



OPERATIONAL POLICIES HANDBOOK

MARCH 2020

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POLICY AREA: Administration

SUBJECT: Membership

POLICY NUMBER: 1.1

DATE UPDATED: July 2011

DATE REVISED: October 2019

Pillar Nonprofit Network members are nonprofit organizations, businesses and individuals from across London and the surrounding area, all invested in creating positive community impact.

Memberships expire when the member resigns in writing, dies, or at the end of the membership year as set by the Board in policy. The current membership period is one full year from the date payment is received. Membership fees are non-refundable and non-transferable.

MEMBERSHIP TYPES

1. Individual Members

The Individual Membership fee is \$75.00 annually. The benefits of individual membership include receiving the e-newsletter and member discounts. Individual Members support Pillar's work and vision and are interested in professional development, networking and consulting opportunities.

2. Business Members

Business Members are businesses and for-profit social enterprises that are invested in positive community impact. This includes businesses that pay an annual membership fee, as well as co-tenants of Innovation Works.

Membership fees for businesses are on a sliding scale, based on operating budget (annual revenue).

OPERATING BUDGET	ANNUAL FEE
Less than \$100,000	\$100
\$100,000–\$1,000,000	\$300
\$1,000,000 or More	\$600

3. Nonprofit Organization Members

Nonprofit Organization Members are registered charities and nonprofit organizations with a genuine interest in furthering Pillar's objectives, that want to increase their visibility and credibility. In addition to regular membership benefits, Nonprofit Organization Members are eligible to post to Pillar's [volunteer](#), [job](#), and [event](#) boards online and to cast one (1) vote at general member meetings.

Nonprofit organizations include any nonprofit corporation, association or network (incorporated or unincorporated) with the following characteristics:

1. They have their own decision-making process
2. They exist to serve a public benefit

3. Profit is not distributed to members
4. They depend on volunteers in some way, even if only on a Board of Directors
5. They are independent from public and private sectors, although some may be dependent upon those sectors for funding and service partnerships.

Nonprofit organization members pay a fee on a sliding scale, based on their operating budget, as follows:

OPERATING BUDGET	ANNUAL FEE
Less than \$100,000	\$75
\$100,000–\$1,000,000	\$200
\$1,000,000 or More	\$400

4. Sustaining Members

Sustaining members are nonprofits, charities, businesses, or individuals who, in addition to continuing as or becoming members, make a donation that will total \$1000 (including the cost of their annual membership) in order to support the daily operations of Pillar and help sustain the valuable role Pillar plays in the community.

In addition to the regular benefits of membership, Sustaining Members receive the following key benefits:

- Recognition on our website with a URL link
- Announcement of commitment in our e-newsletter
- Recognition in our Annual Report
- Signage recognition at key events, such as our Annual General Meeting and Pillar Community Innovation Awards
- “Proud sustainer” web badge for their website

MEMBER BENEFITS

When an organization or company is a member, the whole team can access the membership benefits below:

Save on Programs and Services

- Save 25% on Pillar workshops, webinars and events designed for London's nonprofit sector
- Bring meetings and events to Innovation Works with discounted rates on space rentals
- Benefit from consulting services and social enterprise coaching

Heighten Visibility and Credibility

- Receive a personalized organization profile in Pillar's online member directory
- Be recognized as part of a well-respected network of individuals, associations, nonprofits and charities, demonstrating their commitment to strengthening the impact of the nonprofit sector

Acquire the Necessary Tools

- Access exclusive resources, including Pillar's media list, governance and operational policy handbooks, volunteer management handbook, and more
 - Pillar maintains a list of print, radio, and television contacts. The list includes ethno-cultural print, broadcasting media, and free websites for event postings.

- Receive discounts & special offers from community partners including Western Continuing Studies, VIA Rail, HRdownloads, Keela, Clausehound, and the Ontario Nonprofit Network
- Receive member-only emails and be kept up-to-date on funding opportunities and critical developments in local, provincial, and federal policy affecting the nonprofit sector
- Benefit from Pillar's knowledgeable staff who can assist with nonprofit-related questions

Connect with the Nonprofit Community

- Access the [Pillar Online Community](#) – a digital extension of the network where members can ask questions, share knowledge, and connect with the whole network
- Connect with local nonprofit organizations through Pillar Member events
- Benefit from Pillar's association with nonprofits across Canada including the Canadian Federation of Voluntary Sector Networks, Imagine Canada, and the Ontario Nonprofit Network
- Participate in focus groups, committees, and surveys that address issues affecting the nonprofit sector
- Receive special pricing to attend the Pillar Community Innovation Awards

Pillar will reimburse Pillar representatives on authorized official business provided.

AUTHORITY FOR TRAVEL

1. All travel outside the city limits of London, Ontario must be authorized or approved by the Executive Director.
2. Travel expense reports will be approved for official Pillar business only.

EXPENSES

1. Travel

The method of transportation that will cause the least cost to Pillar must be used.

Airfare

Reimbursements are for lowest possible fare only. Unless notified otherwise, individuals are responsible for making their own travel plans.

Ground Transport

Only travel pertaining to Pillar business is eligible. Reimbursement of one's personal auto shall not exceed expenses that would have been incurred through the rental of a vehicle. An employee may be reimbursed up to the maximum rate of 61¢ per km for the first 5,000 km driven, then 55¢ for each additional km, for the use of privately-owned/leased automobiles.

2. Accommodation

Accommodation costs are eligible if booking is at a hotel/motel approved by the Executive Director.

3. Meals

Reimbursement for meals not provided during the course of meetings shall align with per diem rates established by the federal government:

Meal reimbursement is authorized for meals (excluding alcoholic beverages) including tips not exceeding 15% of food costs provided while the employee is on authorized travel status and conforms to the conditions, times and amounts listed below. Receipts are required.

Breakfast	Lunch	Dinner
\$20.50	\$20.10	\$50.65

The employee must be beyond a 100-km radius of his/her residence or headquarters for meal reimbursement. When the employee is in travel status for two or more consecutive days, the distance is reduced to a 50-kilometre radius.

4. Functions

Official representatives of Pillar attending functions that have been approved by the Executive Director and have an associated admission/registration fee for the event will be reimbursed by Pillar when appropriate

5. Miscellaneous Expenses

Expenses incurred for entertainment and alcoholic beverages are not reimbursable from operating budgets while on travel status.

6. Conference Fees and Conference Meals

Expenses incurred for registration fees for conferences may be reimbursed with approval from the Executive Director.

7. Travel Expenses of Employee's Family

Cost of travel for members of the employee's family is not reimbursable. In the event a member of an employee's family accompanies him/her and no evidence is furnished indicating the room rate for single occupancy, the employee will be reimbursed at no more than 2/3 of the lodging charges for double occupancy.

DOCUMENTATION

Receipts are required for reimbursement of all expenses with the exception of personal automobile use. Personal automobile use requires a signed and dated summary of distances travelled. Airfare reimbursement requires submission of the original airline ticket or e-ticket, and boarding passes.

Expenses must be submitted monthly on a signed and dated Expense Report (found in *Pillar Shared Drives > Pillar Team Drive > Office_Admin > Forms > Expense Report*).

While receipts provided for parking expenses are preferred, a signed and dated summary of metered parking expenses is acceptable when necessary.

POLICY AREA:	Administration	
SUBJECT:	Privacy	
POLICY NUMBER:	1.3	
DATE UPDATED:	July 2011	DATE REVISED:

Pillar Nonprofit Network is committed to protecting the privacy of its clients, employees, volunteers, donors, and other individuals about or from whom we collect personal information. We value the trust of those we deal with as well as the public in general and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that they share with us.

Pillar embraces the principles of the Canadian Standards Association *Model Code for the Protection of Personal Information* and Personal Information Protection and Electronic Documents Act (PIPEDA) to ensure that all personal information (client and employee) is properly collected, used only for the purposes for which it is collected and is disposed of in a safe and timely manner when no longer required.

Employees who disclose personal information, contrary to this policy will be subject to disciplinary measures, up to and including termination of employment for cause.

The Executive Director is appointed as the privacy officer and is responsible for the implementation of this policy. Any issues or questions regarding this policy should be directed to the Executive Director.

During the course of our various programs and initiatives, we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent.

DEFINING PERSONAL INFORMATION

Personal information is any information that can be used to distinguish, identify, or contact a specific individual. This information can include any individual's opinions, beliefs, as well as facts about or related to the individual.

Exceptions: Business contact information and certain publicly available information, such as names, addresses, telephone numbers and email addresses as published in telephone directories or on websites are not considered personal information. If an individual uses his or her home contact information as business contact information, the information is not subject to protection as personal information.

PRIVACY PRACTICES

Personal information as defined and gathered by Pillar is kept in confidence. Pillar's employees are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained and are required to protect the confidentiality of the information. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. Pillar also takes measures to ensure the integrity of this information is maintained and

to prevent it from being lost or destroyed.

OPT OUT CLAUSE

Pillar will offer individuals we deal with the opportunity to opt out and not have their information shared for purposes beyond those for which it was explicitly collected.

WEBSITE AND ELECTRONIC CORRESPONDENCE

Any information collected or used through Pillar's website or via electronic correspondence requires a user to provide such information voluntarily. Upon receiving such information, this information is then treated the same as other personal information collected through other activities or methods and treated as if the individual consented to its use and collection.

We use password protocols and encryption software to protect personal and other information we receive when a service, product or donation is made or requested for online. Measures are taken to routinely update our software to maximize protection of such information.

Pillar's website may contain links to other websites, where the policies outlined here may not be consistent with the policies of that website. Please be wary of any personal information you may disclose to the websites.

RETENTION AND STORAGE OF PERSONAL CLIENT INFORMATION

We retain personal information only for so long as is necessary to fulfil the purpose for which it was collected and to meet our legal and contractual obligations. If personal information is no longer required, it will be destroyed or rendered anonymous. Given the nature of our work, some information is kept for a significant period as defined by best practice and legal requirements.

When information is retained, it is stored safely and securely to protect personal information against loss, theft, unauthorized access, disclosure, copying, use or modification. We maintain appropriate technical and organizational safeguards. Reasonable security measures are taken including password protection, secured filing cabinets, oath of confidentiality, limited access, and security systems for office and locations where information is stored.

ACCURACY OF PERSONAL INFORMATION

Pillar maintains procedures to ensure that the information we collect and use is accurate, up-to-date and as complete as possible. However, we rely on individuals to disclose all relevant information at the time of collection and subsequently when we request updates or changes. Individuals may, with proof of entitlement, request to access and, if applicable, request that we correct information in our possession. Any updates, changes, or deletion requests will be processed as soon as possible.

DISCLOSURE OF PERSONAL INFORMATION

We may be required to disclose information where required by statute. Wherever possible, personal information shared is rendered anonymous and will not include personal identifiers. Prior to the disclosure outside of the original purpose of the collection, Pillar will obtain consent from the individual. We do not sell, rent, or distribute our mailing lists.

