

WESTWOOD CULTURAL CENTRE

STAFF AND VOLUNTEER RESOURCE

SAFETY AND CRISIS MANAGEMENT MANUAL

CONTENTS

Introduction	2
Definitions	2
Crisis Response Checklist	3
Training	3
Roles and Responsibilities of the Crisis Response Team	3
Crisis Prevention and Risk Management Planning	4
Values Disagreements	6
Transportation	6
Guidelines for Electronic Communication	6
Confidentiality	7
Physical or Environmental Crises	8
Behavioral Crises	9
Annex 1: Accident Report	13
Annex 2: NEAR-MISS ACCIDENT/ injury Report	15
ANNEX 3: INCIDENT REPORT	16
Annex 4: Emergency Phone List	17
Annex 5: Confidential Informal Complaint Record	18
Annex 6: Volunteer Application Form	19
Annex 7: Club Member Registration Form	20

INTRODUCTION

Westwood Cultural Centre considers the safety and well-being of minors of utmost importance. The following Safety and Crisis Management manual is directed to staff, volunteers, parents, and friends. The document has been modelled after the OCA *Crisis Response Resource Manual*, the RCAF *Safe Environment Policy for Archdiocesan and Parish Volunteers*, the RCDC *Code of Pastoral Conduct and Accountability for Volunteers*, the *Wellspring Cultural Foundation Anti-harassment and Anti-abuse Policy and Complaint Procedure* and is in accordance with the Safety Policy of **West Plains Foundation (WPF)**, the managing corporation of **Westwood Cultural Centre (WCC)**.

This is a living document and will undergo regular revision at the discretion of the Directors of **WCC** and/or the Board of **WPF**.

DEFINITIONS

For the purposes of this manual,

- a) the **Centre** is **Westwood Cultural Centre**.
- b) the **Corporation** is **West Plains Foundation**.
- c) a **crisis** is an unforeseen undesirable event which requires the response of the management team.
- d) an **incident** is an unforeseen undesirable event, resulting either from a physical environmental event, or from the behaviour of another person.
- e) an **accident** is an unforeseen undesirable event resulting in injury to a person.
- f) a **volunteer** is a person with a leadership or organizational role in an activity held at or through the Centre without remuneration.
- g) a **staff member** is a resident of the Centre, or someone paid by the Corporation with a leadership role in one of its activities.
- h) a **participant** is a person who registered as a member with a club of the Centre, or someone who is attending an activity at or through the Centre.
- i) a **director** is the lead person overseeing an activity endorsed by Westwood Cultural Centre.
- j) a **mentor** is a staff member or volunteer who has a role of one-on-one follow-up of a participant.
- k) a **minor** is a person less than 18 years old.
- l) an **adult** is a person 18 years old or older. The norms that apply to adults also apply to minors who are volunteers, staff members, or mentors.
- m) **abuse** includes:
 - a. **emotional abuse**: a chronic attack on an individual's self-esteem. It can take the form of name-calling, threatening, ridiculing, berating, intimidating, isolating, hazing, habitual scapegoating, blaming.
 - b. **physical abuse**: the use of intentional force that can result in physical harm or injury to an individual.
 - c. **psychological abuse**: communication of an abusive nature, sarcasm, exploitive behaviour, intimidation, manipulation, and insensitivity to race, sexual preference or family dynamics.
 - d. **sexual abuse**: includes conduct of a gender-related and/or sexual nature by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive, intimidating or inappropriate. Sexual abuse can include verbal, physical, visual or written harassment including electronic media.

