

# SCOUTS CANADA STANDARD OPERATING PROCEDURES

## SECTION 14000 – EMPLOYEES

### **14000 – EMPLOYEES:**

Scouts Canada employs staff to assist with the discharge of the responsibilities of Scouts Canada to the communities it serves and to help ensure the safe and best possible management of resources. Staff should not be employed in such a manner as to jeopardize the voluntary aspect of Scouts Canada.

### **14001 – ACCOUNTABILITY:**

All employees of Scouts Canada are accountable to the Executive Commissioner and Chief Executive Office. The responsibilities and job titles of all employees are decided by the Executive Commissioner and Chief Executive Officer.

### **14002 – EMPLOYMENT PROCEDURES:**

Details of the procedures in connection with the employment of staff are contained in the Scouts Canada Personnel Policy.

### **14003 – HONOURS AND AWARDS:**

Active employees are eligible for the Employee Long Service Awards.

Upon retirement, an application will be made for the Silver Maple Leaf Award for a member of the Executive Staff who has exceeded 25 years of service with Scouts Canada – see Section 9002.5 (ii) 4.

### **14004 – UNIFORM:**

Uniform as for adult members – see Section 8000.

### **14005 – EMPLOYEES VOLUNTEERING AT SCOUTS CANADA POLICY:**

Scouts Canada encourages all of its employees to contribute to Canadian society through volunteerism. Doing so through Scouting may provide tremendous insight that will positively benefit decisions and priorities of work performed and volunteer contribution. It may, however, create situations of real or perceived conflict of interest and for this reason, volunteer activity

with Scouts Canada will be limited to non-Commissioner roles such as a Section Leader or Group Committee member.

Please remember that obligations to Scouts Canada as an employee should supersede obligations you may have as a volunteer. Scouts Canada requires disclosure of actual or potential conflicts of interest as a condition of employment, whether it is at time of hire or well after employment has begun. You should speak with your supervisor whenever in doubt over a potential conflict of interest associated with your Scouting volunteer activities.

Volunteers holding a formal position must resign those positions upon entering into an employment agreement with Scouts Canada.

*\*Approved by the BOG (May 2012)*

## **14006 – EMPLOYEE WHISTLEBLOWER POLICY**

Scouts Canada is committed to the highest possible standards of openness, integrity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious complaints or allegations about misdeeds or harm to come forward and voice those concerns.

### **STATEMENT OF POLICY**

In compliance with organizational ethics and our Code of Conduct, neither Scouts Canada nor any officer or employee of Scouts Canada may take a disciplinary measure against, demote, terminate or otherwise adversely affect the employment of such an employee, or threaten to do so,

- (a) With the intent to compel the employee to abstain from providing information to a person whose duties include the enforcement of organizational policies, respecting an offence that the employee believes has been or is being committed: or
- (b) With the intent to retaliate against the employee because the employee has provided information referred to in paragraph (a).

Without limiting the generality of the foregoing, neither Scouts Canada nor any officer or employee may discharge, demote, suspend, threaten, harass, or in any other manner discriminate against an employee in the terms and conditions of employment because of any lawful act done by the employee.

## **STATEMENT OF PROCEDURE**

### **Definitions:**

“Complaint” - a statement describing some wrong or offence.

“Allegation” - something alleged; an unproved statement or assertion.

## **HOW TO RAISE A COMPLAINT OR ALLEGATION**

1. As a first step, raise complaints or allegations with your immediate manager or their superior. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach the Chief Executive Officer.
2. Complaints or allegations may be raised verbally or in writing. Staff who wish to make a written report are invited to use the following format:
  - the background and history of the complaint or allegation (giving relevant dates);
  - the reason why you are particularly concerned about the situation.
3. The earlier you express the complaint or allegation the easier it is to take action.
4. Although you are not expected to prove beyond doubt the truth of a complaint or allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.
5. You may invite a professional colleague or a friend to be present during any meetings or interviews in connection with the complaint or allegation you have raised.

## **CONFIDENTIALITY**

All complaints or allegations will be treated in strict confidence. If we are not able to resolve your concern without revealing your identity (e.g. police involvement; your evidence may be needed in Court), we will discuss this with you.

## HOW SCOUTS CANADA WILL RESPOND

1. Scouts Canada will respond to every complaint or allegation. Within ten working days of a concern being raised, the responsible person will write to you:
  - acknowledging that the complaint or allegation has been received
  - indicating how we propose to deal with the matter
  - giving an estimate of how long it will take to provide a final response
  - telling you whether any initial enquiries have been made
  - supplying you with information on staff support mechanisms, and
  - telling you whether further investigations will take place and if not, why not.
2. Where appropriate, the matters raised may:
  - be investigated by next senior manager or through the disciplinary process
  - be referred to the police
  - be referred to an external auditor
  - form the subject of an independent inquiry.
3. In order to protect individuals and those accused of misdeeds or harm initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures.
4. Some complaints or allegations may be resolved by agreed action without the need for investigation.
5. If urgent action is required this will be taken before any investigation is conducted.
6. The amount of contact between the officers considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, Scouts Canada will seek further information from you.
7. Where any meeting is arranged, off-site if you so wish, you can be accompanied by a colleague or a friend.
8. Scouts Canada will take steps to minimize any difficulties which you may experience as a result of raising a complaint or allegation. For instance, if you are required to give evidence in criminal or disciplinary proceedings, Scouts Canada will arrange for you to receive advice about the procedure.

9. If your complaint or allegation is not confirmed by the investigation, no action will be taken against you. If, however, you make a complaint or allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you.
10. Scouts Canada accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.
11. Any breach of this policy on the part of those concerned will be dealt with by the CEO.

*\*Approved by BOG (May 2012)*