

SSVP Store in a Box Proposed Policies & Procedures

Introduction:

The following generic policies and procedures are designed to assist the development of new SSVP Stores and to offer a template of policies and procedures to existing Stores who have not yet developed their policies and procedures.

Depending on the size of your new or existing Store, you may find what follows excessive to your needs. This is understandable, especially when you are just starting out with many things to think about and organize.

All of these policies and procedures incorporate the most promising practices in current management standards. They can be reviewed with that in mind. The policies and procedures in this document will prepare and inform you in the development of your Store from your earliest days.

SSVP Stores are one of the most progressive and potentially successful revenue streams in the Society at this point in time. You can build in success by incorporating good management and retail strategies even when you are a small enterprise.

It is a good idea to get in touch with the National office of Saint Vincent de Paul if you are considering starting a retail enterprise. A great deal of work and coordination has been on-going and there is much to draw from to support your new enterprise. In addition, some transformational work is being done within the Society to bring as many SSVP thrift stores as possible under the common name "Chez Vincent". Please make enquiries to National office about the proposed common name and a new retail model that has been proven to increase revenue.

The policies and procedures in this document can be amended and adapted for your particular setting. We hope that this information will be helpful.

Attached is a checklist for getting started.

Store Start-Up Business Plan

checklist

- *Research* all the required licencing for your retail outlet.
- Include *municipal, provincial and federal* requirements
- Register your prospective *Store name*.
- Check with the *National SSVP* for advice and information
- Do a *feasibility study* to identify if your community can sustain another non-profit retail outlet.
- Visit other *non-profit retail outlets* in your area to observe their operation
- Identify *sources for your donations* and products (check National SSVP)
- Prepare a workplan with a *timeline*
- Identify the *people and resources* that you have to develop and implement your plan
- Identify your resources for a *facility and furnishings*, as well as storage for donations and items for sale.
- Create a *financial plan* to estimate the start up costs. You will need at least 6 months of funding to carry the operation through start-up
- Enlist the aid of *local businesses and service groups*
- Consult your *local parish* support and resources.
- Put your *plans in writing* and be specific
- Prepare to answer all *operational questions* before you solicit support
- Create a *marketing plan*: who will you contact, what is your message, what can you afford, who can help
- *Be realistic*
- Canvass your SSVP community for members with the *expertise* that you need in financial planning, retail sales, marketing, etc. Information a key to success.

Human Resources Policies (HR)

1. Hiring Practices:

- i. Posting
- ii. Selection process
- iii. Conducting the Interview
- iv. Criminal Record Check
- v. Reference Check
- vi. Offer of employment
- vii. Orientation
- viii. Probationary Period

2. Supervision:

- i. Performance review
- ii. Sick leave
- iii. Attendance/Punctuality/Absenteeism
- iv. Approved Overtime
- v. Vacation
- vi. Discipline
- vii. Termination
- viii. Compensation

Conduct & Behaviour Policies (C/B)

3. Code of Conduct
4. Diversity & Inclusion
5. Adherence to Policy
6. Confidentiality
 - i. Privacy legislation
 - ii. Breach of Confidentiality
7. Harassment/Abuse:
 - i. Discrimination
 - ii. Workplace Investigations
8. Smoking/Vaping/Cannabis
9. Social Media & Personal Devices
10. Purchasing Store Items

Customer Service Policies (CS)

11. Respectful interactions:
 - i. Appropriate language
 - ii. Timely service
 - iii. Courteous & Friendly
 - iv. Inclusion
12. Payment/Lay away/credit procedures
13. Complaints

Health & Safety Policies (H&S)

- i. Critical Incidents
 - ii. Handling hazardous materials
 - iii. First Aid/CPR
 - iv. Sickness in the Workplace
- ***Health & Safety Legislation***
 - ***Privacy Act***
 - ***Employment Standards Act***

Hiring Practice Policy

Policy:

The [Store] will ensure that objective and consistent hiring practices are applied in accordance with Federal and Provincial Labour legislation.

