

Wingham and District Community Living Association Services and Administration Policy			
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April 2 2002	1 of 2	Finance and Property	FP 1 Budget Process

Definition of the Operating Budget

The Association's annual operating budget shall guide the Association's progress towards its Mission. The annual operating budget shall be approved by the Board of Directors, include all anticipated resources and planned use for the resources, ensure that planned expenses are supported by identified resources and be entered into the Association's financial system.

Unanticipated Change

During the course of the fiscal year the approved annual operating budget may be affected by:

- a. The receipt of unanticipated revenue
- b. The occurrence of unexpected expenditures
- c. Significant change in the support requirements of an individual or individuals.

Any change in total operating revenue or expense or any significant change in the support requirements of an individual or individuals shall be reported to the Board of Directors by the Executive Director with any recommendation to amend the operating budget that may be required.

Annual Operating Budget Process

The budget process shall comply with any specific directives issued by the Executive Director or Board of Directors and shall be in accordance with policy requirements of the Ministry of Community and Social Services and any other funder of ongoing operations.

Program budget packages shall be prepared by the Finance Officer, and distributed to each Support Coordinator with program / department budgeting responsibility.

The prepared budgets shall be forwarded to the Finance Officer for preliminary review.

Each program / department budget will be reviewed together by the respective Support Coordinator, the Finance Officer and Executive Director. This review will serve to identify operating pressures, confirm the amounts of each line of expense and identify areas for offsetting reallocations. Where it is deemed necessary to make offsetting reallocations between or among program areas, all Managers whose budgets are effected shall be party to the discussion.

The Executive Director shall have final authority to modify budget submissions in order to meet fiscal restraints or support services requirements.

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The Finance Officer shall assemble the reviewed Association budget

The Executive Director shall present the budget to the Board of Directors for their review and approval or direction to amend the budget.

The approved budget shall be submitted to the Ministry of Community and Social Services.

Major Capital Budget

The Executive Director shall prepare or cause to be prepared, a major capital budget at the direction of the Board of Directors.

Minor Capital Budget

The Executive Director shall prepare and submit any minor capital budget requests based on identified priorities of the Association and minor capital funding guidelines of the Ministry of Community and Social Services.

The Executive Director will ensure that the Board of Directors is informed at their next regularly scheduled meeting of any minor capital requests submitted.

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Accounts

The Finance Officer, under the direction of the Executive Director, shall ensure that a set of accounts is established and maintained for each program, responsibility centre, special project or fund as required.

Approval of Expenditures

The Finance Officer shall prepare an “expense and account allocation authorization form” for each invoice or other documentation of expense and forward the item and the form to the respective manager/coordinator for review and approval.

The respective manager/coordinator shall indicate the account to which the item is to be allocated and shall indicate their agreement with the item and amount of the expense by signing the form.

The signature of the manager/coordinator shall be deemed to be:

- a. Confirmation of the correct allocation of the expense item to a budget line
- b. Authorization to spend when the total of the item inclusive of all taxes is \$750.00 or less inclusive of all taxes
- c. Concurrence with the item and amount of expense when the total of the item inclusive of all taxes is more than \$750.00.

Authorized items of seven hundred and fifty dollars or less (\$750.00 or less) shall be forwarded to Finance for payment.

Concurrence items, greater than seven hundred and fifty dollars (greater than \$750.00), shall be forwarded to the Executive Director for authorization to spend and then forwarded to the Finance Officer for payment.

Monitoring of Expense

Each manager/coordinator is responsible for the budget of their respective program area as follows:

- a. Monitor all expenses and ensure that the total of all expenses remain within the approved budget
- b. Ensure the total of salary and benefit lines remain within the approved budget for those lines
- c. Manage a balanced budget by allowing for offsets between non-salary/benefit budget lines; such offsets shall not result in a variance on any one line of more than 10%

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- d. Report any potential variance in excess of 10% to the Executive Director and provide a written plan for managing the variance and ensuring the total budget remains within the approved limit.

