keep it that way. IRCS has a strong commitment to health and safety, including comprehensive safety procedures and an Occupational Health & Safety program. We have regular safety inspections and are committed to providing staff and volunteers with the proper tools and equipment required to ensure their health & safety. Your supervisor will inform you of specific safety rules in your volunteer area(s). You can also help assure your own safety by being health and safety conscious at all times and using common sense to protect yourself and others from illness and injury.

Some important things to be aware of:

- Participate in regular fire drills if they happen when you are volunteering
- Don't come to your volunteer commitment if you are sick
- Be alert around electrical equipment. Report any problems immediately to your supervisor or other available staff
- Know the location of the exits closest to you. Learn where the fire alarms are located and how to activate them

- Review the IRCS Emergency Preparedness Manual and know your responsibilities in the event of an emergency
- Immediately report any incidents including accidents, injuries and property damage, to your supervisor
- Submit any concerns or questions about safety to the supervisor
- Know the location of the first aid kits and emergency supplies for your program

Inclement Weather

In the case of inclement weather or poor road conditions, volunteers should exercise caution. Use good judgement in making a decision to travel to your volunteer assignment. Should you choose not to come in to your assignment, due to the weather please notify your Supervisor as soon as possible.

Communications

As with any relationship, the volunteer relationship depends on communication to be successful. Communication is a two-way street and we expect you to let us know about any concerns or questions you have. The evaluation process is one important way to do this. However, our door is always open and we encourage your feedback and suggestions at any time.

Theft

Theft or pilferage by a volunteer is a serious offense. Theft negatively affects not only our ability to deliver services, but also the trust upon which our client structure is based. Theft is cause for immediate dismissal.

Incidents/Accidents While Volunteering

If an accident or incident happens while you are on shift, you are asked to document it as soon as possible with as much detail as you can. Please do not wait until the end of your shift to record incidents or accidents as you may forget or overlook important details. Notify your supervisor or a staff member and they will assist you in completing an Incident Report Form.

Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. All update must be made in writing to the Volunteer Services Coordinator.

Reference Letters

India Rainbow is committed to recognising the invaluable and long-standing contribution of its many volunteers. Reference letters will only be provided to those volunteers who have contributed a minimum of 40 hours (in one year) of volunteer service and will only be provided if requested by the volunteer. A certificate of recognition will be awarded to volunteers who have contributed a minimum of 100 hours (in one year) of volunteer service.

Please submit a request in writing to the Volunteer Services Coordinator two weeks prior to the deadline. A copy of the reference will be retained on the volunteer's personnel file. Records of volunteer hours will be kept on file for a period of no more than of two years from the last day of service.

Problem Resolution

India Rainbow has an open door policy and we want you to feel comfortable in coming to us to discuss any problems, questions or concerns that you may have about your volunteer experience. Our "Problem Solving Procedure" offers all volunteers the freedom to discuss anything they wish with the Volunteer Services Coordinator. Should you have a problem; it can usually be resolved by following these steps:

1. Any concern should first be discussed with the Volunteer Services Coordinator who is often in a position to handle your problems satisfactorily.
2. In the event your problem relates directly to the Volunteer Services Coordinator, you may contact the Executive Director.

Volunteer Recognition

India Rainbow highly appreciates the role that volunteers play within the organisation. Volunteers are recognized on a regular basis for their hard work and dedication. Volunteers who faithfully and wholeheartedly give their time and abilities to better the lives of our clients are acknowledged at the Annual Volunteer Recognition event.

Wheelchair Etiquette

Many of our clients use wheelchairs. Please follow the instructions listed below:

- Ask permission - always ask the wheelchair user if he or she would like assistance before you help.
- DO NOT attempt to remove an individual from their wheelchair without supervision.
- Be aware of the wheelchair users' capabilities. Some users can walk with assistance.
- Do not approach the person from behind and begin to push the wheelchair without first telling the person who you are, and where you are taking them.
- Check that the person's feet are on the footrests; that arms, hands and fingers are not near the wheel spokes; and that brakes are released.
- When you stop - put the brakes on. Never leave the person without locking the brakes.
- Never push a wheelchair forward over a curb or large bumps. ALWAYS BACK OVER A BUMP OR CURB.
- Make sure your route is planned and accessible.
- Don't hang or lean on the wheelchair. It is part of the person's personal space.
- Do not speak to the person from behind. When talking to the individual, stop and speak directly to them. If the conversation lasts more than a few minutes, consider sitting, or bending down to their level.

Just Say 'No' Politely

Never assume duties that you don't have the training, knowledge, or strength to perform. When in doubt, ask your supervisor or a staff member for assistance.

The Twelve Don'ts of Volunteering

1. Don't perform any medical treatment; it is illegal (i.e., never change a dressing; never apply heat never cut finger nails!)
2. Don't advise client about medical matters. Don't advise the client or become involved in legal, business, or financial matters. Please discuss any questions or concerns with the coordinator.
3. Don't get involved in the client's family matters. Try to remain neutral, but do listen. By being there and listening you are helping.
4. Don't volunteer when you have infectious conditions such as a cold or the flu. Call your site-supervisor to let them know why you are unable to come.
5. Don't make promises you may not be able to keep. This can make both the "promiser" and the "promisee" uncomfortable.
6. Don't be condescending or patronizing with clients.
7. Don't change the tasks you do with/for the clients without consulting. Try to keep within the assigned tasks you and the coordinator set as limits for your visit. If new issues arise or you have some new ideas, do discuss them with the coordinator and obtain consent for the change(s).
8. Don't talk about client or the family, when you are talking about your volunteer work. Always maintain confidentiality.
9. Don't accept gifts or gratuities from clients; please contact your supervisor if you have any questions.
10. Don't perform tasks, which might hurt you. We need every good team member and we need you healthy.
11. Don't smoke with your clients. Under no circumstance is smoking allowed where oxygen and or other ventilation therapies are in use.
12. Do not go beyond your role; if you are uncertain about a client's request or have any questions, contact your site-supervisor or the Volunteer Services Coordinator.

Some guidelines in person to person relationship

1. View problems from the other person's point of view, letting the "customer is always right" attitude prevail.
2. Learn the physical strengths and limitations of the persons with whom you work and do not expect perfection.
3. Be reliable. Follow through with promises made.
4. Be a good listener. Encourage persons to talk about how they honestly feel.
5. Be patient. Treat people with dignity, respect their rights as adults in spite of what they do or say. Call them with Mr. or Mrs. unless requested to use their first name.
6. Respect the person's privacy - knock wait for a response before entering a room. Upon entering introduce yourself and let them know why you have come.
7. Do not believe all you hear and do not make a judgement without all the facts. If the person has a legitimate issue, talk about it with the appropriate staff member.
8. Information shared with you must be kept confidential. Do not use stories about those with whom you interact with, to amuse your friends. There is a legal and moral responsibility to keep such information (financial, medical, family or interpersonal relationships) confidential.
9. Enhance the person's confidence; help them to feel there is a purpose in life.
10. Be demonstrative. Let them know you care.
11. Respect the person's right to say "no" but return another time to offer your friendship.
12. Do not seek favours from those with whom you work. Report any special needs you observe to your supervisor.
13. Give encouragement. Treat the person as if they can be helped regardless of their mental, emotional or physical condition. (However, do not give false hope!)
14. SMILE!

Friendly Visiting Program

What is my role as a Friendly Visiting Volunteer?