SHARING POLICY INFORMATION

Pillar will make available specific information about our policies and practices relating to the management of personal information.

UPDATING OF PRIVACY POLICY

Pillar will regularly review our privacy practices for our various programs and initiatives and update our policy.

ACCESS TO PERSONAL INFORMATION

Individuals may ask whether we hold any personal information about them, ensure that it is accurate, and see that information, as stipulated by law.

Individuals have the right to know:

- How we collected their personal information.
- How we are using their personal information.

Employees may request to review their own file by making arrangements with the Executive Director. Employees shall provide at least 24-hours' notice to the Executive Director. Employees may obtain a copy of any document in their file which they have signed previously. No material contained in an employee file may be removed from the file. The Executive Director will be present during viewing of the file.

REGISTERING A COMPLAINT

Individuals may register a privacy-related complaint by contacting Pillar's Executive Director. The Executive Director will explain our procedure and provide information on our complaint procedure. Pillar will investigate all complaints. If an objection is justified, the Executive Director will take all appropriate steps to repair the situation, including changing our policies and practices if necessary. Personal information related to volunteers, job applicants, and employees are subject to similar protocols.

For further information on privacy in regards to personal information, check the website of the Privacy Commissioner of Canada at <https://www.priv.gc.ca/en/>.

POLICY AREA:	Administration		
SUBJECT:	Operational Committee Structure		
POLICY NUMBER:	1.4		
DATE UPDATED:	July 2011	DATE REVISED:	October 2019

The function of operational committees is to bring the experience, relevant expertise, and judgement of a group of interested and informed persons to bear on a specific area of Pillar's program and services. Committees are to reflect the diversity of our membership and community.

PROJECT COMMITTEES

Various projects that Pillar engages in require an Advisory Committee to provide guidance and support. Therefore, project committees can be initiated on an as-needed basis. Each committee will develop Terms of Reference.

POLICY & GOVERNMENT RELATIONS COMMITTEE

Members:

The Committee consists of Pillar Board members as well as members from Pillar's network who were identified and invited for their ability to contribute Government Policy expertise.

Mandate:

Expands the mandate of the Board of Directors Governance Policy Committee to include government relations.

Objectives

1. Develop the public policy goals for Pillar Nonprofit Network in partnership with Pillar members, staff and board.
2. Develop a strategy to engage, communicate and move forward policy issues and initiatives relevant to nonprofits and social enterprise with all three levels of governments.
3. Develop a strategy to engage, communicate, and build the capacity of Pillar members on how to engage in public policy and government relations.
4. Update and review Board policies on a biennial basis at minimum and provide recommendations for consideration by the Board and create new policy in response to changes in strategic direction, legal requirements or at the direction of the board.

LOCAL INDIGENOUS LEARNING SERIES ADVISORY PANEL

Members:

Pillar Learning & Development staff working alongside local Indigenous leaders and knowledge keepers.

Mandate:

Develop curriculum to be delivered by Indigenous storytellers in First Nations communities, to further Truth and Reconciliation aims and inform leaders about actions they can take within their organizations.

PILLAR COMMUNITY INNOVATION AWARDS

Selections Committee

1. Committee Chairperson

- 1.1** A Chairperson shall be appointed to provide leadership to the committee and to be responsible for reporting to the Innovation Awards chairperson and liaising with the Pillar Nonprofit Network staff.
- 1.2** The incoming Chairperson shall be appointed by the outgoing chair who can then exercise the option of remain as an ex-officio member for one year. This role will support the committee and the incoming chair; however, they will refrain from having a voice during the selection process other than to offer facilitation should there be a conflict.
- 1.3** The Chairperson will have served on the committee for a minimum of one year before assuming the role of Chair.
- 1.4** The term for the Chairperson shall be a maximum of two consecutive years in the role of Chair (the maximum length a person may remain on the committee is four (4) years – two (2) in the role of committee member and two as Chairperson.)
- 1.5** The Chairperson will respect and sign the Pillar Oath of Confidentiality regarding the selection process, finalist and award recipient information and communicate the importance of confidentiality to the committee.
- 1.6** The Chairperson will set a meeting with the committee to review the selection process and to set the date for the final selection meeting.
- 1.7** The Chairperson will ensure a fair and just process is followed and that all members of the committee have a voice when making decisions on the finalists and award recipients.
- 1.8** The Chairperson will make all calls to congratulate the twelve (12) finalists for each of the four (4) Innovation Award categories within 48 hours after the selections have been made and will speak to the media as required.
- 1.9** The Chairperson will work with the Selection Committee to formulate a quote for the media about the overall process and the selection of finalists along with four (4) written paragraphs for each category that will be printed in the evening program and used for any media. A final draft will need to be completed prior to leaving the final selection meeting.
- 1.10** The Chairperson will be responsible for a report on the committee and the process to include with the final report to the full committee and to the Pillar Nonprofit Network Board.

2. Committee Members

- 2.1** The term of committee members shall be no more than two (2) consecutive years with the potential of an additional two (2) years if assuming the chair position.
- 2.2** The Selections Committee should be comprised of odd number individuals (suggested five (5) including the Chairperson) with consideration from the business, nonprofit and government sectors.

- 2.3 The award recipients from the previous years will have an opportunity to put forth an expression of interest to join the selections committee for the following year. A candidate will be chosen by the existing selection committee and the staff of Pillar Nonprofit Network. The term for this committee member will be no more than two (2) consecutive years unless the option of being elected Chairperson is available and mutually agreeable between the committee and staff of Pillar Nonprofit Network.
- 2.4 Committee members will respect and sign the Pillar Oath of Confidentiality regarding the selection process, finalist and award recipient information.
- 2.5 Committee members will attend an initial information session to learn the details of the selection process and agree to a date and time for making the finalist and award recipient selection.
- 2.6 Committee members will assist the Chairperson to formulate a quote for the media about the overall process and the selection of finalists along with four (4) written paragraphs for each category to be completed prior to leaving the final selection meeting.
- 2.7 Members found to be in a conflict of interest (e.g., being nominated for the Award, or nominating a candidate for the Award) will refrain from participating with the selection process for that nomination.

Other committees that support Pillar Community Innovation Awards include Sponsorship and Logistics.

POLICY AREA:	Administration		
SUBJECT:	Records Management and Retention		
POLICY NUMBER:	1.5		
DATE UPDATED:	July 2011	DATE REVISED:	October 2019

This policy exists to:

1. Ensure protection of critical agency records
2. Facilitate accountability for managing records
3. Facilitate easier filing and retrieval of information
4. Eliminate duplication of information

It is the responsibility of the Board to ensure that official organization records are stored and safeguarded.

DEFINITIONS

Pillar, Innovation Works, and VERGE Capital records are either “official” or “transitory.”

Official agency records can either be electronic or hard copy.

OFFICIAL RECORD

A record is considered “official” if it provides important evidence of key consultations, decisions, actions or policies or practices. These records are usually required for ongoing operational, legal or audit reasons. Examples of these records are board meeting minutes, policies & procedures, budget submissions, contracts/legal agreements, financial reports and reports to any funder.

Official records must be preserved.

a. VITAL

Some official agency records are further considered “vital” to operations. These records are documents relating to our legal obligations, to preserve our registered charitable status or because they are required under the *Business Corporations Act*.

b. CONFIDENTIAL

Some agency records are also considered confidential. Examples of these are personnel files, payroll records and client records.

TRANSITORY RECORD

A record is considered “transitory” if it is a draft or a duplicate copy of an official record kept for convenience. Personal messages and/or committee working documents, etc. are considered unofficial records. These are also sometimes referred to as “working documents.”

Transitory or working records may be kept at your workstation or on your personal drive and deleted, shredded or discarded when you no longer need them.

POLICY & PROCEDURE

MASTER INVENTORY LIST

The Board has developed and maintained a master inventory list of Pillar records, which is attached as [Appendix A](#). This list captures the significant official records and details the board member responsible for ensuring the management of these records. It also outlines the minimum retention periods for these records.

The master inventory list should be reviewed annually and updated by the Executive Committee of the Board.

The Executive Director is responsible for ensuring that Pillar operational practices comply with this policy.

STORAGE AND BACKUP

It is a delegated responsibility to the Executive Director to ensure offsite backup of electronic files (official and working documents).

Official agency records will be stored in a fireproof, secure and locked cabinet or facility accessible by the Board.

DESTRUCTION OF OFFICIAL RECORDS

In accordance with the retention period on the Master Inventory List, official records may be destroyed. This destruction should be done under the supervision of the person identified as responsible for the type of record. The only acceptable method of destroying official hard copy documents is by shredding. Electronic records stored on soft media (CDs and DVDs) will also be shredded and hard drives will be re-formatted to erase the file.

The person who shreds official documents is required to complete an “Affidavit of Destruction” attached as [Appendix B](#). Completed “Affidavits of Destruction” should be forwarded to the Executive Director for storage in the fireproof filing cabinet where they are to be stored indefinitely.

2.12 APPENDIX A

Master Inventory List – Organization Records

MATERIAL (books, electronic, paper, CD/disk, magnetic)	VITAL/ CONFIDENTIAL	LOCATION	QUANTITY	FORMAT	RETENTION	RESPONSIBILITY	NOTES
A. ACCOUNTING +FISCAL							
Accounting Records including Official Tax Receipts	V	ED's office		hardcopy	6 years plus current fiscal	Executive Director	
Accounting Records	V	ED's office		hardcopy	6 years plus current fiscal	Executive Director	
Payroll Journals	V	ED's office		electronic	6 years +current fiscal	Executive Director	
Month-end Financial Reports	V	ED's office		electronic	6 years +current fiscal	Executive Director	
Funding Agreements	V	ED's office		hardcopy	6 years +current fiscal	Executive Director	
B. ADMINISTRATIVE							
C. ADVERTISING							
Ads for Annual General Meetings	V	with Finance records		paper	7 years	Executive Director	
D. CLIENT RELATIONS							
Client Files	C	shelter filing cabinet		paper		Residential Manager	
E. CORPORATE							
Membership Applications/List	C						
Committee Minutes		intranet or ED's office				ED	
Corporations Act Annual Return		ED's office		hardcopy	indefinitely	Executive Director	
Registered Charity Annual Return		ED's office		hardcopy	indefinitely	Executive Director	
F. EXECUTIVE							
Audited Financial Statements	V	ED's office	Fiscal 1994-95 to 2004-05	hardcopy	indefinitely	Finance	
Annual Reports	V	ED's office	1990-2005	paper	indefinitely	Board Secretary	
Corporate Seal	V	n/a		equipment	as long as org exists	Board Secretary	
Board Minutes (signed)	V	ED's office		paper	6 years +current	Board Secretary	
Funding Contracts	V	ED's office		paper	6 years +current	B	
Contracts with Auditor		ED's office		paper	6 years +current	Board Secretary	
Governance Policies	V	ED Assist drive & Boardroom filing		paper & electronic	indefinitely	Board Chair (electronic AA)	
Organization Review s/Consultants					indefinitely	Board	
G. INSURANCE							
Insurance Policy (full)	V	ED's office		hardcopy	2 years (current insurance/fiscal)	ED	
Closed insured sim files		Finance		hardcopy	6 years	ED	
H. LEGAL							
Lease Agreement	V	ED's office		hardcopy	indefinitely	Board	
Policy & Procedures	V	10 manuals: 8 on-site electronic copies		paper & electronic		AA	
Original P & P	V	1 copy		paper		ED	
I. PERSONNEL							
Board lists	C			electronic	indefinitely		
Former Employee Files (from beginning)	C	ED's office		paper	2 years	ED	
Current Employee Files	V/C	3 parts: ED/RM and Finance		paper	5 years	Board/ED	
Past Employee Files	C	ED's office		paper	5 years	ED	
Current Volunteer Files	C			paper	5 years		
Past Volunteer Files	C			paper	5 years	ED/Volunteer Coord	
J. PLANT +PROPERTY							
K. REFERENCE (Library)							

Affidavit of Destruction

I, _____ (name), do hereby
confirm that on _____ (date/month/year)

I did destroy official Pillar Nonprofit Network records.