The Executive Director is responsible to:

- a. Monitor all expenses and ensure that the total expenses remain within the approved budget.
- b. Manage a balanced budget by allowing for offsets between budget lines in accordance with policy of the Ministry of Community and Social Services
- c. Report to the Board of Directors on the plan to manage any significant variance to ensure the total budget remains within the approved limit..

The Finance Officer is responsible to:

- a. Prepare monthly financial reports for each program area and a consolidated financial report
- b. Distribute program reports to the applicable manager/coordinator
- c. Distribute program reports and the consolidated report to the Executive Director, during the following month by a day mutually agreed.

Quarterly Reviews

The Executive Director, Finance Officer and Managers/Coordinators shall meet following the completion of each quarter to review the financial reports, identify pressures and determine strategies to balance pressures within the approved budget.

A consolidated financial report will be forwarded to the Board of Directors following the completion of each quarter. The report shall include explanatory notes for any significant variances and the plan for managing pressures to ensure a balanced budget by year-end.

Deficit Control

All management staff are responsible to immediately identify to the Executive Director, any circumstance or pressure that may result in a deficit in their respective budget and their plan for managing the pressure to ensure a balanced budget. The Executive Director may convene a meeting of all management staff to determine a cross-program strategy to contain the deficit in the program area and ensure a balanced budget across all operations.

POLICY SECTION: FINANCE AND PROPERTY POLICY NO: FP13 AMMENDMENT

POLICY TITLE: RECORDS RETENTION – FILES OF PERSONS SUPPORTED

EFFECTIVE DATE: MAY 7, 2012

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POLICY: RECORDS RETENTION – FILES OF PERSONS SUPPORTED

Records shall be retained for at least twenty (20) years after the date of the last entry with respect to the resident in the record or, if the resident dies, for at least seven (7) years after the date of the death of the resident.

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Financial records shall be maintained in accordance with generally accepted accounting principles for non-profit organizations in Canada and to meet reporting requirements of the Board of Directors, the Ministry of Community and Social Services, all other applicable provincial and federal government ministries or departments and management staff.

The Finance Officer shall be responsible to:

- a. Maintain all financial records to document revenues and expenses specific to each cost centre, program area, special project and fund
- b. Maintain financial records to ensure an accurate consolidated record of all Association revenues and expenses can be prepared
- c. Prepare financial reports for internal and external reporting as required / directed
- d. Establish and maintain financial procedures
- e. Ensure complete and accurate accounting records.

Management staff shall be responsible to:

- a. Receive and review financial reports
- b. Act on reports to ensure the effective deployment of resources to meet support service requirements within the limits of their approved budget.

External financial reports shall be prepared in a format required of the body to whom the report is being submitted.

Internal reports shall be prepared in a format required by the users:

- a. For management staff – at monthly intervals
- b. For the Board of Directors – at quarterly intervals or as directed

Monthly and quarterly internal financial reports shall include, but not be limited to, identification of revenue and expense amounts for the period of the report, cumulative amounts from the beginning of the fiscal year, line and total variances.

The financial operations of the Association shall be reviewed annually by an independent auditor, licensed under the Public Accountancy Act, and as appointed by the Association membership. The Finance Officer shall prepare all records and books of account to facilitate the annual audit and shall be available to the auditor as required for consultation.

The audit report shall be forwarded to the Executive Director and shall be submitted to the Board of Directors for review. The Board of Directors shall submit the audit report to the membership of the Association for their decision of approval. The approved audit report shall be forwarded by the Finance Officer or Executive Director to funding bodies and government ministries or departments as required.

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Purchasing Process

The objective of the purchasing process is to identify, select and acquire needed materials and services as economically as possible within specified standards of quality and service. All purchasing decisions shall be made with due regard for price, quality and service. Local vendors within the area served by the Association will be considered in all purchasing decisions unless the particular product or service cannot be obtained locally.

