



Department of Health and Community Services

Provincial Transition Houses Operational Standards

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Section 1 Introduction

Transition Houses across Newfoundland and Labrador serve as a lifeline for women experiencing abuse, with or without children, by providing essential safety and support services. The operational standards contained in this document aim to promote excellence in that work by defining the quality to which Transition Houses aspire.

The operational standards were developed with input from the Department of Health and Community Services, the Regional Health Authorities, The Transition House Association of Newfoundland and Labrador and the Executive Directors of the Transition Houses.

It is expected that the Transition Houses of Newfoundland and Labrador will adhere to the operational standards and the Regional Health Authorities will monitor the Transition Houses for compliance to the standards. The actual procedures followed to meet the standards will be left to the discretion of the individual Transition Houses.

1.1 Definitions

Throughout this manual,

- The term “Transition House” or “House” shall refer to the Board of Directors of the Transition Houses. The Board may delegate activities to the Executive Director or staff;
- The term “Executive Director” shall refer to the Executive Director of the Transition House;
- “RHA” shall refer to the regional health authorities;
- “DHCS” shall refer to the Department of Health and Community Services;
- “THANL” shall refer to the Transition House Association of Newfoundland and Labrador which is an umbrella organization for the Transition Houses in the province. Among other activities the association acts as a liaison between the Houses and the Regional Health Authorities and provides a representative view of the Houses interests.

1.2 Purpose

The purpose of the operational standards manual is to:

- Ensure quality standardized services for women and children in all transition houses and to standardize governance and administration functions ;
- Clearly define the authority, responsibility and accountability within and between the Transition Houses, the RHAs, the DHCS, and THANL;
- Provide a comprehensive set of operational standards in one manual to guide the delivery of services and manage day to day operations within the Transition Houses in keeping with best practices.

Section 2 Transition Houses of Newfoundland and Labrador

2.1 Description

Transition Houses are a safe and secure place for women experiencing abuse to find refuge. These women may or may not have children with them.

The Transition House movement in Newfoundland and Labrador began in the late 1970's when the then Newfoundland Status of Women's Council, based on the principles of the feminist movement, began to advocate on behalf of battered women and their children. The Council lobbied for funds to open a house and in 1981 the first Transition House opened in St. John's.

2.1.1 Location of Houses

There are currently ten Transition Houses in Newfoundland and Labrador which are provincially funded through the four regional health authorities. These include:

- Eastern Regional Health Authority
 - Iris Kirby House, St. John's
 - O'Shaughnessy House, Carbonear
 - Grace Sparkes House, Marystown
- Central Regional Health Authority
 - Cara Transition House, Gander
- Western Regional Health Authority
 - Transition House (Committee on Family Violence), Corner Brook
- Labrador/Grenfell Regional Health Authority
 - Libra House, Happy Valley- Goose Bay
 - Hope Haven, Labrador City
 - Nain Safe House, Nain
 - Selma Onalik Safe House, Hopedale
 - Rigolet Safe House, Rigolet

The Transition House in Sheshatshiu is federally funded and is not required to adhere to the provincial standards.

2.1.2 Services

The services offered by the Transition Houses may include:

- 24 hour emergency accommodation seven days a week;
- 24 hour crisis phone line;
- Crisis intervention and prevention;
- Individual support and information to women;
- Children services;
- Support/educational groups for women, children and youth;
- Food, shelter, and basic needs;
- Referrals to appropriate services e.g. housing, income support, employment, legal services;

- Advocacy on behalf of women;
- Second stage housing;
- Outreach e.g. to ex-residents, non-residents and other service users;
- Follow-up e.g. with current and past service users;
- Volunteer and student placement program;
- Public education and awareness;
- Community collaboration and networking.

The range of services offered by the individual Transition Houses will vary depending upon the level of funding received. (i.e. second stage housing and group work)

2.1.3 Eligibility/Admission Criteria

The admission/eligibility process for a Transition House is designed to maximize opportunities for abused women and their children to access services described in section 2.1.2 where possible.

The following individuals are eligible to be admitted to a transition house:

- Any woman 16 years of age and older, with or without children, experiencing any type of abuse including physical, emotional, psychological, verbal, sexual, physical neglect, and/or financial abuse and destruction of property;
- Any child under the age of 16, male or female, if the mother is admitted;
- Male children 16 years of age or older who are accompanying their mother may be considered for admission based on the outcome of an assessment by the transition house staff.

The following admission criteria must be met. The woman must not:

- be under the influence of drugs or alcohol;
- present a danger to themselves and/or others;
- compromise house security;
- be unable to live co-operatively with others in a communal living environment.

Women who are in need of the services of a transition house but do not meet the admission criteria will be referred to other appropriate agencies. (see Section 3, Standard 2 Turn Away)

2.1.4 Funding /Relationship with RHA

Transition Houses shall receive core funding from the DHCS with the funds allocated through the four RHAs. Funding responsibilities will be outlined in a Service Agreement between the House and the Regional Health Authority;

While all Transition Houses receive core funding from the RHAs, additional non-budgeted expenses may arise during the year. Core funding, including any requests for increased funding, is approved based on a budget submission by the House to the RHA which is included in the RHA's budget submission to the DHCS. Transition Houses may apply to the RHA for additional funding from a limited contingency fund to cover non-budgeted expenses; (see Section 3, Standard 10 Financial Management and Budgeting)

Additional funding for other activities and projects may be sought by the individual homes through various grant applications and donations;

Although funded through the RHAs, the Transition Houses shall be responsible for their own

operational management under the standards set out this document. The DHCS will lead a regular review of the operational standards manual every three years.

The RHA shall have representation on the transition house board as a non voting member. This will ensure flow of information between organizations, foster good working relationships and provide support to the operation of the house.

Transition Houses should seek assistance and support from the RHA when necessary.

2.1.5 Staffing Model

Transition Houses are currently funded to be staffed in accordance with either:

- 24/7 staffing model; or
- Core administrative functions with House staffed when a woman requires protection in a secure environment.

2.1.6 Legislation, Regulation, Standards

Transition Houses comply with all applicable federal, provincial, and municipal legislation, regulations, and standards as listed in the service agreement, including but not limited to:

- Human Rights Code;
- Child Youth and Family Services Act;
- Labor Standards Act;
- Occupational Health and Safety Act;
- Operational Standards Governing Transition Houses.

2.1.7 Diversity

Services in Transition Houses are offered to all women and children who meet admission/eligibility criteria regardless of race, religion, socio-economic status, language, ethnic origin, ability or sexual orientation. The Houses will also recognize and respect cultural diversity as it relates to the provision of services.

2.1.8 Individuals with Disabilities

Transition Houses meet the needs of individuals with disabilities by making available assistive aids and devices, program equipment, materials, supplies and support either in-house or through partnerships and referrals to other agencies. Supports might include attendants, TTY, ramps, amplification for the hard of hearing, and accessible facilities.

2.2 Mission

The mission of Transition Houses of Newfoundland and Labrador is to:

- provide a safe and secure refuge for women experiencing abuse with or without children;
- help empower women by recognizing and respecting their individual strengths and to offer a safe, supportive, non-judgmental environment where women can make their own decisions;
- meet the needs of women experiencing abuse by providing information, education, public awareness, which can encourage women to gain perspective in their own situation and to consider alternatives and options;

- work with and on behalf of women and children for access to services in a respectful and safe environment;
- provide cultural appropriate information;
- provide guidance and support to enable women to access appropriate services e.g. housing, employment, peace bonds, children services etc.