Note relevant legislation at the end of the policy.

Purpose:

To guide the organization's recruitment and selection procedures in a way that will promote a fair, equitable and respectful process and will lead to hiring high quality staff and volunteers.

Responsibility: Store Manager or designate

Procedure:

When a vacancy occurs, the Store Manager or designate will determine if there is a need to fill the position and/or whether new employee or volunteer positions need to be created and filled.

If the need to fill the position is confirmed, the Store Manager or designate will initiate an employment posting that is an internal and external. If the position becomes an external posting, the Store Manager or designate will inform staff and volunteers of the posting, in an attempt to determine if there are any current employees and volunteers who may have an interest in the position.

[The Store] is committed to employment equity and the promotion of diversity in its hiring practices. At no time will management discriminate against any applicant on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age, or conviction unrelated to employment (see Criminal Record Act and Vulnerable Persons Check Policy, except where such discrimination constitutes a bona fide occupational requirement. In unusual circumstances where an employment position requires special qualifications that may be potentially interpreted as discriminatory, the Provincial Human Right's Commission will be consulted.

Only applicants for employment who are qualified according to the job description and selection criteria of the position will be considered.

The criteria for applicants who wish to volunteer in the store is stated in the Application to Volunteer form as reviewed and defined by the Volunteer Coordinator.

All prospective applicants will receive a written job description, including volunteer positions. Final applicant's selected for the interview process will also be advised of criteria required for the position.

Employment interviews are conducted with two interviewers as designated by the Store Manager. The interview responses will be recorded. Interviews may continue until the position is filled.

Interviews will proceed according to a standardized format with all interview questions remaining the same for each candidate. Records of the hiring and selection process will be maintained and filed in the job postings and personnel records, as appropriate.

Prior to making a final selection, the employer will conduct a minimum of three (3) reference checks, a vulnerable person's record check (as appropriate under the provincial legislation) and verify educational requirements and other relevant credentials. Copies will be entered in the personnel file. A standard format will be used for reference checks.

The Store Manager or designate will contact successful and short-listed candidates. The employer shall give the selected applicant a written letter of offer; outlining the requirements of the position, starting date, salary, benefits, and other conditions of employment. Similar notification will be provided upon approval to volunteer applicants consisting of relevant information.

A probationary period of 3 months for employees and volunteers. The employee and the volunteer will receive regular feedback on probationary progress. The probation period must be documented including concerns and/or progress. Dismissal will be with cause.

Orientation will be provided to all new employees and volunteers to ensure that entry support is welcoming and relevant.

- *See orientation policy*
- *Vulnerable Persons Record Check policy*
- *Criminal Record Act*
- *Federal Labour legislation*
- *Provincial Employment Standards (the province in which the store operates)*

Code of Ethics Policy

Principles and Values

[SSVP Store] operates under a defined Code of Ethics that guides the actions of management, employees and volunteers in their treatment of persons served. New employees and volunteers are required to review and sign the code of ethics as indication that they have read the code and will follow it at all times. Violation of the code of ethics will result in a disciplinary action that

may be a verbal warning, a written warning or possibly termination of employment or the right to volunteer at the designated facility.

Core Values

(State the values and guiding principles of the facility – example: Service, Inclusion, Respect, Community)

Code of Ethics

1. Persons receiving services must always be treated with respect and dignity without condition.
2. [Store] actively seeks opportunities to receive feedback from the individuals whom we serve.
3. Persons served are respected at all times during service delivery.
4. [Store] provides an environment that fosters mutual respect for all persons including persons served, employees and volunteers.
5. The [Store} and its employees will always be vigilant with regard to attitudinal, architectural and communication barriers that may exist within the facility. Immediate corrective action will be taken when barriers are identified.
7. Employees and volunteers will respect the privacy, dignity and worth of all persons served.

Code of Ethics – Standards of Conduct

Alcohol/Substance Abuse

- Possessing, dispensing or using a controlled substance during work hours without medical prescription is strictly prohibited. Reporting to work or working under the influence of alcohol or a controlled substance is strictly prohibited.