Purchase Thresholds and Processes

Purchases which are proposed and which are not within the approved annual operating budget shall be submitted to the Board for consideration and approval. The Board may elect to use the thresholds and processes described here or may determine its own criteria for processing the purchase.

Purchases which are to be made within the annual operating budget, shall be made in accordance with the process required for each of the following thresholds:

1. Less than \$750.00:

At the discretion of the applicable manager within the general requirements of this purchasing policy

2. More than \$750.00 and less than \$5000.00:

- a. A written request and specifications shall be prepared by the applicable manager
- b. The request and specifications shall be submitted to the Finance Officer for approval prior to being forwarded to potential vendors
- c. The request and specifications shall be sent to at least three vendors inviting their written quotations
- d. Quotations shall be received and reviewed by the Finance Officer, applicable manager and Executive Director. A selection shall be made from among quotes received based on criteria outlined in this policy and the criteria provided in the request and specifications

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3. More than \$5000.00 and less than \$20,000.00:

- a. A written request and specifications shall be prepared by the applicable manager
- b. The request and specifications shall be submitted to the Finance Officer for approval prior to being forwarded to potential vendors
- c. The request and specifications shall be sent to at least three vendors inviting their written quotations by a specified date and time
- d. The sealed bids shall be received by the Finance Officer
- e. The sealed bids shall be opened at the specified time by a designated member of the Board of Directors and reviewed by the Board member with the Executive Director and Finance Officer
- f. A selection shall be made from among quotes received based on criteria outlined in this policy and the criteria provided in the request and specifications.

4. Capital construction, renovations or equipment in excess of \$20,000.00:

Shall be arranged using the same procedure as required for purchases greater than \$5000.00 unless decided by the Board of Directors or Executive Director to invite tenders through advertising in the newspaper; if an advertising process is selected it shall be conducted as follows:

- a. A written request and specifications shall be prepared by the applicable manager
- b. The request and specifications shall be submitted to the Finance Officer for approval
- c. The request for sealed tenders shall be advertised in at least three newspapers. At least one of the newspapers shall be published and distributed within the areas served by the Association
- d. The advertisement will invite potential vendors to pick up tendering specifications and will also specify the due date of tenders, the name and address of the Association, the names and addresses of any project engineering or architectural firms involved with the project, a short description of the project, the types of firms being invited to tender, where any applicable plans or drawings may be viewed and/or obtained
- e. The sealed bids shall be received by the Finance Officer

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- f. The sealed bids shall be opened at the specified time by a designated member of the Board of Directors and reviewed by the Board member with the Executive Director and Finance Officer
- g. A selection shall be made from among quotes received based on criteria outlined in this policy and the criteria provided in the request and specifications.

Preparation of Requests and Specifications

Any request and specifications for a purchase shall:

- a. Be written in objective terms to ensure that all potential vendors receive the same information on which to base their quote or sealed bid and thereby minimize any possibility of favouring a particular vendor
- b. Recognize life cycle cost and not be limited to initial cost
- c. Recognize availability of servicing and maintenance
- d. Ensure any applicable health and safety standards are identified
- e. Consider the needs of persons supported by the Association who may be using the good or service.

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A Petty Cash Fund of \$100.00 shall be established and maintained by the Finance Officer with the approval of the Executive Director.

The approval shall indicate the amount of the fund, the person responsible for managing the fund and the general nature of purchases to be made.

Petty cash shall be distributed in accordance with the approved purpose of the fund and upon submission of a receipt and a completed petty cash request that includes:

1. The amount of the purchase
2. Signature of the person to be reimbursed
3. Signature of the person issuing cash.

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The Association may arrange for a credit card or cards as a means to make purchases, reservations or other financial transactions where a credit card is needed.

The total transaction limit on any card shall not exceed \$5000.00

The credit card may be entrusted to authorized employees or Members of the Board of Directors for a specific purchase or for travel costs incurred on behalf of the Association.

The credit card or cards shall be stored in the Association safe when not in use.