2.3 Principles

The Transition Houses of Newfoundland and Labrador are guided by the following feminist principles and believe that:

- woman abuse and family violence exist in society;
- no woman or child should endure abuse such as physical, psychological, emotional, sexual or economical abuse;
- every woman and child has the right to live without fear;
- a secure, non-judgmental and supportive environment will enable women to become independent in their own lives;
- particular attention should be paid to the needs of children exposed to woman abuse and family violence;
- ongoing services should be available to women and children who are victims of woman abuse and family violence;
- communication and cooperation between agencies concerned with woman abuse and family violence should be encouraged at every opportunity;
- Transition Houses are accountable to those who access their services ;
- services should be extended to women and their children of every race, ethnic background, language, religion, marital status, socio-economic status, mental/physical ability, sexual orientation, political affiliation, national ancestry, and/or citizenship status who meet the Transition Home admission criteria;
- some abused women, such as aboriginal, economically disadvantaged, disabled, immigrant, lesbian, teenager and elderly women, face an even greater oppression;
- Transition Houses should respond to the needs of women in rural and isolated areas;
- women have the right to personal dignity, to freedom from physical and/or psychological coercion, and to freedom of fear . Women have the right to information, the right to moral and personal freedom and the right to exercise personal autonomy in making decisions affecting her own life.

Section 3 Operating Standards

Standard 1 Intake Process

The intake process obtains initial information about the woman’s situation, provides her with information about services, and makes referrals to other sources where appropriate. For residential services the intake process includes the following activities:

- Gathers information and assesses the woman’s immediate safety needs;
- Determines whether the woman meets admission criteria;
- Makes arrangements for the woman to come into the House if it is determined that she meets the mandate for services;
- Completes the following forms:
 - Admission Form or Primary Assessment Form (see Form A-1, appendix A for sample form) to obtain essential information including name, emergency contact numbers, medical information and her signature;
 - Permission to Release Information Form (Form A-2, appendix A);
 - Confidentiality Agreement (Form A-3, appendix A);
 - Release of Responsibility Waiver (Form A-4, appendix A);
 - House Rules Form (Form A-5, appendix A);
 - Any other forms deemed necessary by the Transition House.
- Gathers information on services the woman and children are currently receiving;
- Provides support and familiarizes the woman with the facility;
- Assesses the woman’s and children’s needs in order to determine service requirements and referrals.

The Transition House keeps a check list of these intake activities for each woman. The checklist is kept on file.

Outcome	An intake checklist is completed for each woman admitted to the transition house.
Performance Measure	1.1 An intake checklist is on file for each woman admitted to the House. The woman’s file is identified by file number only.

Standard 2 Turn Away

- In the event the woman does not meet the eligibilty criteria for admission into a transition house, the House staff shall make every effort to refer the woman to another appropriate agency and to notify the agency which referred the woman to the House. The house shall have a written policy related to a process to follow in the event of a turn away. The policy shall minimally include:
 - Final decision on whether the woman is admitted rests with the staff of the House;
 - All attempts to refer to another agency are documented;
 - Staff complete a “Turn Away Form “ (See Form A-8 appendix A)

Outcome	There may be instances when a woman is turned away from the transition house.
Performance Measure	2.1 There is a written policy on the process to follow in the event of a turn away. 2.2 There is a turn away form on file for use if required.

Standard 3 Confidentiality

Transition Houses ensure the confidentiality of women and children:

- Transition House staff, volunteers and students shall under no circumstances confirm admission, divulge the whereabouts or release any other personal information of women and children except as required by law, court order, or as outlined on the Permission to Release of Information Form (see Form A-2 in appendix A) ;
- Transition House staff, volunteers and students shall not enter into discussions outside the House involving information that may be considered confidential. Any discussion inside the House is of a professional nature. They shall be required to sign a Confidentiality Agreement (see Form A-6, appendix A for sample form) requiring them to keep confidential any information pertaining to women and children accessing services at the Transition House, as well as referrals to other agencies.
- Transition House staff may release information to Agencies directly involved with the women and children with the written consent of the woman. (Permission to Release Information Form Form A-2, appendix A).

Outcome	All information regarding the women and children admitted to the transition house is kept confidential.
Performance Measure	<p>3.1 There is a signed Confidentiality Agreement on file for every Staff, volunteer and student working at the House.</p> <p>3.2 There is a signed Permission to Release of Information Form on file for each woman admitted to the House.</p>

Standard 4 Privacy

Transition Houses ensure the privacy of women and children who are admitted to the House:

- When speaking about private matters with the woman, Transition House staff, volunteers and students shall use private offices or rooms when possible;
- Transition Houses shall accommodate families and/or women without children in private rooms whenever possible;
- Transition Houses shall have policies in place related to steps to protect personal information. These policies include:
 - Information shall be collected on an objective, “need to know” basis , with the woman’s right to privacy always a priority. Where possible, the policy should address at least the type and relevance of information that should be recorded in the file;
 - Staff shall identify why the information is being collected prior to collection;
 - Personal information shall be used only for purposes collected except with consent or as required by law and retain that information only as long as necessary to fulfill the stated purpose;
 - Womens’ records shall be protected from unauthorized access, duplication or theft by implementing storage practices (See Section 3, Standard 8 – Documentation and Record Keeping);
 - Women may have access to their personal file at any time.

Outcome	The women and children’s right to privacy is maintained.
Performance Measure	4.1 There are private offices or rooms available for discussion purposes. 4.2 There are private bedrooms available in the House. 4.3 There are policies in place regarding the appropriate storage practices to protect against unauthorized access to files, duplication or theft of records.

Standard 5 Safe / Non Violent Environment

Transition Houses shall adhere to the following guidelines in relation to the security of residents, staff, volunteers, and students:

- Transition Houses shall develop and communicate written policies and procedures regarding when threats are received or when safety is compromised;
- Transition Houses shall develop policies on reportable/critical incidents including the prompt documentation of in-house or house related incidents (see Form A-7 Appendix A for sample Incident Report Form) and provide a timely report to appropriate authorities (e.g. Executive Director, legal guardians, police, RHAs etc.). The Executive Director shall review incident reports, act to guard against similar occurrences, and provide any necessary follow up with appropriate authorities. Reportable incidents may include the following:
 - serious illness or accident;
 - medical or other emergency;
 - suspicion and/or allegations of abuse, either within or outside the House;
 - situations in which a woman or child is a danger to self or others;
 - any other situations considered dangerous.
- Transition Houses shall have a policy related to the care and supervision of children who reside in the House. The policy shall be in keeping with provincial Child Care Service Act, regulations and standards. (see: <http://assembly.nl.ca/Legislation/sr/statutes/c11-1.htm>);
- Transition Houses strive to ensure staffing levels that provide a safe and secure environment and enable staff, volunteers and students to carry out programs;
- Physical punishment is prohibited. Staff, volunteers, students and visiting service providers shall not engage in any conduct intended to ridicule, humiliate, degrade, insult or otherwise undermine individual dignity or self-worth. Violence is not acceptable;
- All staff shall hold updated First Aid Certificates in keeping with Occupational Health and Safety regulations. e.g. first aid, CPR etc.;
- Transition Houses should make every attempt to ensure staff are trained in non-violent crisis intervention .