I further confirm that I did so in accordance with authorization from Pillar.

RECORD	METHOD OF DESTRUCTION

Signature

Date

POLICY AREA:	Administration		
SUBJECT:	Media Relations & Crisis Communications		
POLICY NUMBER:	1.6		
DATE UPDATED:	July 2011	DATE REVISED:	October 2019

Pillar Nonprofit Network is committed to consistent messaging, conveying a positive image to the public, and being a role model to the nonprofit sector in all areas of communication. Pillar is committed to having a comprehensive plan for effective communication in the event of a crisis.

1. Only the Executive Director, or designate with Executive Director approval of messaging, and Board Chair are authorized to release information to the media and to the public. All other staff, board and committee members should be professional and helpful to the media by connecting them with the spokespeople, but will neither speak to the media, nor provide any information.
 - a) The Board Chair will be the media spokesperson on issues of policy and governance.
 - b) The Executive Director will be the media spokesperson for operational matters.
 - c) In the absence of the Board Chair and Executive Director, a designate will be assigned as the media spokesperson.
 - d) The Executive Director may designate a program coordinator/manager or other staff-person or volunteer as the media spokesperson when appropriate.
2. All crises should be reported to the Executive Director and Board Chair immediately.
3. It is the responsibility of the Executive Director to have a thorough and up-to-date Crisis Communications Plan available in the event of a crisis (found in *My Drive [shared folder] > Media Communications > Crisis Communication Plan*).

POLICY AREA: Administration
SUBJECT: Program Planning
POLICY NUMBER: 1.7
DATE UPDATED: July 2011

DATE REVISED:

All new Pillar programs, projects or services will be reviewed by the Executive Director and must support the mission, vision, values and objects of Pillar as well as the Strategic Plan of the organization.

Pillar will develop programs, projects and services that are complementary but not in competition with other organizations in the community.

Pillar will partner or collaborate with other organizations in the community where these relationships will further the objectives of Pillar.

Each program, project or service has an appropriate project description.

Approved programs, projects and services have operational guidelines where appropriate.

All approved programs, projects and services are part of the budget and must have dedicated funding.

All programs, projects and services are to be planned prior to implementation.

POLICY AREA:	Human Resources	
SUBJECT:	Customer Service Policy: Providing goods and services to people with disabilities	
POLICY NUMBER:	1.8	
DATE UPDATED:	July 2011	DATE REVISED:

This policy is in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

1. Our mission

The mission of Pillar Nonprofit Network is to strengthen the effectiveness of the nonprofit sector.

2. Our commitment

In fulfilling our mission, Pillar strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to people with disabilities

Pillar is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. We will provide training for staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

(Links to modules available on Basecamp > Pillar Nonprofit Network > Docs & Files > Onboarding > Accessible Customer Service Training)

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by e-mail, TTY, relay services if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. We will also ensure that staff know how to use the assistive devices as they become available on our premises.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail, etc. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to visit Pillar and attend Pillar's events with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

People with disabilities are welcome to bring a support person with them at no cost for the support person to attend the event. Advance notice should be given at the time of registration. If food and beverages are served at the event and included as part of the fee for attendees, a fee will be charged to cover the cost of the food and beverages for the support person. **Customers will be informed of this by a notice that will be posted on Pillar's website.**

5. Notice of temporary disruption

Pillar will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

6. Training for staff

Pillar will provide training to all employees, volunteers, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

This training will be provided at the orientation during the first week the individual commences duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing Pillar's goods and services
- Pillar's policies, practices, and procedures relating to the customer service standard
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures

7. Feedback process

The ultimate goal of Pillar is to meet and surpass customer expectations while serving customers with disabilities.

Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Pillar provides goods and services to people with disabilities can be made by e-mail, verbally, from website. All feedback will be directed to

Executive Assistant & Membership Coordinator. Customers can expect to hear back within five (5) working days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Pillar that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Michelle Baldwin, Executive Director of Pillar.

POLICY AREA: Human Resources
SUBJECT: Treatment of Members & Clients
POLICY NUMBER: 2.1
DATE UPDATED: July 2011 **DATE REVISED:**

Staff and volunteers will strive to maintain the safety, dignity, well-being and welfare of members or clients of Pillar Nonprofit Network.

Staff and volunteers will report any complaints from clients or members to the Executive Director.

Staff and volunteers will not elevate their needs above the reasonable needs of members and clients.

POLICY AREA: Human Resources
SUBJECT: Confidentiality
POLICY NUMBER: 2.2
DATE UPDATED: July 2011 **DATE REVISED:**

In the course of work, employees and volunteers may have access to confidential information. It is the employee's and volunteer's responsibility to ensure that this information is in no way revealed or divulged except to those within Pillar who require access to the information.

- No information regarding staff, members, volunteers, clients, or groups with whom Pillar is working is to be disclosed to anyone outside Pillar without prior written approval from the employee, the volunteer supervisor, or the individual or group member in question.

Any proven contravention of confidentiality will result in disciplinary action and/or immediate termination.

The Oath of Confidentiality is attached as [Appendix A](#).

**Pillar Nonprofit Network
OATH OF CONFIDENTIALITY**

As an employee or volunteer with Pillar Nonprofit Network (Pillar), I undertake to keep in strict confidence any information acquired by me in the course of my activities for and on behalf of Pillar and any affiliated organization or group.

Such information, including information concerning staff, members, volunteers, clients, and program participants shall be treated as confidential, unless such information has been expressly released for wider distribution by Pillar or the stakeholder. I will not engage in discussion of such information except on a need-to-know basis as required for the appropriate conduct of Pillar's business.

I also understand that Pillar maintains strict confidentiality relating to any information pertaining to its donors and I agree to hold any donor information in the strictest of confidence.

I acknowledge that I have an obligation to take all reasonable measures to ensure that such confidential information is not divulged to anyone not bound to respect this confidentiality and to ensure that such information is not used in any way, which might adversely affect the interests of Pillar, its donors, members, participants or affiliated organizations.

Name (Please print)

Date

Signature

Witness

POLICY AREA: Human Resources
SUBJECT: Conflict of Interest
POLICY NUMBER: 2.3
DATE UPDATED: July 2011

DATE REVISED:

It is the duty of any person taking part in Pillar operations to act at all times in the best interests of Pillar. In order to maintain the high level of public support and respect that it enjoys, it is essential that Pillar's affairs and business be conducted professionally, objectively, and without interference, or the perception of interference, arising from personal interests of the individuals involved in making decisions for Pillar. This requires that Board members, volunteers, and employees set aside personal self-interest and perform their duties in the transaction of Pillar affairs in a manner that promotes public confidence and trust in their integrity, objectivity, and impartiality.

DEFINITION OF CONFLICT OF INTEREST

1. Staff and volunteers are considered to be in conflict of interest whenever they themselves, or members of their family, business partners or close personal associates, may personally benefit, either directly or indirectly, from their position with Pillar.
2. A conflict of interest may be "real," "potential," or "perceived," the same duty to disclose applies to each.
3. Full disclosure in itself, does not remove a conflict of interest.

EXAMPLES OF CONFLICT OF INTEREST

- Any circumstance that may result in a personal or financial benefit to a director or his family, business associate or friend. This includes, but is not limited to, accepting any payment for services rendered to Pillar including contracted work or honoraria; accessing financial or other resources for personal use (transportation, training costs, supplies, equipment, etc); acceptance of personal gifts; purchasing decisions for personal gain.
- Personal interests which conflict with the interests of members or are otherwise adverse to the interests of Pillar.
- Seeking, accepting or receiving any personal benefit from a supplier, vendor or any individual or organization doing or seeking business with Pillar.

CONSULTING

- Staff shall not, either during his/her employment with Pillar or for a period of 18 months thereafter, directly or indirectly in any manner including, without limitation, either individually, or in a partnership or as an employee, principal, agent or director, engage in any undertaking that is the same or substantially similar to the nonprofit consulting practice carried out by Pillar with any of its members.
- Staff shall not use any Pillar created consulting content for consulting services within or outside of London.
- Staff shall not consult with any past consulting clients of Pillar within or outside of London.
- Staff shall not act in a paid or unpaid consulting role in London.

POLICY AREA:	Human Resources	
SUBJECT:	Volunteer Management	
POLICY NUMBER:	2.4	
DATE UPDATED:	July 2011	DATE REVISED:

Volunteers are integral to the work of Pillar Nonprofit Network and therefore:

1. MAINTENANCE OF RECORDS

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2. REPRESENTATION OF THE AGENCY

Prior to any action or statement which might significantly affect or obligate Pillar Nonprofit Network, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of Pillar Nonprofit Network as specifically indicated within their job descriptions and only to the extent of such written specifications.

3. CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organization or other corrective action.

4. TIMESHEETS

Individual volunteers are responsible for the accurate completion and timely submission of their volunteer hours.

5. POSITION DESCRIPTIONS

Volunteers will be provided with a position description outlining their duties and responsibilities of the position they are expected to fill.

6. INTERVIEWING

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for an interest in that position.

7. POLICE RECORDS CHECK

As appropriate, volunteers in certain assignments may be asked to submit to a background police check. Volunteers who do not agree to the background check may be refused assignment.

8. PLACEMENT

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position.

9. ORIENTATION

All volunteers will receive a general orientation on the nature and purpose of Pillar, an orientation on the nature and operation of the program or activity for which they are recruited,

and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

10. VOLUNTEER SUPERVISION

Each volunteer who is accepted to a position with Pillar must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

11. EVALUATIONS

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the agency, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

References will be considered by the Executive Director after three months of volunteering.

12. DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the rules and procedures of the agency, or who fail to satisfactorily perform their volunteer assignment, are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Manager.

