

Am Shalom Congregation

Policy on Individual Health & Safety and Zero Tolerance for Abuse and Police Record Checks

HEALTH AND SAFETY

Guidelines for the Supervision of Children

In order to address Health and Safety issues, as well as legal implications, the Honorary Officers of Am Shalom have implemented the following policy to address the well being of children whilst on Synagogue premises.

Whilst we encourage children to come to Synagogue and take part in events, most of our helpers are volunteers, and it is felt too much to expect them to cope with difficult or disruptive children.

Parents are therefore strongly urged to ensure that:

- Your children are under your care or the care of another responsible adult.**
- Your children remain within the designated activity.**
- You are on-call should a difficulty arise.**

Please be aware that any child or children congregating outside the building are a security risk. This is unacceptable, and the child or children will be asked to disperse with immediate effect.

In the best interest of the entire Community, the Honorary Officers trust that members will assist with this policy by being particularly aware of the movements and behaviour of their own children.

We would very much regret having to ask a member to leave the premises. However, we are sure you will understand why our Security Officers are instructed to do so, should anyone be put at risk.

The Honorary Officers, Board of Management, Employees and Voluntary Assistants regret that neither they or the Synagogue will accept liability or responsibility for any event claim or contingency arising as a result of you, your children or anyone else disregarding any of the above conditions.

POLICE CHECKS

See the attached procedure from Barrie Police Services to obtain a police record check

ABUSE - Zero Tolerance

Am Shalom Synagogue is committed to ensuring as far as reasonably practicable, a safe environment that is free from aggression and acts of intimidation and violence.

Am Shalom Synagogue operates a zero tolerance policy. Violent or aggressive behaviour of any type towards members of staff, volunteers or other members of the public will not be tolerated.

This includes but is not limited to any physical assault, threatening behaviour or verbal abusive remarks that are made towards an employee or volunteer, including but not limited to:

Verbal Abuse: any verbal abuse issued with the intent of creating fear or intimidation to another individual, or group of individuals, or verbal remarks or comments expressed in a loud, harsh or threatening tone of voice.

Physical Abuse: any intentional movement of the body which may include touching, gesturing, pushing, striking, stalking, any unwanted intrusion of "reasonable space" of an employee or volunteer or any intentional use of any object towards an individual.

Creating a Hostile Environment: any intentional non-physical action that can be considered intimidating or harassing with the intent of creating an environment that has a purpose or affect of unreasonably interfering with an employee, or volunteer carrying out their duties.

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Abuse of Property and Resources: any intentional act which results in the damaging of property, building, furniture or infrastructure. Individuals identified as being responsible for losses or breakages will be charged for these items and any further costs arising from reinstatement, repair and /or replacement.

Any incidents will be reported to the Health and Safety Officer or any Honorary Officer of the Synagogue fully investigated and may result in you being asked to leave the premises or being excluded from events in future.

Any Synagogue employee or volunteer who is the subject of, or a witness to, a suspected violation of this standard should report the violation to a supervisor, manager or person in authority who is not involved in the conduct. Any incidents may result in the individual being asked to leave the premises. The incident will be fully investigated and may result in action against the individual such as being excluded from future events.

An employee or volunteer will endeavour to remove him/herself from any situation that may result in violence/abuse. This means that if confronted with a potential situation they must make a serious attempt to retreat from the situation and report the event to management.

Any manager, or person in authority who receives a report of a suspected violation of this standard shall document the incident, and notify the Chairman.

Any emergency, perceived emergency, or suspected criminal conduct shall be immediately reported to the police.

Complaints Procedure

Am Shalom Synagogue is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all its members.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff or volunteer who dealt with you, or their manager explaining the details of your complaint. You should get a response and an explanation within 15 working days.

If you are not satisfied with the initial response to the complaint then you can write to the president (by E-Mail to ----- or by post care of the Synagogue office marked "Private and Confidential") and ask for your complaint and the response to be reviewed. You can expect them to acknowledge your request within 5 working days of receipt and a response within a further 15 working days.

The synagogue's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

The Synagogue expects all members who have a complaint to comply with this procedure. To ensure fairness Am Shalom Synagogue reserve the right to ignore any complaint which does not comply with this procedure.

Police Record Checks – Barrie Police Services – 29 Sperling Drive Barrie

On July 25, 2011 the Ontario Association of Chiefs of Police introduced new guidelines for Police Record Checks. The guidelines are intended to promote consistency in processing methods, terminology, and access throughout Ontario. The new guidelines introduce three levels of police record checks:

Police Criminal Record Check - intended for applicants who are involved as a volunteer, employee or in any situation where a basic PCRC is requested.

Police Information Check - intended for applicants who are seeking employment and/or volunteering with agencies who require a criminal record check along with local police involvement. The agency has determined that a search of pardoned sex offenders is not required.

Police Vulnerable Sector Check - intended for applicants who are seeking employment and/or volunteering with vulnerable individuals. It is a collection of offence information, including convictions, non-convictions and other relevant police contact information, as well as a check of pardoned sex offenders and mental health contact. "Vulnerable persons" means persons who, because of their age, a disability or other circumstances, whether temporary or permanent, (a) are in a position of dependence on others; or (b) are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them.

Citizens of Barrie who require a police criminal record check, a police information check and/or a police vulnerable sector check must attend Barrie Police Service at 29 Sperling Drive, Barrie, Ontario IN PERSON to fill out the forms at the Record's counter between 7:00AM - 11:00PM, 7 days a week.

Request Police Record Check in Person

In order to obtain a Police Record Check, you must be a resident of the City of Barrie. In order to process the check, you will be required to produce two pieces of valid identification. One of which must be government-issued and include your name, date of birth, signature and PHOTO, such as, but not limited to:

- Passport
- Citizenship Card
- Permanent Resident Card
- Driver's Licence
- Ontario Health Card
- Ontario Photo Card ID
- Federal, Provincial or Municipal Government Employee Identification Card
- Certificate of Indian Status (Status Card) issued by Indian and Northern Affairs Canada (INAC)
- Military Family Identification Card
- Photo affidavit of identification issued by the Commissionaires Office.

Your second piece of identification must have your name on it (photo not required), such as, but not limited to, another government photo ID as per above, a birth certificate, library card or student card.

If you are required to obtain the record check for employment purposes the cost is \$40.00.

If you are a student and are required to obtain the record check for a school program only, the cost is \$20.00. A valid student card or proof of enrolment is required at the time of application - No Exceptions.

If you require the record check for a volunteer position it is free. A letter from the organization in which you will be volunteering is required and must be provided at the time of application - No Exceptions.

If you are required to have fingerprints, the Barrie Police Service provides electronic technology through Live Scan. Applicants must make an appointment for Live Scan at the Barrie Police Service front desk if they receive a vulnerable sector hit. This will be determined when you attend the Records Unit and complete an application form as part of a pre-screening process. Cost for Live Scan is: \$60.00 (employment and student) and \$35.00 (volunteer with letter).