- e. **verbal abuse:** humiliating remarks, name-calling, swearing at, taunting, teasing, continual put downs.
- n) **harassment:** includes words, acts or gestures of a vexatious or contemptuous nature with regard to a person or group of persons on the basis of any of the following grounds: academic ability, disability/ handicap, language, civil status, political convictions, pregnancy, race, religion, age, physical appearance, sexual orientation, sex, colour, ethnicity.
- o) **Complainant:** the person making the complaint.
- p) **Complaints Advisor:** the person appointed by the Corporation, normally the Director of the Centre, to deal with complaints at Steps 1 and 2 of the Complaints Procedure. The Director of the Centre could also appoint another person who resides at the Centre to be the Complaints Advisor.
- q) **Corporate Safety Office:** a member of the Board of Directors of the Corporation or a former member of the Board of Directors of the Corporation would typically head the Complaints Committee
- r) **Complaints Committee:** three members consisting of the Corporate Safety Officer and two other members selected by the Board of Directors, but are typically not Board Members. This committee takes the lead in dealing with complaints and reports to the Board of Directors.
- s) **Respondent:** the person about whom a complaint has been made.

CRISIS RESPONSE CHECKLIST

In the event of a crisis, the nature of which will be outlined throughout this manual, the following general steps will be followed by staff or volunteer leader:

- ✓ Notify a staff member or the Director of the Centre of the nature of the crisis.
- ✓ Notify the parents of the participant who is a minor of the nature of the crisis.
- ✓ Implement the appropriate policies and procedures according to the nature of the crisis (p. 7-9).
- ✓ Complete an accident, near-miss accident, incident report and/or Informal Complaint Report as needed.
- ✓ Notify the President of Board of the Corporation as required
- ✓ Continue to re-evaluate information and deal with follow-up or any action plan as required.

TRAINING

All staff and volunteers of the Centre will undergo regular (annual) training sessions, which will include first-time or updated training on:

- The Corporation's Safety Policy for Dealing with Minors;
- this manual and the crisis procedures contained therein;
- individual roles and responsibilities;
- communication procedures;
- processes for information gathering and documentation.

ROLES AND RESPONSIBILITIES OF THE CRISIS RESPONSE TEAM

Director of the Centre

- She, or in her absence her representative, is responsible for overseeing the crisis response.
- She is responsible for establishing the roles of the Crisis Response Team and following up with each member.

- She is understood to be the Complaints Advisor, unless otherwise appointed by the Corporation.
- Logs all Informal Complaints.

Volunteer Leader

- Prepares the support team to respond to their responsibilities such as information gathering and activity monitoring.
- In situations of physical or environmental events, assists in emergency responses as necessary.
- Is responsible for ensuring the proper following of the Crisis Response checklist and procedures for each crisis.
- Logs all communication.

Professional Support Team

These are professionals who will be consulted on a case-by-case basis, according to the nature of the crisis, as laid out in the subsequent procedures. These may or not be members of the Complaints Committee.

PROFESSIONAL SUPPORT or AGENCY	DESCRIPTION OF SERVICES	NAME OF PRACTITIONER OR AGENCY	CONTACT INFO
Alberta Children’s Services	Provides a range of support and resources for children, youth and families through the Alberta government	N/A	cs.irccalgary@gov.ab.ca
Calgary Police Service Victim Assistance Support Team (VAST)	Promotes and advocates the rights and entitlement of victims of crime and trauma	N/A	Call Centre: 403-428-8398 or toll free 1-888-327-7828 Hours: Monday to Thursday, 8 am to 9 pm;

CRISIS PREVENTION AND RISK MANAGEMENT PLANNING

The risks identified by the Corporation and the Centre, which are addressed in this resource manual:

Physical and environmental risks:

- Fire
- External threat requiring Total Lock Down
- Utilities Malfunction: Gas Rupture or Explosion
- Health Emergency Requiring Transport of Patients to Hospital

These physical and environmental risks are mitigated by proper facilities upkeep, overseen by the Corporation for the Centre. Furthermore, staff and volunteers will undergo training according to the procedures outlined in this document in the case of a crisis.

Behavioural risks:

- Abuse (including sexual abuse)
- Cyberbullying

These behavioural risks are mitigated by proper training of staff and volunteers, as well as by the following norms of conduct for the creation of a respectful environment for all staff, volunteers, and participants.

