

**MD of Opportunity No. 17**  
**COMMUNITY SERVICES**

**TITLE:** OUTREACH POLICY

**EFFECTIVE DATE:** May 11, 2011

**POLICY NUMBER:** CS.6

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**Purpose of Policy:**

This policy is intended to set out the guidelines under which outreach programs shall be designed, delivered and directed by the MD of Opportunity #17.

**Philosophy:**

Through unified leadership, the M.D. of Opportunity shall provide a superior quality of life, unity and equality for our communities while preserving the environment.

**A. Policy Statements:**

The purpose of this policy is to design, deliver and direct Outreach programs for Children, Youth, Families, Seniors and Community.

**B. Definitions:**

1. **Children** – refers to children ages 0 to 8 years;
2. **Community** – refers to a social group of any size whose members reside in a specific locality;
3. **Family** - refers to a basic social unit consisting of parents and their children;
4. **Parent/guardian visit** - a parent or guardian visiting children on site of activities or services being provided;
5. **Patrons** – refers to regular customers;
6. **Physical abuse** – causing bodily harm to a patron or an employee;
7. **Senior** - refers to seniors ages 65 years and over;
8. **Verbal abuse** – when a parent, guardian or a family member becomes aggressive in a detrimental manner to a patron or an employee;
9. **Volunteer** - a person who actively assists in the supervision of all children on site of activities or services being provided;
10. **Youth** – refers to youth ages 9 to 17 years.

**C. Patron Supervision**

1. Outreach Programs shall follow staff patron ratio.

2. Staff shall have a valid first aid certificate.
3. Staff must complete program documentation for every patron participant. (Appendix C. 3)
4. Patrons aged 8 and under must have parental/guardian authorized supervisors.
5. Staff who has children attending programs must not directly supervise their own children.
6. Staff shall complete waivers for all patrons.

**D. Verbal and Physical Abuse**

1. Verbal abuse shall not be tolerated; parents and guardians shall be asked to leave the site immediately.
2. An apology from the parent or guardian shall be required before they could return to the Outreach Centre.
3. Physical abuse shall not be tolerated, and the proper authorities shall be notified if this occurs or is observed. (6-Appendix D.3)

**E. Programs**

1. Staff shall complete yearly work-plans. (Appendix E.1); monthly plans shall also be available to ensure continuity in the event regular staff is absent.
2. Staff shall implement programs based on their work-plan and review (Appendix E.2).
3. Staff shall complete a monthly staff schedule. (Appendix E.3)

**F. Discipline**

1. Staff shall implement program rules and regulations. (Appendix F.1)
2. Staff shall provide program rules and regulations to patrons, parents/guardians.
3. Staff shall post program rules and regulations in the facility.

**G. Equipment Use**

1. Staff shall verify and ensure that all equipment and craft materials meet safety codes.
2. Staff shall complete and maintain an inventory of all equipment annually. (Appendix G.2, G.2A).

**H. Volunteers**

1. All Volunteers shall be required to provide their most recent Criminal Record Check and Child Youth intervention Module (CYIM).
2. Volunteers assist with programs, which can involve working with children, youth, families, seniors, and community. (Appendix H.2) .

**I. Staff Cleaning Duties**

1. All staff shall complete facility cleaning duties after programs are concluded.
2. All staff shall complete documentation of scheduled cleaning tasks.

**J. Complaint Resolution Process**

1. All patrons shall be provided with complaint resolution process. (Appendix J. 1)

**K. Program Documentation Appendixes**

- Appendix C.3 Month End program activity report
- Appendix E.1 Vision and Goals
- Appendix E.2 Work planning and review
- Appendix E. 3 Monthly staff Schedule
- Appendix F. Rules and Regulations
- Appendix G. Equipment inventory
- Appendix H.2 Volunteer roles and responsibilities form
- Appendix I.1 Complaint Resolution form

Approved on May 11, 2011  
Motion # 0299-2011-17MDC

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Outreach Policy C.6 Appendix C.3



**Municipal District of Opportunity #17  
Community Services**

Outreach Programs

**MONTH END REPORTING**

Community Name: \_\_\_\_\_

Reporting Month (mm/yyyy): \_\_\_\_\_

- Children 0-8 \_\_\_\_\_
- Youth 9-17 \_\_\_\_\_
- Families \_\_\_\_\_
- Seniors \_\_\_\_\_
- Community \_\_\_\_\_

Children Activities/Functions:

Number of staff involved: \_\_\_\_\_

Youth Activities/Functions:

Number of staff involved: \_\_\_\_\_

Family Activities/Functions:

Number of staff involved: \_\_\_\_\_

Senior Activities/Functions:

Number of staff involved: \_\_\_\_\_

Community Activities/Functions:

Number of staff involved: \_\_\_\_\_

Number of Volunteers: \_\_\_\_\_

Total Patrons Served: \_\_\_\_\_

Total Staff time: \_\_\_\_\_

\_\_\_\_\_  
OUTREACH WORKER

\_\_\_\_\_  
OUTREACH SUPERVISOR

\_\_\_\_\_  
REPORT REVIEWED BY  
OUTREACH COORDINATOR

Outreach Policy C.6 Appendix D.3

**VERBAL AND PHYSICAL ABUSE - CS.6 Outreach Policy**

**PROCEDURES**

VERBAL ABUSE:

1. When verbal abuse occurs in the workplace the employee must notify their supervisor immediately.
2. Then the employee shall fill out an incident form and give it to their supervisor
3. The supervisor will notify the parent/guardian, to inform them as per policy (that they are required to do a written apology letter to the employee. (6.Appendix D.3)
4. Until the written apology letter is given, the parent/guardian will not be permitted to enter the outreach facility.
5. When the written apology letter is given to the supervisor, then the parent/guardian will be permitted to enter the outreach facility.
6. Then a file will be created and the apology letter will be filed.

PHYSICAL ABUSE:

1. When physical abuse occurs in the workplace the employee must notify their supervisor immediately.
2. The supervisor will notify the proper authorities immediately and from there the incident will be in the hands of the proper authorities.
3. Employee shall be required to fill out an incident form and give it to their supervisor for back up.

Outreach Policy C.6 Appendix E 1



**MD of Opportunity # 17  
Community Services Outreach Programs**

**Vision and Goals**

**VISION STATEMENT:**

*THROUGH UNIFIED LEADERSHIP, THE M.D OF OPPORTUNITY WILL PROVIDE A SUPERIOR QUALITY OF LIFE, UNITY AND EQUALITY FOR OUR COMMUNITIES WHILE PRESERVING THE ENVIRONMENT*

What will our project achieve in one year? What will we point in one year to show that we are moving toward our vision?

- Children’s Programming– plan age appropriate activities, provide higher learning concepts, promote team-work, team building and social/community development initiatives
- Youth programming – plan age appropriate activities, provide higher learning concepts, promote team-work, team building and social/community development initiatives
- Family Programming – plan family appropriate activities (as per community values cultures and practices), provide opportunity for higher learning, promote team-work, team building and social/community development objects
- Seniors Programming – plan activities, provide higher learning opportunities, promote team-work, team building and social/community development initiatives
- Community – plan special community events, promote social/community building activities, promote team-work, team building and community development

**Action Steps**

Actions	Roles	Contacts	Budget
Action Steps:	Roles:	People, Places and Organizations:	

What are 5 major activities that will help us move toward our vision?

**ACTIVITIES:**

Five Landmarks

Shared Activities?

Can The Student Do It...?



Outreach Policy C.6 Appendix E.2

**Work Planning and Review**

- This section should include the top 3-6 objectives for the upcoming year. In developing your annual work objectives you are encouraged to, and should, review your department and work unit plans, as appropriate, with your supervisor.

<b>Outreach Program Name</b>					
<b>Supervisor's Name</b>		<b>Plan Period</b>		<b>To:</b>	
<b>Review Type</b>	Monthly [ <input type="checkbox"/> ] Quarterly [ <input type="checkbox"/> ] Yearly [ <input type="checkbox"/> ]				

Work Objectives	Describe the results expected and how they will be assessed.	Describe the results achieved Monthly/Quarterly/Year end

Outreach Policy C.6 Appendix E.3

Monthly Staff Schedule



Sun	Mon	Tue	Wed	Thu	Fri	Sat
	28 Staff name: 10-9 Staff name: 1:30-9:30	1 10-12, 3-9 10:30-6:30 5:30-9:30	2 1:30-9:30 3:30-6:30	3 11-8 12-8-mist 5:30-9:30	4 9-6 1:30-9:30 6-10 6-10	5 11-7 2:30-7:30
	7 10-6 1-9 4:30-9:30	8 1-9 4:30-9:30 5-9 3:30-9:30	9 9-6 4:30-9:30 5-9:30	10 11-8 5-8 4:30-9:30 6:30-7:45	11 9:30-6:30 7-9:30	12 11-7 2:30-7:30
	14 10:30-7:30 1:30-9:30 4:30-9:30	15 9-6 1-9 5:30-9:30	16 8:30-5-30 4:30-9:30 1:30-9:30 4:30-9:30	17 11-8 12-8 4-9 4:30-9:30	18 9-6 9-5 5:30-9:30 4:30-9:30 6-9:30	19 1-7 2:30-7:30
	21 10-6 1:30-9:30 3:30-9:30	22 1-9 1-9 4:30-9:30 5:30-9:30 2-6:30	23 9:30-6:30 10:30-6:30 4-8:30 4-9:30 4:30-9:30	24 11-8 12-10 6:30-9:30 4:30-8	25 3-9:30 1-9 5-9:30	26 1-7:30 2:30-7
	28 8-5 1-9 4:15-9:30 3:30-9:30	29 8-4 2-5:30 5:30-9:30 4:15-9:30	30 12-9 4:30-9:30 3:30-9:30	31 11-8 12-8 4-9 4:30-9:30		

Outreach Policy C.6 Appendix F.1

**Rules and Regulations of the Outreach Center**

Rules are provided to assist patrons to understand what is expected of them. Failure to comply with the rules and regulations could result in suspension of participation/attendance. Suspensions are based on a three tiered system. The three tiers are based on a graduated system.

