



POLICIES AND PROCEDURES

- [Code of Conduct](#)
 - [Scent/ Smoking Policy](#)
 - [Participant Confidentiality Agreement](#)
 - [Registration](#)
 - [No Shows/Cancellation](#)
 - [Payment](#)
 - [THTC PayPal Refund Policy](#)
 - [Workshop Attendance](#)
 - [Late Arrival Policy](#)
 - [Credits and Cancellations](#)
 - [Program Changes](#)
 - [Waiver Requirements](#)
 - [Workshop Location and Parking](#)
 - [TTC Directions](#)
 - [Memberships/Affiliates](#)
 - [Returning to Complete a Workshop](#)
 - [Certificate Replacement](#)
 - [Referrals/ Funded Individuals](#)
 - [Anti-Racism/ Anti-Oppression Policy](#)
 - [Goal](#)
 - [Purpose](#)
 - [Guidelines](#)
 - [Human Services](#)
 - [Education and Training](#)
 - [Programs and Services](#)
 - [Community Relations and Public Education](#)
 - [Implementation of the Anti-Racism/ Anti-Oppression Policy](#)
 - [Violation Procedure](#)
 - [A Learning Moment](#)
 - [Letter of Warning](#)
 - [Termination](#)
 - [Appeal](#)
-

CODE OF CONDUCT

The Toronto Hostels Training Centre encourages the exchange of information and ideas within a relaxed and respectful environment. Accordingly, all individuals accessing the Training Centre, including program participants, guest facilitators, students and volunteers shall behave in a professional and responsible manner. Failure to do so may result in the individual(s) being asked to leave the premises. All personnel, Board of Directors, staff, guest facilitators, workshop participants and volunteers shall adhere to the letter and spirit of the Human Rights Code of Ontario, the Training Centre Anti-Racism and Anti-Oppression and Workplace Violence and Harassment in the Workplace Policies including Bill 132.

While it is impossible to address all situations, the Toronto Hostels Training Centre prohibits the following:

- Disruptive behaviour such as yelling, slamming doors, teeth sucking, not participating, or persisting in a behaviour that has previously been addressed
- Violent or threatening conduct including the possession of a weapon
- Interfering in the ability of another person to participate in our sessions in an environment that is safe, healthy and productive
- Negligence of any careless action, which endangers the life or safety of an employee or other person
- Other behaviours deemed to interfere with the ability of the Toronto Hostels Training Centre to provide an environment that is safe, healthy and productive for all

This policy extends to Training Centre program participants, guest facilitators, students, volunteers and staff. Anyone found impeding with the ability of the Training Centre to provide an environment that is safe, healthy and productive for all will be asked to stop the specific behaviour(s). If they are unable or unwilling to stop the behaviour they will be asked to leave the premises until such time as they can behave in a manner consistent with this policy. If an individual is unwilling to leave, and staff determines it is appropriate, the police will be called. If such behaviour does occur, participants may not receive a certificate and/or may be asked to leave the premises. Participants may also be restricted from participating in future Training Centre training for a period of time. All incidents will be investigated and assessed by the Executive Director.

SCENT/SMOKING POLICY

The Toronto Hostels Training Centre is a non-smoking facility. THTC encourages a fragrance free environment. Please be aware that the Centre's training rooms are small and many of the participant's attending training have allergies to scents.

PARTICIPANT CONFIDENTIALITY POLICY

It is understood those attending training at the Toronto Hostels Training Centre (THTC) agree all discussions, case examples, either clinical or organizational, and all comments made by workshop participants during training sessions and while attending training at THTC shall be considered strictly confidential. Under no circumstances will the information in those communications be discussed with anyone unless there are suspected abuses disclosed. If suspected abuses are disclosed Toronto Hostels Training Centre Policies are to

be strictly followed.

REGISTRATION

In order to register for a workshop/training at the Training Centre a registration form/email registration request must be received with payment by fax, mail and/or Email in advance of the workshop.

If a registration form/emailed registration request is not received then the registrant:

- may not be permitted to attend the workshop upon their arrival, if the workshop is full
- will not receive notice if the workshop is either full or cancelled
- will not receive notice about any other information or important changes

A confirmation of the registration is sent to the registrant via email. No further reminders are sent to the registrant.