- You serve as a volunteer in the Friendly Visiting program, which is a key component of our Seniors Services Department.
- You are the connection between the organization and the seniors who live in the community, either in their own homes or in a long term care environment, such as an Assisted Living Facility or a Nursing Home.
- You make a critical difference in the quality of life of the people you serve.
- You will work under the direction of the Volunteer Services Coordinator.
- You bring contact, communication, and companionship to the seniors, and as you develop relationships with them and become someone that they trust.

As a Friendly Visiting volunteer, you must:

- Be 18 years of age or older;
- Have a valid driver's license and transportation;
- Complete a criminal record search and provide the appropriate documentation
- Have acceptable verbal, listening, and writing skills;
- Be available for a minimum of 2 hours a week to visit the senior(s) matched to you;
- Be free from any conflicts of interest;
- Abide by the organization's Code of Ethical Conduct.

Confidentiality

The seniors that India Rainbow serves have the right to privacy and confidentiality, and their personal information should always be protected. Friendly Visiting volunteers have an obligation to maintain the confidentiality of information they might learn from a senior and to protect that person's privacy. The only time it is appropriate to break confidentiality is when:

- A senior is in danger or putting someone else in danger
- A senior is being abused, neglected or exploited
- A court of law orders disclosure

We understand that most volunteers will likely discuss their volunteer activities with friends, family, and coworkers. In these cases, maintaining the senior's confidentiality and privacy is as simple as not sharing the person's name or details that would divulge the senior's identity. This would also include not sharing information or pictures on social media sites like Facebook, Twitter, etc.

Please note that the seniors India Rainbow serves are not bound by the standards of confidentiality that apply to the volunteers or staff of the organization. Therefore, we urge volunteers to use common sense and apply any necessary boundaries to protect their own personal privacy in their relationship with the senior. India Rainbow does not provide a volunteer's personal information to its clients without the volunteer's written permission.

India Rainbow policy strictly prohibits volunteers from making any direct or indirect solicitation, involving business, services, products, or any other goods, to the seniors. At the same time we discourage you from taking any gifts from our seniors. Please refer to our Code of Ethical Conduct Policy.

Police Background Check

India Rainbow reserves the right to conduct a full criminal records search including a vulnerable sector screening of all applicants to the Friendly Visiting program. Client safety is of utmost concern and all Friendly Visiting volunteers must have a Police Background Check in order to be matched with a client. Friendly Visiting volunteers cannot be matched without providing this document. If there are any concerns based upon those findings, a follow-up for more information regarding the findings may be appropriate.

Dress Code

Our dress code for Friendly Visiting volunteers is casual. We want you to be comfortable indoors and out. Clothing that is not appropriate is anything low-cut, too tight, too short, revealing or with inappropriate phrases or logos. Please refer to our Dress Code policy.

Emergency Procedures

Should you encounter an emergency (i.e. senior has fallen, is hurt, ill, confused, or unconscious) when arriving at a client's home, please remain calm and:

- Call 911 immediately
- Do not attempt to lift or move the senior & stay with the senior until help arrives
- Call the Volunteer Services Coordinator ASAP - after calling 911
- Provide details of the client's condition (i.e. unconscious, pasty in colour, etc.)

Health & Safety

The safety, welfare and health of our staff, clients, volunteers and the community are very important to India Rainbow.

- Please do not perform any medical treatment(s), administer medications or advice on any medical matters.
- Personal care, grooming, or bathroom care is not permitted of the volunteers. Should a client require personal care services, please inform the Volunteer Services Coordinator.
- When visiting your client, please ensure that you are free of any infections (colds, fever, flu, etc.). If you are unwell, please cancel your visit. Call your client and the Volunteer Services Coordinator to notify them.
- At all times, practice good hand washing techniques.
- Notify the Volunteer Services Coordinator of any risks to your personal safety, danger in the environment, threats, abuse or inappropriate demands while with your client.

Volunteer Hours

The hours that you volunteer at India Rainbow are critical to the success and future of this organization. Our funding requires us to report the amount of service seniors receive. Volunteer hours are an important element that can make or break the amount of funding we receive. This funding ensures individualized, tailored services that allow seniors to live with independence and dignity in our community.

Please take a few moments every month to report your volunteer hours to the Volunteer Services Coordinator. Your tracking forms can be dropped off in person or via email by the 3rd of the following month. Contact information is listed on page 2 of this handbook

Friendly Visiting - Volunteer Responsibilities:

- Maintain the senior's confidentiality at all times.
- Show respect for the senior's time. Please keep scheduled appointments.
- Notify the Volunteer Services Coordinator if you notice any changes or new problems in the life of the senior with whom you are matched.
- Notify the Volunteer Services Coordinator if your senior asks for your assistance in making financial or medical decisions. You cannot be making these decisions for the senior.
- Set boundaries in your relationship with the senior that will ensure your own comfort and privacy. Do not be afraid to say "no."
- Be open and honest about your abilities - take on only those assignments that you know you can handle or accomplish. Also, please inform the Volunteer Services Coordinator if your assignment is not working out.
- Report volunteer hours to the Volunteer Services Coordinator every month. Tracking forms must be submitted on time.
- Become familiar with the Friendly Visiting Handbook. Volunteers who understand IRCS's mission, values, programs, and services will be better able to help the senior(s) with whom they are matched.

Problem Resolution

It is important that you let the Volunteer Services Coordinator know if you are having problems with your friendly visiting placement immediately. We can try to resolve these problems by speaking to your client, try different strategies/approaches or you can choose to take another friendly visiting assignment. However, your feedback about the situation is desired to avoid placing future friendly visiting volunteers in potentially unpleasant situations.

Parking and Mileage Reimbursement

India Rainbow will reimburse Friendly Visiting Volunteers for parking costs or mileage incurred for travel to and from their client. Reimbursement forms are available from the Volunteer Services Coordinator and must be submitted on a monthly basis. Original parking receipt(s) must be provided for reimbursement.

Insurance Coverage

Individuals using their own car to travel to and from their friendly visiting assignments must have a valid driver's licence and current car insurance.

Transportation

Volunteers are not allowed to provide transportation services to clients, in the volunteer's, the client's or other third party vehicles.

Important Tips to Remember When Working with Seniors

1. Respect the senior.
 - Address the senior with appropriate titles, such as Miss, Ms., Mrs., Mr., or Dr., until the senior tells you how they prefer to be addressed.
 - Let the senior know how long you intend to volunteer. When that time is nearing completion, express your appreciation for the benefits you have gained from the relationship. Allow the senior to share his or her feelings about the experience.
2. Help the senior maintain his or her dignity.
 - Walk and/or work with the senior at his/her pace. Match your pace to theirs with the understanding that older people may not be able to keep up with you.

- Speak loudly enough to be heard and directly in front of the senior. Understand that a person's five senses deteriorate as they age or can be hard of hearing and require gestures or a written message.
- Offer the senior your help with the understanding that he or she may resist it at first. Despite the senior's initial resistance, don't hesitate to offer your help again at a later time.
- Listen to the senior's wants and needs. Remember that the person is able to make his or her own decisions, even if you disagree with that decision. If you are concerned, contact the Volunteer Services Coordinator for guidance.

Remember that you bring the outside world to a person who is homebound. Try to focus on the positive aspects of your world. When discussing current events, let the senior tell you what they see and hear on radio or television.