Outcome	The Transition House provides a safe non violent environment.
Performance Measure	5.1 There are written policies regarding procedures to follow when threats are received or safety is compromised. 5.2 All house related incidents are documented on file. 5.3 There are written procedures in place to ensure the supervision and safety of all children when their mothers or legal guardians are not on the premises. 5.4 All staff hold an updated First Aid Certificates and is documented on the employees file. 5.5 Staff are trained in non-violent crisis intervention and this is documented on the employees file.

Standard 6 Reporting Abuse

Transition House staff, volunteers, students or board members shall immediately report abuse or suspected abuse under the Child Youth Family Services Act.

<http://www.assembly.nl.ca/legislation/sr/statutes/c12-1.htm>

Outcome	House staff, volunteers, students, or board members are aware of their obligations to report abuse or suspected abuse under the Child Youth Family Services Act
Performance Measure	6.1 Employees are educated about the Child Youth Family Act and their obligations under the Act. This education is documented in the employees file.

Standard 7 Fire and Life Safety

Transition Houses shall provide an accessible, healthy and safe environment for women and children, staff, volunteers and students in accordance with the following guidelines.

Standard 7.1 Physical Security Measures

Transition Houses shall ensure security measures are in place for the protection of women, children and staff, volunteers and students consistent with the need of each organization. Security measures may include but not be limited to the following:

- An electronic monitored security system directly linked to police;
- Exterior doors in the Home should be steel doors with deadbolts;
- Exterior doors should provide a clear view of anyone requesting access to the Home, e.g. a peephole;
- An intercom system on exterior doors, to allow outsiders or service users to identify themselves prior to entry being granted;
- Adequate privacy fencing should be provided if women are expected to use the outside garden area;
- Motion sensor lighting should be installed around the Home;
- Lexon glass or other physical barrier should be installed on ground level windows.

Staff of Transition Houses shall conduct regular security checks of the building and premises as determined by each organization's security system and policies.

Outcome	The transition house has a secure environment.
Performance Measure	7.1.1 There are physical security measures in place on the transition house building and premises. 7.1.2 There are policies in place regarding the requirement for regular security checks on the building and premises.

Standard 7.2 Security Breach

- Each House shall have a plan in place to deal with any breaches of physical security.

Outcome	The transition house responds to security breaches.
Performance Measure	7.2.1 There are written policies which document a process to deal with security breaches.

Standard 7.3 Fire Safety Legislation, Regulations and Fire Protection Equipment

Transition Houses shall adhere to provincial and municipal fire safety legislation and regulations and shall ensure that fire protection equipment, such as fire alarms, fire extinguishers, and fire doors are kept in good working order.

Outcome	The Transition House has reliable fire protection equipment.
Performance Measure	7.3.1 There are written policies which address the process in place to ensure fire safety legislation is followed and that fire protection equipment is in good working order.

Standard 7.4 Evacuation Plan

Transition Houses shall develop an evacuation plan and shall ensure that every staff member, volunteer, and student is:

- thoroughly instructed in the method of evacuation during emergency situations;
- familiar with the location of all fire alarms, extinguishers, and fire exits in the facility;
- trained in the use of fire extinguishers.

Residents are also instructed upon intake.

Outcome	The transition house has an evacuation plan.
Performance Measure	7.4.1 There is documentation on the staff record that they have been instructed in the method of evacuation during emergency situations. 7.4.2 There is documentation on the staff record that they have been familiarized with the location of fire protection devices and fire exits. 7.4.3 There is documentation on the staff record that they have been trained in the use of fire extinguishers. 7.4.4 The intake checklist includes instructing the resident on the evacuation plan.

Standard 7.5 Fire Drill/Emergency Numbers

- Transition Houses shall have regularly scheduled fire drills;
- Transition Houses shall post in an accessible place adjacent to every telephone in the facility, the emergency number to access the local fire department, police department, ambulance service, hospital emergency department, poison control and other emergency numbers that may be required.

Outcome	The transisiton house conducts fire drills and posts emergency numbers.
Performance Measure	7.5.1 There is a written policy which addresses the requirements for regularly scheduled fire drills to be conducted. 7.5.2 Emergency phone numbers are posted by every telephone.

Standard 7.6 Food Handling and Health Inspections

- Transition Houses, where ever possible, shall comply with the guidelines of the DHCS, for the preparation, serving, and storage of food; (see appendix B)
- Transition Houses may contact the Public Health Inspector employed by the Government Services Centre in the region regarding any questions concerning food handling or to arrange an inspection to ensure that sanitary conditions are continuously present at the facility. As Transition Houses do not fall under the definition of “Food Premises” in the Food and Drug Act, health inspectors are not required to do routine inspections.

Outcome	The Transition House has a sanitary environment.
Performance Measure	7.6.1 The guidelines of the DHCS, for the preparation, serving, and storage of food is available in the food preparation area. 7.6.2 There is a written policy which states that the House may contact the Public Health Inspector employed by the Government Services Centre in the region regarding any questions concerning food handling or to arrange an inspection to ensure that sanitary conditions are continuously present at the facility.

Standard 7.7 Cribs, Playpens, Car Seats, and Children’s Equipment

- Transition Houses shall ensure that all cribs, playpens, car seats, and children’s equipment used to accommodate or transport children meet federal and provincial safety standards. Playground toys must also meet federal and provincial standards.

Outcome	The transition house has a safe environment for children.
Performance Measure	7.7.1 There are written policies which address the process in place to ensure all children’s safety equipment and toys meet federal and provincial safety standards.

Standard 7.8 Insurance

- Transition Houses shall maintain insurance as outlined in the service agreement. The insurance includes but is not limited to the following insurance.
 - Comprehensive Property Insurance/Home Owner’s Insurance package (if applicable);
 - Commercial General Liability Insurance - \$1,000,000 Minimum. The detail as outlined in the service agreement (includes Directors and Officers Liability);
 - Automobile Insurance including coverage for staff transporting residents if

applicable .

Outcome	The Transition House has insurance.
Performance Measure	7.8.1 Insurance policies are on file indicating the house has the required insurances as listed in the service agreement.

Standard 8 Documentation and Record Keeping

Women have the right to expect that information they provide to Transition House staff, volunteers, or students shall be treated in a confidential manner, and will not pose a risk to their safety nor that of their children. This includes the right to be informed about circumstances under which staff, volunteers, or students may be required to divulge or report information. The following guidelines are to be adhered to concerning documenting information and record keeping.

Standard 8.1 Legal Concerns

- The Board shall ensure that Transition House staff, volunteers, students and directors are aware of their legal obligations and limitations when they enter data into files or when files are subpoenaed.

Outcome	The transition house meets its legal obligation regarding the management of client files.
Performance Measure	8.1.1 There is a written policy on file which describes the legal obligations and limitations of Transition House staff, volunteers, students and directors when they enter data into files or when files are subpoenaed.

