
New Hope COMMUNITY BIKES

Policies and Procedures/Risk Management Manual



About Us

New Hope Community Bikes is a registered charity that exists to: provide safe cycling education, affordable transportation through refurbishing donated bikes, and teach basic repair skills to promote cycling as a sustainable and affordable transportation alternative.

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Mission - Vision - Values

Mission: New Hope Community Bikes is a learning hub for building and repairing bikes, offering safe cycling education, providing access to affordable transportation, and fostering a rich and inclusive cycling community.

Vision: Building community through bicycles

Three Core Values:

Community: It is everyone's bike shop for everyone.

Care: We care about our neighbours; we love our neighbours and our neighbourhood, and we want it to be better. This includes active healthy living, safe cycling and access to transportation.

Repair: We believe that God is at work in restoring all things, and that fixing bikes is part of this story of redemption--all things being made new!

Purpose: Assists in achieving the mission of *New Hope Community Bikes*, all volunteers, staff and clients of *New Hope Community Bikes* will adopt the shared values while conducting their day-to-day duties.

Board Accountabilities

Contact: Board Chair

The board is responsible in five key areas:

- 1) To establish the organization's mission, vision, and direction
 - mission , vision and values
 - strategic planning
 - programs and services
 - evaluation
- 2) To ensure the financial health of the organization
 - responsible for ensuring there are adequate financial resources for the work of the organization
- 3) To ensure the organization has sufficient and appropriate human resources
 - responsible for the working conditions in the organization
 - responsible for hiring, giving direction to and evaluating the senior staff person
 - responsible for ensuring the capability, suitability and vitality of its membership
 - responsible for ensuring the existence of a Nominating Committee
- 4) To direct organizational operations
 - responsible for ensuring that the organization and its directors are in compliance with its legal requirements
 - responsible for ensuring that the board works effectively
 - oversees organizational structure and agency administration
- 5) To ensure effective community relations
 - respond to changing needs/pressures in the community
 - find new ways to meet needs
 - use marketing and public relations

Board Members Code of Conduct

Contact: Board Chair

Board members will:

- Represent the best interests of the members and the organization over and above personal and professional interests
- Respect confidentiality of information received in the course of Board meetings and activities
- Declare potential conflict of interest and refrain from discussion and voting when applicable
- Give recognition to others who contribute to the success of the organization and its activities
- Not speak on behalf of the association unless designated by the Chair or the Board as a whole
- Adopt clear, documented processes and equal access to information
- Not use their individual authority when dealing on an individual basis with staff or volunteers
- Ensure there are competitive opportunities when services of contractors or employment opportunities arise
- Treat staff and fellow Board members with respect and listen to their points of view
- Participate in Board meetings and keep informed about developments and issues relevant to Board operations. Failure to abide by the Code of Conduct may result in removal from the Board.
- Once made, support, indeed defend, board decisions, even if one's own view is a minority one.

Conflict of Interest Policy

Contact: Board Chair

Board members and staff must avoid any conflict of interest regarding their responsibility to the association. They are in a conflict of interest if they can benefit financially or materially from an association activity.

- Board members and staff must disclose the nature and extent of their involvement with other organizations, other associations or vendors.
- Staff members involved in decision-making roles must also make known their relationships with groups or individuals doing business with the association.
- Board members and staff must not engage in any private business or personal services with the association except in cases where competitive opportunity and equal access to information can be assured.
- Board members will not receive remuneration of any type for the performance of their duties for the association.
- Board members and staff must not use their positions to obtain employment for themselves or family members with the association.
- Board members who have an actual or potential conflict of interest must not participate in discussions or vote on decisions between the association and that group.
- Board members may only apply for employment with the association after they have been off the Board for a minimum of 6 months.

Volunteer Policy

Contact: Manager

Definition of Volunteer:

A volunteer is a person who by choice and without financial compensation contributes time and service to assist in fulfilling the mission of the organization.

Philosophy of Involvement:

Volunteers are valued and respected by everyone in the organization. The organization actively seeks the volunteers' input on programs, policies and procedures and organizations concerns. The Board of Directors adopts a statement declaring the vital role of volunteers in achieving the organization's mission.

As representatives of the community-at-large, volunteers actively participate at all levels of the organizations, ensuring that services and responsive to the needs of the clients and members.

Volunteers enhance the services provided and do not assume duties of paid staff.

