



Policy Manual

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POLICIES RELATED TO PRINCIPLES

VALUES AND ETHICS POLICY

Approved:

POLICY STATEMENT

To maintain relevance and credibility, Volunteer Benevoles Yukon (VBY) must adhere, and be seen to adhere, to high standards of values and ethics when delivering on the mandate.

Confidentiality

VBY employees, Board members, contractors and volunteers working with VBY must understand and adhere to the confidentiality requirements of their involvement with the organization.

Conflict of Interest

VBY employees and Board members must avoid any situation in which a private or financial interest results or may result in a personal benefit from a contract or transaction by VBY.

Code of Conduct

Board members and employees on VBY business, activities, and events will conduct themselves in an ethical and professional manner at all times including the proper use of authority and appropriate decorum.

Ongoing consideration will be given to the impact of conduct on relationships between the organization and the NGO sector and the image and reputation of VBY.

Consensus-based Decision making and Conflict Resolution

VBY follows a consensus-style approach to resolving conflict and making decisions, with highest consideration for the mandate, values and vision of the organization and the continuation of the good will developed with the NGO sector, partners and funders.

APPLICATION

This Policy applies to Board members, employees, volunteers, members, and contractors hired by VBY while planning or carrying out VBY activities, programs, or events.

PROCEDURES

Confidentiality

VBY will ensure that employees, Board members, contractors and volunteers working with VBY understand:

- the expectations held by VBY about confidentiality and what constitutes confidential information;
- that they may not disclose or make known any information gained by reason of their involvement with VBY; and
- are cautious in disclosing information while employed or post-employment.

Some examples of breaching confidentiality are sending emails containing confidential information of funding participants; or leaving confidential information open on workspaces where it can be read by co-workers or members of the public.

Board Discussions

Board members and the Executive Director will not divulge any information to an outside person or entity on the deliberations of the Board that are not contained in the formal minutes of the meeting.

Conflict of Interest

VBY employees, Board members and volunteers working with VBY must declare any real, apparent or potential conflict of interest between their official duties and their private interests related to the mandate of the VBY.

The Board or Committee members, Executive Director, other employees and volunteers working with VBY shall:

- avoid situations where a conflict exists or appears to exist between the private interests of the Executive Director, other employees, the Board or Committee members and/or their immediate families, or volunteers and their VBY duties;
- manage their private affairs so as not to benefit, or appear to benefit, from the use of information acquired during the course of their VBY duties, when such information is not generally available to the members, employees and Directors of VBY or interested public;
- not place themselves in a position where they could derive any direct or indirect benefit or interest from any VBY or VBY-sponsored activity or contract over which they can influence decisions;
- not engage in any activities that call into question their capacity to perform VBY duties in an objective manner;
- act in a scrupulous manner to avoid preferential treatment to relatives or friends or to other organizations in which they or their relatives or friends have interest, financial or otherwise; and
- provide written disclosure to the Board where any personal interests might conceivably be construed as being in actual or potential conflict with their VBY activities.

If Directors are undertaking work for VBY that meets the requirement of the *Societies Act* which permits Directors to be remunerated for services to VBY in a capacity other than as a Director, the scope of the work will be defined, and the scope and budget will be approved by the Board by resolution.

Conflict Resolution

The Executive Director is responsible for managing conflict with members of the Society, contractors, suppliers and Manager-level government representatives and for informing the Board of any potential implications or impacts of the conflict.

The Board is responsible for managing conflict with the Executive Director, conflicts with other Boards and communications with Director and higher Government representatives.

Code of Conduct and Obligations

Directors and employees have responsibilities to:

- Act with honesty and integrity and conduct themselves with the care, diligence, and skill as any ordinary reasonable person in a like position, would use under similar circumstances;
- Treat each other in a respectful manner that promotes a healthy and safe workplace;
- Ensure that the VBY's financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities;
- Be independent, impartial, and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism;
- Respect the confidentiality appropriate to issues of a sensitive nature and agree to keep information confidential and any disclosures must be in accordance to policy;
- Be willing to be a dissenting voice at Board discussions but respect the decisions of the majority and the one voice of the Board when communicating externally;
- Commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings;
- Understand why VBY exists, how it is legally structured under the *Societies Act*, and how to manage the risks of the organization while bearing in mind the interests of members; and
- Have a thorough knowledge and understanding of all the VBY's governing documents.

Expectations of Directors

The Director's roles are as members of the Board, but their responsibility is as an individual. They cannot delegate this responsibility.

Directors will receive orientation to their role and review of their obligations within the first three months of their appointment.

Directors are entitled to request any information they require to fulfill their fiduciary and duty of care obligations.

DECISION MAKING

VBY shall strive for consensus when making decisions.

If consensus cannot be achieved, the VBY employees and Board members must agree on how to deal with the outstanding issue, including options such as voting, continuing discussion, or tabling the issue to another meeting or, if the issue is at the staff level, taking the issue to the Board of Directors.

ANTI-HARASSMENT & VIOLENCE POLICY

Approved: April 26, 2022

POLICY STATEMENT

Volunteer Bénévoles Yukon (VBY) is committed to maintaining a safe, respectful, and secure environment free from violence, threats, harassment, intimidation, or other disruptive behaviour.

DEFINITIONS

Harassment

Harassment is a form of discrimination which may be physical, verbal, or online, may be deliberate, unsolicited, or unwelcome, or may consist of one incident or several incidents and targets an individual because of gender, race, age, disability, sexual orientation, ethnic origin, or other characteristics.

Harassment is any behavior that demeans, humiliates, annoys, alarms, embarrasses, or verbally abuses a person and that a reasonable person ought to have known would be unwelcome. This includes words, gestures, intimidation, bullying, controlling behavior or other inappropriate activities.

Sexual harassment

Sexual harassment may be physical, verbal, or online, may be deliberate, unsolicited, or unwelcome and may consist of one incident or several incidents. Sexual harassment may include:

- unwelcome remarks, jokes, or innuendos about a person's body or attire;
- displaying pornographic or other offensive or derogatory pictures or materials;
- unwelcome invitations or requests, whether indirect or explicit, and intimidation;
- unnecessary physical contact such as touching, patting, or pinching; and
- stalking; and/or sexual assault.

Violence

Violence is generally understood as threatened, attempted or actual application of physical force toward a person that is likely to cause harm or lead a person to believe that they are likely to be harmed.

APPLICATION

This Policy applies to:

- any person associated with VBY, including the staff, Board of Directors, volunteers while providing volunteer services for VBY and members of the public while involved in a VBY-sponsored or supported activity;
- Contractors hired by VBY for specific work during the term of the contract; and
- VBY's interaction with the Sub-tenants and their clients.

It is the collective responsibility of all individuals to whom this Policy applies to report all incidents of harassment and/or abuse, regardless of who the offender may be.

COMMUNICATION

This Policy will be listed on the VBY website and be included in orientations provided to board members and staff, contractors and volunteers working temporarily with VBY and in notices to the Subtenants.

PROCEDURES

Actions and Expectations

Making unacceptable behaviour known

A person who believes harassment is occurring is encouraged to inform the person who may be doing the harassment, that the behaviour is unacceptable.

If the complainant cannot confront the person, or if after confronting the person, the behaviour continues, the complainant will notify the Executive Director or President of VBY.

Reporting

Any incident of sexual or other harassment shall be reported to:

- the Executive Director, or
- to the President if the complaint is against the Executive Director, and
- to the Board if the complaint is against the President.

The report will be responded to in a timely, effective manner. VBY encourages and expects all parties involved to cooperate with any investigation of a complaint of harassment.

No VBY employee will be penalized for instigating a harassment investigation.

The name of the complainant or other personal information will not be disclosed except where disclosure is necessary for the purposes of investigation or initiating corrective action.

Resources Available

VBY may consult human resource specialists or legal counsel at any time during this process.

The complainant will be informed of:

- the availability of counseling and other support;
- the confidentiality provisions of this policy;
- the right to be represented by a person of choice, including legal counsel, at any stage in the complaint process. The costs of legal counsel or other resources engaged by the complainant will be borne by the complainant.

Expected Timelines

A meeting will be scheduled with the complainant within three days after a complaint is made.

Interviews and other investigation mechanisms will be initiated to investigate the details of the complaint within 10 days of the complaint being made.

An investigation report will be available within 30 days.

Both parties will have 7 days to respond to the report. After this time period, any corrective actions will be taken.

The perpetrator will be advised of the right to appeal to the President within 30 days after the corrective actions have been implemented. A copy of any appeal shall be sent to the Executive Director.

Escalating processes

The escalating processes for addressing complaints of harassment include:

- pursuing an informal resolution of the complaint;
- laying a formal written complaint under this policy if an informal resolution is inappropriate or not feasible;
- external mediation/arbitration mechanisms that may be available;
- other avenues of recourse, including the right to file a complaint with a human rights commission or, where appropriate, to contact the police to have a formal charge laid.

COMPLAINT PROCESS

The process to be followed when a complaint is made is to:

- provide necessary support to the alleged victim throughout the process including recommending counselling supports; (note - the costs of any counselling supports will be borne by the complainant unless otherwise determined by VBY)
- require that the alleged victim completes the complaint form attached to this Policy;
- give a copy of the complaint to the alleged perpetrator;
- inform the alleged victim and perpetrator of their rights and the investigative process;
- immediately investigate the reported incident, interview all relevant parties, and prepare an investigation report;
- advise the alleged victim of:
 - the outcome of the investigation;
 - the remedial actions against the perpetrator on a founded complaint,
 - on a founded complaint, advise the perpetrator of the remedial actions required

The complainant has the right to withdraw from any further action in connection with the complaint at any stage although VBY, at its discretion, may continue to investigate the complaint

Complaint against Executive Director

If the complaint is against the Executive Director, the complaint should be directed to the President of the Board.

The President should follow the process outlined above without involving the Executive Director as investigator and may consider an external investigator based on the nature of the complaint.