Standard 8.2 File Documentation

There are proper procedures to follow when documenting information in a resident's file. These include:

- Information shall be collected on an objective, "need to know basis" with the woman's right to privacy always a priority. Where possible, sensitive personal information which is not relevant to the woman's stay shall not be recorded in the files;
- Language shall be concise and in plain English. Use of abbreviations shall be minimized;
- Information shall be based on fact and observation and shall not include opinions on the contact or event;
- Events shall be written up before the end of the work day after the contact/event;
- All documentation shall be written in pen;
- When correcting mistakes, correction fluid shall not be used; staff shall draw one line through the mistaken entry and initial;
- The writer shall sign each entry in the file with their full name and date;
- All documentation shall be done keeping in mind that the woman can access her personal file.

The files shall be audited by the Executive Director on a regular basis to ensure documentation practices are in keeping with established policies.

Outcome	Proper procedures are followed when staff are documenting information in a resident's file
Performance Measure	8.2.1 There is a written policy which outlines the procedures to follow when documenting information in a resident's file. 8.2.2 There is a written policy which outlines the Executive Director's responsibilities for file audits.

Standard 8.3 File Contents

- Transition Houses shall maintain one file for each adult admitted to the House;
- Children files are considered part of the mother's/legal guardian's files;
- The file includes but is not limited to the following:
 - History of abuse as detailed and reported by the woman;
 - Applications (e.g. housing applications);
 - Notes on resource based activities (e.g. legal appointments);
 - Any other relevant forms and information, (e.g. intake forms, other agency contact information, etc);
 - Letters written by staff to service agencies or others on behalf of the woman;
 - Information regarding all dependent children, crisis intervention and counselling.
- Certain items shall not be kept in the woman's files, including:
 - Personal items such as photos, journals or art work;
 - Victim impact statements.

Outcome	There is a separate file for each resident which contains pertinent information to the individual.
Performance Measure	8.3.1 There is a written policy regarding the contents of the resident's file.

Standard 8.4 File Security/Storage

Resident records, including computerized records, shall be protected from unauthorized access, duplication or theft, by implementing the following storage practices:

- Lock filing cabinets and, if possible, limit access where records are stored;
- Maintain control and confidentiality over the storage, availability and use of all computer storage media such as disks, tapes, and CD's;
- Access by residents to computer systems or networks which contain client records is through the use of security mechanisms such as password protection;
- Keep records, whether paper or computer disks, on the agency's premises. If records are stored off the premises, they must be secured in locked filing cabinets behind a locked door, accessible only by Transition House staff;

Outcome	Resident's records are protected.
Performance Measure	8.4.1 Filing cabinets containing resident records are locked. 8.4.2 Computer networks are password protected. 8.4.3 Where possible records are stored on the premise. 8.4.4 There is a control system in place over the storage, availability and use of computer media.

Standard 8.5 File Access

- Transition Houses shall have policies in place outlining who shall have access to the files. These policies may include:
 - Women have access to their own file upon request;
 - Written consent of the woman is required before the file is disclosed to any other party except in the event of a court order or subpoenaed;
 - Staff, volunteer, or Board Member access to file records.

Outcome	Access to resident's files are limited.
Performance Measure	8.5.1 There is a written policy which outlines who has access to resident's files.

Standard 8.6 Retention and Destruction of Women's Files

- Where storage is limited due to space or financial limitations, inactive files related to financial and operational aspects of the House shall be retained for seven years and then may be destroyed;
- The resident's file shall be retained for seven years if there are no children; if the woman has children the files shall be retained until the youngest child is two years beyond the age of majority unless otherwise stipulated in legislation;
- The procedure for destroying the women's files shall be made secure through the following measures:
 - Files shall be shredded at the end of the retention period. Records shall not be recycled or placed with regular garbage;
 - Computerized records shall be rendered unreadable by means of an appropriate mechanical, physical, or electronic process;
 - Records shall not be destroyed if they have been subpoenaed or if legal proceedings are underway or expected.
- Houses shall develop a file retention policy. The rationale shall state that:
 - Space and financial limitations do not allow files to be kept indefinitely;
 - The retention period is based on accepted practices in the field;
 - Women are advised of the retention period, and acknowledgement is requested.

Outcome	Files are destroyed after seven years.
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Performance Measure	8.6.1 There is a policy on file outlining the retention period for files and the secure ways to destroy the file after the retention period.
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Standard 9 Human Resource Management

Transition Houses employ individuals, whose education, experience and character equip them to provide the services essential to meet the needs of women and children served by the organization.

Standard 9.1 Recruitment

- Transition Houses shall have written policies addressing the recruitment of staff, volunteers, and students. Screening for all staff, volunteers, and students may include the following:
 - A clear record of conduct including a declaration of conduct from the Police Department, including period of renewal;
 - A minimum of two reference checks;
 - Evidence of good oral and written communication skills;
 - Knowledge of the community services which are available;
 - Experience with crisis intervention;
 - Sensitivity to the impact of violence on women and children.
- Job advertisements for hiring staff shall include:
 - Description of job duties and responsibilities;
 - Training and educational requirements for the position.
- The hiring of staff is coordinated through a selection committee which may consist of:
 - Executive Director;
 - Board Member;
 - Any additional person as reflected in the individual hiring policy of the House.

Outcome	All staff are hired through a recruitment process.
Performance Measure	9.1.1 There are written policies which outline the recruitment process. 9.1.2 There is a selection committee which is responsible for hiring of staff.

Standard 9.2 Position Description

- All staff and volunteers have written position descriptions that are reviewed regularly and updated when necessary. The descriptions include but are not limited to the following:
 - Position title;
 - Required qualifications e.g. education and experience including any certificates;
 - Position duties and responsibilities;
 - Reporting relationships.
- Roles and responsibilities shall be identified for students.

Outcome	All staff and volunteers have up to date written position descriptions.
Performance Measure	9.2.1 There are written position descriptions on file for all staff and volunteers which identify roles and responsibilities.

Standard 9.3 Orientation, Training and Development

- Transition Houses shall offer orientation for all staff, volunteers, and students and shall include but not be limited to:
 - House’s mission, principles, goals, services, management and governance model, policies and procedures etc.;
 - The rights of persons served, including confidentiality, disclosure of information etc.;
 - Duties and responsibilities of all staff, volunteers, students and Board of Directors;
 - Assessing and reporting safety hazards;
 - Documentation and record keeping;
 - The dynamics of woman abuse, child abuse and the effects of family violence;
 - The needs and cultural diversity of the women and children served;
 - The needs of persons with disabilities;
 - Appropriate and safe use of equipment, supplies etc.;
 - Emergency procedures and contacts.

- All attempts shall be made to ensure that all staff, volunteers and students receive in-service training each year, whether internal or external, to improve their skills and learn the best practices in family violence intervention. The Transition House Association of Newfoundland and Labrador will play a key role in planning and developing training wherever possible.

Outcome	All staff, volunteers and students receive orientation and training.
Performance Measure	9.3.1 There is documented evidence on the employees files that they received orientation at the beginning of employment. 9.3.2 There is documented evidence on the employees files of when they receive on going training.