Volunteers act as representatives of the organization. The extent of their relationships with clients or members is outlined in their position descriptions. Training and supervision is provided to ensure volunteers understand their roles, responsibilities and limitations and are able to undertake them in an appropriate and safe manner.

Purpose:

Ensures the mission of New Hope Community Bikes and the vision of volunteer resources are achieved.

Procedure: Initiation of a new volunteer over 18 years of age.

Action: New adult volunteers will be accepted by the Manager. The volunteer will be assigned tasks and responsibilities as deemed necessary and appropriate for the volunteer's skill level. Volunteers will always work in a supervised environment, with a managing staff person present. Volunteers will sign in with their full name, date and time present. This information will be stored on record.

Responsibility: Volunteers are the direct responsibility of the managing staff person.

Procedure: Initiation of a new volunteer under 18 years of age.

Action: Volunteers must be at least 12 years of age or be accompanied at all times by a responsible adult. A waiver of release must be signed by the volunteer's legal guardian before he or she may volunteer. The volunteer will be assigned tasks and responsibilities as deemed necessary and appropriate for the volunteer's skill level. Volunteers will always work in a supervised environment, with a managing staff person present. Volunteers will sign in with their full name, date and time present. This information will be stored on record.

Responsibility: Volunteers are the direct responsibility of the managing staff person.

Procedure: Volunteer discipline, suspension and termination.

Action: A Volunteer that fails to adhere to the code of conduct outlined in this manual, or who commits an illegal act while representing New Hope Community Bikes will be subject to suspension or termination, as determined by managing staff. This includes, but is not limited to: violations of the harassment policy, infractions of the code of conduct, behaviours that put one's self or others at risk, and theft.

Responsibility: The managing staff person will deal with matters of volunteer discipline, suspension and termination.