Confidentiality

- Employees will not discuss persons served outside of the Store even if names and details are changed. Discussing persons served with friends and family is a breach of confidentiality.

- Employees must discuss persons served with colleagues and supervisors in an office setting and on a need to know basis because colleagues and supervisors are bound by the same confidentiality policy and procedures.
- Personal phone calls are not appropriate unless there is a personal emergency.
- The internal operation of [the Store] is confidential. This responsibility continues even after an employee/volunteer is no longer associated with the facility.

Professionalism

- Employees must maintain a high level of professionalism in the workplace and in the community as representatives of SSVP. Professionalism is defined as meeting the standards of socially acceptable conduct in a public setting and maintaining personal dignity and respect.
- Marketing and promotional activities are consistent with the vision, mission and values of SSVP

Courtesy

- Staff members will not willfully obstruct or hinder the work of another employee, and each shall work in a manner that is conducive to respect, efficiency and safety.
- Employees and volunteers will always use respectful language in all interactions with co-workers and when interacting with persons serve
- Employees and volunteers shall abstain from activities that might result in the actual or perceived exploitation of persons served for advantage or personal gain, including accepting or exchanging gifts, money, and gratuities or engaging in personal fundraising while at work

Employees/volunteers who observe another employee breaching the Code of Ethics are obliged to report the incident to a manager or supervisor or designate. Upon receiving an allegation that the Code of Ethics has been breached by an individual or group of employees, an investigatory process will be initiated commencing with a meeting with the individual(s) who have been named in the allegation. The length of the investigation and who will be included will be determined by the persons charged with the investigation. An individual will not be suspended or dismissed for breaching the code of ethics without evidence of wrong doing.

The findings of the investigation may result in one or all of the following actions: verbal correction noted on the employee personnel file, written correction placed on the personnel file, suspension with notice given in writing, dismissal with notice given in writing. The employee will be given a copy of any document, report, incident, or notation placed on his/her file that might be the basis of a disciplinary action.

Supervision Policies

Section 2 *Supervision*

i Performance review

Supervision Policy

Policy:

All staff and volunteers are entitled to receive a minimum of one hour of direct supervision twice annually by the supervisor who is indicated in the approved job description.

Purpose:

Regular supervision is integral to the delivery of quality services and a productive worksite.

Procedure:

1) *Content of Supervision*

Supervision will address, at a minimum:

- Supervisor feedback and support
- Issues of ethics and boundaries as appropriate.
- Cultural competency issues.
- Training and development goals
- Administrative issues: requests, leaves, concerns

2) *Frequency of Supervision*

- All front line staff will participate in at least 1 formal meeting with a supervisor and informal interactions as needed to identify progress and/or concerns during their probationary period.
- All front line staff will participate in supervision every 12 months after their probationary period has ended for performance review.

3) *Documentation of Supervision*

Supervision is documented and will include:

- An overview of areas discussed.
- Identified areas for improvement and actions required
- Feedback/comments from the person receiving supervision

ii *Sick Leave*

Policy:

Sick leave policy is based on Provincial and Federal Labour Code. New legislation may apply.

Purpose:

To ensure that all employees and volunteers have a clear understanding of their responsibilities in the event of absence from work and to be aware of the responsibility of the employer when an absence occurs.

Procedure:

- Employees and volunteers who are unable to attend work due to illness must inform their supervisor by telephone, email, or text on the day prior to or on the morning of the day of their absence. Notice of absence is required each day unless a medical certificate specifies a length of absence.
- Frequent absences may be noted and may be addressed in a private meeting during supervision or during interim supervision meetings at the discretion of the employer.

These conversations will be recorded and reviewed by the staffer or volunteer in a timely manner.

iii Attendance/Punctuality/Absenteeism (other than sick leave)

Policy:

The hours of work will be clearly identified in the job descriptions of staff and volunteers. The expectation is that each employee or volunteer will be ready to assume their prescribed duties on or before the stated start time. Regular attendance is expected unless an absence from work, other than sickness, is arranged in advance with the employer. Frequent absences may be cause for dismissal.

