

16. Policies and procedures

Eva's Phoenix has developed a set of policies and procedures that have evolved over the last five years. These could be useful to organizations starting up, or trying to develop their own policies or procedures for specific operational issues.

Some of the policies and procedures relate to the operation of the housing facility, and others relate to the general operation of the program. They are available on request from the Director of Eva's National Initiatives. [LINK TO jennifermorris@evas.ca.]

The following is a complete list of policies and procedures for Eva's Phoenix:

[A.1 Eva's Initiatives](#)

[Mission Statement](#)

[A.2 Guiding Principles for Service Delivery](#)

[A.3 The Client Centered Approach of Eva's Initiatives](#)

[A.4 Staff Code of Conduct](#)

[A.5 Residents Rights and Responsibilities](#)

[A.6 Eva's Anti-Oppression Context](#)

[A.7 Confidentiality](#)

[A.7.1 Confidentiality Policy](#)

[A.7.2 Confidentiality Procedure](#)

[A.7.3 Confidentiality Form](#)

[A.8 Anti-Harassment Policy](#)

[A.9 Health and Safety](#)

[A.9.1 Health and Safety Policy](#)

[Enforcement and Discipline](#)

[Work Refusals and Work Stoppages](#)

[Maintenance and Housekeeping](#)

[Accident Prevention, Reporting and Investigation](#)

[Substance Abuse - Employees](#)

[Workplace Inspections](#)

[Emergency Procedures](#)

[Security and Violence in the Workplace](#)

[Smoking in the Workplace](#)

[A.9.2 Health and Safety Procedure](#)

[A.10 Duty to Report Child Abuse](#)

[A.10.1 Reporting Child Abuse and Neglect Policy](#)

[A.10.2 Duty to Report Child Abuse Procedure](#)

A.11.1 AMBULANCE

A.12.1 BED BUGS

A.13.1 COMMUNICABLE DISEASE

[B.a Client/Shelter Related](#)

[B.a.1 Admission and Intake](#)

[*B.a.1.1 Admission and Intake Policy*](#)

[*B. a.1.2 Admissions and Re-admissions in revision*](#)

[B.a.2 Re-admission](#)

[B.a.3 Discharge](#)

[*B.a.3.1 Discharge Policy*](#)

[*B.a.3.2 Discharge Procedure*](#)

[DISCHARGE CHECKLIST](#)

[B.a.4 Service Restrictions](#)

[*B.a.4.1 Service Restrictions Policy*](#)

[*B.a.4.2 Service Restrictions Procedure*](#)

[B.a.5 Trans-Gendered/Transsexual/Two-Spirited Youth Policy](#)

[B.a.6 Pregnant Youth](#)

[*B.a.6.1 Pregnant Youth Policy*](#)

[*B.a.6.2 Pregnant Youth Procedure*](#)

[B.a.7 Access for staff \(Keys and Key card\)](#)

[B.a.8 Drugs, Alcohol And Smoking](#)

[*B.a.8.1 Drugs, Alcohol and Smoking Policy*](#)

[*Weapons Policy*](#)

[B.a.8.2 Drugs, Alcohol And Smoking Procedure](#)

[*Weapons Procedure*](#)

[B.a.9 Crisis Intervention](#)

[B.a.10 Resident Consent](#)

[*B.a.10.1 Resident Consent Policy*](#)

[*B.a.10.2 Resident Consent Procedure*](#)

[B.a.11 Police Contact](#)

[*B.a.11.1 Police Contact Policy*](#)

[*B.a.11.2 Police Contact Procedure*](#)

[B.a.12 Warrant Check](#)

[*B.a.12.1 Warrant Check Policy*](#)

[*B.a.12.2 Warrant Check Procedure*](#)

[B.a.13 Resident File](#)

[*B.a.13.1 Resident File Policy*](#)

[*B.a.13.2 Resident File Procedure*](#)

[B.a.14 Resident Complaints And Appeals](#)

[*B.a.14.1 Resident Complaints And Appeals Policy*](#)

[*B.a.14.b Resident Complaints And Appeals Procedure*](#)