Standard 9.4 Supervision and Evaluation

- Staff, volunteers, and students benefit from regular supervision and evaluation. The Executive Director shall strive to evaluate staff and volunteers minimally every two years and students at the end of their placement. The contents of the evaluation shall be kept confidential;
- The evaluation process shall include a discussion of the employees’ responsibilities, as well as his/her overall quality of work and suitability to the job. The performance evaluation should also be an opportunity for employees to reflect on their performance, to identify training needs/skill development and to establish goals/objectives for the upcoming year. A written evaluation shall be prepared shortly after the evaluation meeting, with signed copies going to the employee, the Executive Director and the employee’s file.

Outcome	All employees have an annual performance evaluation.
Performance Measure	9.4.1 There is a written performance evaluation process. 9.4.2 There is documented evidence on the employees file that they received a performance evaluation minimally every two years.

Standard 9.5 Staff Records

- Transition Houses shall have policy and procedures to address the addition, correction, destruction, and maintenance of information contained in staff records of both current and past staff, students and volunteers;
- Staff records shall include:
 - a résumé/application that outlines qualifications and prior experience;
 - verification of qualifications (degrees, diplomas, current registration in professional colleges, etc.), or a rationale for a competence-based hiring;
 - First aid certificate;
 - at least two reference checks and a signed and dated declaration by the Executive Director or the Board representative that reference checks were conducted before employment began;
 - interview notes, including assessment of comfort and expertise in working with diverse populations;
 - emergency contacts;
 - certificate of good conduct, or a signed and dated declaration by the Executive Director or Board representative that criminal record checks were conducted prior to the first shift;
 - verification or copy of any other requirements for any person working with children or vulnerable adults;
 - a declaration of confidentiality;
 - agreed terms of employment;
 - pre-employment and employment training and orientation records;
 - signed policy related to the use of passwords, codes, etc. that provide access to computers, buildings, etc;
 - overtime agreement, if applicable;
 - annual performance evaluation;
 - Disciplinary action records for the period of time to be kept on file as outlined in employment agreement or collective agreement.

Outcome	All staff members have an employee record.
Performance Measure	9.5.1 There is a record on file for each staff member containing the information listed above. 9.5.2 There is a written policy to address the addition, correction, destruction, and maintenance of information contained in staff records of both current and past staff, students and volunteers.

Standard 9.6 Personnel Policies

- All Transition Houses shall have personnel policies and procedures which outline:
 - The expectations of personnel;
 - Probationary period;
 - Performance appraisals;
 - Training;
 - Grievance and disciplinary procedures;
 - Working condition;
 - Wages and Benefits;
 - Employment contracts.

- Unionized Transition Houses shall have written personnel policies in accordance with their collective agreement;

- The Executive Director shall be covered by the terms of the personnel policies applicable to all employees or under a separate agreement (i.e. employment agreement or contract). This agreement shall include, but not be limited to:
 - Role and responsibilities;
 - Specified hours of work;
 - Provisions for vacation and overtime;
 - Rate of remuneration, including benefits;
 - Performance evaluation process;
 - Period of notice required;
 - Grounds/process for termination.

Outcome	There are written personnel policies in the transition house.
Performance Measure	9.6.1 Personnel policies are on file and accessible to all staff. 9.6.2 If the Executive Director is hired under an employment agreement or contract then a copy is on file.

Standard 10

Financial Management and Budgeting

Transition Houses must exercise sound financial practices in delivering their services within available funding.

- An annual budget proposal (including any increases in the budget) related to the services being provided must be submitted to the RHA for inclusion in the RHAs budget submission to the DHCS. RHAs will identify the time lines related to annual budget submissions from houses. Houses should be aware that funding might not be approved in the amount requested in their submission. Programs should not be adjusted to higher rates of expenditure prior to notification of the amount of funding authorized;
- Transition Houses shall prepare an annual budget and closely monitor expenditures on a monthly basis to achieve a balanced financial position at the end of each year. While there are some limited resources within the RHA's to fund emergency situations, there is no feasibility to cover annual operating deficits;
- Transition Houses shall maintain accurate financial statements and reporting using generally accepted accounting practices;
- Transition Houses shall submit a report (balance sheet and budget position statement) on a quarterly basis to the RHA by the 30th day of the month following the end of the quarter unless other wise directed by the RHA. The assurance that regular payments will be made is dependent upon the receipt of timely and accurate financial information. Failure to comply with reporting deadlines may result in a delay of subsequent payments;
- It is expected that reporting on a monthly basis would be completed by the House and will be available to the RHA upon request;
- All special funding requests will only be considered if the most recent financial statements are available;
- Audited financial statements to be submitted annually to the RHA no later than ninety (90) days following the close of the fiscal year. For those agencies with multiple facilities the audits should include detailed financial statements for each facility and a consolidated financial statement for the agency. This submission should include the management letter that was issued by the auditors for that period. Auditors are to be appointed annually by the Board of Directors;
- Transition Houses must seek approval from the RHAs prior to spending monies in excess of the annual approved budget.

Outcome	The Transition house is fiscally responsible.
Performance Measure	10.1 A copy of the financial statements are on file. 10.2 There is a budget file which includes a copy of the budget and any correspondence with the RHA regarding budget monitoring and additional budget approvals.

Standard 11 Service Agreements

- Transition Houses shall comply with all jointly agreed upon contracts or service agreements including but not limited to those between:
 - Regional Health Authorities;
 - Any other provincial government department and/or agency.

Outcome	There is a service agreement signed between the transiton house and the regional health authority.
Performance Measure	11.1 There is a signed service agreement on file.

Standard 12 Governance and Administration

The leadership of Transition Houses includes the Board of Directors and the Executive Director. The organization provides effective and efficient leadership structures and processes so that it can strive to meet the needs of the women and children served.

Standard 12.1 Incorporation

Transition Houses shall be incorporated in the province of Newfoundland and Labrador. A copy of the Articles of Incorporation and By-Laws shall be provided to the RHA. Any changes to these should be submitted to the RHA.

Outcome	The Transition house is incorporated in the province of NL.
Performance Measure	12.1.1 A copy of the Articles of Incorporation , By-Laws and any associated changes are on file .

Standard 12.2 Board Orientation and Training

- Board members shall receive orientation from the Transition House they govern regarding its:
 - mission;
 - principles;
 - goals;
 - services;
 - management and governance;
 - code of ethics;
 - By-Laws;
 - policies and procedures;
 - staff/board relationships;
 - grievance procedures;
 - rights of persons served (including confidentiality);
 - disclosure of information;
 - advocacy.

The role of the Board should be clearly defined and communicated to all Board members. The role statements should include the relationship with the Executive Director.

Outcome	The Transition House Board Members receive an orientation to the House they govern.
Performance Measure	12.2.1 There is an orientation package on file for Board members.

Standard 12.3 Board and Committee Membership and Composition

- The By-Laws or other governance documents of each Transition House shall define the process for election of Board Members, board size and composition, committees of the board and the responsibilities of the governing organization;
- Transition House Boards shall establish a committee structure that focuses on the following areas:
 - Human Resources;
 - Finance;
 - Programming;
 - Occupational Health and Safety.
- The Executive Director may be a member of the Committees;
- The Executive Director or designate shall attend Board meetings, unless otherwise directed by the Board;
- At times when it is beneficial to both parties, a staff member from the RHA shall attend Board meetings to ensure flow of information between organizations, foster good working relationships and provide support to the operation of the house. The staff member will not be a member of the Board but shall attend in a visitors capacity;
- Every effort shall be made to ensure the composition of the Board reflects the cultural diversity of the communities served.