3. Understand that seniors may be grieving a number of losses. Let them share their feelings about giving up driving, friends entering nursing homes or passing away, or their own changing health.

Empathetic Listening Skills

Now that you are volunteering with a senior, listening will be among the most important skills you will utilize. Good listening skills can help you discover problems in the senior's life and will add a positive dimension to the relationship you build. Empathetic listening requires attention and concentration beyond sitting in the same room with someone who is talking. The following are some suggestions to help you become a better listener:

- Be comfortable and relaxed
- Maintain good eye contact. You can learn a lot from a person's facial expressions and gestures.
- Let the person know you are listening by what you say. Repeat back to the person what you think you've heard or ask questions that will help identify their emotions – for example:
"It sounds like you feel angry when your son makes plans for you without consulting you first."
- Use appropriate gestures when you speak. When speaking with a person who is hard of hearing, use a loud voice that they can hear, and also keep a pleasant facial expression.
- Try not to interrupt or change the subject too abruptly. If the person has lost focus or you feel uncomfortable about a particular topic, it may be appropriate to redirect the conversation gently.
- Use open-ended questions that encourage a longer response than "yes" or "no." Ask, "How was your visit with your daughter?" rather than "Did you have a nice time with your daughter?"

Key Policies

HRPO.9015 – Confidentiality

HRPO.9021 – Personnel Bill of Rights

HRPO.9025 – Conflict of Interest

OPPO.9002 – Code of Ethical Conduct

OPPO.9007 – Communications and Media Relations

OPPO.9009 – Privacy Policy



India Rainbow Community Services Of Peel

POLICY NUMBER: HRPO.9015

EFFECTIVE DATE: MARCH 17, 2010

CONFIDENTIALITY

1. POLICY STATEMENT:

In keeping with our organization's mission, vision, core values and guiding principles, IRCS is committed to managing its human resources openly, fairly and in accordance with applicable legislation while at the same time providing for an efficient and well-trained workforce to meet the obligations and commitments to its clients and the community which it serves. We are committed to maintaining an excellent workplace that is mutually respectful, supportive and professional.

Confidential information (verbal, written, or machine readable) is accessible to personnel through the course of employment/placement at the university, is proprietary or non-public information of the India Rainbow Community Services of Peel, and is considered confidential. All confidential information should be maintained by all personnel in a manner which ensures its privacy and safety.

2. PURPOSE:

The purpose of this policy is to ensure that all personnel are aware of their responsibility to maintain confidentiality with respect to information acquired through their work with the organization.

3. SCOPE:

This policy applies to all personnel in all departments within the organization.

4. PROCEDURE:

- 4.1. During the course of their work (employment, placement or board), personnel may have access to confidential information. Information should be solely used for the purposes of performing their various services for the organization and for no other purpose.
- 4.2. Personnel shall not use confidential information in any manner that is to the competitive advantage of, or otherwise adverse or detrimental to the organization.
- 4.3. Personnel shall not to make use of any information which has come to them in the conduct of their duties with IRCS, for either personal or financial gain, directly or indirectly or in any manner that would be contrary to the interest of the organization.
- 4.4. Personnel shall not disclose any confidential information related to the organization to any person who does not have a legitimate need to know.
- 4.5. Personnel shall take all reasonable steps to protect confidential information from disclosure, e.g., password protecting computers and/or storing/filing confidential paperwork in a locked drawer, etc.
- 4.6. Personnel are responsible for maintaining the integrity and confidentiality of all records or documents or information containing confidential information in all formats.

- 4.7. It is not appropriate to have discussions about confidential information in open areas (e.g. lunch rooms, hallways, etc.) where individuals who do not have a need to know this information could overhear the conversation.
- 4.8. Personnel who disclose confidential information to those without a legitimate need to know or who disclose confidential information observed or heard without proper authorization may be subject to corrective action up to and including termination.
- 4.9. If personnel overhear or observe another employee sharing or discussing confidential information in an inappropriate area, the Manager – Human Resources should be contacted and will be responsible for investigating the allegations.
- 4.10. Personnel who violate this policy may be subject to disciplinary action up to and including termination.

4.11. Process

- 4.11.1. A written offer of employment is conditional upon the completion of a Statement of Confidentiality by a new employee.
- 4.11.2. A student or volunteer placement is conditional upon the completion of a Statement of Confidentiality by the student or volunteer.
- 4.11.3. Board membership is conditional upon the completion of a Statement of Confidentiality by the Board Member.
- 4.11.4. The Employee Confidentiality Statement is signed, dated, witnessed, and placed in the employee's file with the Human Resources Department.
- 4.11.5. A new employee, student or volunteer's refusal to sign the Statement of Confidentiality after signing a written offer of employment/placement voids and nullifies the written offer of employment/placement.
- 4.11.6. All personnel shall sign the Statement of Confidentiality shall be maintained in their personnel file.
- 4.11.7. Adherence to this policy is mandatory and non-adherence will result in disciplinary procedures up to and including termination.

5. DEFINITIONS:

- 5.1. **"Confidential Information"** is defined as proprietary (owning or holding exclusive rights to something) or non-public oral and written information or machine readable information belonging to the organization accessible to personnel through the course of their work (employment, placement or board) at the organization. Examples include:
 - 5.1.1. Client, donor, funder, financial, student, volunteer, human resources/payroll records, legal documents, and medical information,
 - 5.1.2. Proceedings of meetings and related briefing materials, notes, agendas and minutes and research material obtained from or prepared for the organization
 - 5.1.3. Information of a personal nature pertaining to individual staff members of the organization.
 - 5.1.4. Information about the organization's business development strategies and funding application/proposals
 - 5.1.5. Any other information determined to be of a sensitive or confidential nature by the organization.

5.2. **“Personnel”** for the purposes of this policy refers to all IRCS employees, purchase of service contractors, student placements, volunteers (including Board Members) and other third parties who deal with the public on behalf IRCS.

6. REFERENCES:

- 6.1. Personal Information Protection and Electronic Documents Act (PIPEDA)
- 6.2. Statement of Confidentiality Forms # HRFO.9004 & BGFO.9003
- 6.3. Privacy Policy # OPPO.9009
- 6.4. Progressive Discipline Policy # HRPO.9019
- 6.5. Employee Files Policy # HRPO.9016
- 6.6. Communications & Media Relations Policy # OPPO.9007

Policy Approvals

Date	Approved by
May 9, 2016	Vinitha Miranda, Manager - Human Resources
May 9, 2016	Gurpreet S. Malhotra, Executive Director



PERSONNEL BILL OF RIGHTS

1. POLICY STATEMENT:

In keeping with our organization's mission, vision, core values and guiding principles, IRCS is committed to managing its human resources openly, fairly and in accordance with applicable legislation while at the same time providing for an efficient and well-trained workforce to meet the obligations and commitments to its clients and the community which it serves. We are committed to maintaining an excellent workplace that is mutually respectful, supportive and professional.

2. PURPOSE:

The purpose of this policy is to outline the rights and responsibilities of IRCS personnel.

3. SCOPE:

This policy applies to all personnel in all departments within the organization.