The Executive Director will comply with all requests from the Directors and/or investigator during the process.

Complaint against a VBY employee

If the complaint is against an employee of VBY, the Executive Director will inform the President that there has been a complaint, keep the President updated as the investigation proceeds and report on the final outcome while keeping investigation details confidential.

If the investigation discovers that there has been a finding of harassment, the Executive Director will advise the perpetrator of the decision, any disciplinary action including and up to, suspension or dismissal, and the right to appeal to the President within 30 days. A copy of any appeal shall be sent to the Executive Director.

Complaint against a Contractor, Volunteer or others

If the complaint is against a contractor, volunteer or others working temporarily with VBY, the Executive Director will inform the President that there has been a complaint, keep the President updated as the investigation proceeds, and report on the final outcome while keeping investigation details confidential.

If the investigation discovers that there has been a finding of harassment by a contractor, the Executive Director will take appropriate action, including and up to, cancelling the contract and identifying specific requirements to be included in any future contracts with the individual.

If the investigation discovers that there has been a finding of harassment by a volunteer or other person working temporarily with VBY, the Executive Director will take appropriate action, including removing the volunteer from the volunteer position or identifying specific requirements to be included in any future volunteer activity by the individual.

If the complaint is against a Subtenant or a client of the Subtenant

The Executive Director will inform the President that there has been a complaint, keep the President updated as the investigation proceeds and report on the final outcome while keeping investigation details confidential.

If the incident involves the Executive Director or Board Member of the Subtenant, the VBY President will contact the President of the Subtenant for initiating action. The President of the Subtenant will advise VBY once the investigation has been completed and the remedial actions, if any, are imposed.

If the incident involves a staff member or client of the Subtenant, the VBY Executive Director will contact the Executive Director of the Subtenant for initiating action. The Executive Director of the Subtenant will advise VBY once the investigation has been completed and the remedial actions, if any, are imposed.

If the complaint is against a Member of the Board

If the complaint is against a member of the Board, not the President, the complaint will be submitted to the President of the Board.

The President shall follow the process outlined above and may consider an external investigator based on the nature of the complaint.

If the complaint is against the President, or at the discretion of the Board, an external investigator will be engaged.

Incident Report

Complete this incident report if you wish to raise concerns related to:

- any harassment or sexual harassment you feel you have experienced as a result of your involvement with Volunteer Benevoles Yukon, or
- a health and safety issue related to the Captain Martin House, or
- any other issue you want brought to the attention of VBY.

VBY will ensure this information is kept confidential and will not disclose your name, the circumstances giving rise to the complaint, or the name of any respondent to outside parties unless such disclosure is required by a disciplinary or other remedial process as required by law.

Contact Information

Your name:

Contact Information: Email:

Phone:

How are you involved with VBY?

Description of the alleged harassment (Attach additional pages if required)

Please describe the incident(s) in as much detail as possible. If possible, answer the following:

- Who was involved.
- What was specifically said or done. (words, tone, actions, etc.)
- When it happened.
- Where it happened.
- Any witnesses to the incident(s); name and contact information if possible.
- How it affected you.

Temporary Measures

Do you believe that VBY needs to take any interim measures while the incident is under investigation? Yes ____ No ____

If yes, please describe what interim measures you believe should be taken while the incident is under investigation and why:

Other Processes

Have you initiated any other processes to deal with these allegations such as one-on-one discussions, contact with the Human Rights Commission, legal action?

Signature: _____ **Date:** _____

Please submit this completed form to the Executive Director or the President, VBY at
Address, email.

INCLUSION AND ACCESS POLICY

Approved: April 26, 2022

POLICY STATEMENT

Volunteer Bénévoles Yukon (VBY) values diversity and supports an environment that provides fair and inclusive access to programs, activities, and opportunities.

APPLICATION

This Policy applies to all VBY Board members, employees, contractors working on VBY contracts and volunteers working temporarily with VBY.

PROCEDURES

VBY will incorporate principles of equal access and inclusion in all strategies, plans and actions of the organization, including its business and volunteer management, sponsorship, marketing, media and communications.

Promotional and marketing materials, official publications, and communication activities, will demonstrate principles of inclusion and gender-neutral language will be used in all communications.

Incidents of discriminatory behaviour will be managed according to the Anti-harassment and Violence Policy and other Policies of VBY.

VBY will not promote, solicit, or accept volunteer opportunities, communication activities, sponsorship or support from companies or individuals who discriminate against people based on an individual's gender, gender identity, sexual orientation, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, disability, age, marital or family status.

POLICIES RELATED TO GOVERNANCE

PRIVACY POLICY

Approved:

POLICY STATEMENT

VBY respects the privacy of its members, volunteers, Directors, staff, stakeholders, funders, and the public and maintains an open, transparent and lawful approach to the collection of personal information. The organization limits the collection and use of personal information to that which is necessary for the purposes of activities carried out by VBY to deliver on its mandate. VBY has safeguards in place to ensure collected personal information is protected and ensures there are fair and timely processes to protect its disclosure to third parties.

APPLICATION

All VBY Directors, employees, contractors and volunteers working temporarily with VBY are expected to adhere to the terms of this Policy.

PROCEDURES

Point of Contact

The Executive Director has the responsibility for all privacy provisions in this policy and is the point of contact for any access to information or disclosure requests.

The Executive Director will respond to information requests on a timely basis and ensure that the individual whose personal information is requested is notified and provides consent (e.g. membership lists, screening of volunteers).

Collection of Information

In the course of performing its mandate, VBY collects personal information on members, volunteers, Directors, staff, stakeholders, funders and the public.

This information includes:

- Names, age, gender, Social Insurance Number, phone numbers, email addresses and home addresses;
- Personnel and screening information including sensitive identifying information, police record checks or vulnerable sector checks;
- Information on funding recipients including financial information;
- Membership lists; and
- Photographs or videos for promotional activities.

VBY understands that this personal information is private and only collects the information to provide services to VBY members and stakeholders and fulfill the mandate of VBY.

VBY uses the personal information to:

- Provide ongoing support and services to members;
- Conduct screening of volunteers and staff; and
- Communicate newsletters and other opportunities to promote volunteerism consistent with VBY's mandate.

Public Notice of Policy

This Privacy Policy, including its Complaint Procedures will be posted on the VBY website and be publicly available (Appendix A).

Disclosure

VBY will not disclose privileged or confidential information such as volunteer screening or personnel records to unauthorized parties. VBY protects this information from other third parties while it is in VBY's custody.

VBY does not consider composite non-identifying statistical information as personal information.

Information will not be transferred to third parties without the express consent of the individuals or members. VBY does not rent, sell or trade mailing lists of its members or volunteers.

VBY will obtain express consent of individuals when making significant changes to privacy practices, for example, use of data for new purposes or disclosures to new third parties.

Implied Consent

VBY uses implied consent when the information is not sensitive and is collected to provide benefits to participants.

Consent is not necessary when the information is publicly available.

Consent for Collection of information

VBY will identify options to refuse and/or withdraw consent for collection of personal information. For instance, an individual may request their name be removed from various lists, refuse to provide information to VBY and may withdraw consent at any time. This may limit VBY's ability to provide service to this individual.

At any time, a member or other party may request to view what information has been collected on them and ask to remove or to update their information collected for accuracy and completeness for example change of email address.

Expressed consent in writing will be obtained when information being collected is sensitive or outside reasonable expectation, when disclosure of the information would create a meaningful risk of significant harm and/or when children and youth are involved (see Appendix A for a copy of a consent form).

Parents or legal guardians of children and youth under the age of 19 will be asked to provide written consent for the collection of information or the sharing of photographs or videos involving their children.

LEGISLATION

VBY adheres to all legislative requirements when collecting information including the voluntary compliance with the Personal Information Protection and Electronic Documents Act even though the activities of VBY are not considered commercial under the Act.

VBY activities do not fall under the *Access to Information and Protection of Privacy Act (ATIP)* because it is not a public body as per the Act's definition.

VBY does not fall under the *Health Information Privacy and Management Act* because it does not collect health information on its clients.

Security of Information

VBY strives to keep personal information collected protected and up to date. Security safeguards are maintained including locked file cabinets, secure passwords on all laptops and computers and other methods considered necessary.

Information will be retained only for as long as necessary for the fulfillment of its purposes.

Notification of Breaches and Complaints

If VBY becomes aware of any physical or electronic breaches to personal information held by VBY, the Executive Director will immediately inform the Board and contact the affected individuals and organizations within 72 hours. Affected individuals will be informed on the nature of the breaches, type of personal information that may have been accessed and the steps VBY has taken to address the breach.

At any time, members or individuals can make a complaint on breaches or other privacy related issues to the Executive Director.

VBY will investigate all privacy complaints and respond appropriately.

Audits

VBY will periodically audit privacy communications to ensure they reflect current personal information practices.

VBY will demonstrate compliance to the Privacy and other Policies by tracking all requests for disclosure, access or complaints.

APPENDIX A- SAMPLE PRIVACY POLICY STATEMENTS

(Date of latest update of Policy)

VBY PRIVACY POLICY STATEMENT - GENERAL

VBY respects the privacy of its members, volunteers, Directors, staff, stakeholders, funders and the public, and limits the collection of information to that which is necessary for the purposes of activities carried out by VBY for its members. VBY has safeguards in place to ensure collected information is protected. It complies with all legislative requirements for the collection, use and disclosure of information.

VBY PRIVACY POLICY STATEMENT - WEBSITE

VBY operates this website. This page is to inform you on our policy on the collection, use and disclosure of personal information we receive over this site. We use your personal information only for providing services to our members and to improve the site. By using this site, you agree to the collection and use of information in accordance with this policy.

While using our site, we may ask you for personally identifiable information such as your name or organization name so that we may contact you in the future for newsletters or other information that may help you or your organization.

The security of your information is important to us and we comply with high standards to keep it safe: however, no internet or electronic storage is 100% secure.

