

The

Street and vulnerable youth service standards that
provide:

Trust

Accountability

Responsiveness

To ensure consistent support for youth

Guide Appendices

Revised 2009

Minimum Standards for Street and Vulnerable Youth Service Providers
London, Ontario

Updated & Released: November 2009

Appendix A

PARTNER AGENCY COMPLIANCE and CONFIDENTIALITY ACKNOWLEDGEMENT: MINIMUM STANDARDS

_____ of the _____
Name of In-Kind staff member Agency Name

meets the Minimum Standards regarding Police Records and Vulnerable Positions Screening check and Confidentiality contained in The START Guide Minimum Standards (as of section: Personnel, subsection: Reference Check, page 17)

Date: _____
Signature of Supervisor

sample

Appendix B

AGENCY ROLE DEFINITIONS : MINIMUM STANDARDS

STAFF

Throughout this document the term “staff” is used to refer to individuals who are paid to perform the duties of their job description. Staff members are held to higher levels of accountability and trust given the formal and legal relationship that exists between employer and employee.

STUDENT PLACEMENTS

Students are individuals who perform program related duties as part of a learning program through a post-secondary educational institution as part of a co-op experience. Students are expected to be interviewed by the youth agency, provide a resume and cover letter, have a current, local criminal reference check, confirmation from the education institution as to their status, and complete a formal orientation process.

High school students who are acting in volunteer roles within an agency shall successfully complete an agency interview, provide a letter identifying their request to volunteer, and complete a formal orientation process.

VOLUNTEER

There is a range in which volunteers might be categorized:

- GENERAL VOLUNTEER
- ONE-TIME/OCCASIONAL OR SPECIAL GROUP VOLUNTEERS
- C.S.O. (Community Service Order) PARTICIPANTS
- PEER-VOLUNTEER

Volunteers, by definition, contribute time, energy, skills and talents to their communities in the following ways:

- By choice,
- In service to individuals, informally or through organizations,
- Without salary, wage, or material benefit.

GENERAL VOLUNTEERS

To be considered a volunteer, the individual must meet all three criteria listed above. Volunteers who will be filling roles where they will have direct, or even infrequent contact with youth, and/or are in a position of financial and organizational responsibility (ie: Board of Directors), must meet all screening criteria applicable to paid staff positions including but not limited to: criminal reference checks, character references, individual interviews and formal orientation process.

Appendix B continued

ONE-TIME/OCCASIONAL OR SPECIAL GROUP VOLUNTEERS

Many organizations rely on volunteers for fundraising activities, or facility improvements (i.e. United Way Day of Caring, fundraising campaigns), and to provide activities such as special meals or events (i.e. a fraternity cooking and serving a meal, a trip to a London Knights game). It is recognized that these sorts of volunteers should not be faced with so many barriers to participation that services to young people suffer. However, safety of young people must be our highest priority. In these instances it is expected that any interactions between young people and volunteers will be directly supervised, and if there is a chance for unsupervised access (i.e. a volunteer driver) that they are subject to the screening criteria for General Volunteers.

C.S.O. (Community Service Order) PARTICIPANTS

In the event of an organization being approached to provide a CSO placement, agencies will ensure that:

- All appropriate information regarding participant circumstances are disclosed before agreeing to placement
- An interview takes place with the potential participant outlining the details of their placement role and responsibilities
- All decisions are documented in writing
- All participants are directly supervised in the completion of their duties

PEER-VOLUNTEER

The START Guide believes that peer based volunteer work, when safely and properly implemented, can be a very effective method of working with young people. Critical to ensuring the safety of all people involved are four key factors:

- Thorough assessment and screening of potential peer volunteers
- Consistent support and training for the peer-volunteer
- Continuous observation of the peer-volunteer
- Well known and confidential opportunities for clients to communicate any concerns regarding the peer-volunteer in a safe way to a person of authority at the organization

Agencies planning or implementing peer-volunteer programs must have board approved policies and procedures in place that address these four key factors.

Peer based volunteer work is NOT appropriate for one-on-one counseling, or any other sort of activity where either the peer-volunteer or young person could be placed in a position of vulnerability without safeguards in place.