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Any revenue received for Association operating expenses and not required to meet cash flow requirements shall be placed in an interest-bearing bank account or invested in a guaranteed time-limited vehicle such as a Guaranteed Investment Certificate or other bank investment.

Such investment shall be made by the Finance Officer under the authority of the Executive Director.

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This policy provides guidance to employees and volunteers in the use of Association property and services and the property and residences of people supported.

Keys

Association employees may be issued keys for work sites. Such keys are to be used for access to Association property for work purposes only.

All Association keys must be signed for and returned upon request or when leaving employment with the Association. Lost keys must be reported immediately to the direct supervisor.

Access to Homes of Persons Supported

Association employees may be issued keys to access the personal residences of people supported. The use of such keys and gaining access to a person's home shall be done strictly on assigned or scheduled Association work time or in the event of an emergency that involves the person supported in that residence. Any other use of keys or means of access to a person's residence may be considered a breach of trust and is subject to disciplinary action up to and including dismissal.

Telephones of Persons Supported

Association employees may not use telephones of persons supported for personal business except in cases of a family or personal emergency. Any other use may be considered a breach of trust and is subject to disciplinary action up to and including dismissal.

Association Telephones

Association telephones including fax lines are to be used for Association business. Employees are requested to avoid using telephones for personal business except for brief and occasional communication with their immediate family or in case of an emergency.

If an employee is required to use long distance for a personal reason other than those described above they shall request permission from their immediate supervisor and shall make arrangements to reimburse the Association for the cost incurred.

Any repeated or prolonged use of long distance will be investigated. The person making the calls will be required to reimburse the Association for the costs incurred.

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Visits

Family and friends of individuals receiving support are encouraged to visit. Employees and volunteers shall facilitate such visits when they occur.

Mail

Association stationary supplies and postage are not to be used for personal correspondence.

If required for the work of the Association, employees are permitted to use their home address for the receipt of Association work-related mail or correspondence with the express written permission of their supervisor.

Borrowing of Property

Association property may be borrowed or used for personal reasons only with the express permission of your direct supervisor. Any damage or loss of such borrowed property is the responsibility of the borrowing employee and the Association shall require that the item be repaired or replaced at the expense of the employee.

Assignment of Work Equipment

At the time of hire, the Association may assign certain equipment to an employee or volunteer to assist with the performance of job duties. This equipment may include but is not necessarily limited to, keys, beepers, cellular phones, and other items. Employees and volunteers shall be required to:

- a. Sign for the receipt of such items
- b. Ensure the care and safe-keeping of assigned items
- c. Report the need for replacement of an item to their direct supervisor if it becomes worn or unusable
- d. Return items upon their separation from employment with the Association; failure to return items shall result in a holdback from their last pay cheque, of an amount to cover the cost of replacement or repair

The Association accepts that normal wear and damage may occur on equipment in the course of work activities. Employees may be required to replace or repair lost or damaged items at their own expense in cases where such loss or damage is willful on their part.

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Purpose of Computer Equipment, E-mail and Internet

Computer equipment, E-mail and Internet are provided for the use of employees and volunteers in their work and for the benefit of persons supported by the Association. Specifically, these purposes include:

- a. To complete work related to job duties and assignments
- a. To facilitate internal work-related communication among employees
- b. To provide for external communication with other Associations for Community Living or related human service organizations and professionals
- c. To provide a source of information and education pertaining to the work of the Association for employees
- d. To provide a means of communication, information education and development for persons supported.

Rights of the Association

In order to ensure compliance with this policy, the Association reserves the right to:

- a. Monitor and log any and all use of equipment, software, internet and e-mail
- b. Access and inspect any and all files stored in public and private areas of the network
- c. Monitor electronic communications
- d. Check for any breach of system security, violations of the law or disregard for Association policy.

Downloaded Material

Employees and volunteers are prohibited from using any Association computer equipment to download material, information or software for personal use.