13. VOLUNTEER SUPPORT AND RECOGNITION

Liability and accident insurance is not provided to volunteers engaged in agency business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance. Volunteers will be appropriately recognized for their contributions to Pillar.

POLICY AREA: Human Resources

SUBJECT: Harassment

POLICY NUMBER: 2.5

DATE UPDATED: July 2011

DATE REVISED: July 2012

It is Pillar's intent to provide a work environment free from all verbal, physical, mental, emotional and visual forms of harassment. All employees and volunteers are expected to be

sensitive to and respectful of their co-workers, peers and others with whom they come into contact while representing Pillar. Pillar prohibits all forms of harassment, whether due to race, colour, national origin, ancestry, gender, gender identity, gender expression, sexual orientation, religion, age, disability, political ideology, or any other reason (see: Ontario Human Rights Code).

DEFINITION

Harassment is defined as any unwanted or unwelcome acts or behaviour that makes the individual feel disrespected or undignified. It can be in many forms, not just verbal and physical, and it can be from any level, such as between colleagues, supervisor to subordinate, subordinate to supervisor and so forth. Harassment introduces a disruptive element to the workplace which endangers the well-being and job performance of all individuals.

EXAMPLES

Examples of the type of conduct Pillar prohibits include:

- Epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to race, colour, national origin, ancestry, sex, orientation, religion, age, disability, or political ideology.
- Verbal humour of a derogatory or offensive nature.
- Written or graphic material displayed or circulated in our workplace that denigrates or shows hostility or aversion toward an individual or group because of race, colour, national origin, ancestry, sex, orientation, religion, age, disability, or political ideology or any other reason.

With respect to sexual harassment, examples of the type of conduct Pillar prohibits include:

- Vulgar or sexual comments, jokes, stories, and innuendo.
- Graphic or suggestive comments about someone's body or manner of dress.
- Gossip or questions about someone's sexual conduct or orientation.
- Vulgarity, inappropriate touching, and obscene or suggestive gestures
- Display in the workplace of sexually suggestive photographs, cartoons, graffiti, and the like.
- Unwelcome and repeated flirtations, requests for dates and the like.
- Subtle pressure for sexual activity, including unwelcome but apparently sanction-free sexual advances by a supervisor to a subordinate.
- Solicitation or coercion of sexual activity, dates or the like by the implied or express promise of rewards or preferential treatment.
- Solicitation or coercion of sexual activity, dates or the like by the implied or express threat of punishment.
- Sexual assault.
- Intimidating, hostile, derogatory, contemptuous, or otherwise offensive remarks that are directed at a person because of that person's sex, whether or not the remarks themselves are sexual in nature, where the remarks cause discomfort or humiliation and interfere with the performance of the employee's duties.
- Retaliation against an employee for refusing sexual or social overtures, for complaining about sexual harassment, or for cooperating with the investigation of a complaint.

Harassment can be difficult to define. Misconceptions abound. For this reason, Pillar strongly urges employees to use this harassment reporting policy without worrying about whether the conduct involved would be considered harassment in a legal sense. If an employee considers the conduct to be harassment, they are urged to report it. This policy is intended to assist Pillar in addressing not only harassment, but also any conduct that is offensive and inappropriate in Pillar's work environment.

Note: This complaint must be brought to the attention of the Executive Director by the employee or volunteer. In the event that a complaint involves the Executive Director, the complainant should immediately bring the matter to the attention of the Chair of the Board of Directors.

POLICY AREA: Human Resources
SUBJECT: Inclusion & Diversity
POLICY NUMBER: 2.6
DATE UPDATED: July 2011

DATE REVISED: July 2012

Pillar Nonprofit Network is committed to the inclusion of all people. We celebrate the diversity of the world and are committed to including all manners of race, colour, national origin, ancestry, gender, gender identity, gender expression, sexual orientation, religion, age, or people of disability.

DEFINITIONS:

- **Inclusion:**

The extent to which all members of the organization and community are included in important decision-making processes and social interactions.¹

- **Diversity:**

The combination of characteristics within each of us including, but not limited to, ethnicity or national origin, gender, abilities, age, physical characteristics, values, culture, sexual orientation and socio-economic status.²

- **Racism:**

Those aspects of society (attitudes, social structures and actions) that overtly and covertly attribute value and normality to historically dominant groups and that devalue, stereotype, and label racialized communities as “other,” different, less than, or render them invisible.³

POLICY:

1. It is Pillar Nonprofit Network’s intent to provide a work environment free from all verbal, physical and visual forms of harassment.
2. All employees are expected to be sensitive to and respectful of their co-workers and others with whom they come into contact while representing Pillar Nonprofit Network.
3. Pillar Nonprofit Network prohibits all forms of harassment, whether due to race, colour, national origin, ancestry, gender, gender identity, gender expression, sexual orientation, religion, age, disability, political ideology, or any other reason.
4. Pillar Nonprofit Network values the diversity and uniqueness of its employees and is sensitive to individuals who practice other faiths or beliefs. An employee may request time off, with pay, where possible, to celebrate holidays associated with their personal faith and beliefs.
5. Reasonable exception to the dress code will be made as appropriate to accommodate medical conditions, disabilities, religious and cultural traditions.
6. Whenever possible Pillar Nonprofit Network shall endeavour to include all people with disability. Due to certain space constraints within the Pillar Nonprofit Network office we may need to make use of the London Public Library space for accommodation purposes.

7. We recognize institutional and systemic barriers, racism and interlocking systems of social oppression. Pillar Nonprofit Network will work to increase equity by addressing these issues.
8. Pillar Nonprofit Network will ensure its programs, policies and principles reflect and support the rich diversity of the community we serve.
9. Pillar Nonprofit Network is committed to being a leader in supporting and valuing the diversity of the people, organizations and communities we service.
10. Pillar Nonprofit Network is committed to employment diversity with respect to all aspects of employment. All decisions regarding recruitment, hiring, promotion, compensation, employee development decisions such as training, and all other terms and conditions of employment, will be made without regard to race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, developmental delay, age, ancestry, place of origin, sexual orientation, marital status, source of income or family status.
11. Everyone at Pillar Nonprofit Network has a role to play in supporting our commitment to diversity and an equitable workplace.

¹ Alison M. Konrad & Dharshi Lacey, 2007

²Canadian Council for International Co-operation, 1998

³Lopes & Thomas, *Dancing on Live Embers: Challenging Racism in Organizations*, 2006

POLICY AREA: Human Resources

SUBJECT: Hiring Practices

POLICY NUMBER: 2.7

DATE UPDATED: July 2011

DATE REVISED:

The hiring of staff at Pillar will comply with the Employment Standards Act, Pay Equity Act, Occupational Health and Safety Act, Ontario Human Rights Code, or any other governing legislation.

Letter of Offer to the prospective employee is to be signed by the Executive Director. In the case of the Executive Director, the Chair of the Board of Directors shall sign the letter of offer.

All staff will receive an orientation to the organization.

All staff will be subject to a probationary period of three months.

Pillar does not condone the hiring of relatives, whether they are relatives of Board members or employees. A relative is defined as spouse or common-law spouse, parent, grandparent, son, daughter, sister, brother, step-child, parent-in-law, son-in-law or daughter-in law.

Pillar shall provide equal opportunity for employment and promotion to the best-qualified individuals in all staff positions. Discrimination because of race, ancestry, place of origin, skin colour, ethnic background, citizenship, creed, gender, sexual orientation, age, marital and family status or disability is expressly prohibited.

POLICY AREA: Human Resources
SUBJECT: Performance Evaluation
POLICY NUMBER: 2.13
DATE UPDATED: July 2011

DATE REVISED: October 2019

A written assessment of an employee's performance shall be made by the Executive Director, or the employee's supervising Director and discussed with and signed by both the Executive Director and the employee at the end of the appropriate period.

Written evaluations will take place at the conclusion of the probation period and thereafter annually, at the time of the staff member's employee anniversary. The performance evaluation will include a discussion of the employee's annual goals, with the comments of both the Executive Director or supervising Director, and the employee recorded. Both parties shall sign the evaluation.

In the event of an unsatisfactory performance evaluation, a written re-assessment of the employee's performance shall be made within three months.

All performance evaluations shall be kept in a confidential personnel file by the Executive Director or designate. The employee may view his/her personnel file upon written request and in the presence of the supervisor.

In addition, exit interviews will be conducted between all departing employees and the Executive Director.

POLICY AREA: Human Resources
SUBJECT: Political Leave of Absence
POLICY NUMBER: 2.14
DATE UPDATED: February 2018 **DATE REVISED:**

Pillar Nonprofit Network (“Pillar”) is a nonpartisan organization with charitable status, which must be protected. Pillar also receives government funding at the municipal and provincial levels and in the past has received federal government funding so it is imperative to manage any perceived or real conflicts of interest and any reasonable or perceived apprehensions of bias.

If a Board member or employee (“member”) wishes to run for political office at any level of government (municipal, provincial or federal) adhering to the procedure that follows will ensure that Pillar’s charitable status is not jeopardized, any conflicts of interest and reasonable or perceived apprehensions of bias are identified and the best interests of Pillar are protected.

Notice of Declaration of Candidacy for Political Office

1. All employees who intend to declare their intention to be a candidate for a political election must advise the Executive Director in advance of making her/his declaration. The Executive Director will in turn, inform the Chair of the Board of Directors. If a Board member or the Executive Director is declaring a candidacy, she/he will advise the Chair of the Board of Directors.

Application for Leave

2. Members who have confirmed they will be declaring their intention to stand for election must apply for a leave of absence from Pillar, which application shall be made in writing to the Executive Director for employees and Board of Directors for board members. The application will set out the role they will be running for, the proposed length of the leave, the relevant dates involved with the election and the member’s assessment of the impact that their candidacy will have on Pillar.
3. In order to maintain employment or membership with the Board of Directors, a member must have an approved leave of absence from Pillar, prior to running for political office.
4. Applications for a leave of absence will be assessed based on the expected impact the member’s candidacy will have on the organization, including, but not limited to:
 - the member’s role in the organization;
 - the involvement the member’s role has had and will have with the level of government that the member is seeking office in;
 - whether the public would perceive a conflict of interest with the member seeking office and maintaining employment with the organization;
 - whether the public would perceive that the member would have a reasonable apprehension of bias or perceived apprehension of bias maintaining employment with the organization;
 - whether the leave would cause a significant detrimental impact on the functioning of the organization.

Leaves

If approved, member leaves of absence will be unpaid. The organization will cease any contribution towards the member’s group benefit plans, RRSP’s, or other benefits (if applicable),

however the member can make arrangements to pay the full costs of her/his premiums, as well as those of Pillar (if applicable). Vacation pay will cease accruing during a leave (if applicable).

5. The maximum length of the leave is from the date she/he declares her /his intention to run for office, will continue until the day after the election, and shall be no more than 16 weeks in total. During a leave, electronic and physical access to the building will be suspended, apart from limited access as a visitor to the office. During the leave, the member will not conduct, be involved in or discuss any Pillar business.