4. RIGHTS:

4.1. IRCS personnel have the right to:

- 4.1.1. Be treated with consideration, courtesy and respect in a manner that fully recognizes their dignity, individuality and cultural background.
- 4.1.2. Have all personal information remain confidential unless required by law to be disclosed.
- 4.1.3. A job description and to receive clear directions related to job/placement expectations/responsibilities.
- 4.1.4. Participate in decisions directly affecting professional/placement performance.
- 4.1.5. Fair treatment in the areas of employment, compensation, work assignments and promotions.
- 4.1.6. Receive constructive feedback regarding their work/placement performance.
- 4.1.7. Skills training where appropriate.
- 4.1.8. A safe work environment.
- 4.1.9. Express concerns without fear of reprisal.
- 4.1.10. A supportive environment (in all issues of dispute).

5. RESPONSIBILITIES:

5.1. IRCS personnel have the responsibility of:

- 5.1.1. Treating others with consideration, courtesy and respect in a way that fully recognizes their dignity, individuality and cultural background.

- 5.1.2. Treating clients with consideration, courtesy and respect in a way that fully recognizes the (client's dignity, individuality), level of health, abilities, sexual orientation, and cultural background.
- 5.1.3. Treating all colleagues with respect and continually striving towards a collaborative outcome on all issues of client care and service.
- 5.1.4. Identifying the most effective and appropriate care/service plan for each client in collaboration with the client, their family and partner agencies.
- 5.1.5. Using a team approach to problem solving that focuses on improvement.
- 5.1.6. Giving clear directions to colleagues and clients related to expectations/responsibilities.
- 5.1.7. Respecting and continually upholding IRCS's Mission, Guiding Principles and Values.
- 5.1.8. Identifying and reporting:
 - i. Suspected child abuse and neglect
 - ii. Clients who present a risk to self
 - iii. Clients who present a risk to others
 - iv. Clients who release information of abuse and there is a minor living in the home
 - v. Communicable and reportable diseases
 - vi. Health and Safety issues promptly to prevent injuries to co-workers, clients and visitors.
- 5.1.9. Participating in all issues of quality and risk management that focuses on improving care/service and reducing risks.
- 5.1.10. Performing assigned duties to the best of their ability while maintaining respective professional standards, ethics and confidentiality.

6. RESPONSIBILITY:

- 6.1. It is the responsibility of all personnel within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.
- 6.2. The Direct Supervisor is responsible for ensuring that all personnel are properly oriented regarding this policy.
- 6.3. Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

7. DEFINITIONS:

- 7.1. "Personnel" for the purposes of this policy refers to all IRCS employees, student placements and volunteers.

8. REFERENCES:

- 8.1. Employment Standards Act
- 8.2. Occupational Health and Safety Act

Policy Approvals

Date	Approved by
March 3, 2016	Vinitha Miranda, Manager - Human Resources
March 3, 2016	Gurpreet S. Malhotra, Executive Director



CONFLICT OF INTEREST

1. POLICY STATEMENT:

In keeping with our organization's mission, vision, core values and guiding principles, IRCS is committed to managing its human resources openly, fairly and in accordance with applicable legislation while at the same time providing for an efficient and well-trained workforce to meet the obligations and commitments to its clients and the community which it serves. We are committed to maintaining an excellent workplace that is mutually respectful, supportive and professional.

Employees, student placements and volunteers must act in the best interest of IRCS and perform their official duties and arrange their personal and private affairs in such a manner that the public confidence and trust in the integrity, objectivity and impartiality of the organization are conserved and enhanced.

2. PURPOSE:

The purpose of the policy is to ensure that employees are aware of the types of activities that constitute a conflict of interest, enabling them to take initiative to disclose and consequently, prevent potential, perceived or actual conflict of interest situations.

3. SCOPE:

This policy applies to all employees, student placements and volunteers in all departments within the organization.

4. PROCEDURE:

4.1. Employees, student placements and volunteers must:

- 4.1.1. Arrange their personal and private affairs in such a manner that will prevent real or potential conflicts of interest from arising.
- 4.1.2. At all times and regardless of whether engaged in or on IRCS business, take all reasonable steps to avoid the exercise of any influence on IRCS decisions in which they have a personal interest.
- 4.1.3. Not take advantage of, or benefit from, information obtained in the course of their official duties and responsibilities that is not available to the public.
- 4.1.4. Not act, after they leave the position, in such a manner as to take improper advantage of their previous position. Example: As a result of their contact, placement or work with clients of the organization, cannot promote or solicit such clients for personal gain.
- 4.1.5. Not accept gifts, money, gratuities, discounts or favours including a benefit to family members, friends or business associates for doing work that IRCS pays them to do.
- 4.1.6. Disclose any possible conflict of interest to their Direct Supervisor who will discuss the matter with the Manager/Director so that a solution may be worked out.

- 4.1.7. Disclose other employment or contracts resulting from their position to their Direct Supervisor who will discuss the matter with the Manager/Director. Other employment is acceptable, providing it does not interfere with the performance of the employee's regular duties at IRCS and is not carried out on the employer's time.
- 4.2. No relative or person living in a family type situation may report directly to one another nor can they be directly involved in the hiring of one of their relatives.
- 4.3. Board Members are not eligible for staff positions within IRCS for two (2) years after they have finished their term on the Board. Appointments to positions within IRCS of former Board Members or relatives of employees must be brought to the attention of the Executive Director.

5. RESPONSIBILITY:

- 5.1. Managers/Director shall be responsible for identifying potential conflict of interest activities to employees. Where an employee persists in activities that may disadvantage the organization, the Executive Director is to be informed.
- 5.2. The Executive Director in conjunction with Human Resource is responsible for the communication, administration and interpretation of this policy. Managers/Directors are responsible for the documentation and resolution of the conflict situation in consultation with Human Resource.
- 5.3. It is the responsibility of all employees, student placements and volunteers within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.
- 5.4. The Direct Supervisor is responsible for ensuring that all employees are properly oriented regarding this policy.
- 5.5. Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6. REFERENCES:

- 6.1. Conflict of Interest Disclosure Form # HRFO.9005
- 6.2. Appointment of Relatives Policy # HRPO.9012
- 6.3. Ethical Code of Conduct Policy # OPPO.9002

Policy Approvals

Date	Approved by
March 3, 2016	Vinitha Miranda, Manager - Human Resources
March 3, 2016	Gurpreet S. Malhotra, Executive Director



India Rainbow Community Services Of Peel

POLICY NUMBER: OPPA.9002

EFFECTIVE DATE: NOVEMBER 1, 2012

CODE OF ETHICAL CONDUCT

1 POLICY STATEMENT:

India Rainbow Community Services of Peel (IRCS) is committed to the highest ethical standards. IRCS employees, student placements and volunteers are expected to follow the Code of Ethical Conduct and to act with honesty, integrity and openness in all their dealings as representatives of the organization. This Code of Ethical Conduct reflects our commitment to the Mission, Values and Guiding Principles of IRCS.

2 PURPOSE:

The purpose of this policy is to provide guidelines for decision-making that reflects IRCS's mission, values and guiding principles. This code is intended to promote a high standard of ethical conduct for service delivery and business conduct by the organization's employees, student placements and volunteers.

3 SCOPE:

This policy applies to employees, student placements and volunteers in all departments within the organization.

4 PROCEDURE:

4.1 IRCS's employees, student placements and volunteers are required to deal honestly and fairly in a manner which fosters a climate of mutual respect with our funders, members, networking partners, clients, suppliers, vendors, consultants and other third parties including the communities in which we operate.