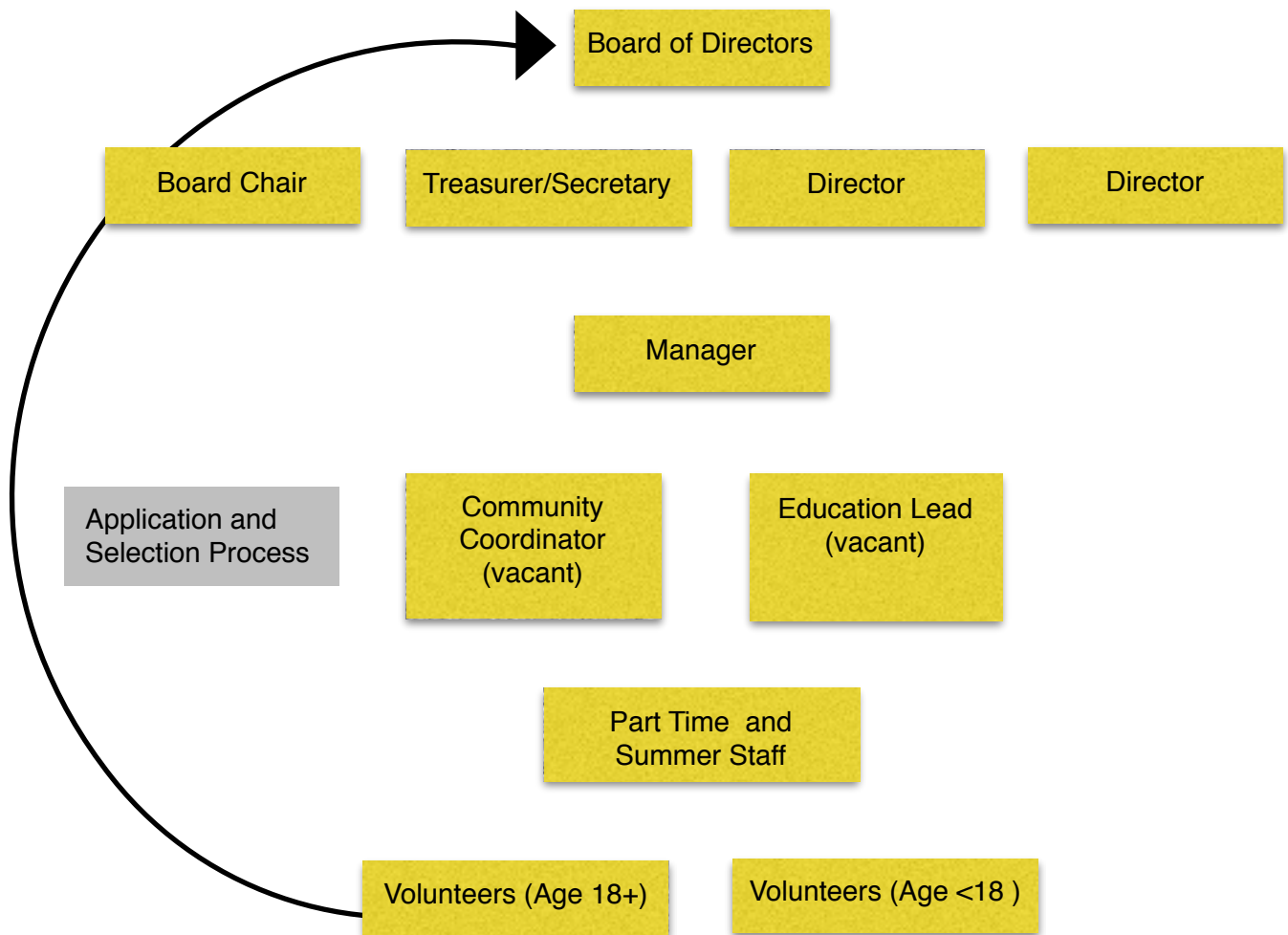
Procedure: Volunteer Screening

Action: All potential volunteers are encouraged to participate in the work of New Hope Community Bikes. Those who are required to volunteer for community service and are over the age of 18 must be referred by an agency/case worker who will determine whether or not the individual poses a risk to other volunteers and staff. Individuals with a criminal record involving violence or repeated theft will not be allowed to volunteer.

Volunteers must be able to be responsible for their own actions, and able to follow directions, making a meaningful benefit to the organization. Volunteers who do not work to benefit the organization will not be encouraged to return.

Responsibility: The managing staff person will deal with volunteer screening.

Organizational Chart



Purpose:

Clarifies the organization interconnectedness and to indicate levels of accountability and responsibility

Staffing Policy

Contact: Manager

Definition of Staff

Due to the high dependence on volunteers and a small staffing budget a staff person is defined as any person at the shop or representing the organization who is being compensated by New Hope Community Bikes, or has been compensated by New Hope Community Bikes in the past 3 months. Staff is defined in a broad manner to recognize the seasonal nature of bike maintenance and training programs. This staffing policy applies to any staff person as defined by this definition alone, regardless of whether or not he or she is currently being paid for their time.

Procedure: Hiring

The organization does not discriminate in its hiring practices on the basis of race, ancestry, and place of origin, colour, ethnic origin, citizenship, religion, sex, age, marital status, or physical or mental handicap in accordance with the Ontario Human Rights Code. New Hope Community policies and procedures are in compliance with the Employment

Staff will be hired based on vacancies identified by the manager and/or the board of directors. Available positions will be defined by a job description and individuals will be responsible to the job description.

Recruitment

Available positions will be published on the organization's website and on job boards as deemed appropriate by the manager. An *Employment Opportunity* page is maintained as a link from the home page and will be updated as positions come available. New Hope Community Bikes will also receive resumes and applications at large and will keep resumes on file for one year.

Reference Checks

A minimum of two professional reference checks are required before an offer of employment will be made.

Offer of Employment Letter

Successful applications will be notified by an offer of employment letter detailing task expectations, compensation, length of probationary period and the terms of their contract or permanent position.

New Hope Community Bikes will inform potential candidates that there are times when New Hope Community Bikes may need to lay off employees on a temporary basis. By signing an offer of

employment the individual acknowledges that he or she may be subject to a lay off from time to time and that any such lay off will not result in the termination of your employment except in accordance with the provisions of the *Employment Standards Act, 2000*.

By signing an offer letter, you are accepting that if your employment is terminated without just cause, you will be entitled only to the notice, benefits, or payment in lieu of notice and

severance pay, if applicable, required by the *Employment Standards Act, 2000* and will have no further or other claim at common law or otherwise. The terms of this paragraph shall remain in full force and effect regardless of any changes to your position or remuneration in the future.

Police Reference Checks Policy

Contact: Manager

Procedure: Police Reference Check

Action: All staff are responsible for providing a recent (within 3 months) police reference check to the management of New Hope Community Bikes. A copy of the check will be kept on file. Police Reference Checks are valid for 24 months, provided the staff person remains employed by New Hope Community Bikes. If employment ceases for more than 6 months, the staff person will be required to provide a new police reference check.