As workshops fill quickly, the Centre recommends calling or emailing to inquire the status of the workshop of interest in advance of registration.

NOSHOWS / CANCELLATIONS

The Toronto Hostels Training Centre requires seven (7) business days, written cancellation notice prior to the workshop date. Failure to do so will result in a charge to the relevant agency or participant of the full cost of the workshop. The Training Centre will not be held financially responsible for cancellations not received within the seven (7) business day cancellation period.

It is the responsibility of the prospective agency and/or individual to ensure that the cancellation has been received by the Toronto Hostels Training Centre.

Note: If the registrant cannot attend, an alternate may be sent in his/her place. Please notify THTC to cancel or to register an alternate.

Fax: 416-469-5313 or Email: inquiries@thtcentre.com

PAYMENT

Payment must be received at registration. The Centre accepts cheques (agencies only), certified cheques, money orders or cash, Interac, Mastercard and Visa for on-site payment transactions only. Please make cheques, certified cheques and/or money orders payable to the Toronto Hostels Training Centre. Indicate the participant's name, workshop title and date with payment. Should you need to cancel, payment will be credited to a future workshop of your choice, provided within seven (7) business days cancellation period.

If a cheque results in NSF charges, the agency cannot register for future workshops unless payment is received in full at the time of registration. NSF fee of twenty (20) dollars will also be applied to the balance owing in order to cover added administration costs and bank charges. Under these circumstances the only method of payment accepted for future training sessions: cash, certified cheque and/or money order. Interac, Visa or Mastercard are accepted onsite.

THTC PAYPAL REFUND POLICY

- All confirmed PayPal training refund requests will be issued within a thirty (30) day period from the date of written request.
- All confirmed PayPal training refund requests exceeding a sixty (60) day period from the date of purchase, will be issued by cheque.
- THTC will not be held financially responsible for over payment ie. member/affiliate rate vs. non-member/ non-affiliate rate.

As a reminder, please note:

- THTC does not backdate membership or affiliate rates.
- Visa, Mastercard and Interac are the only forms of payment accepted for on-line registrations. THTC will not be held financially responsible for payments made via other methods.

WORKSHOP ATTENDANCE

Although you may be registered to attend a workshop – you must sign the Training Centre Workshop Attendance Form. This is the only record the Training Centre has to verify your attendance. Please be prompt for your workshop as instructors will start on time. Lateness will result in not receiving a certificate and/or being refused admittance. Please be considerate and put all cell phones and pagers on vibration before entering the workshop. Take all calls outside the facilitation room. For your convenience, there is a phone located in the reception area.

There are three (3) options available if the registrant needs to cancel:

1. Payment can be credited to a future workshop of their choice, provided seven (7) business days' notice has been given. Otherwise the full cost of the workshop will be charged back to the relevant agency or participant.
2. An alternate may be sent in his/her place. The Training Centre should be informed of this change, in order to keep agency files and finances up to date.
3. A full refund may be issued provided it is before the seven (7) business day cancellation deadline.

LATE ARRIVAL POLICY

Participants are given thirty (30) minutes leeway re. arrival or departure time for all training sessions.

- For certificate courses (such as Standard First Aid & CPR; Emergency First Aid & CPR; Defusing Hostility; CRM; UMAB; CPI; WHMIS), participants that do not arrive within the allotted thirty (30) minutes, will not be permitted to attend the training.
- For non-certificate courses (such as OHSUTP; Shelter Standards; Mental Health), participants that do not arrive within the allotted thirty (30) minutes (sharp), will be permitted to attend the training up to 60 minutes however they will not be issued a certificate of attendance after thirty (30) minutes (sharp). ★ Depending upon the workshop topic, participants may be refused admittance to non-certificate courses after thirty (30) minutes (sharp).

After sixty (60) minutes (sharp), participants will not be permitted to attend non-certificate courses.

These times are non-negotiable.

CREDITS AND CANCELLATIONS

If an agency/individual has a credit from a previous cancelled workshop, this credit must be used/ applied to a future workshop by the Training Centre's fiscal year end, December 31st, otherwise it will be lost. The Training Centre may also apply the credit to future workshops on the agency/individuals' behalf.

