

BOARD & MANDATE

1 Overview of the Policies and Procedures Manual

1.1 Introduction to the policy manual:

This Manual has been compiled to provide direction and guidelines to all employees and volunteers, including volunteer Board members, committee members, and community volunteers, regarding the policies of Rebound Child & Youth Services Inc. (RCYS).

These policies are reviewed by all new Board members and are made available to them as necessary.

These policies are made known to all new employees at the time they are hired and shall be available for reference to employees at all times.

Appropriate policies are reviewed with volunteer committee members and community volunteers during and/or upon completion of their orientation to the agency.

1.2 Purposes of the policies and procedures

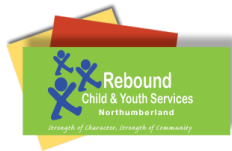
The policies of the Corporation serve as a collection of terms, conditions, directives, and regulations which guide and inform the activities completed by employees and volunteers as they work to fulfill the mandate of the organization.

Specifically, the policies within this Manual are intended to:

1. Ensure the effective delivery of quality services to “at risk” children, youth and their families.
2. Promote and facilitate effective governance and day-to-day operational management of the Corporation with attention to safeguarding its purpose, integrity, and long term viability.
3. Promote effective risk management and liability protection for the Corporation.
4. Promote the establishment and maintenance of mutually beneficial and positive working relationships between the employer and employees/community volunteers.
5. Identify, specify, and articulate roles and responsibilities; ensure the completion of assigned tasks in a timely and effective manner; and promote and ensure accountability throughout all levels of the organization.

1.3 Responsibilities in relation to policies and procedures

The Board of Directors is responsible for the development, review, revision, and approval of agency policies.



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The Executive Director is responsible for the consistent interpretation and application of policies in relation to the daily operations of the Corporation. In addition, the Executive Director is responsible for the development, review, revision, and approval of operational procedures; any such procedures shall reflect and reinforce the content and intent of the approved policies of the Corporation.

Employees are responsible for fulfilling their job responsibilities in accordance and compliance with the approved policies of RCYS as they apply to their specific position.

Community and committee volunteers are responsible for completing all assigned tasks in accordance and compliance with the approved policies of RCYS as they apply to their specific position.

1.4 Definition of terms

1.4.1 General Members

Refer By-Laws of the Corporation for additional information relating to general membership.

1.4.2 Board of Directors

Volunteer representatives of the community charged with the legal responsibility to provide governance and leadership to the organization. Board members are elected for a specified term of office at the Annual General Meeting or appointed in accordance with the Constitution and By-Laws of the Corporation. The Board of Directors meets on a regular basis to oversee and monitor the operations of the agency.

1.4.3 Executive Director

The person appointed by the Board of Directors and accountable to the same for directing and managing the day to day operations of the Corporation

The Executive Director works cooperatively with employees and community volunteers to ensure that all aspects of the operations comply with pertinent legislation, rules, and regulations of the primary funding bodies, the Objects as outlined in the Constitution, By-Laws, Mission Statement, policies, and procedures of the agency.

1.4.4 Employer

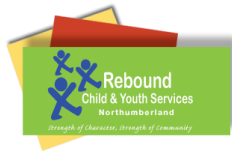
Rebound Child & Youth Services Inc. (referred to in this document as RCYS or as “the corporation”)

1.4.5 Employee

Any person engaged in an employment relationship paid or unpaid with RCYS

1.4.6 Volunteer

Any person who provides services to the agency and/or its service users without remuneration, including Board members, committee members, and community volunteers.



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Community volunteers refers to those individuals who provide direct voluntary assistance with any tasks relating to the agency's programs and services.

1.4.7 Service User

Any person who receives services at or through RCYS in keeping with the mission and objectives of RCYS

This is also known as the "at risk" children, youth and their families who engage in our services. The word, child or children, will mean a person from ages infancy to 23 years.

1.4.8 Policy Statement on compliance with legislation:

The policies and procedures of RCYS will comply with: [a] the Youth Criminal Justice Act (YCJA), the federal criminal law related to young persons 12 – 17 years; [b] the Youth Justice Services Manual, the provincial policy framework for the implementation of services under the YCJA [c] the Child and Family Services Act (CFSA) and its companion, regulation 70, [d] part V of the Ministry of Correctional Services Act and [e] Personal Information Protection and Electronic Document Act (PIPEDA). The policies and procedures are all also informed by the Building Code, Occupational Health and Safety and Employment Standards.