Pillar Resources

A member involved in a political campaign will not use any of Pillar's resources for political purposes, including its premises, electronic systems, computer and printers. A member shall only use her/his personal email address and social media accounts for political activities and there shall be no reference to the organization. The facilities at Pillar should not be used for any political meetings, rallies etc.

6. During the election campaign, the member shall speak and write as a private citizen and not as a representative of Pillar.

Successful Candidates

7. After an election, an unsuccessful member is expected to immediately return to employment with Pillar. Failure to do so, will be treated as a resignation of employment by the member.

8. The Chair of the Board of Directors (with respect to a Board Member or Executive Director) or the Executive Director (with respect to an employee) will discuss future volunteer or employment status with a member who is elected to political office. Factors to be considered for continued employment or volunteering include:

- the length of the political office;
- the time commitment required for the employee to fulfill their political obligation;
- the actual or perceived conflict of interest posed by their political role; and
- any reasonable apprehensions of bias or perceived apprehensions of bias.

9. A further leave of absence for the duration of the member's term of office may be granted at the sole discretion of Pillar.

Overall Political Activity and Volunteering on a Political Campaign

10. Pillar recognizes that other Board members and employees may wish to volunteer to assist a candidate in the election process. The obligations and prohibitions referenced above under Pillar Resources apply to all such situations. Further, Pillar at no time can directly or indirectly support or oppose a candidate for public office or a political party.

11. Employees and Board members of Pillar must ensure their comments and views are personal and are not intended to represent the views of Pillar. Employees and Board members must ensure that no political activities or comments are engaged in during any Pillar event or work day. Board members and employees at all times should minimize any political conversations while conducting Pillar business.

12. Pillar employees shall not engage in any form of political activity at the workplace or during work hours, with the exception of voting in an election.

Training

13. Pillar will conduct conflict of interest training for all Board members or employees involved in an election campaign.

Political Events at Innovation Works

14. Pillar will decline hosting political rallies at Innovation Works.
15. Pillar will decline any political event that is potentially disruptive to the co-tenants.

POLICY AREA: Human Resources
SUBJECT: Substance Use
POLICY NUMBER: 2.15
DATE UPDATED: July 2011 **DATE REVISED:**

Pillar is dedicated to the goal of ensuring a safe, efficient, and drug and alcohol-free workplace. Employees are to be free of the presence of unauthorized substances at all times and capable of exercising good judgment and safe work behaviour.

1. The manufacture, distribution, dispensing, possession, or use of unauthorized substances during working hours on Pillar premises, or while conducting Pillar activities is prohibited.
2. The unauthorized possession of open containers of alcohol during working hours on Pillar premises, or while conducting Pillar business is prohibited.
3. Reporting to work with the presence of unauthorized substances and/or alcohol in an employee's system is prohibited.
4. Use of alcohol for social functions or any circumstances related to organizational business may be permitted when approved by the Executive Director. Approval must be obtained to ensure the use of alcohol does not contravene the intent of this policy.

Pillar recognizes its obligations under the Ontario Human Rights Code to those suffering with addiction. Any employee finding him or herself in that situation should discuss the matter confidentially with the Executive Director to determine how the employer, through appropriate referral, can assist the employee.

POLICY AREA: Human Resources
SUBJECT: Discipline & Termination of Employment
POLICY NUMBER: 2.16
DATE UPDATED: July 2011 **DATE REVISED:**

Pillar endeavours to be a responsible employer providing a positive working environment for its employees. There will be instances, however, where termination of employment becomes necessary because of organizational or financial change or individual performance issues. In all cases, employees will be given written notice of termination of employment.

Termination by the employer can occur either summarily, when an employee is guilty of unacceptable conduct, or with notice.

For new employees during the probationary period, either the employer or the employee may terminate employment without cause or notice if deemed necessary.

SUMMARY TERMINATION

In severe cases, the employee may be terminated immediately. No notice needs to be given. These instances may include theft or fraud; gross incompetence; drug or alcohol abuse; insubordination and/or conflict of interest or breach of trust.

TERMINATION ON NOTICE FOR INDIVIDUAL PERFORMANCE ISSUES

A standard of performance for each position is established by Pillar through the employee's job description and the evaluation process. Should an employee perform below the standard set, an effort should be made to help the employee to improve performance. If no improvement is made, the employee shall be terminated. A formal, written process shall be followed.

TERMINATION ON NOTICE FOR ORGANIZATIONAL OR FINANCIAL REASONS

The notice should explain the reason for termination and should include:

- a) Last date to be worked
- b) Length of notice or payment in lieu of notice

This notice must be delivered personally or by registered mail.

Vacation entitlement must not make up part of the employee's notice.

SALARY/WAGES DURING NOTICE PERIOD

When working during the notice period, the employee will continue to be paid.

SALARY / WAGES IN LIEU OF NOTICE

Pillar may choose to have the employee leave immediately and not work the notice period. In this case the employee will be paid an amount calculated on the normal salary/wages exclusive of overtime for time in lieu of notice as follows:

- 1 week after 3 months
- 2 weeks after 1 year
- 3 weeks after 3 years
- 3 weeks plus one week for each additional year after 3 years to a maximum of 8 weeks

TEMPORARY LAYOFF

Where necessary, an employee may be laid off due to insufficient work load or insufficient funding.

ABANDONMENT OF POSITION

An employee who fails to report for duty for three (3) consecutive working days without informing the Executive Director of the reason for his/her absence will be presumed to have abandoned his/her position. An employee shall be afforded the opportunity within ten (10) working days to rebut such presumption and demonstrate that there was reasonable grounds for not informing the Executive Director.

TERMINATION BY EMPLOYEE

Employees are requested to indicate, in writing, their intention to resign and the date of their last workday and to provide at least two weeks' notice.

POLICY AREA: Human Resources

SUBJECT: Exit Interview

POLICY NUMBER: 2.17

DATE UPDATED: July 2011

DATE REVISED:

Exit interviews provide the organization with useful information on employee perceptions of Pillar Nonprofit Network that could be of benefit the organization and its staff, current and future.

A summary of comments made during the exit interview is to be included in the employee's personnel records.

POLICY AREA: Human Resources
SUBJECT: Complaints
POLICY NUMBER: 2.18
DATE UPDATED: July 2011 **DATE REVISED:**

The Executive Director shall review all disputes related to Pillar according to Pillar's operational policies.

Employees have the right of appeal regarding any personnel actions involving themselves or to submit a complaint if they feel they are being treated unfairly, in violation of any applicable statute, or contrary to policy.

Any dispute or complaint regarding interpretation of personnel policy, administration of the office, or any other matter is to be discussed first with the Executive Director. The Executive Director shall consider the matter and render a decision in writing within five (5) business days.

If the complaint pertains to the Executive Director, the complaint should be directed to the Chair of the Board of Directors.

If the matter remains unresolved, the employee concerned may refer the matter to the Board of Directors. Such an appeal must be made in writing within five (5) business days of receipt of the decision of the Executive Director at Step 1.

The Board of Directors shall resolve the dispute and render its decision within five (5) business days of the submission of the issue being referred. The decision of the Board shall be given in writing, and is considered final.

All individuals involved shall keep this matter confidential.

POLICY AREA: Human Resources
SUBJECT: Reporting Health & Safety Incidents
POLICY NUMBER: 2.19
DATE UPDATED: July 2011 **DATE REVISED:**

All health and safety incidents must be reported directly to the Executive Director, or designate, immediately.

Staff must record the facts of the incident, including all names, contact information and any injuries sustained, in an Incident Report (to be found in *Pillar Files > Templates > IncidentReport*).

1.

POLICY AREA: Technology
SUBJECT: Computer Network Management
POLICY NUMBER: 3.1
DATE UPDATED: July 2011 **DATE REVISED:** October 2019

Pillar will ensure that the integrity of the computer network is maintained through procedures documented in the areas of:

1. Backups: The Executive Director, or designate, will ensure backup of server data via a cloud-based backup service (currently, Backupify) for all files saved to Google Drive.
2. Orderly shutdowns: Staff will ensure that orderly shutdowns occur in the event of power loss.
3. Maintenance, repairs and troubleshooting: All maintenance, repair and upgrading of computer systems will be made in-house when possible. In the event that repair cannot be made in-house, an approved systems company will be contacted.
4. Security and privileges: The highest level of security will be maintained in the network while allowing staff appropriate access.
5. Upgrades: Staff will ensure the network's technology is maintained, supported and advanced through upgrading software as available from the supplier.
6. Training of staff: Staff will be trained to a comfortable working level. As new software is installed or new staff is hired, appropriate training will be provided.

POLICY AREA: Technology
SUBJECT: Use of Equipment & Technology
POLICY NUMBER: 3.2
DATE UPDATED: July 2011 **DATE REVISED:**

INTERNET SERVICES

All employees of Pillar are permitted to use Internet e-mail for appropriate Pillar-related purposes. An employee may not use their own personal Internet account for Pillar-related activities unless permission to do so has been given by the Executive Director. Furthermore, all Internet services accessed through any Pillar-funded connection must be used exclusively for Pillar-related activities.

Viewing of any material using the Internet must be limited to material relating to position responsibilities.

When participating in any discussion on the Internet, through e-mail, news groups, or any other service, the staff or volunteer is acting as a Pillar representative. A person is considered a representative of Pillar on the Internet whenever they identify themselves as an employee of Pillar, or if they indicate any other connection with Pillar.

TELEPHONES

Pillar's telephones should not be used for long distance for personal reasons.

OTHER EQUIPMENT

All Pillar equipment (computers, photocopiers, projectors, etc.) shall only be used for Pillar-related activities, subject to the discretion of the Executive Director.

POLICY AREA: Technology
SUBJECT: Social Media Policy
POLICY NUMBER: 3.3
DATE UPDATED: July 2011 **DATE REVISED:**

For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation to, blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. Pillar employees and volunteers are free to publish or comment via social media in accordance with this policy. Pillar employees and volunteers are subject to this policy to the extent they identify themselves as a Pillar employees and volunteers (other than as an incidental mention of place of employment in a personal blog on topics unrelated to Pillar).

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that Pillar employees and volunteers must otherwise follow.

SETTING UP SOCIAL MEDIA

Social media identities, logon ID's and user names may not use Pillar's name without prior approval from the Executive Director. When available the "PillarNN" username should be used.

Profiles on social media sites must be consistent with the Pillar Nonprofit Network website or other Pillar publications. Where available please use the following profile statement:

Pillar Nonprofit Network supports nonprofit organizations in fulfilling their missions in our community We provide leadership, advocacy, and support to the nonprofit sector through promotion of volunteerism, professional development, networking and information sharing.

Any additional profile information may be obtained from the Executive Director. Official Pillar logos and photographs must be used for your profile.

CONFIDENTIALITY

Confidential information must not be published under any circumstance (as per signed agreement). This may include things such as unpublished details about Pillar's events, members, awards, Board matters, business plans, research and financial information.