A full refund may be issued provided it is before the seven (7) business day cancellation deadline. All full refunds are dependent upon management's approval and will only be issued within the same year of the cancelled workshop.

It is not the Toronto Hostels Training Centre's common practice to waive charge back fees.

If one wishes to contest any of the Training Centre's policies submit the complaint in writing to the Executive Director within thirty (30) days of the event otherwise the request will not be considered. If the charge back fees are waived only a credit will be issued. Please note all requests will be verified with the employee's supervisor. All decisions are final.

Please see the Centre's complaint procedure for further information.

PROGRAM CHANGES

The Toronto Hostels Training Centre reserves the right to change the workshops, dates, fees and regulations at any time, and to cancel particular workshops if under-enrolled. If workshops are cancelled, the Training Centre will be responsible for crediting the workshop fees only.

WAIVER REQUIREMENTS

In order to participate in Standard First Aid and CPR Two-Day Training and Re-Certification Training, First Responder Seminar for Childhood Emergencies, Emergency First Aid and CPR, Non-Violent Crisis Intervention (CPI), Understanding and Managing Aggressive Behaviour (UMAB) and Crisis Response Management (CRM), all participants will be asked to sign a Waiver.

WORKSHOP/TRAINING LOCATION AND PARKING

Unless otherwise specified, all workshops/trainings are held at:

Toronto Hostels Training Centre
661 Yonge Street, Suite 200
Toronto, Ontario
M4Y 1Z9

Green P parking is available in the neighbourhood surrounding the Training Centre. For your convenience we recommend taking public transit.

TTC DIRECTIONS

Subway to Yonge/ Bloor Station. Exit Yonge/Bloor Station and walk approximately two blocks South. The Training Centre is located South of Charles Street on the East side of Yonge Street, 2nd Floor, Suite 200. Please see the THTC Website for further directions.

MEMBERSHIPS/AFFILIATES

The status of the agency/individual at the time of registration is what is considered regarding THTC/Non-THTC member rate workshop payment. For example, if the agency/individual becomes a THTC member after the registration date the agency/individual will not be reimbursed the difference between the Non-THTC and THTC member rate.

The agency/individual pays the workshop rate equal to their status at the time of registration.

As a reminder, THTC does not back date memberships/affiliates. THTC will not be held financially responsible for over payment ie. member/affiliate rate vs. non-member/non-affiliate rate.

RETURNING TO COMPLETE A WORKSHOP

If an emergency situation arises (eg. illness, work emergency) and an individual currently attending a workshop is unable to complete the required number of hours in order to receive their certificate, the individual may return to complete the required hours at a later time, provided the facilitator is agreeable and it is workable within the framework of the workshop. The re-scheduling must be approved by both the facilitator and Executive Director. Confirmation of the emergency may be requested from the individual's agency/supervisor. A registration form must be completed.

The re-scheduled individual must complete their required hours of training 2 months from the date of the original workshop. If the individual is unable to complete the required hours of training by the above time period, then the complete workshop must be re-taken by the individual at full cost. This applies to two day certificate training only eg. Standard First Aid and CPR, Non-Violent Crisis Intervention (CPI) - please contact THTC for confirmation.

★ This does not apply to individuals who arrive late/or leave early for a full and/or half day workshop and are refused admittance by the presenter and/or do not receive a certificate of attendance.

For full and/or half day workshops, the complete workshop must be re-taken.

CERTIFICATE REPLACEMENT

In order to cover added administration and mailing costs, please note the following:

1. \$10.00 to replace Certificate(s) of Attendance
2. \$25.00 to replace THTC's Hostels Training Centre Certificate(s).
3. \$20.00 to replace Certificate(s) for the following Crisis Prevention Trainings: Defusing Hostility; Applied Suicide Intervention Skills Training (ASIST); Crisis Response Management (CRM); Non-Violent Crisis Intervention (CPI) and Understanding and Managing Aggressive Behaviours (UMAB).
4. \$20.00 to replace Certificate(s) for Workplace Hazardous Materials Information System (W.H.M.I.S.).
5. \$20.00 to replace Standard First Aid & CPR Certificate and Emergency First Aid & CPR

However please contact THTC at inquiries@thtcentre.com regarding the replacement of any of the above-mentioned certificates.