4.2 Business, Financial, Contractual Relationships and Marketing Practices

4.2.1 IRCS's employees, student placements and volunteers shall act in the best interests of the organization and its stakeholders, when promoting, marketing, or representing the organization. They are expected to adhere to ethical practices, and respect all confidentiality and privacy requirements.

4.2.2 IRCS's business and financial practices and contractual relationships shall be carried out in accordance with applicable legislation, requirements and standards. The organization shall be transparent in its financial and business transactions and contractual relationships, exercise integrity in financial practices and be accountable to its funding bodies and stakeholders. IRCS's financial practices shall comply with generally accepted Canadian accounting principles and practices.

4.2.3 IRCS and its employees, student placements and volunteers are prohibited from accepting or offering bribes, kickbacks and any other form of improper payment, direct or indirect to anyone.

4.2.4 IRCS's promotional, marketing and outreach practices shall be ethical, legal, and respectful and conducted with truth, fairness and responsibility to clients, the community and the public at large. The organization shall abide by all applicable laws,

regulations, standards and ethical practices. Practices such as coercion by means of guilt or obligation, or motivated by personal gain are prohibited.

- 4.2.5 IRCS invoices clients or third party payers in a fair and understandable manner only for services actually provided. IRCS shall provide assistance to clients or third party payers seeking to understand the costs relative to their care/service. IRCS shall strive to resolve issues and objections to the satisfaction of the client or third party payers while considering the organization's best interests.

4.3 Fundraising

- 4.3.1 All fundraising conducted by or on behalf of IRCS shall:

- Follow established procedures that ensure ethical, fiscally responsible practice.
- Be truthful, accurately describe our activities and the intended use of donated funds, and are carried out by volunteers or employees who identify themselves and disclose our name and the purpose for the request.

- 4.4 No personal fundraising (e.g. selling of chocolates for school programs etc.) shall be conducted on IRCS's premises or with IRCS's clients.

- 4.5 All employees, student placements and volunteers are required to abide by IRCS's Fundraising policy.

4.6 Media Relations

- 4.6.1 All employees, student placements and volunteers must exercise caution and discretion in making public comments or entering into public debate regarding any aspect of IRCS and are required to abide by IRCS's Communications and Media Release policy.

4.7 Excellence in Service Delivery

- 4.7.1 IRCS's clients and the community we serve shall be provided with the highest possible standard of service.

- 4.7.2 IRCS employees, student placements and volunteers shall be earnest in their efforts and thoughtful in their undertakings, always striving to find efficient and effective ways of conducting business and providing support.

- 4.7.3 IRCS shall ensure the delivery of efficient and effective programs and services to our clients and the community we serve. Service delivery shall be carried out in a respectful, responsive, professional and ethical manner.

- 4.7.4 All programs and services shall be developed and implemented in a manner that ensures that the clients are treated with respect, dignity and compassion. IRCS's employees, student placements and volunteers shall always be sensitive to the changing needs, expectations and rights of individuals and respect the legislative, funding, and policy requirements that apply to the organization.

4.8 Conflict of Interest

- 4.8.1 IRCS's employees, student placements and volunteers shall avoid creating or becoming involved in situations which give rise to a conflict of interest or which may be reasonably perceived as a conflict of interest. IRCS's employees, student placements and volunteers are required to abide by IRCS's Conflict of Interest policy.

4.9 Confidentiality

4.9.1 All employees, student placements and volunteers are required to abide by IRCS's Statement of Confidentiality.

4.10 Gifts, rewards or compensation

4.10.1 IRCS's employees, student placements and volunteers may not accept gifts, rewards or compensation from clients and/or their caregivers, vendors and/or suppliers of the organization.

4.10.2 With the exception of Thank you cards or small tokens of appreciation, money or other gifts offered should be firmly but kindly refused. If clients and/or their caregivers insist, and the gift is not extravagant and costly, it may only be accepted with the knowledge and approval of the Direct Supervisor.

4.10.3 IRCS's employees, student placements and volunteers are encouraged to suggest alternative ways for clients and/or their caregivers, vendors and/or suppliers to express their gratitude. Some examples include:

- Charitable donations directly to IRCS; with the donation assigned either to a specific program or a general donation to the organization.
- Writing a letter/card/email to express thanks or feelings; such documents shall be reviewed and copies placed in the employee, student placement or volunteer's personnel file.

4.10.4 Where it is impossible to decline gifts, rewards and other benefits that do not meet the principles set out above, or where it is believed that there is sufficient benefit to IRCS to allow their acceptance, employees, student placements and volunteers must discuss it with their Direct Supervisor, who will seek direction from the Executive Director.

4.11 Personal Property

4.11.1 To prevent breakage or loss, IRCS's employees, student placements and volunteers are strongly encouraged to not bring their personal property on to IRCS's work sites. Exceptions may occur with the Manager's permission. IRCS's employees, student placements and volunteers may not borrow or buy the personal property of clients and/or their caregivers, vendors and/or suppliers of the organization.

4.12 Professional Boundaries

4.12.1 Boundaries are the framework within which the staff/volunteer/student placement & client relationships occur. Boundaries make the relationship professional and safe for the client as well as for the staff/volunteer/student placement. They are a set of parameters within which services are delivered.

4.12.2 The role of every IRCS staff/volunteer/student placement is professional, very specific and quite distinct from that of, for example a friend, family member, or advocate.

4.12.3 IRCS staff/volunteers/student placements:

- Have a job/position description that outlines the expectations the organization has of them in respect of their role and responsibilities.
- Receive support and supervision associated with their role, and have supervising managers from whom they can seek advice/guidance on the boundaries of that role.
- Are expected to maintain high personal standards of professional conduct, avoiding any acts that may bring their profession or the organization into disrepute or which may diminish the trust or confidence of any of the organization's stakeholders.

- Must carry out their professional duties and obligations with integrity and objectivity and to recognize how personal values, opinions, experiences, limitations and biases can affect personal judgment.
- Maintain appropriate boundaries between personal and professional relationships at all times.

4.12.4 IRCS discourages relationships of a romantic or sexual nature between IRCS staff, volunteers and student placements as well as with those they serve. IRCS's staff/volunteers/student placements shall maintain respectful and professional relationship boundaries during the course of their services with the organization.

4.13 Witnessing of Documents

4.13.1 IRCS's employees, student placements and volunteers are not permitted to witness any documents on behalf of clients and/or their caregivers. Requests for witnessing of documents on behalf of clients and/or their caregivers must be forwarded to the Manager/Supervisor.

4.14 Professional Responsibilities & Competence

All employees, student placements and volunteers must maintain a reasonable standard of professional practice and as such shall:

4.14.1 Limit their work to their demonstrated areas of professional competence.

4.14.2 Remain up-to-date in their professional knowledge and practice, including maintaining membership in relevant regulatory bodies and other relevant professional associations as required.

4.14.3 Maintain a good knowledge of IRCS's policies, procedures, protocols, legislation, and issues affecting their work.

4.14.4 Ensure that their knowledge and skills are used to the greatest advantage in service delivery.

4.15 Protection of Assets

4.15.1 IRCS assets are to be used only for the benefit of the organization, legitimate business purposes or other purposes approved by management. IRCS's assets should never be used for illegal purposes.

4.15.2 All employees, student placements and volunteers have a duty and responsibility to protect the organization's assets and to ensure that they are used efficiently and exclusively for valid IRCS business and not for their personal benefit or for the personal benefit of any other party.