Norms of conduct for the Corporation

The Corporation is committed to the integral formation of its members and all who participate in its activities. The Corporation recognizes the parents of the participants as the first educators of their children and counts on their collaboration with the different activities. Within this framework, the mentors and leaders will foster communication with the parents of the participants.

The Corporation will work to protect participants against violence or attacks against their freedom or dignity.

Consumption of drugs, tobacco or any noxious substance will not be tolerated on the premise of any activity directed by or through the Centre.

Volunteers and staff are expected to:

- be competent, reliable, respectful, and ethical team players;
- follow the norms of conduct governing adult-minor interactions (see below);
- ensure that minors are properly supervised;
- take immediate action in situations where others are placing minors in danger or potentially risky situations;
- report inappropriate conduct and suspected abuse to the Director of the Centre;
- directly report suspected abuse of minors to designated civil authorities;
- speak, dress and act appropriately and modestly at all times.

Norms of conduct governing adult-minor interactions:

1. Whenever one adult is with a minor, they should do so in a room with the door open or with a clear door allowing them to be easily seen, or in another place where they can be easily seen by other people.
2. Priests should hear Confessions and give Spiritual Direction to minors only in a Confessional with a screen, in a room with a clear door allowing them to be easily seen, or in a place where they are in the sight of other people (but out of earshot).
4. Any overnight activities or one-day trips involving minors should include a sufficient proportion of adults and never fewer than two. No adult should ever be alone with a minor in a bedroom when at camp or any other overnight activity. In overnight activities, no adult should share a bedroom with minors. If possible, minors should sleep either in single rooms or in rooms with three or more beds.
5. No adult should shower or dress in the presence of minors and vice-versa. Adults should have separate showers or use the showers at a separate time. Whenever minors need to dress with other minors present,

they should be instructed to use bathrobes or at least towels. All showers should be individual showers or have individual stalls.

6. No adult should drive in a car alone with a minor, unless the parents have given their explicit written approval. Longer trips, over half an hour, alone with a minor should be avoided altogether.

7. Before a minor attends an overnight activity (e.g., a retreat, camp or a workshop), the parents should be informed and their written approval obtained by those responsible for the activity.

8. No adult should invite or aid minors to smoke any substance, drink alcohol, use marijuana, illegal drugs or other consciousness-altering substances.

9. Adults should avoid any physical contact that is sexual or could be misunderstood as sexual. In this area it is better to err on the side of caution. Prolonged physical contact, including roughhousing, tickling or sitting on each other's lap should be avoided.

10. No adult should give or show to a minor pornographic or indecent reading materials, photographs, CD's, DVD's, websites, etc.

11. If anyone knows or reasonably suspects that abuse of a minor has taken place, she should inform the director of the activity immediately. She should also inform the Corporate Safety Officer. All those who work with minors should be familiar with the pertinent federal and/or provincial requirements for mandatory reporting of confirmed or suspected abuse of minors.

12. If a minor says that she has been abused, the adult should listen to her without disputing her story, ask for pertinent details (who, when, what), and tell her that she will speak with the director. The minor should be encouraged to tell her parents. As well, the director should inform the parents and conduct an assessment of the complaint on a timely manner. Results of the assessment should be shared with the parent and follow-up course of action should be identified and implemented. If a criminal offense is identified, the Director or her delegate should report to the relevant authorities.

13. All who collaborate in the activities of the Centre and the Corporation must know and abide by these norms.

VALUES DISAGREEMENTS

If a participant or volunteer disagrees in word or action with these norms, the values, mission, or vision of the Centre, they will be resolved on a case-by-case basis. The participant will be encouraged to speak to the volunteer leader or the director about the disagreement.

The volunteer leader or director will consult the Professional Support Team and the Corporation's Board of Directors as needed for support in the resolution of these disagreements.

TRANSPORTATION

Staff and volunteer drivers should:

- Be a minimum of 19 years of age.

- Receive permission of the minor's parent/guardian (verbal permission is sufficient for one-time trips of limited duration).
- Ensure that the volunteer leader has knowledge of the driving arrangement.
- Ensure that there is a third person in the vehicle.