All staff must have an updated Police reference check before working alone at New Hope Community Bikes, and working with students, children and youth through community programs.

During the interview process, each applicant will be advised that a Vulnerable Sector check request receipt must be obtained from the Police Service in the area in which they reside if an offer of employment is made.

A Vulnerable Sector check, which identifies past charges and convictions, will not necessarily preclude employment. The nature and circumstances surrounding charges and convictions will be considered. In principle, resident and staff safety are a priority and any review will be conducted with this principal considered. Where the record of offence is considered a significant risk management issue, the applicant will not be offered employment.

Employment candidates are responsible for the cost of obtaining the Police Clearance Certificate.

Responsibility: The senior staff member of New Hope Community Bikes is responsible for ensuring that newly hired staff provide a police reference check. The board of directors is responsible for ensuring that the senior staff person also has a recent police check.

Code of Conduct

All volunteers and staff are expected to meet New Hope Community Bikes Code of Conduct.

Volunteers and staff shall fulfill their obligations and responsibilities in alignment with the values as outlined in the Mission, Vision and Values section of this manual.

Volunteers and staff shall serve clients in a conscientious, diligent, and efficient manner.

Volunteers shall treat other volunteers and staff with respect and work cooperatively with them. They should treat New Hope Community Bikes, its services, and programs with dignity and respect. They should conduct themselves in a manner conducive to the well being of New Hope Community Bikes and its members or clients.

Conflict of Interest:

Volunteers and staff must act in the best interests of New Hope Community Bikes and its clients without any intention of obtaining direct or indirect benefit.

Representing the Organization:

Volunteers must act as ambassadors and representatives of New Hope Community Bikes in the performance of their duties, in accordance with their written position descriptions and the organization's policies and procedures.

Confidentiality:

Volunteers shall protect the privacy of clients and hold in confidence all professionally acquired information concerning clients, paid staff, board members and volunteers. They shall disclose such information only when legally or professionally obligated to do so.

Alcohol/Drugs/Smoking:

The use, purchase or sale illegal drugs is not permitted while on duty or on the premises of New Hope Community Bikes.

All volunteers are prohibited from being under the influence of drugs, which impair performance and judgment while carrying out their duties.

Volunteers follow any anti-smoking laws and organization regulations.

Dress Code:

At all times while performing their duties, all volunteers must dress in a manner that is appropriate to:

- Their assigned responsibilities
- Safety considerations
- Weather conditions

- Representing the image of the organization.

Dress Code includes wearing a properly fitted helmet when engaged in cycling activities connected to New Hope Community Bikes.

Acceptance of Gifts:

Volunteers are discouraged from taking gifts from clients. If gifts are received they are considered the property of New Hope Community Bikes, to be dispersed as determined by senior staff. Borrowing from or lending money to clients is prohibited.

Allergies:

Volunteers are encouraged not to wear any perfumes, colognes or other excessively smelly product to avoid allergic reactions of those who come into contact with them.

Purpose:

Clarifies expectations of the role of volunteers and associated behaviour.

Safety of clients, staff and volunteers is considered.

Illegal activities will not be tolerated.

Procedure: Consequences related to Code of Conduct infractions. Including: discipline, suspension and termination.

Action: A volunteer or staff member that fails to adhere to the Code of conduct outlined in this manual, or who commits an illegal act while representing New Hope Community Bikes will be subject a warning notice, suspension or termination, as determined by managing staff and/or the board of directors if the case deals with a senior staff member. This includes, but is not limited to: violations of the harassment policy, infractions of the code of conduct, behaviours that put one's self or others at risk, and theft. Consequences will also be governed by applicable employment laws.

Harassment Policy

Contact: Manager/Board of Directors

New Hope Community Bikes is committed to providing an environment that is free of any harassment that violates personal rights, dignity, or integrity.

Harassment is taken to mean unwelcome, intimidating and offensive behaviour which a reasonable person would be expected to know is unwelcome. It includes, but is not limited to, harassment on the following grounds:

- Embarrassing, suggestive or threatening language
- Unwelcome physical contact and/or persistent invitations or request
- Displays of pornographic, racist, sexist, or other derogatory materials
- Persistent and unwelcome remarks pertaining to a person's body, attire, age, gender, marital or family status, disability, race, colour, sexual orientation, national origin, or religion.

Actions or words that harass are strictly forbidden and will not be tolerated by New Hope Community Bikes. Any such action may result in disciplinary measures up to and including dismissal.