4.15.3 IRCS's assets can be both tangible (such as buildings, furniture, equipment, supplies, computer systems and funds) as well as intangible (such as intellectual property, work time, use of facilities and services).

4.15.4 IRCS shall strive to establish and maintain adequate systems, procedures and controls to prevent and detect waste, fraud, theft, abuse and any other form of wrongdoing in relation to any of the organization's assets.

4.15.5 Any suspected incidents of fraud or theft should be immediately reported to the Direct Supervisor and/or the Director – Finance & Corporate Services for investigation.

4.16 Human Resources

IRCS's human resources are a valuable resource and are key to ensuring quality services and programs to our clients and the community. In our pursuit of excellence in Human Resources, IRCS shall:

- 4.16.1 Ensure that its programs and services are delivered by a qualified multidisciplinary team dedicated to the principles of quality compassionate care.
- 4.16.2 Promote a human resources management approach based on best practices, IRCS's guiding principles and values, promotes quality improvement and uphold applicable legislations and regulations.
- 4.16.3 Provide a supportive environment which encourages individualized personal and professional growth for its employees, student placements and volunteers. Internal and external educational opportunities will be supported within financial parameters.
- 4.16.4 Support the learning goals and objectives of its employees, student placements and volunteers and encourage professional development and continuous learning.
- 4.16.5 Respect the rights of its employees, student placements and volunteers including but not limited to:
 - Right of privacy and confidentiality
 - Rights as defined by the Human Rights Code
 - Right to work in a safe environment free of harassment and abuse
- 4.16.6 Promote a safe and healthy work environment and encourage pride, satisfaction, responsibility, loyalty and good working relationships within the organization.
- 4.16.7 Respect and value the contribution and effort of individuals.
- 4.16.8 Ensure work time is a resource committed to service delivery and not diverted to personal pursuits.
- 4.16.9 Ensure that discipline, where necessary, is based on thorough investigation and fair and objective treatment of culpable employees.

4.17 Protection against Harassment and Discrimination

- 4.17.1 IRCS is committed to diversity and equity in the workplace. Every person has the right to be treated fairly, with decency and respect, and must treat others, including fellow employees, student placements, volunteers, clients, contractors, suppliers, IRCS stakeholders and the public in the same way.
- 4.17.2 Harassment or discrimination of any sort is prohibited. Complaints of harassment, abuse or discrimination will be investigated promptly and thoroughly and will be kept confidential to the extent possible. Retaliation for reporting alleged harassment or discrimination is also prohibited.

4.18 Safety in the workplace

- 4.18.1 The safety and security of all those present on IRCS's premises are of primary importance to the organization. Therefore, employees, student placements and volunteers are responsible for maintaining clean and orderly work facilities that are free from recognized hazards. They must also obey all safety statutes and regulations as well as the organization's safety policies, procedures, rules and guidelines.
- 4.18.2 Equipment must be operated in a safe manner, with all safety devices in place. Employees must wear personal protective equipment in areas where it is required. All

injuries, to any person, while on IRCS's premises, no matter how minor and all violations of health and safety policies, laws or regulations, must be reported.

4.19 Corporate Citizenship

4.19.1 Good corporate citizenship is the cornerstone of IRCS's mission, values and guiding principles. IRCS strives to be a good corporate citizen through:

- Practicing good governance and ethics
- The programs and services we offer our community and clients
- Educational workshops/sessions to community members
- Participating/memberships on community groups/networking agencies
- Encouraging, promoting and providing meaningful opportunities for volunteers within the organization and within the community
- Ensuring positive social impact and quality of life within the community

4.20 Ethical Code Violations

4.20.1 All employees, student placements, volunteers and stakeholders are required to immediately report violations of the Code or situations liable to constitute a violation of the Code.

4.20.2 Allegations of violations shall be made in writing, in a sealed envelope indicating "CONFIDENTIAL" to:

Attn: Executive Director

India Rainbow Community Services of Peel

3038 Hurontario St., Suite 206, Mississauga, ON, L5B 3B9

4.20.3 All reports of violations will be handled promptly and confidentially and dealt with in a fair and consistent manner.

4.20.4 Reporting violations of the Code shall have "no reprisal" to the person(s) reporting. Those reporting shall not be discriminated against or otherwise penalized for reporting in good faith any violations of the Code.

4.21 Education on Ethical Codes of Conduct

4.21.1 IRCS's employees, student placements and volunteers shall receive a copy of the Ethical Code of Conduct during their orientation process.

4.21.2 Annually, during the performance evaluation, the Ethical Code of Conduct shall be reviewed with all employees and volunteers.

4.21.3 This Code shall be posted online at www.indiarainbow.org.

5 RESPONSIBILITY:

5.1 It is the responsibility of all personnel within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.

5.2 The Direct Supervisor is responsible for ensuring that all personnel are properly oriented regarding this policy.

5.3 Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6 DEFINITIONS:

6.1 “**Stakeholder**” is defined as a person, group, or organization that has direct or indirect stake in the organization because it can affect or be affected by the organization's actions, objectives, and policies. For the purposes of this policy, stakeholders include the following: clients, funders, members, donors, employees, volunteers and student placements.

7 REFERENCES:

- 7.1 Confidentiality Policy # HRPO.9015
- 7.2 Statement of Confidentiality Form # HRFO.9004 & BGFO.9003
- 7.3 Conflict of Interest Policy # HRPO.9021 & BOPO.9002
- 7.4 Board Member's Code of Conduct Policy # BOPO.9005
- 7.5 Communications and Media Release Policy # OPPO.9007
- 7.6 Theft-Loss-Vandalism of Property Policy # OPPO.9006
- 7.7 Workplace Violence & Harassment Policy # HSPO.9004

Policy Approvals

Date	Approved by
April 21, 2016	Vinitha Miranda, Manager - Human Resources
April 21, 2016	Gurpreet S. Malhotra, Executive Director



COMMUNICATIONS AND MEDIA RELATIONS

1. POLICY STATEMENT:

Communicating information to relevant parties during and following a serious incident or emergency is a key priority of India Rainbow Community Services of Peel (IRCS). In the event of a serious incident there will be the need to inform all of IRCS's stakeholders as soon as possible about any consequences for follow-up action if required. The communication could be written, verbal or electronic and should be documented. This will be done through communication channels such as the phone paging system, calling an emergency meeting in a designated area, email alerts or letters, or appropriate signage.

Effective communications with the media are critical to IRCS's ability to carry out its mission and promote continued support for the organization. Effective media relations best serve the organization by:

- 1.1. Informing the public of the organization's programs and services
- 1.2. Promoting the organization's achievements, activities and events of significance
- 1.3. Expanding the overall visibility of the organization
- 1.4. Ensuring that accurate information is conveyed to the community and the general public regarding incidents and issues of a controversial and/or sensitive nature

It is the policy of IRCS that all contact with the media will be carried out through the Executive Director, Board Chair or designated staff including the Communications Department.

2. PURPOSE:

The purpose of this policy is to:

- 2.1. Protect IRCS's public reputation and ensure consistency and professionalism in how the organization and its employees communicate with our stakeholders, the general public and the media.
- 2.2. Provide employees with an understanding of the policies and procedures surrounding public statements and media relations during an emergency situation, and establish a course of action for employees to follow in providing timely and effective responses to inquiries from the public and the media.

3. SCOPE:

This policy applies to all employees of IRCS, including student placements and volunteers, purchase of service contractors and other third parties who deal with the public on behalf IRCS.