GUIDELINES FOR ELECTRONIC COMMUNICATION

Staff, volunteers, and participants are expected to abide by the following norms regarding email, text messaging, social media, and internet use.

- All content that is posted or communicated by volunteers in their role as volunteers with the Centre must not be contrary to Catholic teachings and values.
- They must be aware of the impact that their personal posts on social media (i.e. tweets, Instagram posts, Snapchat snaps, blogs, Facebook, etc.) can have if they are derogatory or negative in nature with their role as a volunteer or staff member with the Centre.
- Parents/guardians must designate in writing which form(s) of communication one may use with their children and must provide the contact information.
- In communicating with minors, electronic communication should be brief and on topic, using language appropriate for communicating with a minor.
- Mentoring sessions using electronic communication may take place, in accordance with the established norms, and using the means of communication approved by the parents/guardians.

Unacceptable internet use includes:

- Sharing personal mobile phone numbers with minors without the parent or guardian being aware of the exchange.
- Collecting email addresses, phone numbers, or any medium of communication with minors without the written permission from parents or guardians.
- Engaging in illegal or unethical activities.
- Viewing or distributing pornography or any sexually explicit images.
- Distributing a virus or other harmful component.
- Violating copyright laws by unlawfully downloading or using information or software that is protected by copyright.
- Expressing personal opinions that appear to be on behalf of or representing the Centre or the Corporation.

CONFIDENTIALITY

The Centre and the Corporation foster an environment of mutual trust between participants and staff, volunteers, and mentors through genuine care and respect for each person. These relationships of trust compliment the role of the parents as primary educators of their children. In the case of concern for the wellbeing of a participant, the mentor, staff member, or volunteer may wish to communicate with the parent of the participant. This may be done according to the following norms:

- With the expressed permission of the participant, unless the withholding of this information would be detrimental to the physical or psychological wellbeing of the participant.

On the other hand, there may be circumstances when the mentor wishes to consult another responsible adult in order to ask advice about how to proceed. This may be done according to the following norms:

- Removing identifying characteristics of the participant.
- For the purpose of consulting an expert or an adult more experienced in the topic.
- To the director of the Centre, the designated chaplain, or a member of the Professional Support Team.

PHYSICAL OR ENVIRONMENTAL CRISES

Fire

Warning: sole priority is for the health and safety of participants, staff, and volunteers. Individuals without appropriate training or proper safety gear should not attempt to fight fire or enter a structure that contains or is involved in a fire.

First observer:

- Notify volunteer leader and director immediately.

Volunteer leader:

- Determine situation. Call 911.
- Quickly determine extent of fire.
- Direct everyone to escape the area immediately and gather in a designated muster area.
- Confirm everyone is present and safe. If safe, locate the missing person within the area. If not, inform emergency respondents as soon as they arrive.
- Gather participant registration form, if safely accessible.
- Determine need for health emergency procedure implementation.
- Contact parents. Inform and assure of participant safety.
- Contact the Corporation's Board of Directors.
- Gather information for incident report.

External Threat Requiring Total Lockdown

In the event that the director or volunteer leader determines that an external threat requires a total lockdown:

- Call 911.
- Inform staff and volunteers of situation.
- Direct all participants to a safe location in the building, away from windows.
- Confirm everyone is present and safe. If not, inform 911.
- Ensure that no one enters or leaves the premises without the permission of the director.
- Gather participant registration forms, if safely accessible.
- Determine advisability of a) evacuation to offsite location, or b) parents removing participants; coordinate effort for dismissal of participants.

- Announce all clear after emergency.
- Contact parents. Inform and assure of participant safety.
- Contact the Corporation's Board of Directors.
- Gather information for incident report.

Utilities Malfunction: Gas Rupture or Explosion

- Call 911.
- Take evacuation measures.
- Establish perimeter and secure area.
- Determine need for health emergency procedure implementation.
- Contact parents. Inform and assure of participant safety.
- Contact the Corporation's Board of Directors.
- Gather information for incident report.