2 Description of Agency:

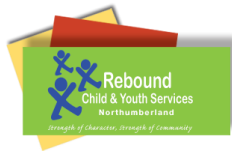
Rebound Child & Youth Services Inc., carrying on business as Rebound Child & Youth Services Northumberland, is a not-for-profit, charitable organization. The services provided by RCYS are available to "at risk" children, youth and their families who reside in Northumberland County.

2.1 Governance

RCYS is governed by a board of directors who are accountable to the general members of the Corporation and relevant departments of government and other stakeholders with whom the agency has a contract to provide services.

2.1.1 Letters patent and bylaws of the corporation

1. The Letters Patent of the Corporation were issued on July 16, 2004, and amended May 1st, 2015.
2. The initial By-Laws of the Corporation were enacted September 7, 2004. The By-Laws are revised as necessary at the Annual General Meeting of the Corporation.
3. The original copies of the Letters Patent and By-Laws are maintained in the files of the Corporation.



2.2 Mission statement

To ensure children and youth throughout Northumberland County have the opportunity to develop a positive social and emotional foundation through accessible mental health, youth justice and pro-social programs and services.

2.2.1 Agency Values

1. **RESPECT** – We honour the diversity and dignity of children, youth, families and the community.
2. **RESILIENCE** - We mobilize the strengths, skills and resources of our clients and community.
3. **RESPONSIBILITY** - We demonstrate our commitment to the community through innovation, creativity and collaboration.
4. **RIPPLE-EFFECT** - We believe that positive growth in individuals fosters community well-being
5. Finally, RCYS is committed to the values and principles of the Youth Criminal Justice Act and the Child and Family Services Act.

2.3 Management

2.3.1 Policy

The operation of the agency is managed by the Executive Director, who is appointed by the board. The administrative and management structure of the agency is displayed in the organization chart.

3 Accountability for Services Provided

RCYS has contractual obligations to deliver services for children and youth within specific legislative or funding guidelines. The mandate of RCYS is defined by these obligations.

3.1 Accountability Duties of Executive Director

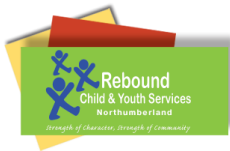
3.1.1 Policy Statement on Accountability of the Executive Director

The Executive Director has an obligation to explain how the agency's responsibilities for each assigned mandate has been discharged.

3.1.2 Procedures:

The Executive Director discharges his/her accountability to the board by:

- Providing monthly financial statements to the board,
- preparing reports on accomplishments and struggles of the agency,



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- analyzing and reporting on the recruitment and training needs of the staff,
- managing an outcome monitoring system,
- setting up financial and program audits,
- managing the complaint protocol and
- maintaining good communication with stakeholders and individuals that the agency is accountable to in delivery of its programs.

3.2 Responsibilities of the Board of Directors related to accountability

3.2.1 Policy statement defining board responsibilities:

1. to ensure that the exercise of responsibility by all directors, staff and volunteers of RCYS is directed toward meeting the publicly stated goals of the organization
2. to protect the public trust in the exercise of responsibilities especially in matters of financial accountability
3. to know in reasonable detail how responsibilities have been carried out and what outcomes have been achieved; and
4. to accept responsibility for outcomes, including problems created or not corrected by the organization or its officials and staff

4 Board Structure and Functions

4.1 Board Committees

4.1.1 Policy

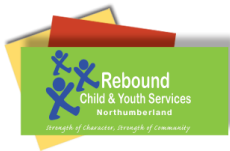
The Board will have both standing and ad hoc committees which will review information relevant to their mandate in detail and report to the full board as needed.

4.2 Financial Parameters of the Agency

4.2.1 Policy Statement on financial management:

RCYS Youth Services has a system of financial management that is:

- transparent – all income and expenses are posted in a manner that meets basic business standards and reports are generated
- accountable – all expenses are controlled through the annual budget approval process, which specifies spending limits line by line
- delegated - appropriate staff are delegated to approve of actual expenditures within the parameters of the approved budget
- reserved – the board reserves approval of some items which require board signatures (e.g. all invoices over \$2,000 for major capital or consulting costs)
- controlled – year to date financial reports are prepared at regular intervals for the board and the risk of deficits are anticipated and managed appropriately.



