

CONQUESTSM
Forming Tomorrow's Leaders

Challenge

POLICIES AND PROCEDURES MANUAL
FOR VOLUNTEERS

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November 2008

STATEMENT OF PURPOSE

The following policies and procedures are designed to educate and assist volunteers in fulfilling their responsibilities as they relate to furthering the purpose and mission of MN Canada, Inc. and its clubs and programs (collectively "MN Canada"). Other policies and procedures which govern a volunteer's relationship with other individuals (the club members, program directors, advisors, religious, employees, contractors and other volunteers) may be in effect from time to time. Questions concerning the scope or meaning of these policies and procedures should be raised first with the club president or program director, if necessary, with the Regional Coordinator or ECYD Assistant.

No portion of these policies and procedures or any other policies and procedures issued from time to time should be viewed as creating contractual commitments with volunteers and the matters discussed herein are subject to change or modification without notice.

I. RESPECT FOR DOCTRINE OF THE ROMAN CATHOLIC CHURCH

MN Canada expects its volunteers to demonstrate an openness and respect for the Roman Catholic Church and its doctrines and institutions.

II. COMPLIANCE WITH LAWS

Volunteers shall obey all federal, provincial and local laws and ordinances. Volunteers shall report all violations of law for which they are arrested or convicted (other than minor traffic violations) to the club president or program director within seven days of any arrest or conviction.

III. VOLUNTEERS

A. Insurance - Although MN Canada may carry insurance covering certain occurrences, MN Canada is not obligated to, and may not carry, insurance providing volunteers with any benefits other than insurance benefits required by law. To the extent that a condition, illness or injury is not covered by insurance, if any, provided by MN Canada, MN Canada shall not be responsible, financially or otherwise, for such conditions, illness or injury.

B. Requirements for Acceptance of Volunteers - MN Canada relies upon the accuracy of all information presented by a potential volunteer in his/her application and, if applicable, during interviews and throughout MN Canada's process of accepting a volunteer. Any misrepresentation, falsification or material omission in any of this information may result in exclusion of an individual from further consideration by MN Canada or, if the person has been accepted, termination of the relationship.

C. Discrimination - MN Canada is committed to providing volunteers with a work environment that is free from discrimination against any individual based upon race, sex, age, national origin, disability or any other legally protected status. Discrimination against volunteers will not be tolerated by MN Canada and is strictly prohibited. However, as a religious institution, MN Canada may legally have a policy of accepting only volunteers of the Catholic faith. MN Canada will make reasonable accommodations, in accordance with applicable law, for a qualified individual with a disability unless doing so would result in an undue hardship.

D. Harassment and Offensive Conduct - MN Canada is committed to providing volunteers and employees with a work environment that is free from harassment of, or other offensive conduct toward, any individual based upon race, color, sex, national origin, disability or age. Harassment and offensive conduct against volunteers or employees will not be tolerated and is strictly prohibited. Any volunteers found to have violated this policy will be subject to disciplinary action, which may include discharge. Any volunteer who believes he or she has been subjected to discrimination or harassment should, if feasible, advise the offender that the conduct is unwelcome and must stop. If the volunteer is unable or uncomfortable in taking this course of action or if the request is unsuccessful, then the volunteer should promptly report the incident as specified below. Do not assume that MN Canada is aware of the problem. It is the volunteer's responsibility to bring such complaints to the attention of the club president or program director. Volunteers will not be penalized in any way for reporting such conduct.

Harassment and other offensive conduct includes any conduct, whether verbal, visual or physical, which has the purpose or effect of interfering with an individual's work performance or development, or which creates an intimidating, offensive or hostile work environment (e.g., slurs, offensive remarks, jokes and lewd behavior). The work environment encompasses all work-related settings, activity sites and social events.

E. Sexual Harassment - Sexual harassment and offensive conduct are strictly prohibited. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- a) Submission to such conduct is made either explicitly or implicitly a term or condition of volunteering.
- b) Service decisions regarding an individual (i.e. promotion, demotion, etc.) are based on a volunteer's receptiveness to unwelcome requests or conduct.
- c) Such conduct or speech has the purpose or effect of unreasonably interfering with an individual's service performance, or creating an intimidating, hostile, or offensive working environment (e.g., unwanted sexual jokes, vulgar language, sexual gestures, physical assaults, sexual advances, displaying sexually-oriented materials, etc.).