This Policy is effective the date it is posted. Any changes to this policy will also be posted.

If you have any questions on VBY or our Privacy Policy, please contact us.

APPENDIX B – VBY PRIVACY COMPLAINT PROCEDURE

COMPLAINT PROCEDURE STATEMENT

VBY takes very seriously the protection of your personal information. Personal information is collected and used for the specific purpose of carrying out VBY's mandate to promote volunteers and provide benefit to its members.

If you have a concern about your personal information collected and used by VBY, please contact us. We would be happy to respond to your request to view and update your information, withdraw some or all your information, discuss any breaches or address any other privacy matter.

We will respond within 72 hours and advise you of the next steps taken to address your concern.

For more information on VBY Policies, please [click here](#).

APPENDIX C – SAMPLE CONSENT FORM

AUTHORITIES AND RESPONSIBILITY POLICY

Approved:

POLICY STATEMENT

Volunteer Bénévoles Yukon is committed to clarity in terms of delegation of authority, responsibility, and expectations for functions within the organization to ensure the successful delivery of its mandate.

APPLICATION

This Policy applies to the Board and the Executive Director

PROCEDURES

Responsibilities

Board

The Board is legally responsible for the oversight of the organization under the *Societies Act*, is at an arm's length from the operations and is focused on VBY's purpose and direction.

The Board's primary focus is on fulfilling its vision and mission and must take this focus while considering the history of organization and its current functioning into account when making decisions.

The Board defines the parameters within which the organization operates and articulates and communicates the vision by providing strategic leadership that promotes a diversity of viewpoints.

The Board speaks through motion and with one voice.

The Board has been elected at the Annual General Meeting to act on behalf of the membership, and all authority lies with the Board unless, and until, it is delegated to others.

Through this Policy, the Board delegates some of its authority and responsibility to the Executive Director.

The Board will demonstrate its oversight function by:

- Providing ongoing communications to members, public and funders
- Creating proactive policies and value guidance;
- Creating organization expectations through its Strategic Plan;
- Overseeing the organization's financial status.

The Board identifies expectations for itself and creates a work strategy and delegation of work assignments to the ED.

Directors commit to conducting a regular assessment process to ensure they are fulfilling their role.

Executive Director

The Executive Director is directly accountable to the Board and is responsible for carrying out the day-to-day work of the organization, with the assistance of paid staff, contractors and/or volunteers.

The Executive Director will fulfill operational requirements according to the legal obligations under *Societies Act*, VBY bylaws and policies, the Strategic Plan, and in accordance with the job description.

The Executive Director will report regularly on the status of achievement of organizational goals as well as any threats, challenges, or opportunities. This includes the resolution of the identified issue or opportunity.

The Executive Director will participate in an annual Board strategic planning session for the organization.

Board and Executive Director Relations

The Executive Director is the only employee of the Board, and the Board is responsible for the selection, supervision and performance evaluation of the Executive Director and for outlining the authorities and expectations.

Positive two-way communications will be demonstrated in a cordial, respectful and frank manner between the Board and the Executive Director.

The Board and Executive Director agree to an annual performance management process that includes quantitative and qualitative organizational goals, and Executive Director developmental goals.

The Board and Executive Director agree to resolve any potential conflicts in a fair, professional manner that is focused on the best interests of the organization.

Board and Executive Director Expectations

This is a reciprocal relationship, in which both the Board of Directors and the Executive Director expect certain actions from each other in order for the organization to be governed successfully.

What Board expects from Executive Director	What Executive Director expects from Board
Deliver on the strategic priorities of the Board using the resources allocated by the Board.	Develop clear, strategic direction for the organization.
Within administrative scope, implement the policies approved by the Board.	Establish clear and effective policies that govern VBY's activities
Successfully manage the day-to-day operations and resources of the society.	The Board functions effectively and maintains professional and collegial relationship within Board discussions and with the ED
Provide accurate and objective briefings on current and emerging issues, including impact assessment	Hold the ED accountable under a clearly written set of expectations through an annual performance evaluation
Identify critical issues, or new or emerging issues or activities and make recommendations on responses or recommended actions.	Respond promptly to requests for input or comment
Respect the governance structure, where the President or delegate is the formal point of contact for the ED.	Respect the governance structure, where the Board manages the ED and the ED manages the staff, volunteers or contractors
Proactively research systems, technology, etc to maintain the maximum efficiency of the office and operations within budget	Provide support to ED as required to meet the annual workplan through assisting with presentations, etc
Develop an annual workplan that aligns with the Strategic Plan	Approve the annual workplan and set realistic expectations

SCHEDULE OF AUTHORITIES & RESPONSIBILITY

Board Operations

	Board of Directors	Executive Director	Notes
Board Recruitment	Primary		ED may provide support eg recruitment documents
Creating and Monitoring Committees or Working Groups related to strategic planning	Primary		
Creating and Monitoring Committees or Working Groups related to operations	Delegated	Primary	
Monitoring Board Performance	Primary		
Board Orientation	Primary		
Approval of Annual Workplan	Primary		
Implementing Strategic Plan workplan	Delegated	Primary	With updates at meetings
Measuring Strategic Plan workplan success	Primary		
Board Meeting Logistics	Delegated	Primary	Scheduling, draft agendas, distributing documents, booking venue, Zoom, etc
ED/ Board Relations	President is ED/Board liaison	Primary communication is with President	
Risk Management	Board approves Plan and updates to Plan	ED develops and updates Risk Management Plan	With updates at meetings

Staff/Volunteers

	Board of Directors	Executive Director	Notes
Hiring, training, performance management and supervising ED	Primary		
Hiring, training performance management and supervising Staff other than ED	Delegated	Primary	
Recruiting, training and supervising Volunteers	Delegated	Primary	
Negotiating/establishing staff wages	Delegated	Primary – within budget	
Firing staff or letting volunteers go	Delegated	Primary –informs Board prior to action	

Communications

	Board of Directors	Executive Director	Notes
General Communications on operations-related activities, events, programs, etc	Delegated	Primary	
Media interviews on operations related activities, events, programs,	Delegated	Primary	Board appoints spokesperson if Board presence is requested
Media interviews, general communications with possible political implications, topic being the mandate or strategic direction	Primary		ED provides briefing and background information
Communications with Government Director-level and above or with other NGO Board members	Primary		
Communications with up to government Director level and staff of other NGOs	Delegated	Primary	
Print or web material	Delegated	Primary	Communications policy
Media interviews on new funding programs, new initiatives	Primary for content	Primary for delivery	Board reviews speaking notes and other content
Development of Communication Plan	Delegated	Primary	
Board Training on implementation of Communications Plan	Primary		

Financial Management

	Board of Directors	Executive Director	Notes
Financial Oversight	Primary	Day-to-day financial management	
Annual Budget Preparation	Delegated	Primary	
Annual Budget Approval	Primary		
Supplementary Budget Preparation	Delegated	Primary	Twice per year
Supplementary Budget Approval	Primary		
Financial Reporting	Identifies required financial reports	Provides required financial reports	
Cheque Signing Authority	3 Board members	Has signing authority	See Financial Management Policy
Signing of Cheques	ED and 1 Board, or 2 Board signatures	May signs cheques unless to self	
Internal Financial Controls	Primary - Oversight	Delegated - Operations	
Internal Reserves (allocated or re-allocated)	Primary - Oversight	Delegated - Operations	
Expenditures based on Approved Budget	Delegated	Primary	See Budget Development and Financial Reporting Policy
Expenditure outside approved budget	Primary – Approval	Delegated - Operations	Provides background info
Amending Membership Fees	Primary – Approval	Delegated - Operations	
Determining service & program fees	Delegated	Primary	provides updates in ED meeting report
Capital Assets/Inventory Plan	Delegated	Primary	
Payroll & CRA reporting, remittances	Delegated	Primary	
Selling/disposing of or accepting donated assets	Primary over \$2000 value	Primary up to \$ 2000 value	
Protection of Physical assets	Delegated	Primary	
Maintaining Financial Records	Delegated	Primary	
Annual Filing to YG Corporate Affairs	Delegated	Primary	

Agreements/Contracts

	Board of Directors	Executive Director	Notes
Negotiating partnerships & sponsorships	Delegated	Primary	updates are provided at meetings
Approval of Partnerships	Delegated	Primary	Partnerships are collaborative ventures not usually involving money
Approval of Sponsorships	Primary		Sponsorships involve funding provided for a service, etc, normally have a contribution agreement
Negotiating Funding/Contribution Agreements	Delegated	Primary	Includes YG, Federal, core and funding programs, eg NGOTF etc Draft agreement reviewed by Board
Signing Funding/Contribution Agreements	Primary – if one signature required or unless delegated by Board Motion	Delegated – Signature if two signatures are required	If two signatures are required, ED may sign. If one signature required, Board will sign
Application Process for Funding programs delivered by VBY	Delegated	Primary	Requires Board motion accepting guidelines, criteria, application package, project review and approval process
Negotiating Small Contracts on behalf of organizations when VBY is serving an incubator function (eg Hub)	Delegated	Primary	Updates included in ED Meeting report
Signing Small Contracts on behalf of organizations when VBY is serving an incubator function (eg Hub)	Delegated - requires Board Motion	Primary	
Negotiating/signing Small Contracts on behalf of VBY (writing, social media, applications, etc)	Delegated	Primary	Under Small Contracts budget line. Updates included in ED Meeting report
Main Tenant Agreement	Primary – if one signature required	Delegated – Signature if two signatures are required	If two signatures are required, ED may sign. If one signature required, Board will sign unless authorized through Board motion
Sub-Tenant Agreements	Primary – if one signature required	Delegated – Signature if two signatures are required	If two signatures are required, ED may sign. If one signature required, Board will sign or delegated through Board motion
Monitoring compliance of Agreements and Contracts	Delegated	Primary	Updates at meetings, for urgent issues, Board is contacted immediately
Implementation of Funding Programs	Delegated	Primary	Updates included in ED Meeting report

COMMITTEES AND WORKING GROUPS POLICY

Approved

POLICY STATEMENT

The Board may appoint committees or working groups as may be required to fulfill VBY objectives.

