



The
Guesthouse
Leaving the light on in North Simcoe

**SHELTER
POLICY & PROCEDURE**

January 2020

Please visit our website regularly for recent news and policy changes:

<http://www.theguesthouseshelter.ca/>
www.facebook.com/TheGuesthouseShelter/

Table of Contents

Client Complaints & Appeals Policy	3
Communicable Diseases Policy	4
Food Policy	9
Harassment Policy	11
Weapons & Illegal Substances Policy	12
Child and Youth Safety Policy	13
Guest Medication Policy	16
Service Restriction Policy	17
Sexual Harassment Policy	19

Client Complaints & Appeals Policy

Policy Statement

The Guesthouse Shelter is committed to sustaining a positive environment for guests while in the shelter. Any conflict or complaint will be dealt with confidentially and in a timely manner.

Process

All problems and complaints (e.g. about volunteers, staff, other guests or shelter operations) will be fully investigated as quickly as possible. Guests, staff and volunteers are encouraged to follow an informal approach to problem resolution prior to making a formal complaint. This may be done by speaking with a Shelter Shift Lead, or Shelter Operations Manager.

The problem resolution procedure will be as follows:

The guest will put his/her complaint in writing and leave it with the Shelter Operations Manager or a Shelter Shift Lead. If a written complaint is received, every effort will be made to resolve the issue. The guest, staff, or volunteer will meet with the Chief Executive Officer or their designate to discuss the complaint. If the complaint cannot be resolved, the Chief Executive Officer/Designate will forward the complaint to the Board of Directors. The Board of Directors will receive the complaint, investigate the complaint and render a decision. The Board of Directors decision will be final. A copy of the decision will be kept in the board files.

Communicable Diseases Policy

Policy Statement

The Guesthouse Shelter is committed to providing and maintaining a safe and infectionfree environment for guests, staff and volunteers. Our goal is to prevent outbreaks of communicable diseases, to prevent their progress should they occur, and to curtail and control the outbreak. All outbreaks will be reported to Public Health. If shelter staff or volunteers are unsure of how to handle a particular situation, Public Health will be consulted for their input. All instances of a communicable disease outbreak, or potential outbreak, will be documented.

Definitions

For the purpose of this policy, the following definitions will apply:

Communicable Disease - An infectious or contagious disease. Any disease that is transmissible by infection or contagion, either directly or through the agency of a vector.

Human Immunodeficiency Virus (HIV) - The virus that causes AIDS. HIV is commonly transmitted in infected blood or other bodily fluids, especially during intravenous drug use (sharing of needles) and sexual intercourse.

Acquired Immunodeficiency Syndrome (AIDS) - Acquired Immunodeficiency Syndrome is a disease of the human immune system that is caused by infection with HIV.

Sexually Transmitted Infections (STI's) - Infections communicable by sexual relations including, but not limited to, gonorrhea, syphilis, chlamydia, genital warts, HIV and Hepatitis B.

Bacteria - Bacteria are the simplest form of life, being single-celled microorganisms. Examples of bacterial diseases are salmonella, tetanus, streptococcus and whooping cough. Bacterial diseases are treated with antibiotics.

Fungi - Fungi are plants or microorganisms that obtain their food from living or dead tissues of other plants or animals. Moulds are a type of fungus. Infections from fungi are called mycoses. Examples of fungal infections are ringworm and thrush.

Pathogen - An organism capable of causing disease.

Vector - An organism that transmits a pathogen.

Virus – A causative agent of an infectious disease. Some examples of viral disease are hepatitis, flu, smallpox and rabies. Immunization helps prevent viral disease.

Routes of Transmission of Communicable Disease

There are a variety of routes of transmission of communicable diseases including the following:

Airborne Transmission

Infection occurs when the germ from an infected person becomes suspended in the air and is then inhaled by another person. The common diseases spread by this route are tuberculosis, measles and chickenpox.

Prevention of Airborne Transmission:

Vaccination against diseases such as measles or chickenpox will be arranged with local health providers when guests request them.

Infected persons will be quarantined. If quarantine is not possible on site, other arrangements may be made.

Public Health will be notified of any outbreaks.

TGHS staff or contracted service providers will disinfect the resident's bed and linens. The shelter will be disinfected daily.