REFERRALS / FUNDED INDIVIDUALS

Please contact the Executive Director to refer a funded (eg. Ontario Works, Homelessness Partnership Initiatives etc.) individual for THTC training. Once the individual has been referred, the individual will then make an appointment to meet with the Executive Director.

A funding request letter will then be prepared for the funder detailing the requested training. Please call 416-469-0007 x 22 to refer.

Note: The Toronto Hostels Training Centre is not responsible for individuals not reading and or understanding the Training Centre policies and guidelines, workshop descriptions, registration form etc. Please contact the Training Centre regarding any policy, registration and/or training session inquiries/clarification at inquiries@thtcentre.com or 416-469-0007.

** For further information refer to the Toronto Hostels Training Centre Policies and Guidelines and/or the Toronto Hostels Training Centre Anti-Racism and Anti-Oppression and the Workplace Violence and Harassment Policies.*

ANTI-RACISM AND ANTI-OPPRESSION POLICY

GOAL

The goal of the Toronto Hostels Training Centre is to acknowledge, identify and develop anti-racist anti-oppression values, attitudes, knowledge and practices among staff, Board, guest facilitators, participants and the community.

PURPOSE

The Anti-Racism and Anti-Oppression Policy provides a list of guidelines to ensure that policies, procedures, practices and programs of the Toronto Hostels Training Centre are consistent with the anti-racism and anti-oppression principles.

GUIDELINES

The Toronto Hostels Training Centre will implement the Anti-Racism and Anti-Oppression Policy in the following areas:

- A. Human Services
- B. Education and Training
- C. Programs and Services
- D. Community Relations and Public Education

A. HUMAN SERVICES:

1. All staff, Board, guest facilitators, participants understand and support the Anti-Racism and Anti-Oppression Policy.
 2. Recruit staff, Board and guest facilitators who are reflective of diverse racial and cultural communities.
 3. Review existing criteria for recruitment, selection and development of Board and guest facilitators to identify systemic barriers.
 4. Develop an Employment Equity Policy which will comply with the Ontario Human Rights Code and the Anti-Racism Policy.
 5. All staff are recruited, selected, developed, evaluated and promoted in a fair and equitable manner.
 6. Application forms, job descriptions and job contracts are free from discriminatory requirements.
 7. Advertise as widely as possible, which includes mainstream and multi-cultural media.
 8. Advertisements state that an employment equity hiring policy is in place.
 9. The Selection Committee include members who demonstrate an understanding of the Anti-Racism and Anti-Oppression Policy and include members from the diverse racial and cultural communities.
 10. The Section Committee be knowledgeable in equal opportunity employment practices.
 11. The selection criteria include knowledge of and commitment to anti-racism and anti-oppression issues.
 12. Conduct regular audits to determine the composition of staff, Board, and guest facilitators.
-

13. Establish and manage an effective mechanism to appeal discriminatory practices in recruitment, selection, development, evaluation and promotion.

B. EDUCATION AND TRAINING:

1. Anti-Racism and Anti-Oppression training and education sessions are part of staff and Board training.
2. Equitable access to all on-going professional development which will enable staff and Board to increase their skills and knowledge in anti-racism and anti-oppression issues.
3. Support, encourage and allocate time for staff and Board to pursue and participate in anti-racism and anti-oppression education and training at the Toronto Hostels Training Centre and at other locations.
4. Develop a plan for on-going training sessions in consultation with facilitators in the area of anti-racism and anti-oppression.
5. Demonstrate sensitivity to religious holidays and cultural events when scheduling meetings and training sessions.