PRIVACY PROTECTION

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the Pillar website. Other privacy settings that might allow others to post information or see information that is personal should be set to limited access.

HONESTY AND INTEGRITY OF POSTS

When posting on Social Media websites, Pillar employees and volunteers must never use a pseudonym or false screen name. All information posted must be true at the time of posting, and

must not reflect negatively on any subject. When they identify themselves as such, Pillar employees and volunteers are representatives of the community and all posts must be positive in nature.

RESPECT COPYRIGHT LAWS

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others, including Pillar's own copyrights and brands. You should never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. It is good general practice to link to others' work rather than reproduce it as this helps to build community and trust in the online world.

RESPECT YOUR AUDIENCE, PILLAR NONPROFIT NETWORK, AND YOUR COWORKERS

The public in general, and Pillar's employees and members, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the Pillar website. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Pillar Nonprofit Network.

PROTECT PILLAR NONPROFIT NETWORK MEMBERS, PARTNERS AND SPONSORS

Members, partners and sponsors should not be cited or obviously referenced without their approval. Never identify a member, partner or sponsor by name without permission. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a member (e.g., Member 123) so long as the information provided does not violate any non-disclosure agreements that may be in place with the member or make it easy for someone to identify the member.

CORRECTIONS AND EDITS

If an error is made, Pillar employees need to amend the post as quickly as possible, so as to protect the image of Pillar and its members. Any information that may be deemed incorrect may have legal ramifications that should be avoided at all costs.

USE OF SOCIAL MEDIA

Even though Social Media may be an important part of every Pillar employees' job, it must not interfere with the day-to-day functions of Pillar.

ENFORCEMENT

Policy violations will be subject to disciplinary action, up to and including termination for cause.

POLICY AREA: Miscellaneous
SUBJECT: Donor Policy
POLICY NUMBER: 3.1

OVERVIEW

Pillar, as a provincially incorporated nonprofit with official charitable status, accepts gifts of cash, cheques, and publicly traded securities, as well as most other types of gifts and pledges including those of time and goods. These gifts, made by individuals, families, or organizations, comprise the source of income that funds Pillar's programs. The act of philanthropy is a deeply personal choice, thus Pillar should manage each donor and their gift with equal respect regardless of size or impact.

DEFINITIONS

- **Gifts:** For the purposes of this policy, gifts include gifts of cash (lump-sum or pledged over a period of time), legacy gifts and gifts in kind.
- **Donation:** A charitable donation is a philanthropic gift that does not involve benefit to the donor outside the scope of traditional donor.
- **Sponsorship:** A way of supporting the work of Pillar Nonprofit Network that, in return, receives advertising benefits that are outside the scope of traditional donor recognition.
- **Gift in Kind (GIK):** For the purpose of Pillar Nonprofit Network, gifts in kind are gifts of property or assets. They include but are not limited to publicly traded securities, intellectual property, artwork, equipment, supplies, and cultural, real or ecological property. They do not include a contribution of services (i.e. time, skills or effort) which do not qualify as gifts or gifts in kind for the purpose of issuing charitable tax receipts.
- **Legacy Gift:** A gift that is payable upon the donor's death. Pillar Nonprofit Network may or may not have had prior knowledge of the donor's intention to make a legacy gift.
- **Canada Revenue Agency (CRA):** CRA is a federal agency that administers tax laws for the Government of Canada and oversees the registration of charities in Canada among other roles. All guidelines described in this policy are designed to mirror current laws and regulations. In cases of discrepancy, federal and provincial laws as well as CRA regulations will supersede these guidelines.

RESPONSIBILITIES

1.0 Executive Director

- 1.1 Only the Executive Director and authorized staff or their designees can accept gifts on behalf of Pillar Nonprofit Network. It is the responsibility of the Executive Director to authorize designees.
- 1.2 At the prompting of the Director of Resource and Business Development and in conjunction with him/her, engage in deliberation/consultation around unusual, potentially controversial or complex gifts that may or may not be expressly covered by this policy.
- 1.3 Advance particular issues around gift acceptance to the Resource Development Committee for its deliberation and approval as warranted.
- 1.4 Ensure compliance with this policy.

2.0 Director of Resource & Business Development

- 2.1 Provide input as needed into the authorization of designees who can accept gifts/sponsorships on behalf of Pillar Nonprofit Network.
- 2.2 Promote compliance with this policy and related procedures among the staff team and throughout the organization.

- 2.3 When called on to do so, act as clearing house for donor leads identified by Pillar Nonprofit Network, and connect the most appropriate staff for donor follow-up.
- 2.4 Advance any potential issues regarding a gift to the Executive Director.
 - 2.4.1 Provide recommendations/information to the Executive Director as necessary to aid in any gift acceptance deliberations.

GENERAL POLICY

Before the acceptance of any gift, the individual acting on behalf of Pillar must ensure that:

1. Any gift that comes into conflict with Pillar's mission, vision, values, goals and objectives is brought forward to the Resource Development Committee for discussion. Any donations that are still questionable will be brought to the Board for further discussion, acting as the final decision-making body on the acceptance of gifts that are advanced to Board of Directors level.
2. The purpose of the gift is to further Pillar's mission of strengthening the effectiveness of the nonprofit sector. If the gift requires Pillar to institute new services outside of our mission, we reserve the right to return (where permitted) or decline the donation. If the gift requires Pillar to enact new services within our mission, there must first be a discussion with the Executive Director and relevant staff before accepting the gift.
3. The gift does not represent a reputational risk to Pillar.
4. There is no conflict of interest with the gift. For example, Pillar might think twice about accepting a sponsorship from a company whose sales or services may have a negative impact on those we serve (i.e., our members).
5. Any gifts that fall into the above categories, which mistakenly are accepted, are refunded in full to the donor (where permitted).
6. All donors' and prospective donors' requests are honoured to
 - limit the frequency of contact;
 - not be contacted by telephone or other technology;
 - receive printed material concerning the organization; and
 - discontinue contact.
7. All gifts are eligible for a tax receipt from Pillar. Gifts received by mail or in person over \$20 receive a paper receipt. Online donations receive e-receipts for amounts of \$10 or more through CanadaHelps.
8. A donation will be declined when the donor requires a tax receipt and the fair market value of the gift cannot be determined.
9. All fundraising solicitations by or on behalf of Pillar disclose the Pillar Nonprofit Network name and the purpose for which funds are requested and electronic communications comply with Canada's anti-spam legislation. Printed and on-line solicitations include the Pillar logo and address.
10. Pillar provides the following information promptly upon request:
 - a. Pillar's most recent annual report and financial statements as approved by the governing board
 - b. Pillar's registration number (BN) as assigned by the Canada Revenue Agency (CRA)
 - c. Any information contained in the public portion of Pillar's most recent Charity Information Return (form T3010A) as submitted to CRA
 - d. A list of the names of the members of the Pillar's board
11. Pillar does not identify or comment publicly on specific donor contributions without the expressed consent of the donor.

12. Pillar staff sign employment agreements with confidentiality provisions that include donor information as a condition of hire. Safeguards are in place to ensure that the information is not accessed, disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. Pillar also takes measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed. Individuals may access their personal information to ensure that it is correct and current. Pillar's privacy policy is available on request and is easily found on Pillar's website: www.pillarnoprofit.ca
13. Pillar Nonprofit Network is not in a position to dispense legal or financial advice. Persons acting on behalf of the organization will, in cases of a proposed major or legacy gift, encourage the potential donor to consult his/her legal and/or financial advisors of choice in considering a gift. It will be up to the donor to seek external advice so as to receive a full and accurate picture of the implications of the proposed gift. It will be understood that, having been encouraged to take the opportunity to consult his/her advisors, when a donor communicates his/her consent to make a gift to Pillar Nonprofit Network, the donor has indeed obtained external advice or is waiving such opportunity.
14. All fundraising activities conducted by or on behalf of Pillar must:
- be truthful,
 - accurately describe Pillar's activities,
 - disclose the Pillar name,
 - disclose the purpose for which funds are requested,
 - disclose Pillar's policy with respect to issuing Official Income Tax receipts including any policy on minimum amounts for which a receipt will be issued; and,
 - disclose, upon request, whether the individual or entity seeking donations is a volunteer, employee or contracted third party
15. Pillar does not, directly or indirectly, pay finder's fees, commissions or percentage compensation based on contributions.
16. Anyone seeking or receiving funds, on behalf of the organization, whether a volunteer, employee or contracted third party must:
- act with fairness, integrity, and in accordance with all applicable laws;
 - cease contacting a prospective donor who states that he/she does not wish to be contacted;
 - disclose immediately to the organization any actual or apparent conflict of interest or loyalty; and
 - not accept donations for purposes that are inconsistent with Pillar's mission, vision, values and objectives.
17. As part of our Privacy Policy, Pillar does not sell, rent, or trade our donor lists according to [Canadian Marketing Association Code of Ethics and Standards of Practice](#)

POLICY AREA:	Miscellaneous		
SUBJECT:	Smudging Policy		
POLICY NUMBER:	4.2		
DATE UPDATED:	June 2019	DATE REVISED:	June 2019

OVERVIEW

Pillar Nonprofit Network recognizes the spiritual and cultural importance of Indigenous practices, and is committed to creating an inclusive environment for its co-tenants and the wider Innovation Works community. Smudging is the burning of sacred medicines and is meant to purify, protect and harmonize spiritual spaces and is a common practice among Indigenous people, Pillar encourages and supports those who wish to participate in smudging ceremonies at Innovation Works. Pillar continues to communicate the importance of smudging and pipe ceremonies as part of the Indigenous traditional way of life.

This policy is meant to provide guidance on engaging in the Indigenous practice of smudging at Innovation Works.

Regulations

Notification:

There are tenants that have sensitivities or allergies to the smoke created during the ceremony, particularly to tobacco. If possible, we would ask that tobacco is not used in this ceremony. Recognizing that sensitivities do exist please follow the steps below to inform tenants when smudging ceremonies are being planned:

- 1 week prior to the smudging ceremony, an email notification must be sent out to all Innovation Works co-tenants, if possible, advise co-tenants of the medicines that will be used, (i.e.: sage, sweetgrass etc.)
- Just prior to the ceremony, event organizers should perform an assessment of the ventilation and remind neighbouring units of the event.
- During the ceremony a notice must be placed on the door. The notice should be removed when the smoke has dissipated by the individuals who are hosting the smudging exercise.