Respiratory Droplet Transmission

Infection occurs when the germ from an infected person's nose or throat comes into contact with the mucous membranes (the eyes, nose or mouth) of another person by coughing, sneezing or spitting. Such transfers occur only at a distance of less than 6 feet (2 meters). Common diseases spread by this medium are colds, flu, whooping cough and meningococcal disease.

Prevention of Respiratory Droplet Transmission:

Practice effective hand washing. Hand washing signs will be posted in all washrooms and in the kitchen.

Guests will be encouraged to cover their mouth and nose when coughing and sneezing. Tissues will be available throughout the shelter.

Staff and volunteers will be encouraged to remain home when they are ill.

Guests will be encouraged to seek medical attention for more severe illness and may be segregated from the general shelter population.

Outbreaks will be reported to Public Health.

The shelter will be disinfected daily.

Direct/Indirect Contact Transmission

Direct contact infections spread from person to person by either skin-to-skin contact or skin-to-mucous membrane contact. Indirect contact infections spread from a contaminated object to person. Examples are fungal infections, herpes virus, scabies, lice, mononucleosis, skin infections, flu, common cold and measles.

Prevention of Direct/Indirect Contact Transmission:

Practice effective hand washing. Hand washing signs are posted in all washrooms and in the kitchen.

Residents with open sores or lesions will be directed to medical care.

Any items that are contaminated with body fluids will be washed with soap and water, rinsed and disinfected with bleach solution.

Outbreaks will be reported to Public Health.

Guests with fungal infections, herpes, scabies, lice, mononucleosis, flu, measles and other highly contagious direct contact infections will be segregated from the general shelter population and appropriate treatment will be obtained. If segregation is not possible on site, other arrangements may be made.

The shelter will be disinfected daily.

Fecal-Oral Transmission

Infection is spread from the stool or fecal matter of an infected person to another person, usually by contaminated hand-to-mouth contact when effective hand washing is not done after toileting, or through poor personal hygiene. Diarrheal illnesses, Hepatitis A and pinworms are examples of fecal-oral infections.

Prevention of Fecal-Oral Transmission:

Signage encouraging the practice of effective hand washing after using the washroom, after diapering infants, before eating, handling or preparing all foods and after touching animals will be posted.

All staff and volunteers who work in and around food preparation, service and clean up will be trained in proper hand washing and safe, sanitary food handling practices.

Outbreaks will be reported to Public Health.

Affected guests will be separated from the general shelter population. If appropriate separation is not possible on site, other arrangements may be made.

Kitchen staff will disinfect all counters and the kitchen area after each use.

The shelter will be disinfected daily.

Food Borne Transmission

Food borne illnesses occur as a result of eating food that has been improperly handled, prepared or stored. Examples are diarrheal diseases, hepatitis A and food poisoning.

Prevention of Food Borne Transmission:

Staff and volunteers will be trained in safe food preparation, service and clean up of the kitchen.

All dishes will be washed in the dishwasher with sanitizer.

The Health Inspector will regularly inspect the kitchen.

The Food Policy will be strictly adhered to.

All staff and volunteers will practice effective hand washing before touching foods.

All food will be stored at the required temperatures.

Any outbreaks will be reported to Public Health.

Affected guest will be separated from the general shelter population. If appropriate separation is not possible on site, other arrangements may be made.

Kitchen staff will disinfect counters after each use.

Staff and volunteers working in the kitchen are recommended to have Hepatitis vaccinations unless medically advised otherwise.

The shelter will be disinfected daily.

Water Borne Transmission

Water borne illnesses are created in water as a result of infectious materials on hands or objects used in the water. The contaminated water comes in contact with the person's skin or mucous membranes or is swallowed. Examples of water borne illnesses include skin infections, Hepatitis A, diarrheal diseases, flu, and common colds.

Prevention of Water Borne Transmission:

Practice effective hand washing.

Include disinfectant or bleach in the rinse water when washing dishes, pots, toys or other objects by hand.

Any outbreaks will be reported to Public Health.

The shelter will be disinfected daily.

Blood Borne Transmission

Blood borne infections are spread through very specific and close contact with an infected person's bodily fluids, such as unprotected sexual contact, sharing needles or other drug paraphernalia, by a pregnant mother to her unborn child, blood transfusions, tattooing or piercing in non-approved establishments and puncture wounds (needlestick injury). Illnesses contracted by blood borne transmission are more serious in nature and include Hepatitis B, C and D, HIV and sexually transmitted infections.