Any files or material downloaded via the Internet or received by E-mail become the property of the Association.

Disciplinary Action for Failure to Adhere to this Policy

Failure to adhere to the provisions of this policy can result in discipline up to and including dismissal.

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Employee Responsibilities

Employees are responsible in the use of computer equipment, e-mail and internet, to:

- a. Ensure they understand and are able to use the equipment and software according to proper operating procedures
- b. Use the equipment for business purposes
- c. Facilitate access to computers by persons supported by the Association in accordance with instructions of the Support Coordinator
- d. Respect copyrights, software licensing rules, property rights and the privacy of others
- e. Ensure their use is in accordance with the laws and regulations of Canada, any other nation any city, province or other jurisdiction
- f. Ensure they make no online purchases, transactions or ordering for themselves or the Association unless specifically authorized to do so
- g. Ensure no third party, other than a person supported by the Association who has been identified to do so, has access to any computer equipment or software unless specifically authorized to do so
- h. Preserve the privacy of their password or other security system that controls access to the system
- i. Access only those files or parts of the system that are available to them
- j. Access and download only information that pertains to their work or the needs of persons supported
- k. Refrain from any access, downloading, archiving, storage, editing, distribution or recording of any material that is violent, pornographic or offensive
- l. Refrain from accessing any chat room, newsgroup or other internet resource that is not strictly related to the work of the Association
- m. Refrain from downloading any software unless specifically authorized to do so
- n. Provide virus scanning of downloaded materials.

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Inclusive Definition

The Association acquires vehicles, equipment and property for the use of employees and persons supported in order to further the Mission and Goals of the Association. Moreover Association employees and volunteers may be required to use or help someone use property and equipment purchased by persons supported by the Association.

For the purposes of this policy, property and equipment belonging to people supported shall be considered as Association property.

Purpose of the Policy

The purpose of this policy is to guide employees and volunteers in the safe, effective and proper use of all vehicles, equipment and property to ensure:

- a. It is available and in good working order for others
- b. Accidental breakage and misuse leading to damage is avoided
- c. The cost of acquiring, repairing and replacing vehicles, equipment and property is kept to a minimum.

Employee and Volunteer Responsibilities

Each employee and volunteer is responsible to ensure that their use of any Association vehicle, equipment or property is in accordance with:

- a. Its purpose and proper use
- b. Any instructions of the manufacturer and/or the Association
- c. The normal limits of use
- d. Proper maintenance.

Procedure in Event of Damage

When an employee or volunteer discovers any damage or excessive wear of any piece of equipment or property, they are to report it at the earliest opportunity to their respective supervisor.

In the event that the damage or excessive wear could result in harm or injury to another person, the employee or volunteer is to report the matter immediately to their respective supervisor or Health and Safety representative and ensure arrangements are made to repair the item, take it out of service or secure it in some way to avoid injury or harm.

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Regular Maintenance of Heating/Cooling Equipment and Appliances

Each dwelling within the Association is responsible to ensure the following:

- a) The furnace is inspected yearly by a qualified personnel.
- b) Accurate record of the inspection is kept on site.
- c) All portable heaters are CSA approved within Canada specific.
- d) Water in any dwelling does not exceed 49 degrees Celsius.
- e) Water temperature is to be checked and recorded monthly at each site, on the Health & Safety monthly checklist – Residential and JRC.

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Purpose of the Inventory

The Association must maintain a record of all equipment and property it acquires because:

- a. It is the steward of public funds and must account for the acquisition, use and disposal of equipment and property
- b. It must have a record of all assets for insurance purposes
- c. It must arrange for the replacement of equipment and property as it ages.

All equipment and property with a purchase price greater than \$200.00 including applicable taxes shall be:

- a. Registered in the inventory system at the time of purchase
- b. De-listed from the inventory system at the time of disposal.

In order to ensure the accuracy of the inventory system, the Association shall arrange from time to time for all equipment and property at each work location to be reviewed and its existence confirmed.