Appendix C

GUIDELINES TO IDENTIFY RISK FACTORS: MINIMUM STANDARDS

The following are defined as risk factors that should guide the determination of roles for volunteers and students:

Degree of isolation/supervision	<ul style="list-style-type: none"> • Has the opportunity to be alone with participant (i.e., working in isolated areas of the facility, driving, shopping, follow-up outside of the program) • Activity is located off site • No other volunteers/staff are present • No ongoing on-site volunteer/staff supervision
Degree of physical contact during assigned activity	<ul style="list-style-type: none"> • Has personal contact with participant (i.e., washroom assistance, changing clothes)
Degree of influence	<ul style="list-style-type: none"> • Is influencing decisions which affect the participant
Working with participants who are vulnerable	<ul style="list-style-type: none"> • Works with a person with a cognitive disability • Works with a child (aged 12 and under) • Works with a person who is emotionally vulnerable
Nature of relationship	<ul style="list-style-type: none"> • Works directly with one or more participants • Works regularly with the same participant(s)
Length of relationship	<ul style="list-style-type: none"> • The length of the activity with the participant is over 20 hours
Access to property and finances	<ul style="list-style-type: none"> • Has direct access to a participant's money and/or property

Appendix D

REFERENCE & POLICE CHECKS: MINIMUM STANDARDS

It is the responsibility of the Executive Director or designates to ensure that the criminal, professional and personal reference checks are conducted. It is the responsibility of the President of the Board of Directors or designate to ensure that the criminal, professional and personal reference checks are conducted for all Board members.

It is up to the discretion of the agency as to who bears the cost of the criminal reference check.

Employment/volunteer contracts should state that all conditions must be met satisfactorily prior to the end of the 3 month probation period. This also applies to individuals who are moving from a volunteer role to paid employment with the organization.

The onus is on the agency to establish and implement standards in the best interest of the client. At all times, the agency is encouraged to use all reasonable measures and due diligence to ensure the safety of youth.

Reference Check	Staff	Volunteers	Peer-Volunteer
Professional/ Personal	3 references external to the employer with a minimum of 2 from former employers or placement supervisors.	3 references 2 being external to the employer	In accordance with established agency policies and procedures.
Police	<p><u>Police Records and Vulnerable Positions Screening check</u></p> <p>Individuals <u>will not be hired</u>, in a frontline capacity at an agency, if that person has a record in any of the following areas:</p> <ul style="list-style-type: none"> ▪ Assault or violent behaviour; ▪ Trafficking ▪ Sexual offences ▪ Serious offences against persons or property <p>If the individual has any pending criminal charges in the above areas, he/she will not be considered until official documentation of dismissal (for example: from police, lawyer, or court house) has been supplied to the agency.</p>	<p><u>Police Records and Vulnerable Positions Screening check</u></p> <p>Individuals <u>will not be eligible to volunteer</u>, in a frontline capacity at an agency, if that person has a record in any of the following areas:</p> <ul style="list-style-type: none"> ▪ Assault or violent behaviour ▪ Trafficking ▪ Sexual offences ▪ Serious offences against persons or property <p>If the individual has any pending criminal charges in the above areas, he/she will not be considered until official documentation of dismissal (for example: from police, lawyer, or court house) has been supplied to the agency.</p>	<p><u>Police Records and Vulnerable Positions Screening Check</u></p> <p>Assessment of suitability to role to be determined in accordance with established agency policies and procedures.</p>

Appendix E

CRIMINAL OFFENCE DISCRETION: MINIMUM STANDARDS

AREAS OF AGENCY DISCRETION

In situations when a staff, student or volunteer have a current criminal offence and/or charge the Executive Director or designate must decide if the candidate is appropriate for a position with the agency.

In making this decision, the Executive Director or designate will consider the information obtained through a local Criminal Reference Check, the context of the nature of the offence(s), including the circumstances surrounding the charges and convictions, and the specific duties of the potential staff, student or volunteer.

If a staff is charged with a criminal offence while in the employ of a youth service providing agency, the Executive Director or designate has 3 options:

1. suspension with/without pay
2. reassignment of duties (not in a frontline capacity)
3. termination

This process must be documented in the staff's file.

If a student or volunteer, is charged while in a position at a youth service providing agency, the Executive Director or designate **will** has 3 options:

1. suspension or
2. reassignment of duties (not in a frontline capacity)
3. termination

This process must be documented in the student or volunteer file.

When the situation involves a student, the educational institution liaison/supervisor will be notified of the situation.

When the situation involves a C.S.O. (Community Service Order) participant, the agency liaison/supervisor will be notified of the situation.