No volunteer shall engage in, or create a situation involving, sexual harassment.

F. Procedures for Reporting Harassment and Offensive Conduct Claims

1. **Offensive Conduct Claims** - Any volunteer who believes that he or she has been subjected to harassment, including sexual harassment, is encouraged to promptly report the incident to the club president or program director. It is the duty of the club president or program director to promptly investigate or coordinate the investigation. Confidentiality will be maintained except as to the extent disclosure is necessary as part of the investigation or as a result of the investigation.

In determining whether alleged conduct constitutes harassment, the totality of the circumstances, the nature of the conduct complained of, and the context in which the

alleged conduct or incident occurred will be considered. Disciplinary action will be taken for conduct which is determined to violate this policy, regardless of whether the inappropriate conduct rises to such a level as to be a violation of law.

2. **Protection from Retaliation** - Retaliation against an individual for reporting a violation of MN Canada's policy is strictly prohibited and should be reported immediately to the club president or program director. Each retaliation offense will be investigated and sanctioned separately. Individuals who are not themselves complainants, but who participate in an investigation (for example, as witnesses), will also be protected from retaliation under the policy.
3. **False Accusations** - MN Canada recognizes that the question of whether a particular course of conduct constitutes a violation of the policy requires a factual determination. MN Canada also recognizes that false accusations have serious effects on innocent persons. If, after a complete investigation, it is clear that a person who has accused another of violating the policy has intentionally made a false accusation, the accuser will be subject to disciplinary action. It is important to note, however, that the fact that a complaint is not substantiated or is determined not to constitute a violation of the policy does not necessarily mean that the complaint was false.

G. No Offensive Material - It is prohibited, while in any facilities or during any activities of MN Canada, to possess, distribute or have access to pornographic or similar material, regardless of the media in which the said material may be found (stamped, electronic, recorded, etc.). Any employees or volunteer found to have violated these policies will be subject to disciplinary action, which may include discharge.

H. Volunteer Information

1. **Maintenance of Records** - MN Canada will maintain records with respect to each volunteer while such individual is affiliated with MN Canada. If a volunteer's relationship with MN Canada is terminated, MN Canada shall maintain such volunteer's records for a reasonable period of time, which period shall be determined by MN Canada in its sole discretion.
2. **Disclosure of Information** - In certain instances it may be necessary to disclose information about current and/or former volunteers. All requests for information regarding a volunteer shall be referred to the club president or program director who shall be responsible for responding.

IV. ADULT/CHILD/IMPAIRED PERSON RELATIONSHIPS

A. Abuse or Neglect of Children or Impaired Persons - Abuse, whether physical, sexual or emotional, and neglect are matters of serious concern for all persons involved in the care and education of children and impaired persons. Abuse or neglect of children or impaired persons is strictly forbidden and will not be tolerated. Any volunteer found to have abused or neglected

a child or impaired person will be subject to disciplinary action including immediate discharge. Further, MN Canada will report, or facilitate the reporting of, even suspected abuse or neglect to the appropriate authorities and cooperate in any subsequent investigation.

There has been a significant amount of media attention given to the subjects of abuse and neglect. Actions or behavior which may be completely innocent may nonetheless appear inappropriate to, or be misconstrued by, others. MN Canada is aware of the sensitivity and complexity surrounding the issues of neglect, and physical, emotional and sexual abuse and requires the cooperation of all volunteers in implementing this policy and its procedures. To assist in the protection of children and impaired persons, and to help avoid misconceptions, false, substituted or exaggerated accusations of abuse, volunteers should be alert for suspicious and unusual behavior and, absent extenuating circumstances, adhere to the following guidelines for conduct. These guidelines are not intended to provide a complete list of acceptable behavior.