Location:

The following rooms are designated areas that have the required ventilation for smudging practices:

- RBC Vault
- Commons (First Floor)

Air Quality:

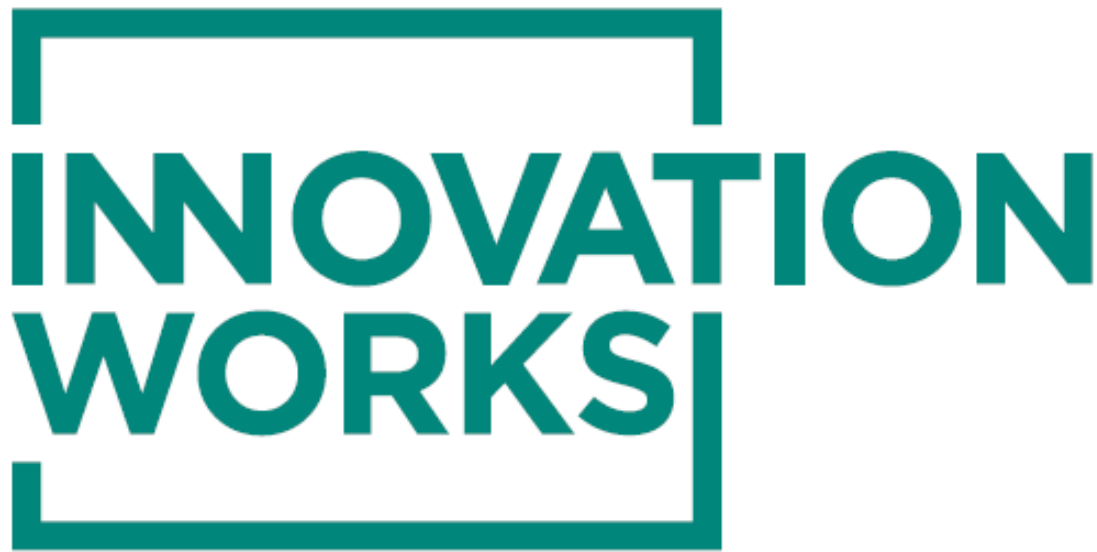
Event organizers will ensure doors remain closed during the ceremony, and until the aroma has dissipated

Health Risks:

The Notification guidelines should be followed to ensure smudging does not pose a health risk to those with sensitivities or allergies to the smoke.

Fire Safety:

During the ceremony, never leave any burning material unattended and douse the burning material immediately after the conclusion of the smudging ceremony. Smudging organizers should know the location of the nearest fire extinguisher, be aware of nearby combustible materials



IN THE EVENT OF AN EMERGENCY CALL
911

Innovation Works
201 King St.
London, ON N6A 1C9
226-884-9059

The following documents contained within this plan represent the **EMERGENCY ACTION PLAN** (EAP) for the Innovation Works, located at 201 King St. London, ON

The purpose of the EAP is to instruct those who use the facilities at the Pillar on the correct actions to be taken in the event of a variety of emergencies. The actions have been designed to minimize the risk of injuries, casualties, and damage during emergencies. The Innovation Works is committed to the safety of those using the facilities and will make readily available all the necessary emergency information via on-site training and printed materials.

In the event of an emergency, the Innovation Works requires each individual to follow the described actions safely and without delay. If further assistance is required, contact Innovation Works Support Personnel or the local authorities.

EAP Contents

Section I)	<i>Innovation Works Building Location Map</i>
Section II)	<i>Innovation Works Floor Plans</i>
Section III)	<i>Emergency Contact Names and Numbers</i>
Section IV)	<i>Evacuation Points and Rally Area</i>
Section V)	<i>Fire Emergencies</i>
Section VI)	<i>Medical Emergencies</i>
Section VII)	<i>Loss of Power Condition</i>
Section VIII)	<i>Severe Weather and Natural Emergencies</i>
Section IX)	<i>Geothermal HVAC Emergencies</i>
Section X)	<i>Chemical Spill (Internal/External)</i>
Section XI)	<i>Civil Unrest and On-site Violence</i>
Section XII)	<i>Building Structural Integrity Compromised</i>
Section XIII)	<i>Bomb Threats and Other Terrorist Activities</i>
Section XIV)	<i>Additional Individual Assistance</i>
Section XV)	<i>Lift Entrapment Emergency Response</i>
Section XVI)	<i>Media Contact</i>
Section XVII)	<i>Communications</i>
Section XVIII)	<i>Return to Normal Operations</i>

EAP Trained Personnel

The following Innovation Works personnel have been trained on the Emergency Action Plan. They shall assume control and provide assistance during an onsite emergency situation. Any changes in this list shall be made without delay in order to remain up-to-date.

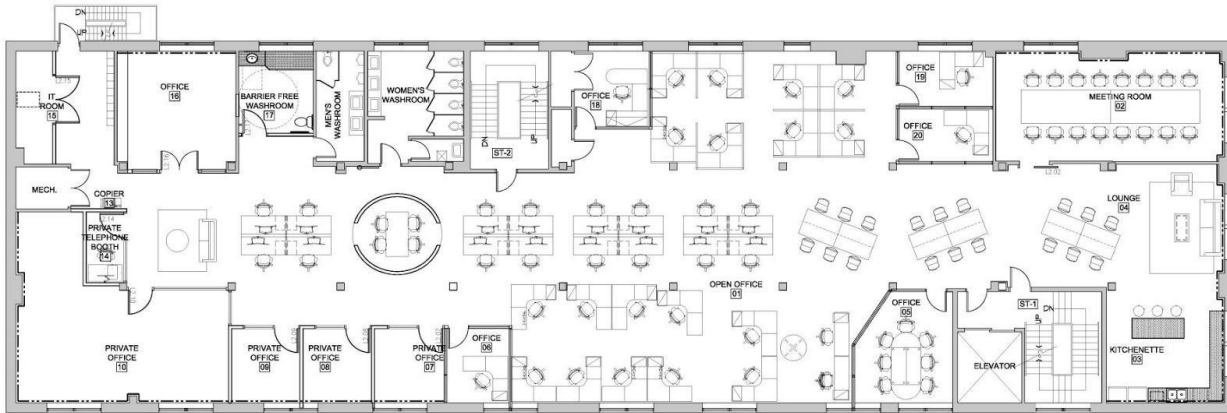
Name	Title	Contact Info
Lore Wainwright	Innovation Works Director	226-884-9059 x218 lwainwright@innovationworkslondon.ca
Andrew Leest	Innovation Works Coordinator	226-884-9059 x224 aleest@innovationworkslondon.ca

Section I) Building Location Map

Innovation Works is located at:
201 King St.
London, ON. N6A 1C9



Section II) INNOVATION WORKS Floor Plans



Section III) Emergency Contact Names and Numbers

CALL 911
London Police Dept. Foot Patrol: 519-670-4023

INNOVATION WORKS Support Personnel

Lore Wainwright Innovation Works Director	226-884-9059 x218 lwainwright@innovationworkslondon.ca
Andrew Leest Innovation Works Coordinator	226-884-9059 x224 aleest@innovationworkslondon.ca
Michelle Baldwin Executive Director, Pillar Nonprofit Network	519-433-7876 x210 mbaldwin@pillarnonprofit.ca

INNOVATION WORKS Utility Emergencies

Lore Wainwright Innovation Works Director	226-884-9059 x218
Andrew Leest	226-884-9059 x224

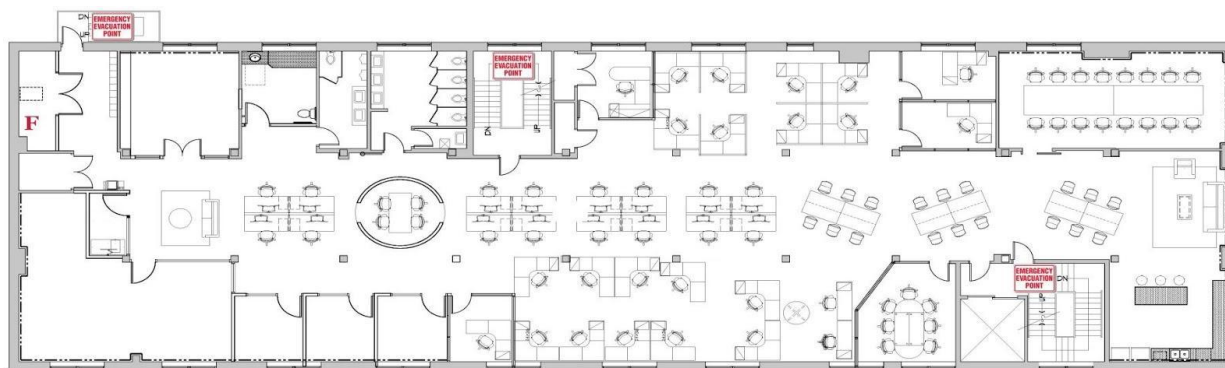
Essential Services

City of London Emergency Management <i>Phone: 519-930-2138</i>	London Hydro <i>Phone: 519-661-5503</i>	London Police Non-Emergency <i>Phone: 519-661-5670</i>
City of London - Public Information Line	Ontario Poison Centre	London Fire Non-Emergency

(During Community Emergencies Only) Phone: 519-661-2489 (661-CITY)	Phone: 1-800-268-9017	Phone:519-661-2500 ext. 4565
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Section IV) Evacuation Points and Rally Area

The Evacuation Points & Rally Area Maps are posted at each evacuation point within the INNOVATION WORKS. Instructions for each are also posted on each sign. When an event causes the INNOVATION WORKS to be evacuated all individuals are required to evacuate immediately and gather in the Impark parking lot, located at the corner of King and Clarence St. without delay. The INNOVATION WORKS Safety Warden shall conduct a headcount once the evacuation has been completed.



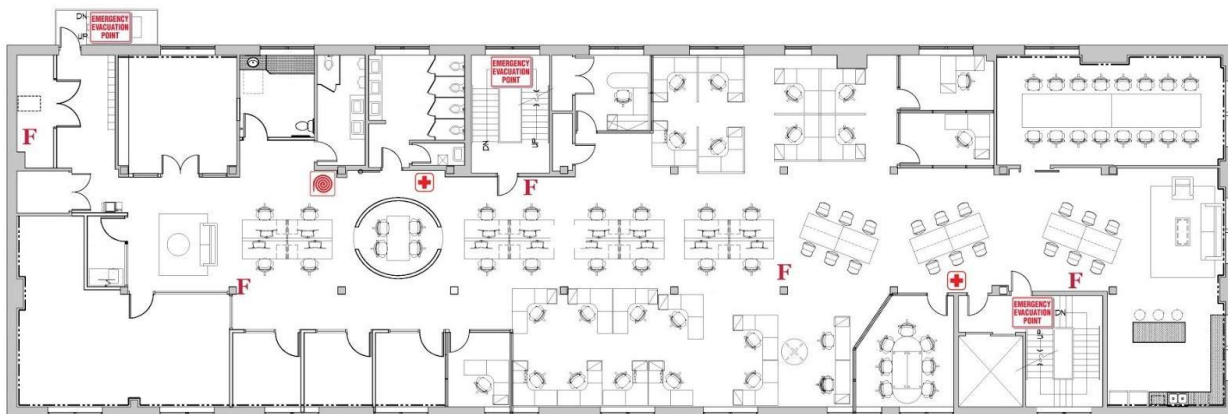
(Emergency Evacuation Points)