The onus is on the agency to establish and implement standards in the best interest of the client. At all times, the agency is encouraged to use all reasonable measures and due diligence to ensure the safety of youth.

Appendix F

CONFIDENTIALITY: MINIMUM STANDARDS

Agency Name **Statement of Confidentiality**

I, _____, hereby undertake as a part of the conditions of my work to keep in strictest confidence any information regarding any client of _____ that I may come to have knowledge of.

Insert agency name

I will not engage in discussion of cases within or outside of the agency except as required for the appropriate conduct of the agency's business.

I also undertake that I will never remove any confidential material in any format (i.e.: written, electronic, digital etc.) from the premises of the agency unless under express orders to do so.

Dated at London this ____ day of _____ 20____

Signature _____

Witness _____

Appendix G

HARASSMENT / DISCRIMINATION: MINIMUM STANDARDS

HARASSMENT: MINIMUM STANDARDS

Harassment is any unwanted physical or verbal conduct that offends or humiliates a person. Such conduct can interfere with an ability to do a job or obtain a service. The harasser, who could be of the same or opposite sex as the person harassed, may be a supervisor, a co-worker or someone providing a service.

The [Ontario Human Rights Code](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm) definition of harassment can be found at:
www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

[Bill 168, Occupational Health and Safety Amendment Act](http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=2181) (Violence and Harassment in the Workplace) 2009 definition of workplace harassment can be found at: www.ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=2181

Harassment can take many forms, such as:

- Threats, intimidation or verbal abuse;
- Unwelcome remarks or jokes about subjects such as race, religion, disability, sexual orientation or age;
- Displaying sexist, racist or other offensive materials;
- Sexually suggestive remarks or gestures;
- Unnecessary physical contact, such as touch, patting, pinching or punching and
- Physical assault, including sexual assault.

As a minimum standard, staff, students and volunteers will be advised of the following:

- Harassment will not be tolerated;
- The expectation to provide a harassment free work environment and
- Reported harassment will be investigated and corrected as soon as possible.

Appendix G continued

Process

A person who believes he/she is being harassed by another person is advised to take the following measures:

1. Make the objection, disapproval and/or unease known to the offending person in a clear manner and politely but firmly request that it stop. Keep a personal record of the details of this confrontation and the reactions of the offending person;
2. If the harassment continues, keep a record of the incidents, times and names of any witnesses and seek assistance of a supervisor who is obliged to take all reasonable steps to investigate and resolve the situation, if possible, or refer it to a superior. If the offending person is the supervisor, go to the next higher level and
3. If the situation is not resolved to the satisfaction of all parties, a complaint should be initiated through the Superintendent of Human Resources or Designate at the Human Rights Commission and can be found at ONTARIO HUMAN RIGHTS COMMISSION (<http://www.ohrc.on.ca/>)

Appropriate disciplinary action will be taken with the staff, student or volunteer found to have harassed someone. If none of the above measures are effective, the staff person, student or volunteer may be suspended or terminated.

Appendix G continued

DISCRIMINATION: MINIMUM STANDARDS

The [Ontario Human Rights Code](http://www.ohrc.on.ca/en/issues/employment) definition of discrimination can be found at: www.ohrc.on.ca/en/issues/employment

Every person has a right to equal treatment with respect to employment without discrimination because of:

- Race
- Ancestry
- Place of origin
- Colour
- Ethnic origin
- Citizenship
- Creed
- Sex
- Sexual orientation
- Age
- Record of offenses
- Marital status
- Same-sex partnership status
- Family status
- Disability

DISCRIMINATION: MINIMUM STANDARDS

As a minimum standard, staff, students and volunteers will be advised of the following:

- That discrimination will not be tolerated;
- The expectation to provide a discrimination-free work environment and
- That discrimination concerns will be investigated and corrected as soon as possible.

Process

A person who believes he/she is being discriminated against by another person is advised to take the following measures:

1. Make the objection, disapproval and/or unease known to the offending person in a clear manner and politely but firmly request that it stop. Keep a personal record of the details of this confrontation and the reactions of the offending person.
2. If the discrimination continues, keep a record of the incidents, times and names of any witnesses and seek assistance of a supervisor who is obliged to take all reasonable steps to investigate and resolve the situation, if possible, or refer it to a superior. If the offending person is the supervisor, go to the next higher level.
3. If the situation is not resolved to the satisfaction of all parties, a complaint should be initiated through the Superintendent of Human Resources or Designate at the Human Rights Commission and can be found at [ONTARIO HUMAN RIGHTS COMMISSION](http://www.ohrc.on.ca/) (<http://www.ohrc.on.ca/>).