Health Emergency

If a participant experiences a healthcare event and requires treatment, it will be the parents' responsibility to provide transportation. In the event that a participant undergoes a health emergency and requires immediate treatment:

- Call 911. While waiting for the ambulance to arrive:
- Inform the parents.
- Gather the appropriate documentation: registration and health forms.
- If a determination is made that the parent is unable to meet the ambulance at the hospital for any reason, the director or volunteer leader or designee determined by her, shall follow the ambulance immediately to the hospital to ensure appropriate documentation is signed for proper care and be present when the parent/guardian arrives.

BEHAVIORAL CRISES

Abuse

For circumstances of suspected child abuse outside of the Centre, refer to *Responding to Child Welfare Concerns* for more information. <https://www.alberta.ca/how-to-help-and-report-child-abuse-neglect-and-sexual-exploitation.aspx>

Anti-abuse Policy and Complaints Procedure

The Corporation and the Centre will not tolerate any form of physical, sexual, emotional, verbal, or psychological abuse, or any form of harassment. Appropriate disciplinary action will be taken against any volunteers, staff members or participants who violate this policy and all are expected to comply with this policy and take appropriate measures to ensure that prohibited conduct does not occur.

For incidents that are clearly criminal or child abuse, contact local police and child protection services.

The Corporation and the Centre will courteously treat any person who invokes this complaint procedure and will handle all complaints swiftly and confidentially to the extent possible in light of the need to take appropriate

corrective action. Lodging a complaint will in no way be used against the Complainant. Because of the damaging nature of abuse and harassment to the victims and to the entire workforce, Complainants are strongly urged to use this procedure. However, filing groundless or malicious complaints is an abuse of this policy and will be treated as a violation.

Fundamental principles of natural justice and fairness will guide the proceedings at all times. The alleged offender has a right to know the allegations and the identity of the accuser. Both parties have the right to a fair and impartial hearing.

Complaints Procedure

The purpose of this procedure is to ensure a fair and expeditious response to situations where abuse or harassment is alleged. Any time period contemplated by these rules may be abridged or extended upon request to, or at the instance of, the Complaints Committee. The committee shall also have the power to issue directives to facilitate the treatment of any particular situation. Any such directives shall be consistent with the spirit of these rules, and the principles and policies that underlie them. The rulings of the Complaints Committee with respect to these matters shall be final on behalf of Westwood Centre.

These policies and procedures shall be interpreted and applied in a manner consistent with all applicable laws. Nothing in these procedures shall be interpreted or applied so as to prevent or hinder any party from fully complying with all applicable laws nor so as to hinder or prevent any party from pursuing formal legal remedies or resolution through local, provincial or federal agencies or the courts.

Complaints must be lodged within 12 months of an incident taking place.

In instances where the complainant is a minor, the complaints advisor will work with the complainant to advise their parents/legal guardians.

Step 1: Informal Consultation

Offending behaviour can often be stopped by clearly stating that the behaviour is unwelcome and that such conduct is forbidden by law. If a Complainant feels that he/she cannot approach an individual directly or if personal efforts have failed to resolve the problem, the Complainant may approach the Complaints Advisor to discuss the matter. All such consultations will be confidential and no action will be taken unless the Complainant is willing to be identified.

If the behaviour appears persistent and the Complainant wishes to take the matter further, the Complaints Advisor will try to resolve the problem by meeting with both parties together (if both agree to do so) or individually. In some cases, remarks or gestures may be taken out of context or may not have been intended as harmful; understanding on the part of the Respondent about why the behaviour is unacceptable, and an apology where warranted, will usually take care of the problem.

The Complaints Advisor will keep a confidential record of informal complaints for a period of one year. (Annex 4)

Where the complaint is one of assault or sexual abuse the Board of Directors shall be informed immediately. They may wish to involve legal authorities from the beginning of the process, as an independent investigation can further harm the victim and legal investigative process.