New Hope Community Bikes is committed to maintaining an environment where all individuals are treated with dignity and respect and are free from all forms of discriminatory treatment, behaviour or practice. Discrimination, harassment, violence, and any other form of discriminatory practices will not be tolerated by New Hope Community Bikes. Discrimination does not have to be intentional. It can result from practices or policies that appear to be neutral but, in reality, have a negative effect on groups or individuals based on race, religion, gender, etc.

Purpose:

To define behaviour expectations of anybody associated with *New Hope Community Bikes*.

Grievance & Complaints Policy

All volunteers and staff, who suspect that they have been mistreated, or are not afforded their rights, may freely, discuss the matter with the manager. Alternatively, staff or volunteers may discuss the matter with a member of the board of directors who will address the matter in a subsequent board meeting. A current list of board of directors and contact information is included in the appendix of this document.

Purpose:

Ensure that the rights of the volunteers and staff are respected and avenues for open communication are available to deal with situations in which they feel they have been mistreated.

Procedures: Dealing with Notice of Grievance

Action: A grievance will be submitted verbally or in writing to the manager or a member of the board of directors. In the case of a verbal grievance the board member or manager will record the grievance in a written document, signed and dated. A grievance template is provided in the appendix of this document.

Responsibility: The manager and/or the board of directors will deal with the grievance in a timely manner and may convene an emergency board meeting to deal with the grievance. Consequences of the grievance notice will be specific to the grievance but may result in a written apology being made, suspension with or without pay, termination of staff or volunteer's position.

Equitable Access Policy

Contact: Manager

Procedure: Equal Access for All

New Hope Community Bikes believes that all individuals should have equal access to learning, and program opportunities. New Hope Community Bikes will make learning opportunities and programs available to everyone regardless of any barriers posed by social, geographical, ethno-cultural/linguistic, gender or socioeconomic factors, or physical, intellectual, cognitive, emotional or other challenges.

New Hope Community Bikes is committed to ensuring that its services and programs are accessible to diverse communities. This involves review of current outreach, communications, program planning and evaluation, to ensure goal is being met.

In addition, New Hope Community Bikes will take into consideration provision of services to disadvantaged individuals, lowincome persons, families in poverty, and equityseeking communities. *(For example: free events, pay-what-you-can events, etc.)*

New Hope Community Bikes is committed to ensuring that those involved in the delivery of services and programs have the knowledge, understanding and skills to work with and provide services to members of diverse communities, particularly equity seeking communities.

Health and Safety Policy

Contact: Manager

Policy:

New Hope Community Bikes is committed to providing a safe workplace for all employees. We recognize that all workers have the right to work in a safe and healthy environment, consistent with the Occupational Health and Safety Act, the Regulations for Construction Projects, or any other applicable legislation relative to their place of employment or role within the organization.

Procedure: Workplace

The organization is committed to taking every reasonable effort to eliminate hazards that could cause accidents and injuries. We work to resolve all identified and perceived safety concerns to allow workers to fulfill their duties safely. We recognize and respect the right of workers to refuse to engage in work that they deem unsafe. We recognize that Health and Safety is everyone's responsibility and all employees should work together to promote the health and safety of their workplace.

All employees will perform their jobs properly in accordance with the established procedures and operating philosophy of the Occupational Health and Safety Act.

Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer.

Employees will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

Employees are responsible to report any hazards or injury to their supervisor.

Employer Responsibility:

- The employer will endeavor to maintain a safe workplace by:
- Providing appropriate training for all staff.
- Providing safety procedures and abiding by all occupational health and safety regulations as required by law.
- Providing proper safeguards in order to eliminate and/or control any physical hazards that may exist.
- Ensuring that First Aid and access to medical attention are available to staff.
- Ensuring safety inspections, reporting, fire drills and any other duties deemed necessary are conducted at all facilities as required.

In the Event of Injury

An Occurrence report must be completed whenever a work-related injury or disease occurs. The Occurrence Report must be forwarded to the Human Resource Administrator within twenty-four hours of the injury or onset of disease.

Employees who become aware of a health and safety concern should first bring it to the attention of their manager or supervisor. Employees are also encouraged to bring any health and safety concerns to the work place health and safety representative who will address the issue with the manager.

Response to recommendations

The manager will respond to the written recommendations from the health and safety representative in writing within twenty-one days. The manager's response may contain a timetable for implementing the recommendations or give reasons why the manager disagrees with the recommendations.