4. PROCEDURE:

4.1. Internal Communication with:

- 4.1.1. Staff: All routine communication to staff will be done via email. Occasionally, memos or other forms of communication such as letters, phone/conference calls, in-person

meetings or online/website messaging can be used depending on the size of the audience, type of message and urgency of the situation.

- 4.1.2. For natural disasters/emergencies: Evacuation procedures are to be implemented if safe to do so. Managers will initialize the evacuation procedures as developed by each site/program. Instructions and directions given by the Emergency Services authorities will take precedence over any other procedures.
- 4.1.3. Board: Any flow of information to and from the Board will be directed through the Executive Director or designate only.

4.2. External Communication with:

- 4.2.1. Families: In an event that a family member of a staff needs to be contacted, Human Resources/Direct Supervisor will contact the emergency contact listed in the staff's employee file.
- 4.2.2. Clients: For events affecting a client in a specific program, follow the emergency management protocol developed for the program. Only the Manager/Director upon evaluation the situation will speak to the client/family regarding any occurrence that requires external communication. They will ensure that information is shared only with the designated caregiver/family member as per specific program protocols.
- 4.2.3. Funders: The Executive Director or designate is authorized to communicate with the funders about any serious occurrence/event. This will be done within the time frame outlined in the contractual agreement.
- 4.2.4. Authorities: In case of a serious occurrence in-house, the authorities (Emergency Services, Ministry of Labour, etc.) may be notified by the Executive Director or designate. For natural disasters, we must follow the instructions given by the Emergency Services authorities when evacuation may or may not be possible. Such information will be conveyed to staff using the above mentioned staff communication channels and in turn to be conveyed to clients who are on our premises.

4.3. Electronic Communication

- 4.3.1. Canada's Anti-Spam Legislation forbids any organization to send commercial messages electronically without consent. As a non-profit charity, IRCS can only send messages where no transaction is involved. Fundraising emails from charities are exempt, but other revenue generating emails are not. Newsletters can be sent only if we have documented consent. We can however send out information about our programs and services.

4.4. Queries from Media

- 4.4.1. No employee, student placement, volunteer, purchase of service contractor and other third parties who deal with the public on behalf IRCS shall speak to the media about any event/occurrence. All inquiries and or media requests shall be immediately forwarded to the Executive Director or the Communications Department.
- 4.4.2. No personal information about any client or staff should be discussed or shared with any external party. If you are not sure about a request from media, please contact the Communications Department.
- 4.4.3. Media wishing to film, photograph or conduct interviews of any persons, including but not limited to staff, former or current clients, student placements, volunteers or politicians, in any IRCS offices must be approved in advance through the Communications Department. All reasonable requests will be considered.

- 4.4.4. A dated and signed Media Release and Consent Form must be obtained prior to the interview, photograph or taping. The consent form shall be stored on file.
- 4.4.5. IRCS can, and will, prohibit members of the media from interviewing, photographing or videotaping clients or staff including student placements and volunteers if the privacy of any individuals at the organization is at risk of being breached, or if intervention is requested by any staff, client, student placement or volunteer.
- 4.4.6. Members of the media must identify themselves as such and from what organization they represent, in advance.
- 4.4.7. Media must consent, when asked, to wear their MEDIA ID badges.
- 4.4.8. All members of the media are to be escorted by a staff member of the Communications Department when on IRCS premises.

4.5. Designated Spokespersons

- 4.5.1. Designated spokespeople for IRCS are the Board Chair and Executive Director, or his/her delegate.

4.6. Personal Representation in the Media

- 4.6.1. Should staff, volunteers, student placements, visitors, purchase of service contractors and other third parties who deal with the public on behalf of IRCS, be approached by the media on topics related to their personal interests or non-work related activities, they may participate in such interviews; however they must not reference IRCS or their role with the organization. Any opinions expressed to the media are their personal opinions and do not represent the views of the organization.

4.7. Consequences for Non-Compliance

- 4.7.1. Any breach of this policy or the components contained herein will be treated as misconduct. Misconduct will be reviewed and may result in disciplinary steps being taken up to and including dismissal from employment or placement or seeking restitution or both.

5. RESPONSIBILITY:

- 5.1. It is the responsibility of all employees and managers within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the Executive Director may include further action up to and including termination.
- 5.2. The Direct Supervisor is responsible for ensuring that all employees are properly oriented regarding this policy and for ensuring compliance.
- 5.3. The Communications Manager will ensure that this policy remains current with respect to any changes to legislation and will notify the Executive Director of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6. REFERENCES:

- 6.1. Media Release and Consent Form # GFO.9013
- 6.2. Emergency Response Policy # HSPO.9000
- 6.3. Privacy Policy # OPPO.9009
- 6.4. Site/Program Specific Emergency Communication Protocol - TBD

Policy Approvals

Date	Approved by
May 13, 2016	Vinitha Miranda, Manager - Human Resources
May 13, 2016	Gurpreet S. Malhotra, Executive Director



India Rainbow Community Services Of Peel

POLICY NUMBER: OPPO.9009

EFFECTIVE DATE: MARCH 5, 2004

PRIVACY POLICY

1. POLICY STATEMENT:

India Rainbow Community Services of Peel (IRCS) is committed to keeping your personal information accurate, confidential, secure and private. When you visit our website, contact us, participate in one of our programs or attend an event, or make a donation to support our activities, we are committed to protecting your privacy rights and your personal information.

Our privacy policy is based upon the Privacy Principles contained within the Canadian Standards Association (CSA) Model Privacy Code for the Protection of Personal Information and reflects the requirements of applicable legislation including the Freedom of Information and Protection of Privacy Act (FIPPA).

Personal information is defined as any factual or subjective information, recorded or not, about an identifiable individual. Examples are age, name, source of income, home addresses and telephone numbers. Personal information does not include the name, title, or business address or telephone number of an employee of an organization.

2. PURPOSE:

The purpose of this policy is to outline the principles that IRCS will use to protect the privacy of your personal information in its possession. It addresses the reasons why such information is collected, how it is used, how it's confidentially protected and outlines your rights with respect to this information.

3. SCOPE:

The policy applies to our employees, volunteers, student placements, members, clients, community partners and donors.

4. PROCEDURE:

4.1. Accountability

4.1.1. IRCS is responsible for the protection of your personal information collected through our office(s), program activities and website. Individuals will be asked to review and sign a consent form before any personal information is released to third parties for the purpose of providing enhanced services or otherwise.

4.1.2. The Executive Director is designated as IRCS's Privacy Officer, and has overall responsibility for the protection of personal information and for IRCS's compliance with this Privacy Policy.