4.3 Insurance

4.3.1 Policy Statement on insurance:

RCYS maintains \$10 million dollars of general liability coverage for staff, volunteers and board. Further, it maintains \$5 million dollars errors and omissions coverage for the Board. The Ontario Government which funds some of the programs shall be named in the insurance policy and protected against liability for matters related to the programs they fund.

4.4 Director's Liability

Policy Statement on Director's liability:

Liability of the Board of Directors is predicated on a:

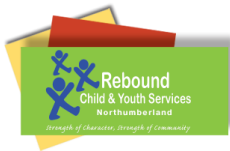
- Duty of care that requires the directors to act with a specified level of competence and attention in pursuit of objectives set by the organization.
- Duty of loyalty that requires directors to act honestly, avoid personal conflicts of interest, and put the interests of the organization first.

4.5 Ethical Standards of the Board

4.5.1 Code of conduct for board members

Board members:

1. take a signed oath of confidentiality and abide by it
2. do not use their position with the agency for personal financial gain
3. always act in the best interests of the clients served by RCYS by:
 - providing a positive role for the youth they encounter during their duties on the board
 - promoting safety and personal health
 - promoting responsible and law abiding behaviour
4. are familiar with the child abuse protocol and abide by it
5. treat staff and volunteers with professionalism and respect, never using their position on the board:
 - to threaten the status of the staff and volunteers with the agency
 - to sexually harass or intimidate staff or volunteers
6. carry out their duty to care about the mission and clientele of the agency with diligence and commitment at least by:
 - Promoting community awareness about RCYS services
 - Having the desire to support young people within the community
 - interacting in a positive way with others in community agencies, schools, police and government
 - completing their assignments on board committees



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7. carry out their duty of loyalty to the agency by acting to put the interests of the organization first and by being honest and transparent in board deliberations

4.5.2 Conflict of interest

Board members must declare any financial interest that they or members of their immediate family have in the operations of the agency. This interest may be obvious from the very beginning of their tenure on the board or it may arise unexpectedly at anytime. For example, the board member may own a commercial building in Cobourg and the agency at some point may consider renting space in that building. Once a conflict of interest becomes apparent, the board member must withdraw from any discussions with other board members or board motions about the matter.

4.5.3 Oath of confidentiality

Board members must sign an oath of confidentiality and must abide by it in perpetuity. Board members may never reveal the identity of any child, young person or family who become clients of RCYS or repeat personal stories of the young people that in small community would be identifying information. Young people should be referred to by their initials only during board discussions or in the minutes. Board members also have a duty to protect the privacy of staff, volunteers, donors and others about whom RCYS collects information during the course of its operations. There are two exceptions to the confidentiality rule:

1. when the board member refers a child or his/her family to the Children's Aid Society because of information which the board member acquires that suggests that the child may be at risk of maltreatment
2. when the board member informs police about a young person which the board member is required to do if he or she has reason to believe that a young person may be planning to harm himself or others

In both of these situations, the board member should reveal everything he or she knows to the authorities.

4.5.4 Protocol for fundraising

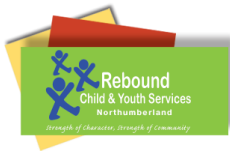
Policy statement concerning fundraising practices:

The agency will:

- provide prospective donors with full, honest disclosure
- respect the donor's privacy
- never sell or give away its donor list
- manage responsibly funds entrusted by donors
- declare its fundraising costs and once recovered, apply all donor funds to the purpose intended
- report the financial affairs accurately and completely

4.6 Annual General Meeting

4.6.1 Protocol for the Annual General Meeting



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Five directors shall constitute a quorum for the transaction of business at the annual general meeting or any other meeting of the board. The President or the Vice-President of the Board of Directors shall preside over the meeting.

4.6.2 General membership

Refer the By-Laws of the Corporation for additional information relating to General Membership.

4.6.3 Term of Board Members

Directors may be elected for three (3) year term by the directors at an annual meeting of the Corporation. A director may hold office for a maximum of three (3), consecutive three (3) year terms. A period of one year must lapse before a former director (who has previously served the maximum three (3) consecutive terms) may be elected or reappointed to the Board.

Refer to the By-Laws of the Corporation for additional information relating Term of Board Members.

4.6.4 Recruitment and Nomination of New Board Members

The Nomination Committee of the Board shall present a report on its efforts to recruit new directors. This report concludes with a list of candidates for board members proposed for the AGM.

4.7 Regular Board Meeting

4.7.1 Schedule of board meetings

Refer to By-Laws of the Corporation for additional information relating to schedule of Board Meeting.