The inventory record shall include the following information:

- a. Name and identifying description of the item
- b. Location of the item (street address)
- c. Serial number if applicable
- d. Purchase price (in the event that the purchase price is not known a value shall be imputed to the item)
- e. Date of purchase
- f. Requirements, if any, for disposal of the asset (some funding of property and equipment includes a provision for disposal in accordance with specific requirements)
- g. Date of disposal.

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Disposal of Assets According to Criteria

Any asset of the Association shall be disposed of according to these criteria:

1. An item that must be disposed of In accordance with any requirements stipulated by the funding body at the time of funding or acquisition of the item shall be disposed of according to those requirements
2. An item that is broken and cannot reasonably be repaired shall be discarded
3. When the item has completed its useful life and needs to be replaced, it shall be used as a trade-in on a replacement item if possible
4. When the item is no longer used and it appears unlikely that the item can be used due to changes in programs or technology or support requirements:
 - a. If the item is a piece of equipment that can be used to facilitate mobility or access of a person with a disability, it shall be sold or rented to the person or their family for a nominal amount
 - b. If the item has a value of less than \$200.00 it shall be disposed of at the discretion of management; however it shall not be given or sold to any Association employee or volunteer or the immediate family of any Association employee or volunteer; it may be given to a person supported by the Association if the item is of interest or use to the person or it may be given to another agency
 - c. If the item has a value of \$200.00 or more it shall be sold at auction or through an ad in the newspaper or other suitable means. In the case of a newspaper ad, the item shall go to the person offering the highest price.

Recording of Disposition

An entry will be made on the inventory record upon the disposition of an asset. The entry will indicate the method of disposal.

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The Association shall retain records at least in accordance with applicable government legislation and regulations. Reference shall be made to the original legislation or regulation to confirm the retention period for a record, prior to any records being destroyed or discarded. The Association may elect to retain a record for a longer period than required by legislation or regulation

Responsibility of Employees

All Employees are responsible to ensure records that they create, receive, use or refer to in the course of their work, are protected and retained in accordance with this policy.

Files of Persons Supported

Reference: Developmental Services Act of Ontario Regulation 272; amended to 434/01

Records shall be retained “for at least twenty (20) years after the date of the last entry with respect to the resident in the record or, if the resident dies, for at least five (5) years after the date of the death of the resident.”

Books of Account and Financial Records

Reference: Developmental Services Act of Ontario Regulation 272; amended to 434/01

“The books of account and financial records...must be retained...for at least seven (7) years after the end of the fiscal year to which the books and records relate.”

Personnel Files

Reference: Employment Standards Act Retention of Records 2000 SO, 2000, c.41

The Employment Standards Act requires that records be kept for three years following the date the employee leaves employment.

The Association shall retain:

- a. Employee records for five (5) years from the date that the employee ceased to be employed with the Association
- b. Records of volunteers for five (5) years from the date that the volunteer ceased to be a volunteer with the Association

Other Administrative Records and Documents

All Association records and documents that are not subject to government legislation and regulation or for which this policy does not provide a specific period of retention shall be retained for at least seven (7) years after the end of the fiscal year to which the records relate.

POLICY SECTION: FINANCE AND PROPERTY

POLICY NO: FP14

POLICY TITLE: PET POLICY

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POLICY: PET POLICY

The association will work with each individual that desires a pet, and will come to a decision on this, based on each individual situation, with regard to personal choice and the best interest of the individual and their living situation, i.e. in a group living environment. Staff shall work with the individual to ensure proper care of the animal and appropriate accommodation.

Where required, service animals shall be accommodated, subject to the availability of appropriate accommodation, with the exception of those animals excluded by law. CLW&D will ensure and provide the necessary care for the service animal and maintain records of care.

Pets are permitted at group homes for purposes of visiting. Prior to planning a visit, areas to take into account are allergies, interest in animals, fear of animals, etc. The pet owner must ensure that all shots are up to date and that they assume responsibility for the animal's actions.