Outcome	The transition house is directed by a Board of Directors.
Performance Measure	12.3.1 There is a written policy regarding the process for electing board members. 12.3.2 There is a written policy related to the Board and Committee membership, composition, and number of meetings per year.

Standard 12.4 Recruitment and Performance Appraisal of Executive Director

- The Board shall hire an Executive Director in accordance with the qualifications as required in the job and will evaluate the Executive Director as per board policy, based on established goals for the organization and the job description. It is recommended that an evaluation will be completed annually.

Outcome	The Executive Director of the transition house is qualified for the position.
Performance Measure	12.4.1 There is a written job description for the Executive Director. 12.4.2 There is a written policy that the Executive Director will be evaluated annually by the Board.

Standard 13 Other Policies

All transition houses have policy and procedure manuals to guide the operations of the House. In addition to the policies already referenced in this document, the following identifies the minimum policies to be addressed in the manual.

A. Length of Stay

- The length of stay at the Transition House shall be up to six weeks based upon an ongoing assessment of the woman's need for safety and support. An extension should be granted in extenuating circumstances;
- Each Transition House shall have a written policy regarding their length of stay.

B. When the Transition House is Full

- When a Transition House is full, a representative of the Transition House should make alternate arrangements or contact the Department of Human Resources, Labour, and Employment (HRLE) and enter in to an agreement with HRLE to determine an appropriate response for the victim of violence;
- Each transition house shall have a written policy regarding the action required when the House is full.

C. Prohibited Items

- Transition Houses shall prohibit the possession and use of any weapons, alcohol and illegal drugs in the following areas:
 - inside House facilities and on grounds;
 - off-site at House sponsored/supervised activities;
 - in vehicles operated and/or contracted by the House.
- Transition House staff shall advise women of the prohibited items policy during the intake process and enforce the policy consistently at all times.

D. Tobacco products

- Transition Houses shall establish policies/practices that conform to the Smoke Free Environment Act, 2005 and protect others from the hazards of second hand smoke. Transition House staff shall advise women of tobacco policies in the intake process and enforce them consistently;
- Transition House policies related to tobacco products shall address the use of tobacco for ceremonial purposes.

E. Reportable/Critical incidents

- Transition Houses shall develop policies on reportable/critical incidents including the prompt documentation of in-house or house related incidents (see Form A-7 Appendix A for sample form) and provide a timely report to appropriate authorities (e.g. Executive Director, Board, legal guardians, police, RHAs etc.). The Executive Director shall:
 - review incident reports,

- act to guard against similar occurrences;
- provide any necessary follow up with appropriate authorities;
- Have a process to deal with feedback and debriefing to residents and staff;

Reportable incidents should include the following:

- serious illness or accident;
- medical or other emergency;
- suspicion and/or allegations of abuse, either within or outside the House;
- situations in which a woman or child is a danger to self or others;
- any other situations considered dangerous.

F. Storage and access to medication

- Transition Houses shall have written policies and procedures to address safe storage of medications. Mothers administer medication to themselves and to their dependent children;
- Staff shall not take responsibility for the administration or dispensing of medications.

G. Infectious Diseases

- Each Transition House shall offer, without discrimination, services to women and children known or suspected to be carriers of a communicable disease as to any other client, including shelter and/or support in time of crisis;
- Houses shall have a policy outlining the procedures to be followed to prevent the spread of infectious diseases and parasites within the premises of the organization;
- Transition Houses shall notify the Public Health Nurse in the region concerning any issues related to infectious diseases.

H. Complaints and Complements

- Transition Houses shall have a process for documenting and addressing complaints or complements about any aspects of service. Women shall be advised of their right to lodge complaints upon intake;
- Transition Houses should seek assistance and support from the RHA regarding complaints.

I. Visitors

- To maintain privacy and confidentiality, Transition Houses shall encourage all visiting with family and friends to take place outside the House;
- Where possible, space outside the living area but inside the House should be secured for visiting e.g. in an administrative office;
- Former residents are encouraged to call prior to visiting the House. Designated visiting hours for former residents should be established.

J. Transporting Clients

- Transition Houses shall have a policy for transporting children and women by staff and volunteers that is compatible with requirements in the Motor Vehicles Act and Regulations related to seat belts, child restraint, and insurance.

K. Conflict of Interest

- Board Members, staff, volunteers, and students shall conduct themselves in a manner that is supportive of the organization, its mission and goals;
- Board members, staff, volunteers, and students shall not knowingly misuse their professional position for personal gain or profit in the offering of goods and services to clients or their families or the rendering of goods and services from clients or their families and any other matter deemed to be a conflict of interest;
- If a Board Member, staff, volunteer or student believes that he/she may be in a conflict of interest, he/she shall disclose this to the Executive Director;
- If the Executive Director believes that he/she is in a conflict of interest he/she shall disclose this to the Chairperson of the Board of Directors;
- Transition Houses shall have written procedures in place to deal with a conflict of interest if it arises;
- Transition Houses should seek assistance and support from the RHA in the resolution of conflict of interest matters.

L. Relationships with Service Users

- Transition Houses shall have a policy which addresses staff, volunteers, or students engaging in any social activity with service users outside of House activities. This policy applies during the woman's stay at the House and a time (determined by the House) following departure in which the staff – service user relationship reasonably could be expected to influence the woman's personal decision-making;
- Relationships with service users must be strictly professional.

M. Ethical Behavior

- Transition houses shall have a policy outlining the procedures Board Members and staff are required to follow when under investigation for, charged with, or convicted of a criminal act or activity which would have a direct impact on , and seriously undermine, the ability of the Transition House to fulfill its mandate.

N. Emergency Preparedness Plan

- Transition Houses shall have a policy on managing in emergency situations. This policy should include provision for activities during emergencies, e.g. fire, flood, power outages, extreme weather conditions, pandemics, etc. Policies should advise on how the house will operate in emergency situations.

Outcome	The Transition House has a written policy and procedure manual.
Performance Measure	13.1 There is a policy and procedure manual on file in the transition house which references all the topics listed above.

Standard 14 Monitoring and Program Review

The provision of quality service, responsive to the women and children served is the primary focus of the Transition Houses of Newfoundland and Labrador.

14.1 Monitoring

- Transition Houses shall ensure policies are in place to comply with the operational standards;
- The RHAs shall monitor the Transition Houses on an annual basis to ensure the Houses are complying with the operational standards. The monitoring process should include the completion of an audit checklist (see appendix C) which identifies if each standard is being met;
- The RHAs shall have a policy on the monitoring process and a policy on the process to follow if there are issues of non compliance to the standards;
- The RHAs shall report annually to the DHCS (Board Services Division) on the results of the annual monitoring of the Houses;

Outcome	The Transition house is monitored to ensure compliance with the provincial operational standards.
Performance Measure	14.1.1 The RHA monitors the Transition House on an annual basis to ensure they are in compliance with the operational standards. 14.1.2 The Transition house have policies in place to comply with the operational standards. 14.1.3 The RHA have policies on the monitoring process. 14.1.4 The RHA have policies on non compliance of the standards.

14.2 Statistical Requirements

- Transition Houses shall have appropriate procedures to gather statistics. The appropriate statistical reports shall be submitted to the THANL and the Regional Health Authority on a monthly basis, and shall also be reported to the Board of Directors.