Prevention of Blood Borne Transmission:

Intravenous drug users will be encouraged to participate in a clean needle exchange program.

Staff and volunteers will be made aware of risk factors involved in blood borne disease transmission.

Staff and volunteers will be encouraged to get Hepatitis A and B vaccinations.

Any outbreaks will be reported to Public Health.

Training opportunities will be provided for staff and volunteers about blood borne diseases.

Guests at risk of blood borne disease will be encouraged to practice safe behaviours and will be referred to professional health care providers for best-practice harm reduction.

Food Policy

Policy Statement

The Guesthouse Shelter (TGHS) will make every effort to ensure that shelter guests receive healthy, nutritious meals and that food safety guidelines are implemented and followed.

The Guesthouse Shelter recognizes the social and spiritual value of guests and volunteers “breaking bread” together as a family.

Meals

Overnight guests will be offered two meals per day and at least two healthy snacks. Meals will be planned and prepared in accordance with Canada's Food Guide and will comprise at least three food groups.

Guests who are on restricted or special diets will be, when possible, offered foods that meet their particular needs. A doctor's note may be required to confirm this. In cases where the guest appears undernourished, where possible, food supplements may be offered.

The shelter will accommodate to the best of its ability guests who do not eat particular foods for religious, ethical and/or health reasons.

TGHS will make every effort possible to celebrate cultural holidays and traditional occasions with special meals and foods.

Volunteer Meals

TGHS staff and volunteers will at all times insure that available food goes first to guests. When it is reasonable to assume there is enough food and all supper-time guests have been served, volunteers are encouraged as they feel comfortable, to sit down and eat with guests.

Eating in the kitchen increases food contamination risk. Volunteers and staff should not eat in the kitchen area.

Food Providers

TGHS volunteers will be encouraged to take a recognized food preparation course (e.g., Proton Food Handlers Course).

Donated Food

TGHS will accept donations of foodstuffs. Those donations not requiring refrigeration will be preferred, including canned goods, bread, frozen food (in its frozen state, having never been thawed) or fresh fruits and vegetables.

Donated food that requires refrigeration will be inspected by TGHS staff to ensure its suitability to be served. Food deemed unsuitable will be disposed of immediately. The Shelter Shift Lead will also question the donor (if possible) as to the preparation, handling and storage of the donated food prior to it being brought to the shelter. Food prepared at an inspected site (e.g., restaurant) will be given preference.

Any food that is suspect as to its origin, its age, or its length of time out of the refrigerator or freezer will be disposed of immediately.

Harassment Policy

Policy Statement

The Guesthouse Shelter (TGHS) does not tolerate or condone any degree of harassment or abuse by anyone associated with the shelter. It is the responsibility of all volunteers, and in particular staff members, to promote a harassment-free environment in the shelter. TGHS believes in the prevention of harassment and abuse and promotes an environment in which all people respect one another and work together to achieve common goals.

Any act of harassment committed by, or against any employee, volunteer, guest or any other individual is unacceptable and will not be tolerated.

Definition of Harassment

Harassment is defined as any unsolicited or unwelcome interaction, which directly or indirectly affects or threatens to affect a person's job security, prospects of promotions or earnings, working conditions or opportunity to secure a position, or threatens a person's confidence or ability to thrive.

Harassment can include, but is not limited to, such things as verbal or physical abuse, emotional abuse, threats, derogatory remarks, inappropriate jokes, innuendo or taunts.

Sexual harassment can include, but is not limited to, pinching, patting, rubbing or leering, dirty jokes, pictures or pornographic materials, comments, suggestions, innuendos and requests or demands of a sexual nature. The behaviour need not be intentional in order to be considered harassment but may be offensive and/or intimidating. Such action may also create fear or mistrust, and thereby compromise an individual's dignity or sense of self-worth.

Test

The test to determine whether harassment or abuse has occurred is two-fold:

1. Whether a person knew, or ought to have known, that the behaviour would be considered unwelcome, inappropriate or offensive by the recipient;
2. The recipient found the behaviour to be offensive.

Action

TGHS is committed to investigating reported incidents of abuse or harassment in a prompt, objective and sensitive manner, taking necessary corrective action and providing appropriate support for victims. No individual will be penalized in any way for making a complaint or giving evidence in a harassment investigation.