APPLICATION

This Policy applies to the Board and the Executive Director

PROCEDURES

Every resolution to establish a committee shall provide for the appointment of a chair who will be a Director of VBY.

The terms of reference for a committee will be approved by the Board and include membership, term, mandate, duties and responsibilities and define the authority of the committee.

Committees will

- ensure that each committee meeting is documented through Records of Decisions.
- advise and bring forward options to the Board for final decision, where Board decision is required.
- defer to the Board on all public communication and financial decisions unless otherwise specified by Board motion.

The Board may also appoint working groups chaired by a member of the Board which focus on short-term issues and are dissolved once the issue is addressed.

MEDIA RELATIONS AND COMMUNICATIONS POLICY

Approved:

POLICY STATEMENT

Volunteer Benevoles Yukon (VBY) provides an effective impactful communication response based on the mandate and strategic direction to media and communications requests including social media.

APPLICATION

All VBY Board of Directors, employees, contractors and volunteers working temporarily with VBY, are expected to adhere to the terms of this Policy.

PROCEDURES

Timely response

VBY will respond to media requests in a timely and effective manner.

Authority

The President is the designated spokesperson for VBY and may delegate this responsibility. The President has the authority to make public statements on behalf of the organization and authority may be delegated or partially delegated to the Executive Director or other Board member.

The Board representative or the Executive Director may not express personal positions or opinions that may differ than the approved VBY messaging.

The Board has the responsibility for developing its positions on issues prior to responding to media requests.

Accountabilities and limitations

VBY may be held accountable for statements made by the Board and /or staff and caution is advised when making statements.

The Board will set limitations on what it is able to share according to its legal obligations under privacy legislation and its bylaws.

When using social media or making public comment, employees and Board members must respect the confidentiality, values and ethics expectations regarding VBY, other work-related topics and stakeholders.

Any public comments outside of formal media requests made by employees and Board members must be appropriate to the position they hold and:

- do not reveal confidential information;
- are not a personal attack that might reasonably be perceived to be connected to VBY
- are not purposely stated to cause mistrust in VBY or services provided; or
- are not purposely stated to cause doubt about the ability of VBY to be impartial or effective.

Communication Planning

Media requests including social media are seen as an opportunity to communicate VBY's mission and goals to inform the public and stakeholders.

VBY will develop an annual Communication plan for guidance on internal and external communication including social media.

The Communication Plan will include key messaging including responses to requests by political or other organizations

The Board will ensure Directors and the Executive Director receive training on the Communication plan and media relations.

BOARD TRAINING POLICY

Approved:

POLICY STATEMENT

The organization is committed to being a learning organization and to provide training opportunities for the Directors to ensure they have knowledge and skills to fulfill their obligations.

APPLICATION

This Policy applies to the Board and the Executive Director

PROCEDURES

The Board is legally obligated to ensure the Directors are able to fulfill their responsibilities in a respectful, competent manner.

The Board will identify a Director profile with required core competencies. This profile will be used for the selection of new Directors and for the development of their training plan.

Directors will receive a full orientation to their role within the first three months of appointment, including a review of the Bylaws, Policies and the Board Manual.

Directors will complete an annual self- assessment and will identify learning and training needs.

All training requests will be reviewed by the President and approved if there is available budget.

POLICIES RELATED TO HUMAN RESOURCE MANAGEMENT

CONDITIONS OF WORK POLICY

Approved:

POLICY STATEMENT

The employees of Volunteer Bénévoles Yukon (VBY) can expect a transparent and consistent process for all aspects of their employment with VBY including wages, employment conditions, performance management, leave etc. to support a fair and equitable workplace.

APPLICATION

This Policy applies to VBY Directors and employees

DEFINITIONS

“Act” refers to the Yukon *Employment Standards Act*

“Supervisor” refers to either the Board, when supervising the Executive Director, or the Executive Director when supervising employees.

PROCEDURES

Executive Director Employment Contract

The Executive Director of VBY is an employee who may be working under the terms of a negotiated employment contract. Terms in the employment contract may differ from the terms included in VBY Policies but will meet the requirements of the Act.

Employment Conditions

Criminal Record Checks

VBY may require Police Records Checks or Vulnerable Sector Checks for staff or volunteer positions with the organization. If required, passing these checks will be a condition of employment or volunteer involvement with VBY.

Probationary terms

The probationary period is 6 months.

The employee may be terminated for misconduct, poor performance or unsuitability at any time during the probationary period without notice or pay in lieu of notice.

Termination

Termination after probationary term

The employee may be terminated after the probationary term for:

- Serious insubordination or consistently poor performance by the employee, after being advised of the required standards and given reasonable opportunity to improve the performance
- Any falsification or material omission of information or documents submitted for the purpose of employment including the application, cover letter, resume or certificates
- Consistently violating the Values and Ethics, Workplace Expectations, or other Policies of VBY after being advised of the required standards and given reasonable opportunity to remedy.

- Any violation of any local, territorial or federal law including an act of dishonesty, theft, embezzlement, physical or sexual assault or any omission, commission, or other conduct by the employee, which would constitute cause at-law.

Notice of Termination

Terminating the employment of an employee, or an employee wishes to terminate their employment will be in accordance with the Act.

Termination Pay

Terminating the employment of an employee by paying termination pay in place of giving notice of termination or providing deduction instead of notice, will be in accordance with the Act

Wages and Benefits

Wages

Salaries are paid biweekly on a two-week deferred system. Pay will be direct deposited in a bank account identified by the employee. Salaries will be reviewed annually.

Benefits

Employees are entitled to benefits which will be detailed in the letter of offer.

Vacation Allowance

Upon hire, each employee is entitled to 2 weeks of vacation for each complete year of employment as per the Act.

Deductions from Pay

Deductions from pay include standard employee mandatory deductions including Canada Pension Plan, Employment Insurance, Income Tax and amounts for other benefits identified in the letter of offer.

Performance Management

Performance review process

Probationary Term – the Supervisor will work with the employee on the development of a workplan and conduct a monthly review of this workplan and a review of performance at 3 and 6 months.

Post-Probationary Term – Once an employee is past the probationary period, the Supervisor will conduct a monthly review of the workplan and a performance review every 6 and 12 months.

Disciplinary process

VBY follows a progressive discipline process unless the misconduct is extremely serious such as:

- Any serious violation of any local, territorial or federal law including an act of dishonesty, theft, embezzlement, physical or sexual assault
- Serious insubordination, or undertaking a VBY activity or speaking on behalf of VBY while significantly impaired by alcohol or substances
- Any intentional or grossly negligent disclosure of VBY’s confidential information
- Any serious violation of VBY Values and Ethics

These serious misconducts may provide grounds for termination.

The progressive discipline process normally includes:

- Step 1 – Written Reprimand
- Step 2 – Disciplinary Suspension or Demotion
- Step 3 – Dismissal

Training

VBY supports training and professional development for its employees. This includes the ongoing training required by professional designations.

A learning plan is approved by the Supervisor at the beginning of each fiscal year as part of an annual performance review. The plan includes both training requested by the employee and training identified as part of performance plan or review.

Orientation for new employees

All new employees will receive an orientation to their positions upon hire including a review of the Employee Handbook and this Policy Manual.

Hours of Work, Breaks and Overtime

Hours of work

Normal hours of work are 7.5 hours per day, 37.5 per week, worked between 0830 and 1700, from Monday to Friday, allowing for 1 hour lunch. A morning and afternoon paid break of 15 minutes each are included in the workday.

If budget constraints require a reduction in these hours, the hours of work will be negotiated with the employee.

Notice of late or absent

Employees are expected to start work on time in the morning and after lunch. If an employee is not able to be at work for the day, or to be at work on time, the employee will notify the Supervisor by phone or email prior to start time of the work period.

If an employee is late or absent without notification, that employee is considered as absent without leave which is grounds for dismissal. A deduction of pay may be made.

Time Sheets

Employees will submit time sheets to the Supervisor or designate for each pay period.

Flexible Work Arrangements

Flexible work arrangements including compressed work weeks and work-from-home arrangements may be approved by the Supervisor to meet organizational requirements and support the personal requirements of the employee and where there is no additional cost to VBY.

Overtime

All overtime must be pre-approved by the Supervisor. Overtime is paid for each completed 30 minutes of overtime worked at the appropriate rate.

Lieu Time Credits

Instead of being paid out for overtime, the employee may request to be granted lieu time credits. The Supervisor may agree to grant lieu time credits annually to a maximum of 25 hours of overtime at 1.5 overtime rate for a total of 37.5 hours of lieu leave.

If the employee accrues more than 37.5 hours of lieu leave in a year, the additional hours will be paid out at fiscal year end.

The employee will request to take lieu leave in advance, and if operational requirements permit, the request will be approved.

Work-related Travel

Travel Approval

All travel is pre-authorized by the Supervisor.

Expenses

Accommodation and transportation expenses for pre-approved travel are paid by VBY in advance. When the travel is complete, employees will submit a travel claim for per diems and other expenses and include the required documentation.

When meals are provided at training, conferences or courses, no meal allowance is to be claimed for those meals. Costs for alcohol will not be reimbursed.

Per diems

Meal expenses will be reimbursed at rates set by the Government of Yukon. If the per diem meal allowance is insufficient in a particular community, the traveller may claim actual expenses for all meals and provide receipts. If receipts cannot be provided, then reimbursement will be made at the YG rates.

Other Work-related Travel Expenses

Other appropriate duty travel expenses may be reimbursed, subject to approval.

Work-related travel hours pay

When employees travel on behalf of VBY, and the travel occurs on a regular workday, they will be paid as though they were at work for all hours travelled.