Step 2: Written Complaint

If the Complainant is not satisfied with the results of the informal procedure set out in Step 1, the Complainant may file a written complaint with the Complaints Advisor, giving details of the alleged harassment, including dates, times, places, names of individuals involved and the name of any witness. A Complainant may also decide to skip Step 1 and immediately file a written complaint.

The agreement of both parties is required in order to attempt an informal/alternate dispute resolution. This is normally carried out by the Complaints Advisor; however, at the request of either party, an alternate facilitator may be appointed by the Complaints Committee.

The Complaints Advisor may meet with the Complainant and Respondent together or individually in an attempt to achieve a satisfactory resolution.

This process may result in a mutually acceptable resolution and withdrawal of the complaint or failure to resolve. In the case of a mutually acceptable resolution, both parties will be asked to sign a statement that each accepts the resolution set out in the statement and agrees to abide by any conditions which form a part of that resolution.

In the case where a satisfactory resolution is obtained, the written complaint and any other written material related to the complaint will be kept in confidence by the Complaints Committee for at least two years and will not be released to any person except where required by law. After two years written complaints and materials will be destroyed.

When a situation cannot be resolved to the satisfaction of the parties involved, a hearing may be held by the Complaints Committee.

Step 3: Formal Hearing

1. If no mutually acceptable resolution is reached, either party, within ten business days following notification by the Complaints Advisor of the failure of Informal Resolution, may request a formal hearing by notifying the Complaints Advisor who will notify the Complaints Committee.
2. Within five business days of receipt of the request for a formal hearing, the Complaints Committee shall establish a date for the hearing which shall be no more than 10 business days after receipt of the request, and invite both parties to attend and make oral and/or written submissions. All written documentation filed with the Complaints Committee or Complaints Advisor will be provided to each party and to each member of the Complaints Committee before the hearing.
3. The Complaints Committee shall hear both parties together with any witnesses, and conduct a thorough investigation of the charges, then complete its deliberations and issue its decision within 10 business days from the date of the hearing, or as soon as possible thereafter.
4. The Complaints Committee shall issue a written decision with findings of fact and reasons to all parties either dismissing the complaint or upholding the complaint in whole or in part in which case the Complaints Committee shall recommend disciplinary and/or other action. A copy of the written decision will be provided to the Complaints Advisor for information.

5. If the Complaints Committee finds that the complaint, in their judgment, has no basis in fact, and is frivolous or vexatious in nature, it will dismiss the complaint and may decide that disciplinary and/or other appropriate action be taken against the complainant.

Special considerations for sexual abuse

In order to prevent sexual abuse and allegations thereof:

- Follow the norms of conduct governing adult-minor interactions (sexual abuse prevention policy).
- Know how to identify and monitor for inappropriate or harmful behavior and potential risk situations that can lead to sexual abuse (i.e. staff or volunteers showing favoritism, giving gifts, and looking for time alone with youth).
- Minor volunteers should be under the supervision of an adult member or volunteer at all times

Furthermore, it is necessary to:

- Respond quickly and appropriately to a) inappropriate or harmful behaviour, b) infractions of the norms of conduct allegations, c) evidence or allegations of sexual abuse.

Confidentiality Requirements

- All complaints shall be treated in confidence. However, Complainants must be willing to be identified to the Respondent if the matter is to go beyond a confidential discussion between the Complaints Advisor and the Complainant.
- All Complaints of sexual abuse or assault will be reported to the Complaints Committee, who will determine whether law-enforcement is needed from the beginning of the investigation.
- Potential victims, accused perpetrators, and individuals who made the report of sexual abuse all have the right to have their identities be confidential. Therefore, it is important to:
 - Minimize the number of people who know of the allegation.
 - Minimize the number of times an individual has to repeat the allegation.

Cyberbullying

Staff, volunteers and participants are reminded that they are equally responsible for their actions online and offline. Allegations of abuse taking place online of a participant, staff, or volunteer by another participant, staff, or volunteer will be treated as though occurring at the Centre.

The above Complaints Process shall be followed in cases of suspected Cyberbullying.