If an individual believes he/she is being harassed or abused, he/she should: Immediately make the individual(s) aware that him/her behaviour is unwelcome and ask him/her to stop.

Report the incident to the Shelter Operations Manager, a Shelter Shift Lead, or the Chief Executive Officer.

Staff members will keep a record of the incidents in question, including: Name(s) of the individual(s) in question. Date, place and time the incident(s) occurred. Name(s) of any witnesses. The event(s) that led up to the incident(s) in question. Any particular reason why the event(s) occurred. The actual incident(s) that led to the complain

The confidentiality of the individual(s) concerned will be maintained. An investigation into the incident(s) will be undertaken immediately along with any additional steps necessary to resolve the problem. If the employee, volunteer or guest requires support or advice, he/she should contact the CEO.

The complainant and the individual in question will both have separate interviews with the CEO, along with any other person(s) who may be able to provide additional and relevant information. Once all relevant information has been gathered, it will be reviewed by the CEO and/or the Board of Directors to determine whether harassment or abuse has taken place. If the investigation reveals the occurrence of harassment or other unacceptable conduct, appropriate disciplinary action, up to and including termination, will be taken and all documents will be filed in The Guesthouse Shelter Administration Office.

The complainant will be advised of the results of the investigation and no identifying reference to the incident will be retained in shelter records. Should the investigation fail to find fault, both parties will be notified of the results of the investigation and all documents will be destroyed.

Appeal

All individuals also have the right to contact the Ontario Human Rights Commission to file a complaint of harassment after the internal process has been completed but may file during the process if the process is taking a long period of time.

Weapons & Illegal Substances Policy

Policy Statement

The Guesthouse Shelter (TGHS) is committed to providing a safe, welcoming shelter to homeless individuals and families. Any risk to the safety of guests, staff or volunteers, whether real or perceived, will be dealt with immediately.

Guests may be asked to show their belongings to staff on admittance to TGHS. Failure to do so may result in refusal of admission.

Definitions

For the purpose of this policy, the following definitions will apply:

Weapons - Something used to injure, defeat or destroy.

Illegal Substance - Any substance not authorized by law, particularly drugs including, but not limited to, marijuana, cocaine and heroin.

Prohibited Weapons

No weapons of any kind are permitted in the shelter. If the weapon is not prohibited by law, guests carrying weapons will be asked to leave them with staff in a secure location during their stay, and it will be returned to the guest when they leave.

If the weapon is prohibited, the police will be called and both the weapon and the guest will be turned over to them. There will be no exceptions. An appropriate service restriction will apply.

If a guest conceals a weapon during his/her stay and it is discovered, the guest will receive the appropriate service restriction. Depending on the weapon, the police may be called.

Illegal Substances

All illegal substances and alcohol are prohibited at the shelter. Any guest discovered with illegal substances in their possession will be turned over to the police and a service restriction will automatically apply.

Child and Youth Safety Policy

Policy Statement

The Guesthouse Shelter (TGHS) is committed to providing safe, welcoming and appropriate support to homeless and vulnerably housed individuals and families of all ages. With an understanding that there are no alternatives in the community for children and youth, TGHS will be vigilant to maintain areas in the shelter appropriate for the young.

Definitions

For the purpose of this policy, the following definitions will apply:

Child – Children 16 years of age or less.

Youth – Young people between the ages 16 and 18.

Actions

Separate sleeping accommodation for youth.

If families, we will accommodate.

Smoking will remain out of sight from the shelter entrance.

Discussions about smoking, drinking and sex will not occur in the presence of children or youth.

Guests and volunteers will be encouraged to keep smoking products (e.g., cigarettes, lighters) hidden in the presence of youth and children (out of sight-out of mind).

Music, reading material and videos will be monitored to insure suitability for children and youth.

Volunteers and staff will strive to monitor child and youth media exposure while in the shelter (e.g., no R-rated movies should be run in the presence of children; a trained adult will monitor computer use by children).

TGHS will strive to provide space and resource for parental nurturing away from the general shelter population (e.g., on-site computers would if possible, be made available for homework). If appropriate space is not possible on site, high priority will be given to finding alternative solutions.

Guests, volunteers and staff will be encouraged toward the ideal 'it takes a village to raise a child'.

Where there is a choice to be made between offering support to children and youth, primacy will be given to protecting the young. Other alternatives for adult support will be carried out through contacting police or other service providers (e.g., arranging motel vouchers for families).