(Rally Area Map)

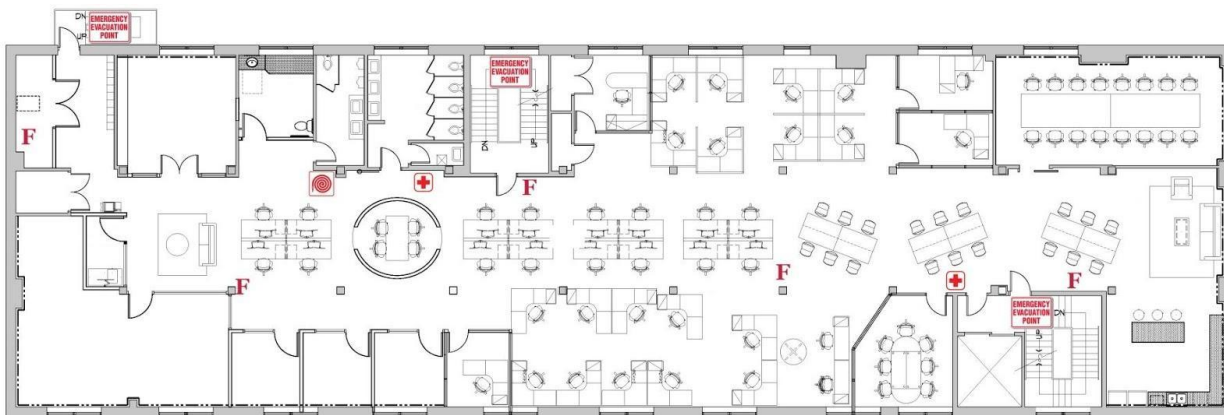
Section V) Fire Emergencies

In the event a fire is detected within the INNOVATION WORKS, either by person or by the alarm systems, an immediate evacuation of the building is required. The facility is equipped with multiple fire extinguishers and a fire hose, and while this equipment is available, the INNOVATION WORKS does not encourage anyone to attempt to combat a fire. If you have the proper training, feel comfortable to do so, and have a clear exit route, the equipment is available for use in the event of a fire.



Section VI) Medical Emergencies

In the event of a medical emergency at INNOVATION WORKS, First Aid kits can be found at various locations. If an individual(s) require First Aid treatment, those with First Aid training are requested to provide assistance. In accordance with First Aid procedures, the first trained responder to arrive shall be in control of the scene. Any other person(s) at the scene may offer help by aiding the first responder with any requested assistance (scene control, treatment assistance, calling 911). A list of First Aid trained staff shall be posted within the INNOVATION WORKS. During an evacuation, the first person to evacuate is requested to take the First Aid kit with them to the rally area. If no person(s) on-site are trained first aid responders and medical attention is required, call 911 immediately and provide the operator with the location of the INNOVATION WORKS and as many details about the medical situation as you can.



Section VII) Loss of Power Condition

In the event of a power outage at the INNOVATION WORKS, all on-site individuals are asked to remain calm. Any equipment that was in use at the time of the outage should be safely turned off or otherwise depowered to prevent damage when power is restored. INNOVATION WORKS Support Personnel should be contacted and made aware of the situation; they will then provide advice on the course of action. The Emergency Contact list also contains the information for G&S Electrical and London Hydro should further assistance be required. The INNOVATION WORKS does not recommend any person(s), unless trained, to make adjustments to the electrical equipment, circuit breakers, or fuse panel.

Section VIII) Severe Weather and Natural Emergencies

- ***Tornado***

When a warning is issued by sirens or other means, seek shelter within the designated Tornado Safe area within INNOVATION WORKS. Avoid use of the elevator, due to power interruptions, and offer assistance to other individuals as needed. Ensure you stay away from outside walls and

avoid going near windows. If it becomes necessary, use arms to protect head and neck. Remain at the safe area until the tornado threat is announced to be over.

- *Flood*

If natural flooding is occurring around the INNOVATION WORKS, it is advised to remain inside, take shelter on the second floor of the building, and follow all instructions from local emergency services. If flooding is occurring inside the INNOVATION WORKS, contact T Rice Plumbing. The INNOVATION WORKS Support Personnel should then be contacted.

- *Storms (thunder/wind/ice)*

During any severe storm activity, it is advised to remain inside the INNOVATION WORKS for your protection. Stay away from windows, and avoid the use of any electrical equipment and **DO NOT** plug or unplug any equipment during the storm activity. Remain up-to-date on the current weather situation via radio or online services and only leave the facility when it is safe to do.

- *Earthquake*

In the event of an earthquake, remain calm, assist with those needing help. The following may be used to prevent injury: **DROP** down onto your hands and knees (before knocked down), this protects from falling but allows you to move. **COVER** your head and neck (and entire body if possible) under a sturdy table or desk. If none nearby, only then get near an interior wall or low-lying furniture that won't fall, cover your head and neck with your arms and hands. **HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. Follow all instructions from emergency service personnel after the earthquake has stopped.

Section VIII) Severe Weather and Natural Emergencies (cont.)

- *Communicable Illness*

The INNOVATION WORKS recommends that each person making use of the facilities considers getting a flu shot each year to control the spread of the flu within the community environment. Hygienic hand washing techniques (*as described by the Health Unit*) are required while in the INNOVATION WORKS. During any extreme situation, it may become necessary to suspend INNOVATION WORKS activities. Such a decision shall be based on all available information from the Health Unit and communicated by INNOVATION WORKS Support Personnel.

Section IX) HVAC Emergencies

Should any issue arise with the onsite HVAC unit, such as repairs, operation failures, damages, or parts replacement, no INNOVATION WORKS staff is to attempt any type of work on the HVAC system. If work is required, contact Zed Air Heating and Cooling immediately. INNOVATION WORKS Support Personnel should then be contacted.

Section X) Chemical Spill (Internal/External)

In the event of an outdoor chemical spill in the area surrounding the INNOVATION WORKS, any and all instructions from local authorities shall be followed. If it becomes necessary to remain with the building, close all windows and doors immediately and use towels or other materials to seal seams. Contact INNOVATION WORKS Support Personnel or local authorities for further assistance. If a chemical spill occurs within the INNOVATION WORKS, clear the area without delay. Use correct containment and

clean-up techniques using the information in the MSDS/SDS sheets. If you require any assistance, contact INNOVATION WORKS Support Personnel immediately.

Section XI) Civil Unrest and On-site Violence

During any civil unrest or violence, the INNOVATION WORKS may cease activities. All directions from local authorities shall be followed without delay. Whenever possible, this information will be communicated to those affected. If any INNOVATION WORKS staff are inside the facilities during any civil unrest or violent event, lock all doors immediately, contact 911, and seek a safe location within the building. Should a violent event take place within the INNOVATION WORKS, all those on the premises are advised to evacuate immediately, using the evacuation procedure, and contact the authorities right away. INNOVATION WORKS Support Personnel should then be contacted. If a robbery occurs, the INNOVATION WORKS recommends the following actions:

- **COOPERATE and REMAIN CALM:** your safety and the safety of others is more important than money or property.
- **DO NOT RESIST and PREVENT SURPRISES:** keep your hands in sight at all times, make no sudden moves, do not talk; except to answer questions, do not stare directly at the robber.
- **REMEMBER DETAILS:** age/sex/height/weight/tattoos/scars/hair colour, vehicle.
- **CONTACT 911:** when safe, make notes about all details.
- **DO NOT BE A HERO:** it's only money and material things. They are not worth your life.

Section XII) Building Structural Integrity Compromised

If an event occurs or any damage to the building is seen that may compromise structural integrity, all those on-site must evacuate immediately, using the evacuation procedure. INNOVATION WORKS Support Personnel shall then be contacted and the appropriate professional services shall make a determination on the integrity of the building. The facilities shall remain closed until any and all steps are taken to ensure safe operation.

Section XIII) Bomb Threats and Other Terrorist Activities

All bomb threats are to be treated as real. Unless otherwise instructed, all those inside the INNOVATION WORKS are to evacuate immediately, using the evacuation procedure. Once clear of the building call 911 and provide them with as much information regarding the threat/person(s) as possible. INNOVATION WORKS Support Personnel should then be contacted. If the building is unable to be evacuated safely (by instruction or suspicious package), contact 911 immediately, provide them with as much information as possible and follow instructions given.

Section XIV) Additional Individual Assistance

During an evacuation or other emergencies at the INNOVATION WORKS, it is critical to be aware of any individuals requiring additional assistance. For those with mobility issues, speak to the individual and ask about the best way to assist them (they know best). Never use the lift during an evacuation. If an evacuation becomes necessary, help those who require additional assistance by using the appropriate carry technique, and then follow standard evacuation procedures. A washroom check may also be necessary; conduct if needed. It may be life-threatening to remove an individual from their mobility device, or the person may refuse assistance. If these situations occur, the following actions should be taken; the individual remains at the safest evacuation point, provide the person with a phone (cordless or cell) and confirm with 911 their location. The individual should then await assistance from Emergency Services Personnel.

Section XV) Lift Entrapment Emergency Response

If the lift becomes non-operational and a passenger(s) becomes trapped, the lift is equipped with a push button activated alarm located on the control panel, which can be used to alert INNOVATION WORKS personnel. A person's cell phone may also be used to communicate and inform the INNOVATION WORKS of the situation. In the event of a **non-life-threatening** entrapment: the passenger should attempt to communicate with INNOVATION WORKS personnel immediately, via lift alarm, cell phone, voice, or other available means. Once contacted, the person who answered the call for help should stay with the passenger, remain in communication with them until they are removed from the elevator, or they hand communication off to another party. DO NOT attempt to open the lift door. Thyssenkrupp and request immediate assistance. If Thyssenkrupp cannot be reached, contact 911 right away for assistance. In the event of a **life threatening** entrapment (a passenger is experiencing a serious medical emergency, or an emergency in the building is threatening the passenger's life): the same procedure shall be used as described above, with the addition of contacting 911 first and requesting assistance from local emergency responders. Under no circumstances should anyone, other than a trained and experienced elevator technician, or emergency responder attempt to rescue any trapped individual(s).

Section XVI) Media Contact

Only authorized individuals shall represent the INNOVATION WORKS when communicating with the media. During an emergency, if any individual is contacted by the media for the purposes of issuing a statement on behalf of the INNOVATION WORKS, and is not authorized to do so, direct them to a member of the Administration staff or President of the Board of Directors.

Section XVII) Communications

During an emergency, all efforts shall be made to communicate with affected INNOVATION WORKS staff. Communications shall be handled by the INNOVATION WORKS Administration and/or the Board of Directors, using telephone or email, depending upon availability.

Section XVIII) Return to Normal Operations

A priority for the INNOVATION WORKS is to return to normal operations following an emergency. The timeline and actions needed to achieve this goal shall be decided upon by the Administration and the Board of Directors. Assistance from outside contacts, including engineers, utility providers, and the Fire Department shall be used to assist with the return to normal operations.