C. PROGRAMS AND SERVICES:

1. When producing, purchasing or accepting resource materials such as flyers, videos, training materials, that these items have positive images of members from diverse racial and cultural communities. Resource materials should not contain offensive material or reinforce stereotypes.
2. Develop training programs that are reflective and responsive to diverse racial and cultural communities.
3. Training programs have anti-racism and anti-oppression components.
4. A mechanism/procedure be set up to address racial and oppression incidents if they occur during the training programs.
5. Ongoing and thorough evaluation of training programs.
6. Demonstrate sensitivity to religious holidays and cultural events in our planning of training programs.
7. Dietary requirements of members from racial and cultural communities are respected.
8. Consult on an on-going basis with members from diverse racial and cultural communities on training programs that meet their needs.
9. Physical environment (i.e. decorations) reflect diverse racial and cultural communities.

D. COMMUNITY RELATIONS AND PUBLIC EDUCATION:

1. Foster strong partnerships with members of diverse racial and cultural communities.
 2. Communicate and network with diverse racial and cultural groups and ethno-specific agencies.
 3. Promote training programs among diverse racial and cultural communities.
 4. Develop and promote equal access to training programs through ongoing evaluation with the members from diverse racial and cultural communities.
 5. Assess the visual impact of any displays, signs, pictures, reports, brochures, training calendars etc. to ensure they are culturally sensitive.
 6. Establish an on-going partnership with community representatives who share the agency's commitment to the implementation of the Anti-Racism and Anti-Oppression Policy.
-

7. Advocate for anti-racism and anti-oppression organizational change.

IMPLEMENTATION OF THE ANTI-RACISM AND ANTI-OPPRESSION POLICY

1. The Executive Director and the Board implement the Anti-Racism and Anti-Oppression Policy and act as a resource to the staff, Board, guest facilitators, participants and community.
2. The Executive Director and the Board develop action plans with a time frame to incorporate the Anti-Racism and Anti-Oppression Policy in all aspects of the agency.
3. The Executive Director and the Board monitor training programs and provide on-going policy evaluation annually to ensure the Policy is effective.
4. The Executive Director reports annually to the Board on the implementation of the Policy.
5. Implement guidelines and procedures to handle discriminatory or racist incidents and behaviour effectively and appropriately.
6. Support in-service training for all staff, Board, guest facilitators and participants to assist them in identifying, reporting and preventing racial incidents.

VIOLATION PROCEDURE

In the event a Training Centre employee, Board of Director, facilitator, participant, student and/or volunteer violates the Anti-Racism and Anti-Oppression Policy the following will take place:*

FIRST VIOLATION - A LEARNING MOMENT

The individual committing the violation will be spoken to by the Executive Director regarding what has taken place and why the behaviour and/or comments were oppressive in nature. Depending upon the situation, the individual's supervisor may be contacted by the Executive Director regarding the violation. Anti-Oppression Training recommended.

SECOND VIOLATION - LETTER OF WARNING

The individual committing the violation will be given a letter of warning. A copy of the letter will be forwarded to their supervisor by the Executive Director. Further Anti-Oppression Training recommended.

THIRD VIOLATION - TERMINATION

1. Training Centre staff, Board of Director, student, volunteer - employment terminated
2. Facilitator - contract terminated
3. Participant - immediately asked to leave the premises, given a final letter, suspended from attending further training through the Centre. Final letter forwarded to their supervisor by the Executive Director.

*Depending upon the situation, the violation order detailed above may not be followed consecutively. All situations and outcomes will be reviewed by the Executive Director, Personnel Committee and Curriculum Committee, Board of Directors.

APPEAL

A Training Centre employee, Board of Director, facilitator, participant, student and/or volunteer, other than a probationary employee, who believes they have been discharged or suspended without just cause may submit a written grievance under the terms of the grievance procedure (see Personnel Policy Conditions of Employment Section) within ten (10) days of the discharge or suspension for consideration by the Executive Director, Personnel Committee and Curriculum Committee, Board of Directors.

Note: The Toronto Hostels Training Centre is not responsible for individuals not reading and or understanding the Training Centre policies and guidelines, workshop descriptions, registration form etc. Please contact the Training Centre regarding any policy, registration and/or training session inquiries/clarification at inquiries@thtcentre.com or 416-469-0007.

** For further information refer to the Toronto Hostels Training Centre Policies and Guidelines and/or the Toronto Hostels Training Centre Anti-Racism and Anti-Oppression and the Workplace Violence and Harassment Policies.*