B.a.15 Chores

B.a.15.1 Chores Policy

B.a.15.2 Chores Procedure

B.a.16 Client Evaluation

B.a.16.1 Client Evaluation Policy

B.a.16.2 Client Evaluation Procedure

B.a.17 Client use of computers

B.a.17.1 Client use of computers Policy

B.a.17.2 Client use of computers Procedure

B.a.18 Curfew

B.a.18.1 Curfew Policy

B.a.18.2 Curfew Procedure

B.a.19 Food Policy

B.a.20 Laundry

B.a.20.1 Laundry Policy

B.a.20.1 Laundry Procedure

B.a.21 Medication

B.a.21.1 Medication Policy

B.a.21.2 Medication Procedure

B.a.22 Non-Residential Clients

B.a.22.1 Non-Residential Clients Policy

B.a.22.2 Non-Residential Clients Procedure

B.a.23 Overnights And Guest

B.a.23.1 Overnights and Guest Policy

B.a.23.2 Overnights And Guest Procedure

B.a.24 Personal Needs Items

B.a.24.1 Personal Needs Items Policy

B.a.24.2 Personal Needs Items Procedure

B.a.25 Pets Policy

B.a.26 Personal Needs Allowances

B.a.26.1 Personal Needs Allowance Policy

B.a.27 Residents Bulletin Board Policy

B.a.28 Resident Involvement

B.a.28.1 Resident Involvement Policy

B.a.28.2 Resident Involvement Procedure

B.a.29 Resident Phone

B.a.29.1 Resident Phone Policy

B.a.29.2 Resident Phone Procedure

B.a.30 Resident Storage

B.a.30.1 Resident Storage Policy

B.a.30.2 Resident Storage Procedure

B.a.31 Resident Television/VCR

B.a.31.1 Resident Television/VCR Policy

B.a.31.b Resident Television/VCR Procedure

B.a.32 Room Searches

B.a.32.1 Room Searches Policy

B.a.32.2 Room Searches Procedure

B.a.33 Safekeeping Of Resident Valuables

B.a.33.1 Safekeeping Of Resident Valuables Policy

B.a.33.2 Safekeeping Of Resident Valuables Procedure

B.a.34 Sign In

B.a.34.1 Sign In Policy

B.a.34.2 Sign In Procedure

B.a.35 Smoking

B.a.35.1 Smoking Policy

B.a.35.2 Smoking Procedure

B.a.36 Transportation

B.a.36.1 Transportation Policy

B.a.36.2 Transportation Procedure

B.A.37 SAVINGS

B.a.37.1 Savings Policy

B.a.37.2 Savings Procedure

B.A.38 EVENTS

B.a.38.1 Events Policy

B.a.38.2 Events Procedure

B.b.1 Archiving Files

B.b.1.1 Archiving Files Policy

B.b.1.1 Archiving Files Procedure

B.b.2 Case Management

B.b.2.1 Case Management Policy

B.b.2.2 Case Management Procedure

B.b.3 Communication Log

B.b.3.1 Communication Log Policy

B.b.3.2 Communication Log Procedure

B.b.4 Donations

B.b.4.1 Donations Policy

B.b.4.2 Donations Procedures

B.b.5 Emergency Beds

B.b.5.1 Emergency Beds Policy

B.b.5.2 Emergency Beds Procedure

B.b.6 Food Donations

B.b.6.1 Food Donations Policy

B.b.6.2 Food Donations Procedure

B.b.7 Incident Reporting

B.b.7.1 Incident Reporting Policy

B.b.7.2 Incident Reporting Procedure

B.b.8 Incoming Fax and Mail

B.b.8.1 Incoming Fax and Mail Policy

B.b.8.2 Incoming Fax and Mail Procedure

B.b.9 Media Requests

B.b.9.1 Media Requests Policy

B.b.9.2 Media Requests Procedure

B.b.9.3 Media Request Form

B.b.10 Meeting Room Bookings

B.b.10.1 Meeting Room Bookings Policy

B.b.10.2 Meeting Room Bookings Procedure

B.b.11 Pager/ On Call

B.b.11.1 Pager/On Call Policy

B.b.11.2 Pager/ On Call Procedure

B.b.12 Outings/ Trips

B.b.12.1 Outings/Trips Policy

B.b.12.2 Outings/ Trips Procedure

B.b.13 Petty Cash

B.b.13.1 Petty Cash Policy

B.b.13.2 Petty Cash Procedure

B.b.14 Pinks

B.b.14.1 Pinks Policy

B.b.14.2 Pinks Procedure

B.b.15 Serious Occurrence Reporting