Employees of VBY who are on travel status but do not work on a day of rest or on a designated paid holiday will be entitled to their regular wage.

An employee who is on travel status and is required to work, and with approval of the Executive Director, will be entitled to the appropriate overtime pay.

Leave provisions

Types of Leave

Leave may be approved in accordance with the *Employment Standards Act*.

Annual Vacation Leave

Vacation time will be calculated at minimum as per the Act, however, entitlements may be increased in the terms of employment contracts or as approved by the Board.

Every effort shall be made to grant annual leave as requested by the employee.

Every reasonable effort will be made to schedule annual leave in the fiscal year in which it is earned; not to recall the employee to duty after proceeding on annual leave and to grant the employee annual leave during the fiscal year in which it is earned at a time.

Sick Leave

The employee is entitled to one day without pay for every month the employee has been employed by HSY less the number of days the employee has previously been absent due to illness or injury. The maximum entitlement at any time is 12 days.

Sick leave may be approved. If the employee is applying for sick leave longer than 3 working days, the employee is required to produce a doctor's certificate.

Casual Leave

Casual leave may be authorized at the discretion of the Supervisor for employees to attend appointments of less than 2 hours with a doctor, dentist, or lawyer during working hours and for voting.

Extended Leave

Employees are entitled to maternity and parental leave in accordance with the Act. VBY does not pay a top-up to employees on maternity/parental leave.

Other Leave

Employees are also entitled to leave without pay for: bereavement, compassionate care, critical illness of a child or an adult, disappearance of a child, or domestic or sexualized violence as per the Act.

Statutory Days

Employees are entitled to Yukon statutory holidays including New Year's Day, Good Friday, Victoria Day, National Indigenous Peoples Day, Canada Day, Discovery Day, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day.

Holiday Falling on a Day of Rest:

When a day designated as a holiday noted above coincides with a day of rest, the holiday shall be moved to the employee's first working day following the day of rest.

Where a day that is a designated holiday for an employee falls within a period of a leave with pay, the holiday shall not count as a day of leave.

Application for Leave

Employees are required to complete an application for all leave which is submitted to the Supervisor for review and approval.

Bad Weather Office Closures

The VBY office is closed when .

Employment Records

VBY will keep complete and accurate records for a period of 12 months after the work is performed or services are supplied. Records include:

- Employee's name and address
- Number of hours worked by the employee in each day and week
- The employee's wages, gross earnings and deductions
- The overtime accumulated by the employee each week
- The time-off with pay instead of overtime pay accumulated and taken by employee each week
- The vacations taken by the employee
- The leaves of absences take by employee
- Conditions of employment

VBY will provide a written employee's statement to each employee in accordance with the Act.

WORK PLACE EXPECTATIONS POLICY

Approved:

POLICY STATEMENT

VBY delivers on its mandate through setting clear expectations for a healthy, fair, and accountable workplace.

APPLICATION

This Policy applies to VBY Directors, employees, contractors and volunteers working temporarily with VBY.

PROCEDURES

Smoking cigarettes or cannabis in the workplace

Consuming cigarettes, other tobacco products or cannabis is not permitted by employees or others in VBY office. Smoking cigarettes is permitted outside in designated smoking areas, however, smoking cannabis is not permitted.

Workplace Substance Abuse

Workplace substance abuse means the use of a potentially impairing substance to the point that it adversely affects performance or safety at work, either directly through intoxication or hangover, or indirectly through social or health problems.

Any employee of VBY whose performance is being impacted by substance abuse may be required to undertake a performance plan.

If the employee does not adhere to the performance plan and continues the substance abuse after being advised of the required standards and given reasonable opportunity to improve the performance, the employee may be dismissed.

Alcohol, Cannabis and Other Drug Consumption and the Workplace

Under the Influence

Under no condition is an employee to conduct work on behalf of VBY under the influence of alcohol, cannabis or any other drug that impairs the fitness for duty and ability to function at work. This includes all scheduled work, all on-call work assignments and any type of volunteer work conducted on behalf of VBY.

Misuse of prescription medication is not permitted while conducting work on behalf of VBY.

Employee not able to perform duties

Any employee that is considered by the Supervisor as not being able to perform the assigned job duties and responsibilities safely and acceptably and without limitations due to the use or aftereffects of alcohol, cannabis or any other drug may be sent home for the day without pay.

Grounds for Dismissal

If employees are sent home three times because they are not able to perform the assigned job duties and responsibilities safely and acceptably and without limitations due to the use or aftereffects of alcohol, cannabis, or any other drug due to the use or aftereffects, this is considered as grounds for dismissal.

~~If employees are requested to undertake any activity on behalf of VBY after normal working hours and these employees are aware that they are under the influence of alcohol or cannabis, the employees will notify the Supervisor and not undertake that activity. Undertaking the activity despite being aware that the employee is under the influence of alcohol or cannabis, is grounds for dismissal.~~

Workers Compensation Commission

VBY is compliant with Worker's Compensation Commission (WCC) requirements. It is the responsibility of all employees to report any incident or situation that falls under the jurisdiction of the Commission to the Executive Director and the WCC.

Use of Technology

Internet, email, cell phone and computer use

Employees are expected to use VBY internet, email system, cell phones and computers for work purposes only.

If approved by the Supervisor, an employee may access the internet or use the computer for personal use outside of work hours if this does not cause any additional costs to VBY.

Accessing personal social media

Employees are not to access social media for personal use during working hours.

If the employee continues to access personal social media during working hours after being advised of the required standards and given reasonable opportunity to improve the performance, the employee may be dismissed.

Ownership of Electronic Records

All emails, texts and documents generated on VBY equipment or phones are the property of VBY and access may be provided to Supervisor at anytime.

These emails, texts or documents generated on VBY equipment or phones may not be deleted unless approved by the Supervisor.

SUCCESSION PLANNING POLICY

Approved

POLICY STATEMENT

Volunteer Benevoles Yukon (VBY) is committed to succession planning for the organization to ensure smooth transitions and successful business continuity.

APPLICATION

This Policy applies to VBY Directors and employees of VBY.

PROCEDURES

Executive Director

The VBY Board, which is responsible for oversight and direction of the organization, ensures that the Executive Director position is filled with a person who meets the core competencies of the position.

The Board will establish a Succession Plan for the Executive Director position that incorporates short term leaves as well as permanent vacancy.

This succession plan will include description of core competencies required for fully satisfying current business requirements as well as forecasted changing organizational needs.

If notice is provided prior to the position becoming vacant, the Board in collaboration with the Executive Director will explore potential interest within the VBY staff to take on the Executive Director position on an interim basis. Mentorship and training will be provided by the existing Executive Director, allowing for talent to be grown with the organization.

If no interest is expressed, the Board will explore the opportunity for a leadership exchange with other member organizations.

The permanent Executive Director position will be posted publicly for recruitment and candidates within and outside VBY will be encouraged to apply.

For short term leaves, unexpected leaves or permanent vacancy, the existing Executive Director will be asked to recommend an Interim Executive Director and what core competencies are required.

VBY Staff Member

The Executive Director proactively plans for succession of key staff positions by identifying key positions and create a succession plan for these positions.

The succession plan will identify opportunities to meet the needs of the organization by investing in training and talent development among existing staff including Acting assignments.

The Executive Director will discuss staff's learning and training through staff 's annual performance planning.

Board Succession Planning

In order to carry out duties successfully, Directors with the necessary core competencies are required.

The President will identify which Directors' terms will be expiring at the next AGM and determine if the existing Directors are interested in staying on for another term.

If a new Director is being sought, the President will prepare a Director Profile and Competency Matrix identifying the key skills needed for the Board at this time.

Recruitment for a new Board Director will commence by cultivating a pool of candidates demonstrating interest in serving on the organization's Board who meet Board Director profile.

The Board may offer candidates the opportunity to become involved in the Organization through Committee work or by observing Board meetings.

The Board will publicly post Board recruitment ads and encourage candidates to apply for positions.

The President and other Directors will select candidates who best meet the Board Director Profile and who are most suitable for the changing needs of the organization.

President Succession

The Board will identify if the President's position is expiring in the next year and prepare a President profile identifying core competencies required for this position.

The Board will determine if a Vice-President position or President elect position will be used to automatically fill future President positions.

If an alternative process is required to fill the President position, the Board should inquire among existing Directors if they are interested in putting their name forward.

If a candidate is accepted as suitable for a future President position, the existing President will establish a mentoring / shadow President process to ensure a smooth transition.

If no existing Board Members are interested or suitable, the Board will commence cultivating a candidate pool and undertake a formal public posting recruitment process.

The Past-President may continue on the Board as an advisor and support to the current President.

DIRECTOR RESIGNING OR BEING REMOVED FROM THE BOARD

A Director, for a variety of reasons, may not be able to fulfil the obligations or complete the elected term. The Director must inform the President as soon as possible and provide reasons for the departure from the Board.

If a President is aware of any concerns or absences regarding a Director, the President will reach out early in the process to discuss the issues in an open and supportive manner.

The President will ensure the necessary exit procedures are completed following the departure of a Director and inform the other Directors.

If a Director is not compliant with the Bylaws or Policies, has had extended absences or has exhibited repeated behaviour that is not consistent with VBY mission and values, the President may undertake a process with the Director to resolve the issue including providing training, leave of absence, or initiating the process to formally remove the Director.

The President may seek legal advice on the removal process.

The Board will be fully informed except if the information provided by the Director is confidential.

If the Director is removed, the ED will provide the necessary updates to Corporate Affairs.

POLICIES RELATED TO FINANCIAL MANAGEMENT AND PURCHASING

FINANCIAL MANAGEMENT POLICY

Approved:

POLICY STATEMENT

VBY is committed to being accountable and transparent in managing all aspects of the finances of the organization while following Generally Accepted Accounting Practices and industry best practices.