1. In dealing with children or impaired persons, two or more adults should always be present;
2. Do not appear in front of a child or impaired person unless appropriately clothed;
3. Do not change clothes in the same room as, or in view of, a child or impaired person;
4. During activities which involve changing clothes, putting on bathing suits or taking showers, children and impaired persons should be supervised by two or more adults of their same sex;
5. Do not touch a child or impaired person during a religious ceremony or rite except as prescribed by the Church;
6. Adults should avoid riding alone in a car with a child or impaired person;
7. Do not strike or touch a child or impaired person as a means of administering discipline or punishment;
8. No child or impaired person should be permitted to stay away from home overnight, at school or otherwise, without the written consent of the custodial parent;
9. No child or impaired person should be taken on any type of trip or excursion without the written consent of the custodial parent;
10. No child or impaired person should be left alone or in the care of a minor;
11. No child or impaired person should be allowed to engage in hazardous activities;
12. Unless specifically appointed to do so, no one without due qualifications (e.g., medical nurse), shall prescribe the use of medication, administer medication or provide medical attention (other than in emergency situations where the child's or impaired person's life is in imminent danger). To the extent practicable, medical attention permitted under this provision shall be administered only in the presence of another adult;
13. No child or impaired person is to be denied food, water or shelter;

14. No runaway child or impaired person is to be given sanctuary without making a timely report concerning the child's or impaired person's safety and whereabouts to the custodial parent, or the authorities. For purposes of this provision, timely shall mean as soon as reasonably possible and in any event within eight hours;
15. Do not use derogatory language when addressing a child or impaired person;
16. Do not touch a child or impaired person against his or her will;
17. Do not touch a child or impaired person on any portion of their body that would be covered by a bathing suit;
18. Do not permit a child or impaired person to visit in your quarters;
19. Be alert for suspicious or unusual behavior;
20. If it is necessary to meet with a young or impaired person alone, do so in a place that is away from the hearing of others, but in view;
21. Respect a child's or impaired person's boundaries relative to physical and emotional displays of affection; and
22. Children and impaired persons may seek to routinely spend time with or express affection to an adult who they admire. Encourage children and impaired persons to be balanced in their association with others.

B. Reporting of Abuse or Neglect - Unfortunately, there is no known or sure system to guarantee against the presence of an individual capable of abusing or neglecting another person. Should you observe or reasonably suspect neglect or abusive conduct or receive the report of a child or impaired person concerning abuse or neglect, regardless of where the abuse or neglect may have occurred, when or by whom, it is your responsibility to make a report of the abuse to the club president or program director. In many locations, a person having cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect is required to immediately report their belief to appropriate authorities. Failure to report in a prompt fashion may result in civil or criminal action or penalties. Professionals who are licensed or certified and employees who, in the normal course of their duties, have direct contact with children, have heightened responsibilities and have a non-delegable duty to report upon first suspicion that a child has been or may be abused or neglected. To facilitate reporting and to help prevent neglect, physical, mental or sexual abuse from occurring, the following procedures and guidelines are to be followed:

1. If an individual witnesses or reasonably suspects the mistreatment or abuse of a child or an impaired person, the individual shall promptly notify the club president or program director. The individual may be asked to document his or her report in writing.
2. Upon notification of abuse or neglect or suspected abuse or neglect, the club president or program director will make a report to the appropriate authorities, or assist the person providing notification to the club president or program director in complying with statutory reporting requirements.

3. In the event the person suspected of abuse or neglect is affiliated with MN Canada, until the matter has been resolved in full, the person accused shall be immediately removed from any situation where he or she is in contact with children or impaired persons.
4. In such instances where a person affiliated with MN Canada has been accused, if, after a complete investigation, the charges are determined to be false, the accused shall be replaced in his or her normal duties.
5. Volunteers who are found to have engaged in abusive actions involving children, impaired persons or others will be subject to discipline, including written or verbal warning, counseling, suspension, reassignment or termination. In addition, volunteers who engage in abusive behavior may be subject to prosecution and civil or criminal liability.

V. COMMUNICATIONS CONCERNING MN CANADA

- A. **Dealing with Law Enforcement Inquiries** - Any inquiry by a law enforcement agency regarding any subject is to be considered a matter of importance. In order to ensure the required coordination, and the furnishing of accurate and complete information, as well as to protect the rights of MN Canada and others, no information concerning MN Canada, its activities, employees, contractors, club members, participants or volunteers, whether oral or written, and no MN Canada records or files, should be furnished except after prior review, advice and approval of the club president or program director. The club president or program director shall be notified immediately of any such inquiry. It is the policy of MN Canada to cooperate with the appropriate governmental authorities in connection with any investigation conducted by them in the proper performance of their duties. The individual contacted by a law enforcement agency should indicate to such agency a willingness to cooperate and should state that established procedures require that such cooperation be provided only with counsel present.
- B. **Dealing with Civil Lawsuits, Subpoenas, Deposition Notices or Criminal Indictments** - Should a volunteer be served with legal papers which initiate a civil suit, request the production of documents or his/her deposition, or provide notification of a criminal indictment in connection with MN Canada, the volunteer shall immediately inform the club president or program director. Legal papers may have important consequences and require prompt attention. The club president or program director shall be provided with a copy of the original document as soon as practicable.
- C. **Dealing with the Media.** Volunteers are requested to keep the club president or program director informed of media inquires and contacts. Inquires involving MN Canada and its activities, should be referred to the club president or program director. Requests for media interviews should be coordinated with the club president or program director.