Procedure: Bicycle Safety Check

The following safety check will be performed on every bike prior to sale, rental and/or student use.

Ensure that the following nuts, bolts and bike systems are tight with a wrench or appropriate technique:

- Wheel nuts/Quick Release Skewer - Check with wrench, Quick Release should read CLOSED and leave an indent on hand when closing
- Hub movement - move wheel laterally from side to side, there should be no movement side to side.
- Headset and Steering Bolts - twist handlebars while holding front wheel in place
- Crank bolts - move cranks from side to side
- Brake cable bolts - Squeeze brake lever as hard as possible, cable should not slip
- Tire Pressure - press firmly down into the rim with thumb, should not be able to touch the rim.
- Chain lubrication - ensure that chain travels freely and is free of rust.

Procedure: Shop Safety

The following hazards should be noted prior to working on bikes. Moving parts are exposed when working on bikes. Use specific caution around the following parts:

- Turning wheels - adjusting gears requires peddling the bicycle in a stand, use caution and do not place hands near spinning wheels. Use brakes to stop the wheel
- Chain and Sprockets - use caution and do not place hands near moving chains and sprockets. Use extreme caution when working with fixed gear bicycles which do not coast as the chain will continue to rotate with the wheel posing greater hazard than a regular bike.
- Disc brakes - rotating disc brakes have a great deal of momentum from the turning wheel. Use caution when adjusting them and make sure fingers are not in the path of the disc.
- Filing and grinding tools - wear protective eyewear

- Ratcheting tools and wrenches - always pull the wrench towards your body to minimize the risk of injuring hands if the wrench slips. Use appropriate wrench for the job. If unsure of proper tool/ wrench ask someone in the shop.
- Screwdrivers - puncture and stabbing hazard. Always direct the screwdriver away from body and keep other body parts and hands away from working end of screwdriver.
- Pliers and cutting tools - direct cutting away from body and be aware of cutting space.
- Cables
- Air tools - An air compressor is used to inflate tires and with pneumatic tools. Pneumatic tools should not be used without permission of a staff person. Do not direct air stream towards skin or other persons. Note proper inflation of tires and do not over inflate. Over inflating can cause a tire to explode resulting in possible hearing damage and/or injury. If unsure of proper pressure use a manual hand pump.
- Cleaning solutions - cleaning solutions are to be non-corrosive and diluted for safe working. Staff will dilute solutions. Direct spray away from face and be cautious of other people.
- Lubricants - use proper bottles to apply lubricants to chains and other parts of the bike. Do not over-apply and remove excess with a rag to prevent spray when pedalling. Direct spray lubricants away from face and be cautious of other people.
- Power tools - Power tools are only to be used by experienced staff. No one under the age of 18 is permitted to use power tools.
- Lifting bikes - use proper lifting techniques to lift bike into stand. Ensure that stand is properly adjusted prior to lifting bike to minimize lifting effort.

Accessibility Policy

Contact: Manager

New Hope Community Bikes is committed to improving accessibility and will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

General

New Hope Community Bikes is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and communications

New Hope Community Bikes is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

New Hope Community Bikes will consult with people with disabilities to determine their information and communication needs.

Employment

New Hope Community Bikes will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

New Hope Community Bikes will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Ethics Policy

Contact: Manager

Purpose:

Ensures that the organization will take all reasonable measures to operate within accepted ethical standards.

Policy: The organization's organizational values of respecting the dignity of all people and loving our neighbour are the basis of our moral commitment to the protection of service users, students, volunteers, employees and the public from unethical behaviour.

The organization has developed policies and procedures to ensure the ethical conduct of all people associated with the organization. All employees, students and volunteers are expected to conform to accepted ethical standards when engaging in activities related to the care of people, publication, fundraising, accounting and research.

The organization identifies issues of ethics and responds to them in accordance with organizational values and all relevant legislation.

This policy applies to all employees, volunteers and service users engaged in the work of the organization for the duration of their employment or volunteer experience or service use.

Corporate and Personal Vehicle Policy

Contact: Manager

Policy: Corporate Vehicle

Operation of the corporate vehicle is subject to approval by New Hope Community Bikes manager. In addition the operator must have a full 'G' Class license. Other policies and procedures may be added as required by insurance policies.