APPLICATION

This Policy applies to the Board and the Executive Director

PROCEDURES

Clarity of Roles

VBY ensures there is clarity of roles for Directors, Executive Director and VBY staff when carrying out financial management responsibilities and establishes internal controls to prevent deliberate or misguided use of funds by unauthorized parties.

Roles and Responsibilities

The Executive Director is accountable to the Board for the day-to-day financial management of VBY including:

- maintaining a complete and up to date set of financial records consistent with best practices and accounting standards.
- providing oversight of the list of signing authorities and segregation of duties for all financial transactions and ensures all expenditures are made within the budget.
- ensuring that all payroll and income tax responsibilities are met in a timely basis.
- establishing procedures for the use of petty cash and ensures safeguards are in place for the tracking and storage.
- maintaining segregated accounts for tracking of project finances where required by funders.
- preparation of proposed annual budget 60 days prior to an annual review meeting
- providing monthly financial reports or upon request by the Board

Contracts

As indicated in the Authorities and Responsibility Policy, the Executive Director is authorized to negotiate and sign contracts for goods or services required for delivering on the mandate of VBY to the limit defined in Policy.

In the absence of the Executive Director, the delegated authority has signing authority.

Reporting

VBY demonstrates transparency by publishing an Annual report according to *Societies Act* and *Income Tax Act* requirements and making available information about VBY's finances, governance and program objectives in its newsletter and on its website.

VBY ensures that all Directors, the Executive Director and staff receive training and comply with this Policy.

All financial and other legal contractual documents are stored and retained in accordance with the *Record Retention and Destruction* policy.

The Executive Director ensures that the physical assets of the organization are protected and only used by authorized persons and that an inventory of assets is updated annually.

Signing of Checks

All checks require 2 signatures.

The Board delegates signing authority to 3 signatories in addition to the Executive Director. Checks payable to self will be signed by 2 signatories not including the person named.

Checks are signed by the Executive Director and one delegated signatory. If the Executive Director is not available, the Executive Director will delegate signing authority.

Commercial Credit Card

A commercial credit card may be obtained as one financial management tool. The use of VBY commercial credit card is limited to the Executive Director or as designated

Allowable Uses of Credit Card

The use of the commercial credit card is intended solely for the purchase of business-related goods, services, and travel expenses.

All expenditures over \$500 must be pre-approved by the Executive Director or delegate.

Canceling a Commercial Credit Card

The Board may cancel the Executive Director's commercial credit card at any time.

Monitoring and Payment

The Executive Director or delegate shall monitor credit card use and ensure that:

- records are maintained to account for credit card use,
- the commercial credit card is used only for the purpose for which it was issued,
- a cheque requisition is generated for every transaction, and
- an acceptable detailed explanation is attached to the cheque requisition if a credit card transaction receipt is missing or is misplaced

Misuse of Commercial Credit Card

Disciplinary actions will be taken immediately if an VBY commercial credit card is misused by an VBY employee. The misuse of VBY commercial credit card may result in a termination of employment and repayment of the charges to VBY.

Use of reward points from use of credit cards

VBY may, from time to time, use credit cards which accumulate benefit points. These benefit points may be used to support employee and VBY organizational development or to purchase merchandise to the benefit of VBY. Use of the benefits is at the discretion of the Executive Director.

BUDGET DEVELOPMENT AND FINANCIAL REPORTING POLICY

Approved:

POLICY STATEMENT

VBY adopts a strategic, prudent approach to its budget development and financial reporting in order to meet its mandate

APPLICATION

This Policy applies to VBY Directors and employees of with VBY.

PROCEDURES

Budget Development

VBY's budget is the primary mechanism for enabling the Board and Executive Director to measure financial performance.

The Executive Director prepares an analysis report of the past three years budget results, changes in revenues, variances and forecasts upcoming pressures and opportunities for the Board information and leads a discussion for annual budget development.

The Executive Director aligns the yearly budget with VBY strategic plan and ensures that resources are in place to meet current and future needs, as well as identifies risks that may impact the organization.

The prepared draft budget is detailed and identifies revenue and expenditures for different programs as well as any project areas.

The Executive Director presents draft budget to the Board for their review, revision and/ or approval on month prior to the end of the fiscal year.

Regular Financial Reporting

The Executive Director provides regular, detailed financial reports to the Board that includes updates on budget and organizational performance as well as any risks or financial issues that jeopardizes the organization's ability to meet its short- and long-term objectives.

Any amendments, reallocation between budget lines, additional expenditures or cost overruns are brought to the Board for review and/or approval.

Directors' approval is required to obtain a line of credit or make any changes to VBY banking arrangements.

The Executive Director ensures that all financial reports are tracked, securely stored and used for preparation of the Year End Statements and Annual report

The Executive Director brings forward recommendation to the Board on the Audit process.

If an audit is required, a plan of action is developed as a result of any advice from auditors on how to improve VBY financial management.

PROCUREMENT AND CONTRACTING POLICY

Approved:

POLICY STATEMENT

To achieve the mandate of VBY, services and goods must be procured, and contracts with reputable, skilled and reliable contractors and suppliers issued and managed through a transparent, consistent, defensible process.

APPLICATION

This Policy applies to VBY Directors and employees of VBY.

CONFLICT OF INTEREST

Any employee or member of the Board of Directors of VBY shall not permit any influence, interest, or relationship to arise with a contractor that might conflict with the interests of VBY or that might endanger or prejudice the organization's reputation for fair and open dealings.

PROCEDURES

Requests for Proposals

A Request for Proposal may be requested from eligible suppliers and contractors to provide services or products required by VBY.

Every Request for Proposal shall include:

- The contact information of VBY representative,
- A description and scope of work to be completed,
- The email address where proposals should be sent, and
- The submission deadline

Purchase Orders

The Executive Director or delegate may set up accounts with suppliers and service providers. When making purchases on the account, the purchase order number will be provided and the following information included:

- the description and amount of the goods/service required,
- the price and terms of the purchase, and
- the shipping requirements, if applicable.

The Executive Director or delegate must sign any purchase order.

Entering into Service Contracts

VBY may enter into service contracts to deliver services or goods required by VBY.

The contractor will submit a proposal which details:

- The contact information of the contractor,
- A description and scope of work to be completed,
- The deliverables, and cost for each deliverable (if applicable),
- Contract timeline, identifying timeline for each deliverable (if applicable), and
- Cost per deliverables and total contract value.

If a Director is contracted for services other than as a Director, the contract will be approved through motion of the Board.

Contract Requirements

All contracts signed by VBY must include:

- The objectives of the contract,
- The contractor's obligations, deliverables, and any special requirements,
- The contract price identifying cost per deliverable,
- Conditions requiring that confidential information and records in the possession of the contractor will be returned to VBY immediately upon substantial completion of the contract;
- Conditions that the contractor uses confidential information only for the purpose of the contract unless written permission for another use is given in advance by VBY; and

Change Orders to Contracts

When required, a change order may be signed by the VBY to approve changes to the contract price, deliverables, timeline and contract scope. The change order must be signed within the duration of the contract, include the reasons for changes and be signed by the Executive Director.

Payments

All payments made to suppliers/contractors must be authorized through the approved process.

Compliance with Policies

Failure of a contractor to abide by the Policies of VBY may result in a decision by the Executive Director that the terms of the employment agreement and/or service contract have not been satisfied.

Open Procurement Practice

The Board establishes conditions for when the Executive Director must use an open procurement approach which take into consideration:

- Dollar amount of good, services and works being sought;
- Risk to the organization;
- Spending authority of the Executive Director;
- Impact on community relations;
- Board approval requirement and;
- Any specific requirements from the Bylaws or funders.

Once a decision has been made to pursue an open procurement process, the Executive Director initiates the process including:

- Planning- identifying the needs, current gaps, potential vendors, timeliness consideration, and additional supports that may be required from Board or designated staff;
- Writing the Statement of Work outlining the work or goods required and why;
- Determining type of process to be used based on size of need or gap (Request for Quotation, Request for Proposal or Tendering) and setting out evaluation and selection criteria;

- Posting the RFQ, RFP or Tender for prospective vendors and identifying the VBY contact person for inquires;
- Establishing a team to review vendors' submission based on the Statement of Work requirements and selection criteria when evaluating;
- Preparing a Motion for the Board for approval if required;
- Awarding the contract to successful vendor and notifying unsuccessful bidders and;
- Drafting the contract and establishes internal contract management tracking system to ensure deliverables and budget requirements are met

The Executive Director reports to the Board on the performance of vendor as needed, or when failure to provide deliverables poses a significant risk to the Organization.

ETHICAL FUNDRAISING & FINANCIAL ACCOUNTABILITY POLICY

Approved: November 17, 2004.

POLICY STATEMENT

Volunteer Benevoles Yukon has adopted the Canadian Centre for Philanthropy's Ethical Fundraising and Financial Accountability Code as its policy. In so doing, the Directors commit to being responsible custodians of donated funds, to exercise due care concerning the governance of fundraising and financial reporting, and to ensure to the best of their ability that the organization adheres to the provisions of the Code.

APPLICATION

This Policy applies to VBY Directors and employees of with VBY.

PROCEDURES

A copy of the Ethical Fundraising & Financial Accountability Code will be provided to each Director upon election as a Director.

Donors' Rights

All donors (individuals, corporations, and foundations) are entitled to receive an official receipt for income tax purposes for the amount of the donation. Donors of non-monetary eligible gifts (or gifts-in-kind) are entitled to receive an official receipt that reflects the fair market value of the gift. (Note: The term "Eligible gifts" is comprehensively defined by CCRA in the Interpretation Bulletin dealing with gifts and official donation receipts.

Some common gifts, such as donations of volunteer time, services, etc. are not eligible to receive official tax receipts. The charity's governing board may establish a minimum amount for the automatic issuance of receipts, in which case smaller donations will be receipted only upon request.

All fundraising solicitations by or on behalf of the charity will disclose the charity's name and the purpose for which funds are requested. Printed solicitations (however transmitted) will also include its address or other contact information.