4.1.3. The Privacy Officer's Responsibilities include:

- i. Documentation of uses of personal information
- ii. Training employees in correct practices
- iii. Compliance monitoring
- iv. Reporting and dispute resolution

4.2. Identifying Purposes

- 4.2.1. IRCS will provide a statement to explain the purpose(s) for the collection of your Personal information wherever possible, before we ask you to disclose it.
- 4.2.2. We collect personal data when you make use of or register for our programs and services, in order to better meet your program, service and information needs.
- 4.2.3. We also use and disclose data, which does not identify individuals, for statistical purposes to assess, develop and improve our programs and services.
- 4.2.4. We also collect personal information in order to refer you to enhanced services, or to satisfy legal, government and regulatory obligations.
- 4.2.5. We do not sell personal information we collect.
- 4.2.6. We will not disclose your personal information to anyone else without your prior knowledge or consent, except when required by a government body or agency, or as permitted by law.
- 4.2.7. If you supply us with your contact information, you may hear from us about important information concerning the program or service for which you are registered.
- 4.2.8. You may also hear from us about other IRCS programs and services that may interest and benefit you or we may ask you for feedback about the services you have already received as part of our quality assurance commitment. If you do not wish to receive information about other IRCS programs, services or opportunities, please call (905) 275-2369.
- 4.2.9. Using our Website: You can access our website and browse our site without disclosing your personal data. Any personal information that site visitors voluntarily choose to provide in order to receive free electronic newsletters, participate in periodic polls and surveys and/or to complete any of our online application forms IS NOT shared with third parties unless stated otherwise. IRCS will ensure all personal information is secured and remains confidential.
- 4.2.10. IRCS's Use of Cookies: A cookie is a small text file containing a unique identification number that is transferred from a website to the hard drive of your computer so that the website may identify separate visitors to the site and track users' activities on the website. A cookie will not let a website know any personally identifiable information about you, such as your real name and address. IRCS uses cookies only to keep track of how many people visited our website and how frequently each page is visited. Each individual movement of any user cannot be tracked while on IRCS's site. Cookies are only used to track page popularity for statistical purposes and to improve the quality of the site and meet your needs. (For more information on cookies, please check your browser's settings.)
- 4.2.11. Links on our Website: IRCS wants your website experience to be informational and resourceful; therefore our website also provides a number of links to third party sites. IRCS assumes no responsibility for the information practices of sites you are able to access through our site. We encourage you to review each site's privacy policy before disclosing any personally identifiable information.

4.3. Consent & Disclosure

- 4.3.1. The only personal information that IRCS collects is with your knowledge and consent. You can choose not to disclose any personal information we may ask you to provide. However, a decision to withhold some personal information can result in our inability to provide you with our services. Additionally, you can withdraw your consent to the

collection, use or disclosure of your personal information at any time, subject to any legal requirements and reasonable notice.

4.4. Collection of Personal Health Information

- 4.4.1. IRCS collects personal health information about the client directly from the client, or from the personal acting on behalf of the client in compliance with the Personal Health Information Protection Act (PHIPA).
- 4.4.2. The personal health information that we collect may include, the clients name, date of birth, address, health history, records of visits and other interactions with IRCS. Occasionally, we collect personal health information about the client from other sources where we have obtained the client's consent to do so or where the law permits.
- 4.4.3. IRCS uses and discloses your personal health information to:
 - i. Treat and care for the client;
 - ii. Plan, administer and manage our internal operations;
 - iii. Conduct risk management and quality improvement activities;
 - iv. Compile statistics;
 - v. Comply with legal and regulatory requirements; and
 - vi. Fulfill other purposes permitted or required by law.
- 4.4.4. Under Ontario law clients have every right to:
 - i. Know how we collect, use, disclose and store your personal health information.
 - ii. Expect that any of your personal health information held by us remains accurate, confidential and secure.
 - iii. Expect that your personal health information remains private. We will **not** share personal information with others without your consent unless we are permitted or required to by law.
 - iv. Look at or receive a copy of your personal health information and ask us to correct your personal health information record. Kindly make these requests in writing to IRCS (Request for Information Form # GFO.9022).
 - v. Ask questions or make a complaint to our Privacy Officer about our privacy practices.
 - vi. Withdraw your consent (if the law allows) for some of the above uses and disclosures by contacting us in writing.

4.5. Limiting Collection

- 4.5.1. The amount and type of information that IRCS collects is limited only to that which is necessary to fulfill the purposes identified. IRCS will ask for the information it requires directly from the individual. Personal information will be collected using procedures which are fair, transparent and lawful. You can choose to disclose as much or as little personal information as you are comfortable with. As noted in Principle 4.3, a decision to withhold some personal information can prevent us from providing you with our services.

4.6. Limiting Use, Disclosure and Retention

- 4.6.1. IRCS will use your personal information only for the purposes for which it was collected. Your information will not be disclosed without your knowledge and consent, unless permitted or required by law. Your personal information will be retained only as

long as necessary to fulfill the purposes for which it was collected, and in compliance with any laws surrounding information retention. If all identified purposes for the use of your personal information have been exhausted, we will destroy the information or render it unidentifiable.

4.7. Accuracy

4.7.1. In order to ensure the reliable delivery of services and information, your personal information will be kept accurate, complete and up to date. We assume that the information that you provide to us is accurate. If at any time your personal information changes, we hope to be informed of it immediately. If you contact us with a written request, we will take appropriate steps to update or correct the personal information in our possession that you have previously provided to us.

4.8. Safeguards

4.8.1. IRCS employs a number of safeguards to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Such safeguards include physical measures, for example locked filing cabinets, restricted access to offices, and limiting access on a “need to know” basis, and use of passwords and encryption.

4.9. Openness

4.9.1. IRCS has easily understandable and readily available specific information about its policies relating to the management of personal information. Our policy is available at all times on our website, www.indiarainbow.org, under the section: “About Us”, and click on “Policies”.

4.10. Individual Access

4.10.1. Upon request, we will inform you if we hold any personal information about you and provide you with access to this information. If we have any personal information about you, we will also tell you for what purposes it is used for, if applicable. You have a right to update any personal information that we hold on you. Should you wish to see the full contents of your information that is on file, you must make a formal written request (Request for Information Form # GFO.9022) to the Privacy Officer.

4.10.2. We will respond to you within thirty (30) days after receipt of your written request or will notify you if a longer period is required by us in order to fully address your request, provided that an extension of thirty (30) day period is permitted by applicable privacy laws.

4.11. Challenging Compliance

4.11.1. If, for any reason, you are concerned about our compliance with our Privacy Policy, you may contact our Privacy Officer in writing, by mail or by email.

4.11.2. IRCS has policies and procedures to receive, investigate and respond to individuals’ complaints and questions. If you are not satisfied with the way IRCS has responded to a complaint, you can contact the Privacy Commissioner of Canada. This Privacy Policy may be updated from time to time and will be posted on our website.

4.12. Contact Information for the Privacy Officer:

Gurpreet S. Malhotra, Executive Director
Privacy Officer
India Rainbow Community Services of Peel

5. RESPONSIBILITY:

- 5.1. It is the responsibility of all employees and managers within IRCS to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the executive director may include further action up to and including termination.
- 5.2. The Direct Supervisor is responsible for ensuring that all employees are properly oriented regarding this policy and they are informed of the eligibility and notice requirements.
- 5.3. Human Resources will notify the Executive Director of any changes that may be required to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6. REFERENCES:

- 6.1. Consent to Share Information Form # GFO.9021
- 6.2. Request for Information Form # GFO.9022
- 6.3. Confidentiality Policy # HRPO.9015
- 6.4. Statement of Confidentiality Form # HRFO.9004
- 6.5. Client Privacy & Information Disclosure Policy # OPPO.9008
- 6.6. Freedom of Information and Protection of Privacy Act (FIPPA)
- 6.7. Personal Health Information Protection Act (PHIPA)
- 6.8. Personal Information Protection and Electronic Documents Act (PIPEDA)

Policy Approvals

Date	Approved by
May 13, 2016	Vinitha Miranda, Manager - Human Resources
May 13, 2016	Gurpreet S. Malhotra, Executive Director