If TGHS staff believes that a youth or child is in need of additional assistance over and above what the shelter can provide, staff will convey this concern to the police or Children's Aid Society.

Guest Medication Policy

Policy Statement

The Guesthouse Shelter (TGHS) strives to provide a safe, welcoming experience to homeless individuals and families. TGHS is committed to doing as much as possible to ensure a positive experience for its guests.

Non-Prescription Medication

TGHS will strive to keep a limited supply of non-prescription medication on the premises including Aspirin, Tylenol, alcohol swabs and Polysporin. These are in sample sizes with one dosage per sample. Guests should ask TGHS staff for any of these medications. TGHS staff may administer them after checking the shelter notes to insure no inappropriate medication use. Guests will be given one sample only.

The guest may access non-prescription medication by asking the TGHS staff. The staff member will pass the medication to the guest and allow him/her to dispense it themselves, making a notation of the time, guest name, staff member name and the type of medication. Under no circumstances will a staff member (or any volunteer) dispense the medication themselves. TGHS will not be responsible for the administration of a guest's medication.

Prescription Medication

All guests entering TGHS with prescription medication will be encouraged to leave it in the medication cupboard. If a guest refuses to do so, TGHS will not be held responsible for the loss or theft of the medication.

Guests are expected to ask a staff member for his/her medication(s) at appropriate times. Staff members will pass the medication to the guest and allow them to dispense it themselves, making a notation of the time, guest name, staff member name and the reason for opening the medication cupboard. Under no circumstances will a TGHS staff member (or any volunteer) dispense the medication themselves. Any staff may remind guests about his/her medication should he/she forget to ask for it, but TGHS will not be responsible for the administration of the guest's medication.

Medication requiring refrigeration should be placed in a paper bag labeled with the guest's name and stored in the shelter refrigerator. As with other medications, only TGHS staff members should pass such medication to the guest (when asked), and documentation completed in the manner described above.

Volunteers and staff will be supportive at all times to provide water and food as needed for appropriate medication use.

Service Restriction Policy

Policy Statement

The Guesthouse Shelter (TGHS) strives to provide a welcoming, non-judgmental environment where all individuals can feel helped and supported and where a variety of services and programs are offered. On occasion it may become necessary to restrict a guest's access to services. This is a decision that is not taken lightly, but only after all other avenues of resolution have been exhausted.

TGHS has developed the Service Restriction Policy to ensure equity and the well-being and safety of guests, staff and volunteers. It is assumed that guests, under normal circumstances, must be held accountable for their own behaviour and conduct. It is hoped that the restriction of services for a specified period of time will help deter inappropriate behaviour in the future. Any decision to restrict a guest will be made with all due consideration for the guest's well-being. In keeping with this, any person found to be abusing the restriction process or otherwise treating a guest, staff or volunteer unfairly will be held accountable. The list of current service restrictions will be kept in the binder and TGHS administration and shelter offices.

Definitions

For the purpose of this policy, the following definitions will apply:

Service Restriction – The limitation on the use of the shelter facilities and/or the services and programs offered by TGHS.

Temporary Restriction – Restrictions that do not exceed 48 hours in length.

Short-Term Restriction – The restriction is between 48 hours and one month in length.

Long-Term Restriction – Those restrictions that are over one month in length.

Suspension of Services – Includes the implementation of temporary, short and longterm service restrictions.

Trespass Order – A service restriction that will be enforced by provincial law via the Trespass to Property Act.

Temporary Restrictions

These restrictions deal mostly with disruptive and inappropriate behaviour. Examples include: offensive language, general aggressive behaviour, spitting, failure to comply with basic operational rules.

The details of the restriction will be noted in the shelter records. The guest may be requested to have a meeting with the management team before being re-admitted to shelter programming.

Short-Term Restrictions

These restrictions are more serious in nature and reflect more severe incidents. These include but are not restricted to: Verbal abuse or insinuated threats, smoking in the building, use of substances in the building, harassment of neighbours, throwing garbage on surrounding property, fighting, sharing beds, drugs, alcohol or weapons brought into the building, ongoing attitudinal or behavioural problems, destruction of property, or disregard of TGHS Code of Conduct.

The severity and frequency of the offence will determine the length of the service restriction. The details of the restriction will be noted in the shelter records. The guest may be requested to have a meeting with TGHS management team before returning to the building.