The employee or volunteer must work collaboratively with the employer to ensure that the workplace is fully staffed to maintain quality service and continuity in the work environment.

Procedure:

- Employees and volunteers will inform their supervisor in writing of any upcoming absences.
- A **Request or Notice of Absence Form** will be made available by the employer to all employees and volunteers
- Forms will be kept in the personnel file of the employee or volunteers for reference if the employer opens a discussion of absenteeism with the employee volunteer. The *Request/Notice of Absence* forms will constitute a record of absence for any related discussion.
- Chronic lateness will be noted in writing by the employer and a discussion will be initiated during regular supervision or at the discretion of the employer.

iv Approved Overtime

Policy:

All overtime hours must be approved by the employee or volunteers' direct supervisor in advance or at the end of the employee/volunteer's shift.

Purpose:

The employer has the responsibility to ensure that the hours of work in the worksite are in balance with a healthy work environment. Overtime may be an indication of excessive workload or disorganized work practices and this needs to be addressed as a risk management issue.

Procedure:

- Employees who identify a need to work over regular hours must inform their direct supervisor that additional work hours are required in a particular situation. The direct supervisor will make the decision to approve or deny the additional work hours.
- Both the employee/volunteer or the direct supervisor may initiate a discussion pertaining to workload and/or work practices that may underlie a need for overtime hours.
- Conversation regarding overtime hours may be included in employee/volunteer supervision meetings.

v *Vacation***Policy:**

- Vacation hours will be clearly identified in the employment agreement or employment letter that each employee and volunteer will receive prior to commencing their position in the workplace.
- Additional hours of vacation in excess of the agreement will fall under the policy for absence requests (2.iii)

Purpose:

To ensure that all employees and volunteers receive a break from the workplace to achieve work/life balance. This includes volunteer hours.

Procedure:

- Vacation must be requested in advance
- Vacation requests must be submitted in writing using the Vacation Request Form provided by the employer.
- The employer must sign the request form and return it to the employee/volunteer a minimum of 2 weeks following submission of the request by the employee/volunteer.

- The employer must make every effort to accommodate requests for vacation, including the requested dates.
- The employee and the volunteer must take into account the needs of management, particularly in the retail environment.

Vi *Discipline Procedures*

Policy:

An employee who breaches any policy of the [Store] may be subject to discipline ranging from a verbal warning, written warning, suspension and ultimately to dismissal. The employer shall ensure any discipline taken is commensurate with the offense. Although levels of discipline will vary, progressive discipline will apply in the majority of cases.

In cases where the worksite is unionized, the collective agreement applies and the employee must be informed that the employer action is disciplinary in nature.

Purpose:

- To ensure that disciplinary procedures are clear to all parties.
- To provide a flexible approach to discipline which enables corrective action in the majority of cases, but also enables the employer to terminate employment in serious cases of breach of policy.

Responsibility: Store Manager, Higher SSVP Councils at the discretion of the Manager

Procedures:

Progressive discipline has the following stages (for each same or similar offense) in a timely manner:

- Verbal warning (first or minor infraction).
- Written warning(s).
- Suspension(s).
- Termination

The nature of an incident warranting discipline may be such that the employer determines it is appropriate to bypass the normal steps of progressive discipline. In cases of serious misconduct, discipline may commence at suspension and lead to termination, or discipline can start and end with termination. For example, in cases of serious misconduct such as abuse or theft, the action taken will be investigation followed by termination if the serious misconduct is verified.