ANNEX 1: ACCIDENT REPORT

Date of Accident:

Time of Accident:

Name of injured	Age

Location of Accident:

Staff and volunteers in charge of activity and present at the scene:

Witnesses present:

Accident reported to:

State the type of injury, including location (e.g. left arm broken):

State the treatments provided on site of the accident and who provided the treatment:

Was there a need to follow up treatment off site? Yes. No.

If yes, how were they transported, by whom and where?

State the facts surrounding the accident, including the environmental conditions (e.g. wet ground):

Was the proper equipment being used? Please provide details:

Were the rules and regulations of the area being followed? Please provide details:

Were parents/guardians notified? Yes. No. If yes, Time: By whom:

Follow up instructions:

Activity staff/volunteer signature

1. Date:

2. Date:

3. Date:

Director's signature Date:

ANNEX 2: NEAR-MISS ACCIDENT/ INJURY REPORT

Date of near-miss incident:

Time of Incident

Location of incident:

Description of incident.

Persons involved:

Witnesses present:

Follow-up instructions:

Activity staff/volunteer signature

1. Date:

2. Date:

3. Date:

Director's signature Date:

ANNEX 3: INCIDENT REPORT

Date of incident:

Time of incident:

Location of incident:

Description of incident:

Persons involved:

Witnesses present:

Follow-up instructions.

Activity staff/volunteer signature

- | | |
|----|-------|
| 1. | Date: |
| 2. | Date: |
| 3. | Date: |

Director's signature

ANNEX 4: EMERGENCY PHONE LIST

To be developed according to the activity. Example below:

Emergency	9-1-1
Calgary Police Services	403-266-1234
Child Intervention Services/ Child Abuse Hotline	1-800-387-5437 (KIDS)
Complaints Advisor	
Corporate Safety Officer	
Cellphones of Director, staff, volunteers	
Professional Support Team	
Chaplain, as needed	

ANNEX 5: CONFIDENTIAL INFORMAL COMPLAINT RECORD

Date:

(To be kept for one year from date of complaint)

Complainant:

Nature of complaint:

Action(s) taken:

Step 2 of the Complaints Process was initiated:

- Yes
- No

Signature of Complaints Advisor: _____

ANNEX 6: VOLUNTEER APPLICATION FORM

To be developed by each club.

To include:

- parental consent for those who are minors. It could be phrased as follows:
 - I give my permission for _____ to volunteer at _____ and I take responsibility for her. I understand that she is to participate as a volunteer and will be expected to comply with the norms and policies in this manual, and to be faithful in honouring her volunteer commitments. I understand the contents of this Volunteer Application Form. In the event of an overnight activity, I understand that a separate consent form will be provided with details of the event and parent/guardian consent will be required.
 - Include name, relationship to applicant, phone number, signature, and date.
- emergency contact information health issues
- declaration of understanding of the norms and policies contained in this manual.
 - E.g. I hereby acknowledge that I have received and read this Staff and Volunteer Resource Manual and/or have had it explained to me. I understand that it is my responsibility to abide by all the rules contained in this manual and to report any incidents of abuse as set forth in this manual.
- permission to have photos taken and/or for photos to be used
- Signatures of volunteer, representative of Centre, and representative of corporation

ANNEX 7: CLUB MEMBER REGISTRATION FORM

To be developed by each club (can be adapted using current form in use, ensuring the following elements are present).

Include:

- parental consent,
- emergency contact, and health information.
- permission to be driven to and/or from activities, as needed
- permission to have photos taken and for photos to be used
- appropriate forms of electronic communication with the child
- Specify that overnight activities will have a separate consent form.

Consent forms to work from:

- photo consent form,
- Retreat registration form



Westwood Cultural Centre
Friday activities for High School girls

Consent to Take Photos Release Form

I, _____ hereby give permission to volunteers at the Friday
 (please print)
 evening activities for High School girls for taking photos of my daughter _____
 (please print)
 at the weekly events, which could be used on their website and/or Instagram account.

Signature: _____ Date: _____

Mother/Father/Guardian _____



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