VI. LOSS PREVENTION

To assist in providing a safe and healthful work environment for employees, volunteers, visitors, club members, participants and others, each volunteer is expected to obey safety rules and to

exercise caution in all activities. Safety is not only the responsibility of the club president or program director and supervisors, each volunteer also shares in this responsibility. Volunteers are to exhibit safe work attitudes, safety consciousness and alertness to hazards. Safety rules applicable to specific programs and activities sponsored by MN Canada and those disseminated during meetings, bulletin board postings, memos, or other written communications, as well as more informal communications shall be followed, absent overriding need under the circumstances. Volunteers must immediately report any unsafe conditions to the club president or program director. Volunteers who violate the safety guidelines, cause hazardous or dangerous situations, fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including immediate discharge.

A. Dealing with Accident and Potential Claims - The following procedures shall be adhered to by all volunteers upon the occurrence of an accident or potential claim.

All accidents that result in injury, regardless of how insignificant the injury may appear, and all potential claims, no matter how small, are to be reported as soon as possible to the club president or program director. If the initial report is oral, a written report should be submitted to the club president or program director as soon as is practical. Incidents which should be regarded as potential claims include the following:

- a) Job related injuries to employees, volunteers or participants.
- b) Job related illnesses suffered by employees, volunteers or participants.
- c) Injuries to third parties arising out of, related to, or incident to MN Canada activities.
- d) Damage to property belonging to parties other than MN Canada, arising out of, related to, or incident to MN Canada activities.
- e) Any damage to real and/or personal property belonging to MN Canada.
- f) Any other claim of any type where liability may be asserted against MN Canada.

B. Emergency Procedures

1. Emergency Telephone Numbers:

Fire Department.....911
Police Department.....911
Medical Emergency.....911

2. Medical Emergencies:

- a) Should, as the result of injury or illness, immediate medical care be necessary, the club president or program director, or a person designated by the club president or program director (such as a supervisor), shall be responsible for transporting the injured or ill person to a hospital or medical facility. Under no circumstances should a person requiring medical attention be allowed to travel unattended to a hospital or medical facility.

- b) If an illness or injury is serious enough that the injured person should not be moved, the proper medical emergency service shall be immediately contacted.

VII. CONFIDENTIALITY

- A. **Confidentiality** - All information whether written or oral (of any nature whatsoever) obtained while a volunteer is affiliated with MN Canada, is considered proprietary and strictly confidential information. A volunteer shall take any and all precautions to restrict the dissemination of such proprietary and confidential information and shall not use such information for his or her benefit or for the benefit of any other person or entity. Upon the termination of the volunteer's relationship or affiliation with MN Canada, the individual shall promptly return all materials provided by MN Canada to MN Canada and the volunteer shall not retain any copies of such materials. This obligation of strict confidentiality shall continue in full force and effect notwithstanding the termination of a volunteer's relationship or affiliation with MN Canada.

A volunteer may be required to sign a nondisclosure agreement as condition to becoming affiliated with MN Canada. Any volunteer that improperly uses or discloses confidential information will be subject to disciplinary action, up to and including discharge or legal action.

- B. **Covert Recording Prohibited** - Tape recording or video recording of any conversation or meeting without the knowledge and consent of all participating in the conversation or meeting is strictly prohibited. This prohibition applies to all conversations and meetings, whether conducted in person or over the telephone. Violation of this policy will subject the volunteer to disciplinary action, up to and including discharge.