Prohibited conduct includes, but is not restricted to the following:

- abusive behaviour towards others, including harassment
- theft, or other forms of criminal action
- alcohol/illicit drug use while at work
- unsatisfactory work performance
- insubordination and/or refusal to follow instructions
- disorderly conduct
- submission of falsified personal information that is relevant to the workplace (e.g. Vulnerable persons Check)

Vii Termination Policy

Policy:

The Store Manager or designate will provide written notice identifying the reason/s for termination of an employee. The employee will have the right to have representation when meeting with the Store Manager or designate to discuss termination of employment or volunteer position, providing this does not result in an undue delay of appropriate action.

In the case of a unionized environment, a copy of the written notice of termination will be forward to the President of the local union within five days.

Purpose:

To reduce risk to the [Store] and to the employees and volunteers by ensuring that all terminations are correctly documented and respectfully implemented.

Responsibility: Store Manager or designate

Procedure:

The employee will be directed to meet with the Store Manager or designate at an appointed time that is within 24 hours of notification. The employee/volunteer will be advised that she has the right to have representation at the meeting. At the commencement of the meeting, a written notice signed by the Store Manager or designate will be provided to the employee/volunteer stating that employment is being terminated effective immediately. The employee will be advised that she has 1 hour to clear the work area of personal belongings. All keys must be returned before the employee leaves the building, and all equipment/device passwords must be provided to the employer. The Store Manager or designate will remain with the employee while she is recovering her personal items.

Meetings to discuss termination will be scheduled at a later date and time if required. Termination must be in accordance with applicable Federal and Provincial labour standards and laws.

Viii Compensation

Policy:

Terms and Conditions of employment must be clearly stated in an employment agreement for employees and a similar letter of acceptance for volunteers.

Purpose:

To ensure that all employees and volunteers are aware of the conditions of compensation. This includes employees who are paid an hourly rate or a salary and other types of compensation such as reimbursement for expenses incurred in the performance of duties. Expenses may apply to volunteers and must be specified in their letter of acceptance.

Procedure:

- The employer will provide a schedule of payment (payroll schedule)
- Explanation of source deductions as applicable
- A list of approved expenses for reimbursement to the employee/salary
- Responsibility of the employee/volunteer for purchases of work specific items (work boots, clothing, excluded travel, etc)
- Reimbursement of employee/volunteer expenses will be paid in a timely manner (less than 30 days)

Diversity & Inclusion Policy

Policy

[Store] upholds the federal and provincial Human Rights legislation and recognizes the duty to respect the human rights of all persons including employees, volunteers, and persons served. Every person has the right to be free from discrimination and harassment in the workplace.

[insert legislation – Human Rights]

Purpose

- a) To ensure that the workplace has the guidance and the procedures that value equality and supports diversity and inclusion and creates an environment that is free from discrimination and harassment for employees and volunteers.
- b) To ensure that the persons served by the [store] provide a service environment that values the equality and diversity of all persons served.

Responsibility

The employer the employees, and volunteers are equally responsible to ensure that no person is discriminated against or harassed under the policy.

Procedure

To achieve the objectives of valuing equality and enhancing diversity and inclusion, the Store Management has adopted the principles set out by this Policy.

1.1 *Discrimination & Harassment:*

- (a) Management will monitor the adherence of workplace policies that prohibit discrimination and harassment and agrees to review and promote diversity and inclusion in the workplace
- (b) Employees and volunteers will report noncompliance with the policies that prohibit discrimination and harassment
- (c) the Employer will review all reported incidents of non-compliance (see policy – Workplace Investigations).
- (d) the Employees/volunteers who report non-compliance of workplace policies will not suffer reprisal or the threat of reprisal for reporting incidents that may constitute discrimination and harassment in the workplace.