Donors and prospective donors are entitled to the following, promptly upon request:

- the charity's most recent annual report and financial statements as approved by the Board;
- the charity's registration number as assigned by CCRA;
- any information contained in the public portion of the charity's most recent Charity Information Return (form T3010) as submitted to CCRA;
- a list of the names of the members of the charity's Board; and
- a copy of this Ethical Fundraising & Financial Accountability Code.

Donors and prospective donors are entitled to know, upon request, whether an individual soliciting funds on behalf of the charity is a volunteer, an employee, or a hired solicitor.

Donors will be encouraged to seek independent advice if the charity has any reason to believe that a proposed gift might significantly affect the donor's financial position, taxable income, or relationship with other family members.

Donors' requests to remain anonymous will be respected.

The privacy of donors will be respected. Any donor records that are maintained by the charity will be kept confidential to the greatest extent possible.

Donors have the right to see their own donor record, and to challenge its accuracy.

If the charity exchanges, rents, or otherwise shares its fundraising list with other organizations, a donor's request to be excluded from the list will be honoured.

Donors and prospective donors will be treated with respect. Every effort will be made to honour their requests to:

- limit the frequency of solicitations;
- not be solicited by telephone or other technology; and
- receive printed material concerning the charity.

The charity will respond promptly to a complaint by a donor or prospective donor about any matter that is addressed in this Ethical Fundraising & Financial Accountability Code. A designated staff member or volunteer will attempt to satisfy the complainant's concerns in the first instance. A complainant who remains dissatisfied will be informed that he/she may appeal in writing to the charity's governing board or its designate, and will be advised in writing of the disposition of the appeal. A complainant who is still dissatisfied will be informed that he/she may notify the Canadian Centre for Philanthropy in writing.

Fundraising Practices

Fundraising solicitations on behalf of the charity will:

- be truthful;
- accurately describe the charity's activities and the intended use of donated funds; and
- respect the dignity and privacy of those who benefit from the charity's activities.
- Volunteers, employees and hired solicitors who solicit or receive funds on behalf of the charity shall:
 - adhere to the provisions of this Ethical Fundraising & Financial Accountability Code;
 - act with fairness, integrity, and in accordance with all applicable laws;
 - adhere to the provisions of applicable professional codes of ethics, standards of practice, etc.;
 - cease solicitation of a prospective donor who identifies the solicitation as harassment or undue pressure;
 - disclose immediately to the charity any actual or apparent conflict of interest; and
 - not accept donations for purposes that are inconsistent with the charity's objects or mission.

Paid fundraisers, whether staff or consultants, will be compensated by a salary, retainer or fee, and will not be paid finders' fees, commissions or other payments based on either the number of gifts received or the value of funds raised. Compensation policies for fundraisers, including performance-based compensation practices (such as salary increases or bonuses) will be consistent with the charity's policies and practices that apply to non-fundraising personnel.

The charity will not sell its donor list. If applicable, any rental, exchange or other sharing of the charity's donor list will exclude the names of donors who have so requested (as provided in section A8, above). If a list of the charity's donors is exchanged, rented or otherwise shared

with another organization, such sharing will be for a specified period of time and a specified purpose.

The charity's governing board will be informed at least annually of the number, type and disposition of complaints received from donors or prospective donors about matters that are addressed in this Ethical Fundraising & Financial Accountability Code.

Financial Accountability

The charity's financial affairs will be conducted in a responsible manner, consistent with the ethical obligations of stewardship and the legal requirements of territorial and federal regulators.

All donations will be used to support the charity's objects, as registered with CCRA.

All restricted or designated donations will be used for the purposes for which they are given. If necessary due to program or organizational changes, alternative uses will be discussed where possible with the donor or the donor's legal designate. If the donor is deceased or legally incompetent and the charity is unable to contact a legal designate, the donation will be used in a manner that is as consistent as possible with the donor's original intent.

Annual financial reports will be factual and accurate in all material respects and disclose:

- the total amount of fundraising revenues (receipted and non-receipted)
- the total amount of fundraising expenses (including salaries and overhead costs)
- the total amount of donations that are receipted for income tax purposes (excluding bequests, endowed donations that cannot be expended for at least 10 years, and gifts from other charities)
- the total amount of expenditures on charitable activities (including gifts to other charities)
- identify government grants and contributions separately from other donations; and
- be prepared in accordance with generally accepted accounting principles and standards established by the Canadian Institute of Chartered Accountants, in all material respects.

No more will be spent on administration and fundraising than is required to ensure effective management and resource development. In any event, the charity will meet or exceed CCRA's requirement for expenditures on charitable activities. (The Income Tax Act sets out a requirement that all registered charities spend 80% of their receipted donations from the previous taxation year – excluding bequests, endowed donations that cannot be expended for at least 10 years, and gifts from other charities – on charitable activities; in addition, charitable foundations are required to expend 4.5% of their assets in support of charitable programs.

The cost-effectiveness of the charity's fundraising program will be reviewed regularly by the governing board.

DIRECTOR AS CONTRACTOR OR EMPLOYEE OF VBY POLICY

Approved:

POLICY

Volunteer Benevoles Yukon (VBY) maintains clear expectations of Directors who enter into contractual or employment relations with the organization to ensure transparency and accountability and avoiding conflict of interest.

APPLICATION

This Policy applies to VBY Directors

PROCEDURES

Employment Opportunities

VBY understands that, on occasion, a Director may wish to seek employment opportunities with the organization.

If this arises, the Director must inform the President and be recused from any discussion on the Board that may give rise to a real or perceived conflict of interest.

The Director must temporarily resign from being a Director and comply with the open, fair competition process for employment processes.

The Director shall acknowledge to the President that if s/he is successful in being hired, that, for the term of employment, s/he will be reporting to the Executive Director on all matters and be subject to the relevant employment-related policies.

If the Director is successful in obtaining a paid staff position with the organization, the Director will submit a letter of resignation to the President for the remainder of the Director position.

Contracting

In accordance with the Bylaws, VBY may pay a Director remuneration for services provided to the Director to VBY in a capacity other than as a Director

The Board may require the Director to meet additional conditions in order to avoid real or perceived conflicts of interest with VBY.

In keeping with the requirements under the *Societies Act*, VBY will ensure that all remuneration to the Director is recorded and reported in the Financial Statements.

RISK MANAGEMENT POLICY

Approved:

POLICY STATEMENT

VBY takes its responsibility seriously to manage risk related to the Organization. VBY works with Board members, staff, volunteers, members, stakeholders and funders on the development and regular review of its risk management plans and adheres to all legislative requirements under the *Societies Act* in relation to risk management and business continuity.

DEFINITIONS

“Risk” In the context of VBY, means the chance that something will go wrong that will affect the success of the organization.

“Risk Management” is a process that helps an organization understand, evaluate and take action on a wide variety of risks with the view to increasing the probability of their success and reducing the likelihood of loss or failure.

“Risk Identification” is the practice of finding, recognizing and describing potential risks. These may be internal and/or external and are usually grouped in categories appropriate to an organization.

“Risk Assessment” is a process which includes analyzing the perceived likelihood of the risk occurring (Low, Medium, High) and the potential consequences (Low, Medium, High) of the identified risk.

“Risk Response” includes translating the risk information into decisions and strategies developed to respond to and mitigate a potential risk (mitigation = a planned course of action).

“Risk Monitoring and Evaluation” is the on-going checking and reviewing of potential risks, with the view of identifying new risks and ensuring that current mitigation strategies for all identified risks are still effective.

“Risk Management Tools” are often used to mitigate risk including: policies, waivers; certification and training;; standards for best practices; informed consent forms; protective barriers; protective equipment, etc.

“Risk Register” is a living document which records current and future potential risks and includes risk identification, assessment and response, and is organized according to the risk categories established by VBY.

PROCEDURES

Responsibility

Board members are responsible for oversight of all aspects of VBY. The Executive Director is responsible for ongoing operations including the identification and management of risk.

Engagement

During the course of fulfilling VBY’s mandate and Strategic Plan, the Executive Director will engage on an ongoing basis the Board, staff, volunteers, members, stakeholders and funders on the identification of risks and options to address them.

Annual Risk Management Plan

Risk Management is an ongoing process of:

- Identifying and prioritizing risk;
- Developing a written action plan for each significant risk;
- Sharing the plan with Board, staff and other impacted parties and providing risk management training and;
- Monitoring and updating plan where necessary.

The annual plan will follow these steps and consider the following questions:

- What are the possible things that could go wrong?
- How likely is it that those things will go wrong?
- What are the consequences if they do go wrong?
- What can be done to keep those things from going wrong?
- Are the current mitigation strategies still effective?

The Executive Director will prepare an annual risk management plan which will identify and assess risk in the following areas:

Governance Risks:

Risks related to clarity of roles and responsibilities, decision-making and oversight, capacity to meet stakeholder expectations, management of conflict of interest, Board/E.D. relationship and delegation and internal Board interference.

Compliance Risks:

Risks related to failure to comply with existing laws and regulations governing employment, privacy, legal responsibilities and insurance coverage, accountability to Funders; fulfillment of contractual obligations.

Financial Management Risks:

Risks related to financial budgeting, monitoring and reporting, flexibility to control and direct funds, contingency funding, revenue generation, management of reserve funds, long-term financial sustainability.

Operational Risks:

Risks related to the management of human resources, office building and equipment, Sub-Tenants, information management and technology, partnerships, workplace safety.

Communication & External Risks:

Risks related to internal and external communications, crisis and issues management, media relations, social media, maintaining confidentiality. Risks related to brand damage, public image and reputation management.

Review, approval and updating the Plan

- Directors will review, revise and/ or approve the VBY Risk Management Plan and provide instructions to Executive Director on necessary actions to take to mitigate risks to the organization.
- The Executive Director will monitor and track risks on an ongoing basis.
- VBY will review the Risk Management Plan every 6 months to ensure it is keeping up to date with potential risks and applying suitable mitigation measures.