Outcome	The transition house provides monthly statistical reports to THANL , the RHA and the Board.
Performance Measure	14.2.1 The house has a statistical template on file used to collect statistics. 14.2.2 Copies of the monthly statistical reports are on file.

14.3 Review of Standards Manual

- The Operational Standards Manual shall be reviewed by representatives of the DHCS, the RHAs, THANL, and the Transition Houses of Newfoundland and Labrador every three years.

Outcome	The operational standards are reviewed every three years.
Performance Measure	14.3.1 There is an up to date copy of the operational standards on line on the Department of Health and Community Services website. 14.3.2 There is an up to date copy of the operational standards on file at the transition house.

Appendix A

Client Assessment
(TO BE COMPLETED UPON ADMISSION)
Primary Assessment

Name: _____ Address: _____ Phone #: _____ DOB: (d/m/yy) / / MCP: _____	Admission Date: / / (d/m/yy) Estimated Arrival Time: CIW: _____ Emergency Contact Name & Number: _____
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LIMITATION OF RIGHTS

Every effort will be made to ensure confidentiality of information however, there are certain limitations to confidentiality, that apply:

- 1) In the event that a worker receives a court subpoena regarding information on the client, such information has to be provided.
- 2) If the client threatens to harm herself, or someone else, this information may be shared with the appropriate person(s) without the clients consent.
- 3) It is the legal responsibility of any person to report any type of abuse or neglect towards children under the age of 16 to the Department of Health and Community Services. This also includes children who witness any form of violence. This can be done without the client's consent.
- 4) In the event of a medical emergency where the release of information would be beneficial to the client's medical care, then such information may be shared.

<u>Children Information</u>					
Do you have children? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<u>Children's Name(s)</u>	<u>Age</u>	<u>Sex</u>	<u>DOB (d/m/y)</u>	<u>MCP#</u>	<u>Care Placement</u>

<p>Was medical attention required for you and/or your child (children) prior to coming to the shelter?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you having suicidal thoughts today ?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <hr/> <p>Have you stayed in this shelter before? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide the date to worker: enter file # only</p>

Do you or your child (children) have any medical conditions (i.e., pregnancy), special needs or severe allergies?

Yes (please list below) No

Client Name	Medical Condition/Special Need

<p>What types of abuse are you experiencing? Check each appropriate box:</p> <p> <input type="checkbox"/> Emotional abuse <input type="checkbox"/> Psychological abuse <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Financial abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Other (specify) <input type="checkbox"/> Verbal abuse </p>	
<p>Check boxes for which referrals are made:</p> <p> <input type="checkbox"/> HRE <input type="checkbox"/> Mental health <input type="checkbox"/> Child Youth & Family Services <input type="checkbox"/> Women's Centre <input type="checkbox"/> Ministerial Association <input type="checkbox"/> Other (specify) </p>	
<p>* Take detailed notes only on facts the woman tells you. Make sure to ask if children witnessed abuse or were abused. Ask follow up questions to have a clear understanding of the situation.</p>	

STAFF INITIALS OF WHO COMPLETED THIS ASSESSMENT, IF MORE THAN ONE WORKER, INITIAL SECTIONS YOU COMPLETED _____.

THIS HOUSE IS NOT RESPONSIBLE FOR ANY LOST OR STOLEN ITEMS WHILE STAYING IN THE SHELTER.

RESIDENT SIGNATURE: _____

* By signing, I am agreeing that I understand the Limitation of Rights, which have been read to me by a Crisis Intervention Worker.

SIGNATURE: _____
WITNESS: _____
DATE (dd/mm/yy): _____

FORM A-2

PERMISSION TO RELEASE INFORMATION FORM

I, _____, having read or being read to and understand this form do authorize the staff of _____ to release/request the following information to/from the persons/agencies listed:

Persons/Agencies	Yes	No	Signature (Initials)
1.			
2.			
3.			
4.			
5.			

Areas of Disclosure

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

I understand that confidential service(s) means that the release of any information regarding my involvement with _____, may only occur with my written and signed consent. I have been informed that the exceptions to the confidential policy are:

- (a) reported cases of suspected child abuse or neglect. _____ is obligated (as is the general public) to inform appropriate persons at Health and Community Services of any child(ren) suspected to be at risk.
- (b) When a client indicates that she is in danger or that she is a danger to herself or others, _____ are obligated to inform the appropriate authorities (family doctor, police, hospital, mental health professional, etc.)
- (c) Upon subpoena of files or _____ staff to court.
- (d) When a client indicates that another individual is in danger.

I also understand that I can withdraw my consent to the release /request of information at any time.

This authorization is to remain in effect for a period of _____ as agreed upon by client and staff at which time the agreement will become void.

SIGNATURE: _____ DATE: _____

WITNESS: _____ DATE: _____

Note: The parent or legal guardian of a client under the age of 16 years must authorize the above information to a third person.

CONFIDENTIALITY AGREEMENT

RESIDENT

I, _____, understand the policies of _____ with respect to confidentiality.

I understand that as a resident (or non-resident) of _____, I must respect the right to confidentiality of the residents, non-residents, and ex-residents of the House and their families, and that obligation extends beyond the period of my stay at _____.

I also understand that to breach this confidentiality could result in my being asked to leave _____ and that requests for future admittance could also be affected.

Signature: _____

Witness: _____

Date: _____

RELEASE OF RESPONSIBILITY WAIVER

I, _____, of my own accord have undertaken residency at _____ to receive the assistance that I need in my present crisis. I have not been coerced or enticed into any action that has brought me to this shelter.

I hereby absolve _____, and its staff from any and all liability due to any accident or injury, however caused, to either myself or my children, while I am a resident at _____. I hereby further acknowledge that this waiver extends to any accident or injury, however caused to either myself or my children when outside the shelter while I am a resident at _____.

I hereby certify that I have been informed of all the House Rules and Guidelines and agree to comply with them. I acknowledge that I am undertaking temporary residence at _____ and I understand that I may be asked to leave the House within twenty-four (24) hours, after being cautioned, if I or my children fail to comply with the House Rules and Guidelines or otherwise threaten the well being of other residents or staff.

Signature: _____

Witness: _____

Date: _____

House Rules

Cooperative Living

As a resident of the shelter, you are expected to respect the house rules and to abide by them. On many occasions there is more than one family that has to use the shelter at once. In these instances, rules have to be more strongly enforced in order to maintain the general running of the shelter. There is a strong emphasis on the importance of the residents **living cooperatively**. In the event that a resident or residents show an inability to live cooperatively, the issue will be addressed. Breaking of a house rule will also be recorded in your file on an *Incident Report Form*. If this problem continues, the person or persons responsible will be asked to leave. Every person in the shelter has the right to live with respect, and a right of privacy. An inability to live cooperatively violates these rights. Below are some of the examples of uncooperative living and are grounds for dismissal:

- Refusal to adhere to rules
- Not cooperating in the sharing of chores and meal preparation. In the event you are physically incapable, a letter from your physician is required, or on the approval of the Executive Director.
- Verbal or physical aggression towards your children, other residents, or staff, i.e., yelling, hitting, biting, hair pulling, etc.
- Demonstrating a lack of respect towards your children, other residents, or staff, i.e., negative comments or judgments.