B.b.15.1 Serious Occurrences Reporting Policy

B.b.15.2 Serious Occurrence Reporting Procedure

B.b.15.3 Serious Occurrences Reporting Form

B.b.16 Shift Responsibilities

B.b.16.1 Shift Responsibilities Policy

B.b.16.2 Shift Responsibilities Procedure

B.b.17 Site Security

B.b.17.1 Site Security Policy

B.b.17.2 Site Security Procedure

B.b.18. Staff Bulletin Board

B.b.18.1 Staff Bulletin Board Policy

B.b.18.2 Staff Bulletin Board Procedure

B.b.19 Staff Court Involvement

B.b.19.1 Staff Court Involvement Policy

B.b.19.2 Staff Court Involvement Procedure

B.b.20 Staff Meetings

B.b.20.1 Staff Meetings Policy

B.b.20.2 Staff Meetings Procedure

Management meetings

All staff Meetings

Team Meetings

Joint Team Meetings

B.b.21 Staff Visitors

B.b.21.1 Staff Visitors Policy

B.b.21.2 Staff Visitors Procedure

B.b.22 Statistics

B.b.22.1 Statistics Policy

B.b.22.2 Statistics Procedure

B.b.23 Student Placement Policy

B.b.24 Van Usage

B.b.24 Workshop/Programme Development

B.b.24.1 Workshop/ Programme Development Policy

B.b.24.2 Workshop/Programme Development Procedure

B.b.25 Community Complaints Policy

C.1 Special Projects- Employment Program

C.2 Special Projects- Hostel Re-Direct Project

C.3 Special Projects- Mentorship

C.4 Special Projects- Print Shop

D.1 Evacuation Plan

D.1.1 Evacuation Plan Policy

D.1.2 Evacuation Plan Procedure

D.2 Emergency Beds

D.3 Fire Safety Plan

Staff Responsibilities in the Event of a Fire

Instructions for staff and residents in the event of a fire

D.4 Serious Occurrence Reporting

D.4.1 Serious Occurrence Reporting Policy

D.4.2 Serious Occurrence Reporting Procedure

D.4.3 Serious Occurrence Reporting Form

Section 1: Purpose of the Facility Manual

Section 2: Heating and Cooling Systems

Section 3: Thermometer Control Panel Settings

Section 4: Procedure for Requesting Maintenance Repairs

What is emergency?

Section 5: Maintenance Contact List

Section 6- Fire Safety Plan

Section 7: Shelter Systems

F.1 Access for staff (Keys and Key card)

F.2 Staff Kitchen Policy

F.3 Kitchen Use Procedure

F.4 Household Supplies Policy

F.5 Household Shelter Supplies

Procedures

F.6 Personal Needs Supplies

F.7 Bedding supplies

F.8 Incoming Fax and Mail

F.8.1 Incoming Fax and Mail Policy

F.8.2 Incoming Fax and Mail Procedure

Incoming Fax

Mail (Internal)

Mail (ex-residents)

F.9 Information Technology

F.9.1 Information Technology Policy

F.9.2 Information Technology Procedure

F.9.3 Information Technology Form

Eva's Phoenix Database Training Manual

Backgrounder

Intake Records

Housing Records

HRDC Records

Mentorship Records

F.10 Meeting Room Bookings

F.10.1 Meeting Room Bookings Policy

F.10.2 Meeting Room Bookings Procedure

F.11 Office Supplies

F.11.1 Office Supplies Policy

F.11.2 Office Supplies Procedure

F.12 Site Inventory

F.12.1 Site Inventory Policy

F.12.2 Site inventory Procedure

F.13 Front Door Monitor

[F.13.1 Front Door Monitor Policy](#)
[F.13.2 Front Door Monitoring Procedure](#)

[F.14 Staff Training](#)

[F.14.1 Staff Training Policy](#)
[F.14.2 Staff Training Procedure](#)

[F.15 Stamps](#)

[F.15.1 Stamps Policy](#)
[F.15.2 Stamps Procedures](#)

[F.16 Vacation Schedule](#)

[F.16.1 Vacation Schedule Policy](#)
[F.16.2 Vacation Schedule Procedure](#)