First offences for violations of the rules and subsequent suspensions are found in the chart below. A second offense for violations of the rules and regulations graduates the patron to the next tier of suspension. 3<sup>rd</sup> offences graduates the patron to the next level of suspension or the addition of the highest level of suspension.

Tier 1 Rules and Suspensions

Rule	Suspension for Violation of Rules
No Running	Safety - 3 days
Spitting	Sanitation - 3 days
Abuse of Equipment	Abuse - 3 days
Not Listening to Staff	Abuse - 3 days
Loitering	Mischief - 3 days
No Foul Language	Abuse - 3 days
Littering (Not throwing garbage away)	Littering, Sanitation - 3 days

Tier 2 Rules and Suspensions

Rule	Suspension for Violation of Rules
2 <sup>nd</sup> Offense for Violating any of Tier 1 Rules	2 weeks
Under the influence of Drugs or Alcohol at Event/Activity	Disorderly Conduct- 2 weeks
No Fighting allowed- Bullying, Horseplay, Play-fighting, Wrestling	Violence - 2 weeks
Theft/Stealing	Theft- 2 weeks + Parents/Authorities
Any Damages to this Facility will not be tolerated. No Graffiti or Writing on the Walls	Vandalism - 2 weeks

Tier 3 Rules and Suspensions

Rules	Suspension for Violation of Rules
3 <sup>rd</sup> Offense for Violation of Tier 1 Rules	1 month
2 <sup>nd</sup> Offense for Violation of Tier 2 Rules	1 month
Possession of Drugs and Alcohol	1 month + Authorities notified
Possession of Weapons	1 month + Authorities notified
Verbal Abuse of Staff/Patrons	Verbal Abuse- 1 month
Physical Abuse of Staff/Patrons	Physical Abuse- 1 month + Authorities Notified
2 <sup>nd</sup> Offense for Violation of Tier 3 Rules	Additional Month added per Offense
After 3 Offenses/Repetitive Offenses	One Year Suspension



Outreach Policy C.6 Appendix H.2

**Roles and Responsibilities of Volunteers**

The services of volunteers are appreciated and welcomed. Although you are a volunteer, your commitment needs to be professional. While you are on the Outreach Centre's you are a role model for the community. Please see the list below of things you should and should not do while volunteering. If you have any questions, please feel free to contact the Supervisor. Thank you for participating directly in our Outreach. You make the Difference!

**Volunteer Disclosure Form**

All Volunteers shall be required to provide their most recent Criminal Record Check and Child Youth Intervention Module (CYIM). Volunteers are required to complete a Criminal Record Check that shall include the Vulnerable Sector Search, before the Outreach Centre can approve your participation.

**Ways a Volunteer can help:**

- Clerical help
- Listen to children/youth read
- Read to patrons
- Read books on tape
- Help with activities
- Assist with special events
- Go on field trips
- And many more...

**Volunteers should never...**

- **Administer discipline, behavior problems should be addressed by Staff and Administrators only**
- **Initiate physical contact with patrons; never put your hands on a patron, especially when you are angry.**
- **Contact patron outside the Outreach setting**

**CONFIDENTIALITY**

All volunteers, no matter what job they perform, have an obligation to keep in confidence all information that pertains to the patrons and staff they assist. Information regarding patrons, staff and other volunteers is not to be discussed with anyone who is not entitled to such information.

**DEPENDABILITY**

Volunteers are expected to report to their Outreach program on time during their scheduled hours. Please call within 24 hours to the staff member/patron you are scheduled to work with, or with the patrons in which you volunteered your services to. Thank you for your timely communication!

Outreach Policy C.6 Appendix I.1

**Complaint Resolution Form**



***Municipal District of Opportunity No. 17***

*(Main Office)*  
P.O. Box 60  
Wabasca, Alberta  
T0G 2K0

Phone: (780) 891-3778

Fax: (780) 891-4283

Date of Complaint: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Name of staff: \_\_\_\_\_

Reason for Complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Complaint reporting structure:**

1.) Staff:

\_\_\_\_\_

Outcome of complaint: (circle one)                      Resolved                      Not Resolved

Refer to next step:

2.) Supervisor:

\_\_\_\_\_

Outcome of complaint: (circle one)                      Resolved                      Not Resolved

Refer to next step:

3.) Department Manager:

\_\_\_\_\_

Outcome of complaint: (circle one)                      Resolved                      Not Resolved

Refer to next step:

4.) Manager

\_\_\_\_\_  
\_\_\_\_\_