C. Electronic Security Policy

1. **Network** - It is important that appropriate measures be employed for maintaining the security of electronically stored data. Electronically stored data may include information stored on computer hard disks, network directories, e-mail and storage devices. This electronic information is the property of MN Canada. It is the responsibility of each volunteer to protect this data by adhering to the following electronic information security guideline. Failure to adhere to these guidelines may result in disciplinary action.
 - a) To avoid unauthorized access to proprietary and confidential information, volunteers should not disclose their network login id or e-mail password to others. If it becomes necessary to give your password to the network operator in the course of solving a computer problem, change your password immediately after the problem has been resolved.
 - b) Sign off the network before leaving your desk for extended periods of time and before leaving work for the day. Do not leave the office while signed on to the network.

2. Computer Files

- a) MN Canada reserves the right to access, use, examine, and /or disclose any or all computer files when it has a legitimate need to do so, or to satisfy a legal obligation. This right extends to files that are password-protected. **Volunteers have no privacy expectation in regard to any computer files.**
- b) All data stored on the network, hard drives or on storage devices is the property of MN Canada and is not to be copied or removed from MN Canada in any manner.
- c) It is a violation of policy to access computer files in someone else's hard drive unless (1) you have permission to do so from the creator of that file or (2) a determination is made by the club president or program director that access is reasonably necessary to protect the interests of MN Canada or some other third party.

3. E-mail

- a) E-mail messages are MN Canada records, and the e-mail system is provided by MN Canada for business use only. It is against policy to send non-religious, non-business related messages to some or all e-mail users. Furthermore, it is against policy to send any e-mail message that contains obscene material, racial or sexual comments or which, in any way, violate the discrimination or harassment policies.
- b) E-mail users do not have any reasonable expectation of privacy with regard to e-mail messages they send or receive. MN Canada reserves the right to access, examine, use and/or disclose the contents of messages sent or received by e-mail users, whenever it has legitimate need or reason to do so.
- c) It is a violation of policy to send an e-mail message under the name of another person (e.g. by sending an e-mail message from a computer that is logged on to the network by someone else) unless you have received permission from that person. It is a violation of policy to access any e-mail message of which you are not the intended recipient unless (1) you have received permission from the intended recipient or (2) a determination is made by the club president or program director that access is reasonably necessary to protect the interests of MN Canada or some other third party.
- d) The e-mail system may not be used to send copies of documents in violation of copyright laws, to send chain letters, or to otherwise violate the law.
- e) The e-mail system is not intended to store documents and messages on a long term basis. Generally, after reading or responding to each e-mail message in your mailbox, you should delete it, print it, or save it as a file or in a folder. E-mail messages stored in any user's mailbox that are more than 90 days old may be deleted and purged from the e-mail system. Messages deleted by this purging process cannot be recovered. Therefore, it is essential that all messages that you wish to keep be saved as files or placed in archive folders.

- 4. **Computer Software Usage.** Any duplication of licensed software, except for backup or archival purposed, is a violation of the federal Copyright Act. In general, if a licensed

copy of a software program is loaded on the hard disk of one computer, that copy of the program may not be used on any other computer.

VIII. TRAINING AND CONTINUING EDUCATION

MN Canada strongly encourages and endorses the continued training and education of its volunteers.

- A. **Professional education** - Those volunteers whose professions require participation in and/or successful completion of continuing education programs are encouraged to participate in and complete such programs so as to maintain their licenses and/or good standing in their profession.
- B. **Training Seminars.** Volunteers are required to attend training sessions as scheduled by MN Canada.
- C. **Orientation.** When necessary, orientation sessions shall be conducted with each volunteer to explain and discuss these, as well as other, policies and procedures.

IX. REQUESTS FOR REFERENCES

All requests for references shall be forwarded to the club president or program director. Only the club president or program director or his/her designee may respond to any requests for reference or verification of affiliation.

X. OTHER POLICIES AND PROCEDURES

This policies and procedures manual is not meant to, and cannot, cover every conceivable situation which may arise during the course of your activities. This manual is intended for use as a guideline to assist volunteers in furthering the goals and objectives of MN Canada in a safe, efficient and effective manner. Volunteers are to consider the spirit of this manual and instructions they have been given as well as the mission of MN Canada and draw upon their education, training, experience and best judgment under circumstances when information in this manual, coupled with information otherwise transmitted by MN Canada, does not provide a course of conduct.

XI. DISTRIBUTION AND RETURN OF MANUAL

The policies and procedures manual remains the property of MN Canada and is for internal use only. The manual must be returned upon request. No part of the manual or its contents may be reproduced without express permission of MN Canada.