APPENDIX - VBY RISK MANAGEMENT PLAN TEMPLATE

CATEGORY: GOVERNANCE RISKS				
Risk Identification	Risk Assessment		Risk Response or Mitigation	Done
	Likelihood (L/M/H)	Consequence (L/M/H)		

CATEGORY: COMPLIANCE RISKS				
Risk Identification	Risk Assessment		Risk Response or Mitigation	Done
	Likelihood (L/M/H)	Consequence (L/M/H)		

CATEGORY: FINANCIAL MANAGEMENT RISKS				
Risk Identification	Risk Assessment		Risk Response or Mitigation	Done
	Likelihood (L/M/H)	Consequence (L/M/H)		

CATEGORY: OPERATIONAL RISKS				
Risk Identification	Risk Assessment		Risk Response(Mitigation)	Done
	Likelihood (L/M/H)	Consequence (L/M/H)		

CATEGORY: COMMUNICATION & EXTERNAL RISKS				
Risk Identification	Risk Assessment		Risk Response(Mitigation)	Done
	Likelihood (L/M/H)	Consequence (L/M/H)		

BUSINESS CONTINUITY POLICY

Approved

POLICY STATEMENT

Volunteer Benevoles Yukon takes seriously its responsibility to ensure the ongoing business continuity of the Organization.

PROCEDURES

If an activity, service or threat is considered a significant risk, the Executive Director develops and activates a Business Continuity Plan.

The Business Continuity Plan is intended to keep VBY operating, viable and able to recover if critical functions are interrupted and that safety of impacted people is ensured.

The Executive Director will report regularly to the Board on risks and actions taken including when activation of Business Continuity Plan has been required.

The Executive Director will ensure staff, Board members and other impacted people are trained on the Business Continuity Plan including periodically testing the plan in non- crisis situations to ensure it remains effective.

GRANTS AND CONTRIBUTIONS FUNDING POLICY

Approved:

POLICY STATEMENT

Volunteer Benevoles Yukon (VBY), when responsible for delivering grants or contributions funding program on behalf of a funder, must adhere, and be seen to adhere, to high standards of consistency and transparency and the distribution of funding based predictable and uniform proposal evaluation and reporting processes.

APPLICATION

This Policy applies to employees, Board members and allocation committee members engaged with reviewing proposals, engaging with applicants and reporting on the funding program results and otherwise working to implement a grants and contributions funding program.

PROCEDURES

Negotiations with Funder

The Executive Director will enter into negotiations with the funder to confirm the target groups, funding criteria, timelines, any administrative funding available for VBY, etc and work with the funder to prepare a draft agreement.

The Board will be advised when initial discussions with funder begin and kept advised as the process continues.

Approval of funding materials

When the draft agreement is finalized by the funder, unless otherwise agreed to, a package of information on the funding program will be distributed to the Board, including:

- the draft agreement
- the plan for promoting the funding opportunity
- the timelines for intakes, reviews by the allocation committee and issuance of first payment to successful applicants
- the forms and process for applications, budget and final report
- application review criteria and names of the allocation committee members

The Board will approve the package prior to authorizing the signing of the funding agreement.

Informing Board

An update will be provided at each Board meeting on the number of applications received, the amount of funding approved and any concerns or issues that have arisen.

When the funding is fully allocated, the term of the funding agreement is complete, and the final report has been prepared for the funder, this report will be shared with the Board.

Communications

If an applicant becomes concerned over any aspect of the funding program or allocation, the escalation process is:

- The Executive Director will discuss the issue with the applicant, preferably by email, to identify the underlying concerns and will advise the President of the situation.

- If the situation escalates where the applicant is involving governments or key stakeholders of VBY with the issue, the Board will be briefed and will review into any response sent to the applicant.
- As a courtesy, the Executive Director may give a heads-up to the funding representative that an applicant may be in contact, however, the messaging is that VBY has the situation in hand.
- If the disgruntled applicant escalates the tone of the argument to where the Executive Director feels concern over personal safety for VBY staff, the applicant will be advised to contact the President.

Contacting the Funding Representative

At any time, the Executive Director may contact the funding representative for general interpretation or clarification of the wording of criteria and process in the terms of the funding or to check the eligibility of activities proposed in an application.

If the communication with the funding representative escalates to include the supervisor of the representative, the Executive Director will inform the President.

CAPTAIN MARTIN HOUSE POLICY

Approved:

POLICY STATEMENT

Volunteer Benevoles Yukon (VBY), when responsible for delivering grants or contributions funding program on behalf of a funder, must adhere, and be seen to adhere, to high standards of consistency and transparency and the distribution of funding based predictable and uniform proposal evaluation and reporting processes.

APPLICATION

This Policy applies to employees, Board members and allocation committee members engaged with reviewing proposals, engaging with applicants and reporting on the funding program results and otherwise working to implement a grants and contributions funding program.

PROCEDURES

Negotiations with Funder

The Executive Director will enter into negotiations with the funder to confirm the target groups, funding criteria, timelines, any administrative funding available for VBY, etc and work with the funder to prepare a draft agreement.

The Board will be advised when initial discussions with funder begin and kept advised as the process continues.

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Communications

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- The Executive Director will discuss the issue with the applicant, preferably by email, to identify the underlying concerns and will advise the President of the situation.

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If the communication with the funding representative escalates to include the supervisor of the representative, the Executive Director will inform the President.

POLICIES RELATED TO OPERATIONS

Approved:

RECORD RETENTION AND DESTRUCTION POLICY

POLICY STATEMENT

Volunteer Benevoles Yukon (VBY) is committed to ensure appropriate measures and safeguards are in place to protect specific information that is held for the purpose of delivering on the mandate of VBY. VBY protects privacy by maintaining good business practices to store, retain and dispose of information.

APPLICATION

This Policy applies to VBY Directors, employees and contractors who are delivering services for VBY.

LEGISLATION

VBY is legally responsible for all information it collects, creates, uses, discloses and retains.

VBY adheres to all legislative requirements with respect to privacy including the maintenance and/or disposal of records. It voluntarily complies with the federal *Personal Information Protection and Electronic Documents Act*.

Information, records and documents include paper-based, electronic documents/files, emails and media files collected or created for VBY's purpose.

PROCEDURES

Responsible for implementation

The Executive Director is responsible for all matters related to privacy for VBY and acts as the Records Administrator, establishing the Record Retention Schedule and developing procedures related to storage, retention and disposal of records.

Records Retention Schedule

The Records Retention Schedule will define the minimum retention period for information and records. It will also identify records which need to be archived for historical, legal or The *Income Act* purposes. These records should be separated from records actively in use (see Appendix A).

Safe Storage

VBY safeguards against loss from fire or other threats by safely storing information physically in locked file cabinets and safeguards electronic information by using regular back up processes and encryption.

Any records in possession of an employee, Board Director or volunteer must be returned to VBY when they are no longer actively engaged or working with the Organization.

Disposal Practices

All paper documents containing personal, private or financial information will be disposed of according to *Retention Schedule* policy in a safe manner using a mechanical shredder. Electronic documents held on hard drives will be erased. All computers including laptops which are no

longer in use will be disposed of in a safe manner to protect the privacy of the VBY and its members.

Retention of certain records

VBY will retain records if notification has been provided of potential litigation, government investigation or audit until legal counsel or the Directors determine the records are no longer needed.

Retention of Emails

If the content is related to a financial decision, agreement or significant decision , the final email of the email string is saved in the relevant folder for the period identified in the Records Retention Schedule.

Appendix A - Records Retention Schedule

Type of Record	Electronic	Paper	Schedule for Disposal	Special Consideration
Draft documents, duplicates	x	x	When document is finalized	
Emails, Written correspondence	x		7 years	Depending on topic. Financial correspondence is 7 years
		x	1 year	
Personal Information related to Volunteers and Directors			Volunteer – 1 year Directors, for term on board	
Personnel Records			Until person leaves the position	
Financial Information	x	x	7 years	
Membership Lists		x	End of year	
	x		Perpetuity	
Board Minutes and other documents		x	See Act	
	x		Perpetuity	
Annual Reports		x	1 year	
	x		Perpetuity	
Policies	x		Perpetuity	
Volunteer Handbooks, manuals		x	1 year	
	x			
Promotional Photographs, video			Until no longer relevant For length of term in consent document	
Recordings of meetings, sessions,	2 years			
Information requests, Complaints, Investigations			Complaints. Archived for 3 years Personnel, or financial investigations 7 years	
Research proposals and studies generated by VBY			Proposals not accepted, immediate Approved proposals – if financial implications 7 years	
Legal correspondence		x	2 years from resolution of issue. scanned	
	x		Perpetuity	
Other				

SAFEGUARDS FOR OFFICE SPACE POLICY

Approved:

(update for main tenant)

POLICY STATEMENT

VBY takes seriously the safety and protection of staff, volunteers, members, representatives and clients of subtenants of the Captain Martin House and the public while in the building.

APPLICATION

This Policy applies to VBY Directors and employees of with VBY.

PROCEDURES

Health and Safety

VBY maintains a physical space that is free of obstacles which may create risk to staff or visitors.

The Executive Director is responsible for staff and visitors in the VBY office and ensures compliance with workplace health and safety requirements.

Safety Checks

The Executive Director routinely conducts safety checks of the building and ensures that safeguards for personal and business information are maintained.

If there are any concerns or emergencies with the building, the contact information for the ED will be posted in an easily accessible location within the building.

The Executive Director will address any concerns and ensure the appropriate parties are notified. A tracking system of issues and resolutions are maintained.

Reporting concerns

Serious building concerns will be reported to the Board and the Landlord as soon as practicable

Insurance

VBY maintains appropriate insurance for fire, theft and liability.

POLICIES RELATED TO CAPTAIN MARTIN HOUSE?

OTHERS