Appropriate disciplinary action will be taken with the staff, student or volunteer found to have discriminated against someone. If none of the above measures are effective, the staff person, student or volunteer may be suspended or terminated.

Appendix H

AWOL and WARRANTS: MINIMUM STANDARDS

- Youth are not permitted to remain at the agency, unless they agree to turn themselves in. Youth must be given the option to turn themselves in or leave the agency;
- Youth must be informed (by staff) that the police and any other relevant agency/person will be notified that the youth was at the agency and
- Identifying information (i.e.: when the youth was at the agency and a clothing description) must be provided to those contacted. The agency must assist in whatever way possible to help return the youth to his/her required place of residence.

The agency will not hide and protect youth from the police or other involved agencies under any circumstances.

Appendix I

PROTOCOL REGARDING HOMELESS YOUTH: MINIMUM STANDARDS

When supports to reconcile with the family or staying with a relative/friend are not successful for **youth over the age of 16** community resources and referrals can provide shelter and/or further support services:

- Rotholme Women and Family Shelter 519-673-4114
- Salvation Army Centre of Hope Hostel 519-661-0343
- Unity Project for the Relief of Homelessness in London 519-433-8700
- Men's Mission 519-672-8500
- Women's Community House 519-642-3000
- Youth Opportunities Unlimited / Youth Action Centre 519-434-6500
- Street Connection 519-438-7300

Appendix J

WEAPONS: MINIMUM STANDARDS

In order to foster an environment that is safe and mutually respectful to everyone, no weapons will be allowed in the agency. Weapons are defined in the following way:

A weapon is any instrument used in fighting, either for attack or defense. Further, a weapon is any object deemed by the agency staff, student or volunteer to be a threat to personal safety, whether explicit or implied.

Weapons must be dealt with by staff in the following manner:

- No one in the agency will be searched. Each person is on his/her honour.
- Anyone suspected of having a weapon must be spoken to by a **staff member** (*not student or volunteer*) and must be asked to leave or turn in the weapon.
- Prohibited weapons that are turned in to **agency staff** are not to be returned to the youth. Any student or volunteer receiving a weapon from a youth must promptly hand over the weapon to agency staff.
- The London Police must be called immediately when a prohibited weapon is turned in.
- It is every agency's responsibility to be aware of what qualifies as a prohibited weapon according to the [Criminal Code of Canada](#).
- Weapons must be stored in a locked, secure place in a staff office and must be turned over to the Police before the next working day begins.
- Agency staff will complete an incident report whenever weapons are involved.

Appendix K

DRUGS and ALCOHOL: MINIMUM STANDARDS

Drugs and alcohol must be dealt with by staff in the following manner:

- No drugs or alcohol on the premises;
- No one in the agency will be searched. Each person is on his/her honour;
- If found, confiscated illegal drugs/alcohol must be stored in a safe, locked area. Illegal drugs must be turned over to London Police Service immediately (the police must be notified as soon as the illegal drugs are confiscated). Alcohol must be disposed of according to agency policy and procedures;
- Youth suspected of trafficking or conspiring to purchase drugs or alcohol must be asked to leave and are not allowed to return to the agency until the Executive Director or designate has resolved the issue with the youth involved;
- If suspected of being under the influence of drugs/alcohol, agency staff must carry out one of the following options;
 1. Privately, address the situation with the youth determining a current course of action:
 - Progressive process of consequences including being asked to leave
 - Contacting parent/guardian and,
 2. Arrange for the youth to go to a place of safety (i.e.; Safe Haven, hospital, etc.)

Appendix L

MEDICATIONS: MINIMUM STANDARDS

Staff, students or volunteers, must not administer oral, intravenous or intramuscular medication of any kind to clients, including over the counter medication.

This minimum standard does not apply to individuals who:

- administer first aid;
- are medically authorized to administer medications (for example: doctors and nurses);
- have parental/guardian permission to administer medications.

Staff authorized to administer medication must have the following process in place:

- Written parental/guardian permission, including dosage, time and procedure;
- Medication is to be in its original container, with client's name on the container;
- Documentation of staff administration of medication and,
- Medications to be kept in a locked box at all times (including on off-site visits i.e.: out trips, excursions, overnights etc.)