- (e) Disciplinary procedures will be implemented following a workplace investigation if it is deemed that discrimination and harassment have occurred in the workplace. (see Hiring policies – Discipline)

1.2 *Diversity & Inclusion:*

To promote diversity and inclusion, the Employer agrees to:

- (a) the Employer will monitor the adherence of all workplace policies that promote diversity and inclusion in the workplace.
- (b) provide workplace training in cultural sensitivity.
- (c) provide training in the Human Rights legislation that defines diversity and inclusion
- (d) support strategies in the workplace (and beyond it, where appropriate)
- (e) prioritize diversity and inclusion in hiring, promotion and retention decisions; and co-operate and engage in any efforts of the workplace promote equality, diversity and inclusion in the workplace

- (f) investigate all complaints regarding the absence of diversity and inclusion in the hiring policies of the [store]. (see Hiring Policy – Investigations)

Adherence to Policy

Policy:

Employees and volunteers will be aware of and agree to adhere to the contents of the *Store Policies and Procedures*. *Policies will be made readily available for all employees and volunteers to access as needed.*

Purpose:

To ensure that employees and volunteers understand and agree to follow a standard of practice and behaviour as defined by the Store.

Responsibility:

Adherence to the standards of practice and behaviour by all employees and volunteers is the responsibility of the Store Manager or designate.

Procedure:

During orientation, employees and volunteers will read, sign and date the forms entitled *Standards of Ethical Conduct, and the Confidentiality Statement*.

Employees and volunteers who become aware of an instance in which their own behaviour or that of other employees and volunteers is not in accord with the required standards, is required to bring the matter to the attention of the Store Manager or designate.

Confidentiality

Policy:

All management, employees and volunteers serving in the Store will comply with the Confidentiality Policy.

Purpose:

To ensure that all employees and volunteers acting on behalf of the Store are aware of their responsibilities and obligations with regard to the confidential environment of the Store. To ensure compliance with all laws and obligations concerning privacy as established by provincial and federal regulators.

Responsibility:

It is the responsibility of management, employees and volunteers to maintain all matters and information pertaining to the Store operations as strictly confidential.

Procedure:

Management, employees and volunteers are not authorized to release any information concerning the Store without permission of the Store Manager or authorized designate.

Information about an employee or volunteer of the Store will not be divulged except in cases where there is a signed informed consent, or when the person's safety and/or the safety of others are at risk.

Information concerning the operations, planning, and financial affairs of the Store must be kept confidential by management, employees and volunteers.

All employees and volunteers will sign a Declaration of Confidentiality as part of orientation. This declaration will be refreshed annually and the time of performance review or as indicted by length of service.

Any conflict with this Confidentiality policy must be brought to the attention of the Store Manager. Breach of this policy is considered a serious matter for review and discernment

Harassment-Personal

Policy:

The Store is committed to promoting an environment in which all persons are treated with dignity and respect and are free of harassment in the Store environment.

Purpose:

The purpose of this policy is to establish guidelines and procedures to follow in the event of harassment of a personal nature.

Responsibility:

It is the responsibility of the individual to report any incidents of personal harassment to the Store Manager or designate. It is the responsibility of the Store Manager or designate to investigate all complaints of personal harassment and impose disciplinary action as required.

Harassment allegations related to the conduct or comment of the Store Manager will be made in writing to the appropriate Regional President who will appoint an independent investigator to investigate the allegations and prepare a report for the appropriate Council. The Council will take appropriate action.

Procedure:

Personal harassment includes but is not limited to;

- a. Unwanted actions, derogatory or demeaning comments, jokes or slurs
- b. Derogatory or demeaning posters, pictures, cartoons, graffiti or drawings
- c. Innuendo, taunting, ostracizing a member, an employee, a person served
- d. Threats, bullying, coercion
- e. Malicious gestures or actions

Behaviour that comes under the definition of harassment will not be tolerated. An individual who feels he/she is being harassed should refer to the policy on sexual harassment for the procedure. The potential consequences for an employee found to have engaged in personal harassment will be the same as for those engaged in sexual harassment.

Definition: *Personal harassment is objectionable conduct or comment directed toward a specific person that serves no legitimate work purpose and has the effect of creating an intimidating, humiliating, hostile, or offensive work environment. For the purposes of this policy, personal harassment includes conduct or comment that constitutes discrimination under the BC Human Rights Code.*

Discrimination Policy

Policy:

Management, employees and volunteers will not unlawfully discriminate against any person or categories of persons protected by federal, provincial, or local requirement.