Long-Term Restrictions

These restrictions are placed on guests who have:

Received temporary or short-term restrictions and continue to exhibit the offensive behaviours. Have committed severe offences that threatened the safety of other guests, staff or volunteers.

Examples include: Fire setting, selling drugs on the property, verbal threats made to another guest, staff or volunteer, assault of another guest, staff or volunteer, violent behaviour of any kind, sexual harassment, abuse or damage of the building and/or its contents, theft of property, using drugs or alcohol in the building.

The severity and frequency of the incidents will determine the length of the service restriction. The details of the restriction will be noted in the shelter records. In extreme cases, a Trespass Order may be taken out against the guest.

The guest must have a meeting with TGHS management team before returning to the building. Guests who exhibit a pattern of offensive behaviour may be asked to seek treatment for their inappropriate behaviour as a condition of re-entry and the re-entry may be staged.

Sexual Harassment Policy

Policy Statement

The Guesthouse Shelter (TGHS) strives to provide an environment that is both safe and supportive of the dignity and self-esteem of all its paid and unpaid staff, volunteers, guests, clients and members. The corporation will not condone sexual harassment or related retaliation of, or by, any employee, volunteer or guest.

Definition of Sexual Harassment

For the purposes of this policy, the definition of sexual harassment will be any unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature when:

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, living conditions and/or voluntary service.

Submission to, or rejection of, such conduct by an individual is used as the basis for tangible employment or other decisions affecting such individual.

Such conduct has the purpose or effect of unreasonably interfering with an individual's work or voluntary service.

Such conduct has the purpose of creating an intimidating, hostile or offensive working or volunteer environment.

Hostile environment

Sexual harassment is unwelcome sexual conduct that is sufficiently severe or pervasive that it alters the conditions of employment or voluntary service and creates an environment that a reasonable person would find intimidating, hostile or offensive. The determination of whether an environment is "hostile" must be based on all of the circumstances. These circumstances could include the frequency of the conduct, its severity, and whether it is threatening or humiliating. Sexual harassment includes actions, which contribute to an environment that is "poisoned" by persistent comments about sex, gender, appearance, marital status, sexual orientation and/or pornographic pictures or cartoons.

Sexual harassment may involve a wide range of behaviours from verbal innuendo and subtle suggestions to overt demands and inappropriate physical contact of a sexual nature. It may be one incident or a series of incidents. It is behaviour of a sexual nature that is known, or ought reasonably to be known, to be unwanted or unwelcome.

Sexual harassment is prohibited by federal and provincial/territorial law.

Procedure

If you are being harassed:

Tell the harasser that his/her behaviour is unwelcome and ask him/her to stop.

Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you to remember details over time.

File a complaint. If, after asking the harasser to stop his/her behaviour, the harassment continues, report the problem to one of the following individuals:

TGHS Shelter Shift Lead
TGHS Shelter Operations Manager
TGHS Chief Executive Officer
TGHS Board Member

You also have the right to contact the Human Rights and Citizenship Commission to file a complaint of sexual harassment and, if circumstances warrant it, a charge of assault may be filed with the police.

Dealing with a Complaint

Complaints of sexual harassment will be dealt with in the following manner:

Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. If appropriate, action taken may include conciliation.

Both the complainant and the alleged harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.

If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the harasser's file.

If the investigation fails to find evidence to support the complaint, there will be no documentation identifying the alleged harasser placed in TGHS records. If record is retained, the identity of the accused (not substantiated) will be redacted as needed.

Regardless of the outcome of a harassment complaint made in good faith, the person lodging the complaint, as well as anyone providing information will be protected from any form of retaliation by co-workers, volunteers or superiors. This includes dismissal, demotion, unwanted transfer, and denial of opportunities within the company or harassment of an individual as a result of her/his having made a complaint or having provided evidence regarding the complaint.

Responsibility of Management

It is the responsibility of any person within this corporation supervising one or more employees or volunteers to take immediate and appropriate action to report or deal with incidents of harassment of any type whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally.

TGHS seeks to provide a safe, healthy and rewarding work environment for its employees, members and volunteers. Harassment will not be tolerated within this corporation. If you feel that you are being harassed, contact us.

Note: A complaint must be filed with the Ontario Human Rights and Citizenship Commission within twelve months of the alleged incident.