Appendix M

SAFE SHARPS AND WASTE HANDLING: MINIMUM STANDARDS

The [Occupational Health and Safety Act](#) sets out the responsibilities of employers, supervisors and workers for workplace safety. Among other obligations the Act requires employers to “take every precaution reasonable in the circumstances for the protection of a worker” and to “acquaint a worker or a person in authority over a worker with any hazard in the workplace and in the handling, storage, use, disposal and transport” of biological agents.

Definition of Sharps:

Any item potentially contaminated with blood or body fluids that is capable of causing a cut or puncture in the skin.

Sharps include:

- needles
- syringes with needles attached
- lancets
- razor blades
- other items that could cause a puncture, cut or abrasion ie: broken glass

Handling Sharps:

Most injuries related to Sharps occur when replacing the cap on a used needle. For this reason, used needles should not be recapped; instead, they should be discarded immediately into an appropriate Sharps disposal container. It is not safe to carry an uncapped, used needle. Used needles should also be left attached to syringes to avoid injury. Other used Sharps must also be handled with a great deal of care to prevent cuts.

Disposal of Sharps:

- Use caution at all times
- Wear thick gloves or use a thick cloth or tongs
- Always hold sharp or cutting edge away from you
- Dispose in a Sharps disposal container
- Teach children to never touch Sharps but to tell an adult about what they have found

Appendix M continued

Features of a Sharps Disposal Container:

A Sharps disposal container must be:

- Made of puncture resistant material, not glass nor thin plastic
- Leak-proof
- Designed to easily allow Sharps to be placed in the container, but difficult to remove the contents, or have a lid that will seal the container when it is full
- Clearly labeled “biohazardous materials”
- Large enough to hold the amount of Sharps used
- Disposed of in a suitable manner

Daily Sharps Safety Check:

On a daily basis, ensure that the Sharps disposal container is not be:

- Punctured
- Filled above the “full” line
- Leaking
- Stored near food supplies
- Not stored where children can reach it

Used Needle Injury:

An accidental puncture or cut with a used sharp, should be treated using first aid measures, followed by seeking medical attention. All injuries must be reported immediately to Executive Director or designate. Incident Report must be completed.

Definition of Wastes:

Soiled dressings and supplies include:

- Gauze and wipes used to cleanse wounds
- Used sanitary napkins
- Used bandages and tapes
- Used diapers
- Disposable sheets and drapes
- Used incontinence pads
- Other similar items

Soiled dressings and supplies may contain infectious waste. Handle items carefully, using vinyl or latex gloves.

Disposal of Soiled Items

- Place used disposable materials in plastic bags
- Make sure the bags are securely closed (e.g., with a hard twist tie)
- Put the garbage bag out for regular garbage pickup

Needle Disposal/Exchange:

Needle disposal and exchange is available at:

Aids Committee of London (ACOL) Counterpoint Need Exchange program at 30 – 186 King St. London, 519-434-1601

London-Middlesex Health Unit, 50 King St. London, 519-663-5446

Universal Precautions:

Universal precautions are infection control guidelines designed to protect people from diseases spread by blood and certain body fluids. Always assume that all "blood and body fluids" are infectious for blood-borne diseases such as HBV (Hepatitis B Virus), HCV (Hepatitis C Virus) and HIV (Human Immune-deficiency Virus).

Control measures include:

- **Wash hands** before and after every incident of personal contact with an individual and immediately if in direct contact with blood or body fluids. Avoid hand to mouth/eye contact.
- **Wear gloves** when in contact with blood or body fluids, mucous membranes or non-intact skin is anticipated. Wash hands after glove removal.
- **Discard blood-stained material in a sealed plastic bag** and place in a lined, covered garbage container.
- **Prevent puncture wounds, cuts and abrasions** in the presence of blood and body fluids.
- **Protect skin lesions and existing wounds** by means of waterproof dressings and/or gloves.
- **Avoid use of, or exposure to, Sharps and sharp objects** when possible but, where unavoidable, take particular care in their handling and disposal (see above).
- **Protect the eyes and mouth** by means of a visor, goggles or safety spectacles and a mask whenever splashing of body fluids is a possibility.
- **Control surface contamination** from blood and body fluids through containment and appropriate decontamination procedures. Immediately clean up blood-soiled surfaces and disinfect with a fresh solution of one part bleach and nine parts water.