Purpose:

- To promote a work environment that is free from unlawful or any other form of discrimination.

Responsibility: Store Manager, employees and volunteers.

Procedure:

Employees and volunteers will read and understand the Definition of Discrimination

Definition: *Personal harassment is objectionable conduct or comment directed toward a specific person that serves no legitimate work purpose and has the effect of creating an intimidating, humiliating, hostile, or offensive work environment. For the purposes of this policy, personal harassment includes conduct or comment that constitutes discrimination under the BC Human Rights Code*

Smoking and the Use of e-Cigarettes

Policy:

Smoking, vaping and the use of cannabis is prohibited inside the Store. Smoking is prohibited on the grounds of the SSVP facility. The distance from the entrances of the facility where use of tobacco, vaping and cannabis is permitted is governed by the provincial legislation for these activities.

Purpose:

This policy ensures a smoke and tobacco product free work environment for persons served, employees and volunteers.

Responsibility:

It is the responsibility of Store management, all employees and volunteers and to ensure compliance with this policy.

Procedure:

The Store prohibits the following activities in the workplace:

- Smoking;
- Holding lighted tobacco or other smoking products;
- Using an e-cigarette; and
- Holding an activated e-cigarette.

As such, the above activities are prohibited in all SSVP facilities. Except in an emergency, workers are not required to enter or work in an indoor area or vehicle where the above activities are permitted until the smoke has been effectively removed.

Designated areas where the above activities are permitted (where required) must be in a safe outdoor location a minimum of 6 metres away from doorways, windows, and air intakes of an indoor workspace and must be clearly identified in program procedures or by signs posted.

The Store will also follow all municipal, provincial and federal government laws regarding smoking and use of tobacco products in the workplace.

In addition, NO SMOKING signs are posted in various locations in the building and all personnel working in any location of the facility are made aware that they must observe the posted no smoking signs.

Employees and volunteers will receive a copy of this policy in the orientation packet.

Social Media Policy

Policy:

The use of social media must be in compliance with the Store's Confidentiality policies and practices. Social media can be used to promote the Store's services when such use has been pre-approved by the Store Management or designate.

Management will maintain a secure directory of all login information and passwords for presence in online platforms and social media sites. The Store Manager or designate will have

administrative access to all sites. Management or a designate is responsible to regularly check social media sites to ensure that content promotes reflects the values of SSVP and is sensitive to our diverse audiences. Management or designate will conduct a regular review of social media sites. Sites may be closed if they no longer serve the purpose for which they were created or if they are managed in a way that misrepresents or damages the reputation of the SSVP Store.

Purpose:

The Store maintains a social media policy to ensure that the use of such media for promotional and communication purposes is internally regulated for compliance with confidentiality policies and procedures.

Responsibility: Management

Procedure:

Social Media sites will:

- Be approved by the Store Manager or designate prior to implementation.
- Adhere to SSVP Store policies, including those covering privacy and confidential information.
- Safeguard the dignity and safety of persons served, employees and volunteers
- Provide training and resources to Store employees and volunteers when applicable as a work activity
- Respect copyright rules by citing our sources. We will seek permission to reference copyright material prior to posting. This policy applies to textual content, images, graphic design components, and audio or video content.

Employees and Volunteers will:

- Identify themselves clearly in what they write and what they post.
- Not use employee and volunteer email accounts (SSVP registered) in association with personal sites (exception: emailing work from home related to a work issues. i.e. reporting sick leave)
- Be professionally responsible for what they write and what they post. Use of social media sites is governed by SSVP and Christian values.
- Ensure that social networking activities performed at work are work related.

Workplace Investigation Policy and Procedure

Policy:

The [Store) is committed to achieving a fair resolution to all allegations made against employees and volunteers. All allegations are investigated to determine the facts and circumstances of each case. Each allegation is investigated as a separate incident to ensure thorough review and consideration. The Store Manager or designate will participate in each investigation accompanied by one other objective employee or senior volunteer.