Policy: Personal Vehicle Usage

Procedure: Vehicle responsibility and corporate liability

Employees and volunteers who operate their personal vehicle during their work hours are responsible for the safe operation of their vehicle and ensuring that they carry valid and appropriate insurance. The organization accepts no responsibility for any employee or volunteer occurrence resulting from unsafe operation of a vehicle or a volunteer or employee carrying invalid or insufficient insurance.

Responsibility: It is the responsibility of the driver to ensure that he or she has up to date insurance and license.

Procedure: Mileage reimbursement

When staff and volunteers use their own vehicle for organization business with the approval of the manager he or she can be reimbursed at a rate of \$0.45/km.

Concussion prevention and management

Taken from Ontario Physical Education Safety Guidelines - OPHEA

Contact: Manager/Teacher

A concussion:

- is a brain injury that causes changes in how the brain functions, leading to symptoms that can be physical (e.g., headache, dizziness), cognitive (e.g., difficulty concentrating or remembering), emotional/behavioural (e.g., depression, irritability) and/or related to sleep (e.g., drowsiness, difficulty falling asleep);
- may be caused either by a direct blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull;
- can occur even if there has been no loss of consciousness (in fact most concussions occur without a loss of consciousness); and,
- cannot normally be seen on X-rays, standard CT scans or MRIs.

Any time a student/athlete is involved in physical activity, there is a chance of sustaining a concussion. Therefore it is important to take a preventative approach encouraging a culture of safety mindedness when students are physically active.

Listed below are strategies for concussion injury prevention:

- Primary – information/actions that prevent concussions from happening (e.g., rules and regulations, minimizing slips and falls by checking that classroom floor and activity environments provide for safe traction and are obstacle free);
- Secondary – expert management of a concussion that has occurred (e.g., Identification, and Management - Return to Learn and Return to Physical Activity) that is designed to prevent the worsening of a concussion;

Identification

a) Initial Response

If a student receives a blow to the head, face or neck, or a blow to the body that transmits a force to the head that causes the brain to move rapidly within the skull, and as a result may have suffered a concussion, the individual (e.g., teacher/coach) responsible for that student must take immediate action as follows:

Unconscious Student (or where there was any loss of consciousness)

- Stop the activity immediately – assume there is a concussion.
- Initiate Emergency Action Plan and call 911. Do not move the student.

- Assume there is a possible neck injury and, only if trained, immobilize the student before emergency medical services arrive.
 - o Do not remove athletic equipment (e.g., helmet) unless there is difficulty breathing.
- Stay with the student until emergency medical services arrive.
- Contact the student's parent/guardian (or emergency contact) to inform them of the incident and that emergency medical services have been contacted.
- Monitor and document any changes (i.e., physical, cognitive, emotional/behavioural) in the student.
- o Refer to your board's injury report form for documentation procedures.

If the student regains consciousness, encourage him/her to remain calm and to lie still. Do not administer medication (unless the student requires medication for other conditions – e.g., insulin for a student with diabetes).

Conscious Student

- Stop the activity immediately.
- Initiate Emergency Action Plan.
- When the student can be safely moved, remove him/her from the current activity or game.
- Conduct an initial concussion assessment of the student (e.g., using "Appendix C-2 – Sample Tool to Identify a Suspected Concussion").

b) Initial Concussion Assessment

Following a blow to the head, face or neck, or a blow to the body that transmits a force to the head, a concussion should be suspected in the presence of any one or more of the following signs or symptoms:

Possible Signs Observed	Possible Symptoms Reported
<p>Physical</p> <ul style="list-style-type: none"> • vomiting • slurred speech • slowed reaction time • poor coordination or balance • blank stare/glassy-eyed/dazed or vacant look • decreased playing ability • loss of consciousness or lack of responsiveness • lying motionless on the ground or slow to get up • amnesia • seizure or convulsion • grabbing or clutching of head <p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating • easily distracted • general confusion • cannot remember things that happened before and after the injury • does not know time, date, place, class, type of activity in which he/she was participating • slowed reaction time (e.g., answering questions or following directions) <p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • strange or inappropriate emotions (e.g., laughing, crying, getting angry easily) <p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsiness • insomnia 	<p>Physical</p> <ul style="list-style-type: none"> • headache • pressure in head • neck pain • feeling off/not right • ringing in the ears • seeing double or blurry/loss of vision • seeing stars, flashing lights • pain at physical site of injury • nausea/stomach ache/pain • balance problems or dizziness • fatigue or feeling tired • sensitivity to light or noise <p>Cognitive</p> <ul style="list-style-type: none"> • difficulty concentrating or remembering • slowed down, fatigue or low energy • dazed or in a fog <p>Emotional/Behavioural</p> <ul style="list-style-type: none"> • irritable, sad, more emotional than usual • nervous, anxious, depressed <p>Sleep Disturbance</p> <ul style="list-style-type: none"> • drowsy • sleeping more/less than usual • difficulty falling asleep

b) Steps to take following an initial assessment

If sign(s) are observed and/or symptom(s) are reported and/or the student fails the Quick Memory Function Assessment