Purpose:

- To ensure that all allegations receive attention and consideration of management through objective investigation procedures.

Responsibility: Store Manager or designate

Procedure:

- All allegations of misconduct, including non-compliance of policy and procedure, are directed to the Store Manager immediately. The Manager will implement an investigation process of the allegation within 48 hours receiving the allegation.
- The Manager will appoint a designate to lead the investigation and a senior personnel to assist the lead investigator.
- Record keeping will commence at the time the Store Manager receives the allegation: *time it was received, the name of the person making the allegation, a description of the allegation, the name of the individual who is alleged to have participated in the breach of conduct.*
- *Each step of the investigation is documented: name of the investigators, who is involved, who is interviewed, statements regarding the allegation, direct evidence if any, statement of the individual who is accused, observations of the investigators, recommendations to the Store Manager.*
- *Unionized work environments must include a union representative and must include the investigative guidelines as stated in the collective agreement.*
- *The individual who is accused must be informed in a timely manner the result of the investigation and the intended actions of management.*

Adherence to Policy

Policy:

Employees, and volunteers will be aware of and agree to adhere to the contents of the SSVP Store Policies and Procedures Manual.

Purpose:

To ensure that employees and volunteers understand and agree to follow a standard of practice and behaviour as defined by the Store management.

Responsibility:

Adherence to the standards of practice and behaviour by all employees and volunteers is the responsibility of the Store Manager or designate.

Procedure:

During orientation, employees and volunteers will read, sign and date the forms entitled Standards of Ethical Conduct, and the Confidentiality Statement.

Employees and volunteers who become aware of an instance in which their own behaviour or that of other employees and volunteers is not in accord with the required standards, is required to bring the matter to the attention of the Store Manager or designate and/or the President of the Regional Council.

Customer Service

Policy:

i-iv Respectful Interactions

All persons serviced will be treated with respect. This includes the use of appropriate language. Swearing and discriminatory terms are not acceptable under any circumstances. Service must be timely and respectful of the needs of the person served. Wait times are to be kept to a minimum. All employees and volunteers must maintain a friendly and courteous manner. The store environment must project an inclusive welcoming service.

Store regulations for payment, lay away, credit, and restricted service should be defined for each facility as is appropriate to that location.

Complaints

Policy:

The Store will be open to constructive feedback and complaints from persons served and will respond to each complaint in an appropriate manner.

Purpose:

Constructive feedback and service complaints can assist the management to improve service and to better meet the needs of the persons served.

Responsibility: Store Manager or delegate

Procedure:

- Feedback and complaints will be noted and referred to the Store Manager.
- Written complaints will be referred immediately to the management team for review.
- Management will review to determine if this is an allegation relating to policy or a service improvement request.
- Management will address serious complaints in accordance with policies and procedures
- Constructive feedback will be assessed and passed on to employees and volunteers to improve service when applicable.

Health & Safety Policies

i. Critical incidents

Critical incidents may occur in the facility.

There are 2 types of critical incident:

- A. An accident or altercation in which no one is injured.
- B. An accident or altercation in which one or more persons are injured.

Both types of incidents need to be recorded in writing.

- In the case of injury, quickly identify if 911 needs to be initiated.
- Engage on site personnel who have First Aid certification (if possible)
- Do not move the injured person until their injuries have been assessed
- Call 911 when in doubt

- If the injured party is a person served collect contact information for follow-up
- Follow-up in 24 hours to affirm that the individual does not need further attention

Stores should research more comprehensive responses to critical incidents and create a first aid protocol for the facility.

Stores also need protocols for:

- Hazardous materials – handling and storing
- First Aid certifications

Cold and Flu Policy

Policy:

Employees and volunteers are required to stay home on sick leave if they are suffering from the common cold or the flu. No one can attend the workplace if suffering from seasonal and/or endemic viruses.

Purpose: To prevent the spread of illness to employees and volunteers and persons served.

Procedure: Follow the protocol for report absence due to sickness.