Teacher/Volunteer/Staff Person Response

- A concussion should be suspected – do not allow the student to return to play in the activity, game or practice that day even if the student states that he/she is feeling better.

- Contact the student's parent/guardian (or emergency contact) to inform them:
 - o of the incident;
 - o that they need to come and pick up the student; and,
 - o that the student needs to be examined by a medical doctor or nurse practitioner as soon as possible that day.
- Monitor and document any changes (i.e., physical, cognitive, emotional/behavioural) in the student. If any signs or symptoms worsen, call 911.
 - o Refer to your board's injury report form for documentation procedures.

If signs are NOT observed, symptoms are NOT reported AND the student passes the Quick Memory Function Assessment

Teacher/Volunteer/Staff Person Response

- A concussion is not suspected - the student may return to physical activity.
- However the student's parent/guardian (or emergency contact) must be contacted and informed of the incident.

Information to be Provided to Parent/Guardian:

- Parent/Guardian must be:
 - informed that signs and symptoms may not appear immediately and may take hours or days to emerge;
 - the student should be monitored for 24-48 hours following the incident; and,
 - if any signs or symptoms emerge, the student needs to be examined by a medical doctor or nurse practitioner as soon as possible that day.

Risk Management Matrix

	Activity	Hazard Identification	Risk Assessment (1 low - 3 high)	Elimination or Control Measures	Who	When
1	Shop is open to the public	Theft, individual safety	2	Manager on floor at all times. Staff required to have a criminal background check including vulnerable sector check.	Manager, Staff, Capable Volunteers - as determined by manager	When shop is open
2	Do-it-yourself bike repair - access to space, tools, and products	Moving parts, mild chemicals, lifting bikes, improper tool use	3	Only manual hand tools are used by DIY customers. Cleaning solutions are biodegradable and diluted to safe contact levels. NHCBS Staff on site to provide instruction about tool use and safety. Minors are required to have a liability waiver completed by parent or guardian prior to using tools and volunteering to work on bikes.	Manager, Staff, Capable Volunteers - as determined by manager	When shop is open
3	Ride Smart In-class bicycle safety education	Bike fitting and safety check	1	Students will be taught how to check the safety of a bicycle and fit it to their height. Students complete school board approved waiver prior to participation.	Staff, Volunteers	At schools
4	Ride Smart Cycle Safety Education Program - Out of classroom	User related hazards: Improper use/ lack of competency, falling from bike, improper use, poor handling skills, moving parts on bike.	3	Students will be taught how to check the safety of a bicycle and fit it to their height prior to riding. Helmets will be provided and fitted. Students complete school board approved waiver prior to participation. Certified instructor will teach skill building activities to gauge abilities and minimize risk.	Instructor	At Schools for Ride Smart Programs
5	Ride Smart Cycle Safety Education Program - Out of classroom	Bicycle related hazards: moving parts, proper maintenance, useability	2	Safety checks will be performed each day by students and by staff before bikes are put into use. Bikes will be sized appropriately for user.	Instructor, volunteers, students	At Schools for Ride Smart Programs
6	After School Bike Repair for Ride Smart Classes	Moving parts, mild chemicals, lifting bikes, improper tool use, liability associated with repair.	2	Only manual hand tools are used by students. Cleaning solutions are biodegradable and diluted to safe contact levels. NHCBS Staff to provide instruction about tool use and safety. Work that involves moving parts such as adjusting gears while wheels are spinning will be done by trained mechanics. Mechanics will complete a 10 point safety check upon completion of repair.	Instructor, Volunteers, students	During program at schools
7	Working with students and vulnerable population in schools	Individual safety	1	Staff and volunteers will be required to have a police check including vulnerable sector check. Staff and volunteers will not be alone with students.	Instructor, volunteers	Before program begins

8	Board Decision Making	Conflict of Interest	1	Board functions under the laws of Non-Profit Corporations Act.	Board and Staff	Board Meetings and decisions
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