Meals

Our kitchen is fully stocked. Groceries are purchased once per week. If you have a preference for certain food items, make note of it on the grocery list. We will do our best to accommodate you. However, every item listed is not guaranteed to be purchased. It will be at the discretion of the staff. You are responsible for the meal preparation for yourself and your children. In the event of more than one family in the shelter, meal preparation is shared. The House requests that each family decide upon one meal for everyone. If you or your child does not like a particular meal, then you can choose to have something else, i.e., sandwich. More than one large meal is not going to be prepared. We have a set budget for food costs and this helps to keep costs down. All meals are to be eaten in the dining room only. There is to be no food or drinks in the bedrooms or play room. DISHWASHER: The dishwasher is in the kitchen and is used to sterilize the dishes. We ask that you rinse the dishes before placing them in the dishwasher. Dishes are to be cleaned in this manner versus hand washing for sanitary reasons.

Cleanup

You are responsible for the cleanup of yourself and your children. The staff are not required or expected to do this cleaning. Soiled diapers are to be disposed of properly. We ask that each day the general cleanup be done at an appropriate time to keep the shelter tidy, preferably by lunch. This is especially important when another family arrives and needs to use the shelter. In this event, these chores are shared and this is decided between residents. We ask that you ensure all detergents, bleaches and cleaners are put away after usage, and out of reach of children. Upon your departure, we ask that you clean your room and leave it clean for the next person.

Laundry

You are responsible for your own laundry. Everyone is encouraged to complete her laundry during the day. Please wipe out the laundry tub, clean washer and empty lint trap in the dryer after each use. You are provided with clean sheets and towels on admission. Upon departure you are asked to have these sheets and towels washed and dried, ready for the next resident to use.

Weekly Cleaning Schedule

During your stay, it is expected that all residents take part in keeping the living areas clean. There will be a list of chores posted for all residents to follow.

Personal Hygiene

We recommend that you bath frequently as a policy of good hygiene. We ask that you wear appropriate attire within the shelter.

Residents Meeting

(As required)

As required, the staff on duty, the Executive Director, and the residents will meet. This meeting is an opportunity for residents to get to know the Executive Director and to bring forth any questions or concerns they might have. Staff on duty will help residents allocate responsibilities concerning cleaning and meal preparation when necessary.

Telephone Calls

Local:

Please be brief. Notify the Crisis Workers before usage.

Long Distance:

The shelter can cover the cost of ONE call to an appropriate person. Long-distance calls that need to be placed in order for a woman to work on plans for her departure from the shelter, are acceptable (contacts to RNC, RCMP, other shelters, etc.). All long distance calls are to be placed by the Crisis Worker. All calls received are to be answered by the Crisis Workers only. The Crisis Workers will not disclose to anyone that you are in the shelter.

Smoking

Smoking is not permitted in the shelter at any time. In the event that you want to smoke, you are asked to go outside, in the designated smoking area.

Drugs / Alcohol

The shelter has a ZERO-TOLERANCE for the use of drugs and/or alcohol use. Anyone staying at the shelter must refrain from using alcohol or drugs during their stay. The residents are notified up front that if this rule is broken that there would be no second chance, and that you will be asked to leave or you will not be permitted entrance into the shelter. If you choose not to cooperate, the RNC will be notified. In the event you have children with you in the shelter, Child, Youth and Family Services will be called on the matter.

Bedtimes

On school nights:

Children under 7 years: 8pm

7-12 years: 9pm

13+ years: 10 pm

These bedtimes are guidelines only. We ask that if your children will not be asleep at these times that they remain quiet in respect of other residents and their children. Children including teenagers are never to be left unattended with the Crisis Workers. That is, if the mother chooses to go to bed before her children, then the children have to retire to their respective rooms. This creates possible liability issues and is put in place for the protection of the child, resident and staff.

We request that all residents be in their bedrooms by 1am every night. If you are not sleepy, you can read or just relax and rest.

On weekends:

Bedtimes as designated by the mother within reason and keeping in mind other residents and their children. If this becomes a problem, it will be addressed and the before mentioned bedtimes will be strongly enforced.

Escort

If a woman wishes to return home to pick up a few items, she needs to find an appropriate escort. The RNC may be available on some occasions. The Crisis Workers are never permitted to be an escort, as this is considered high risk for the resident and the worker. Residents are **never** encouraged to return home alone. This too is considered high risk.

Outings

If you have to go out for an appointment, work, etc., inform staff and sign the ***In/Out Register***. Leave a contact number, and returning time. This is for protection purposes. If you do not return at a specified time and we have not heard from you, we will assume something may be wrong and will take the necessary steps to ensure your safety, such as calling the RNC.

Childcare

If you have children, a second worker can be called in for child care so a resident can go to appointments (doctor, mental health, addictions, lawyer, etc.). Staff must be notified of such appointments twenty four (24) hours in advance, if possible, to call a second staff person in. Arrangements can be made between two residents so that one resident can take the responsibility for childcare for the other. Staff need to be notified of this arrangement and staff will have no responsibility for this decision. However, **staff have the discretion to decline this option** should there be any concerns or risk involved regarding second resident providing childcare.

Curfew

All residents: 11:30 pm

In the event that you do not return and have not notified the staff of your whereabouts, the RNC will be contacted.

Over-nighting: General Rule

We do not recommend a child spend the night out in the first week of their stay in the shelter. This is considered high-risk activity. However, after this time, at the mother's discretion, this is permitted. This is solely the responsibility of the mother. You need to make the necessary arrangements. The request for this should be made in advance to the Crisis Workers. For the women who use the shelter, the general rule is that you are entitled to three (3) overnights during your six (6) week stay. This rule would only be negotiated in the event of a safety issue.

Toy room

All toys are to remain in the toy room. No children should be left unsupervised in the toy room. It is you and your children's responsibility to keep the toy room clean after it has been used.

Bathroom

Clean the tub and sink after every use. Personal items are to be kept in your bedroom.

Pets

Pets are strictly prohibited. The shelter is not equipped to provide accommodations for your pets. In the event that this becomes an issue, there are areas in town that can provide the necessary shelter for your pets and we can help you make these arrangements. We encourage you, if possible, to find someone in the area, i.e., a relative or friend, to help you in this matter.

Office Use

The office is for staff use only. This is the place where important confidential information is kept and where the Crisis Workers go to do their daily reports. Therefore, it is important to respect this privacy. You or your children are never to be left alone in the office.

Residents Complaints

If you have a complaint about another resident, or a staff person, we encourage you to address this with resident or staff person in an appropriate way. In the event that you do not wish to address the issue on your own, you can forward your complaint to the Executive Director, who can help you to deal with the issue or address it for you on your behalf. If your complaint is with the Executive Director, you can either address it with her directly or put your concerns in writing and address it with her directly or put your concerns in writing and address the Board of Directors. Other complaints not previously covered can be forwarded to the Executive Director or the Board of Directors.

Security

All doors and windows are connected to the security system and will trigger the alarm when opened. Should you wish to open your window, please inform the crisis worker. All doors must remain locked at all times. When leaving the shelter at any time, the crisis worker will disarm the security system and open the door for you. The Crisis Workers are responsible for answering the door and the telephone. This allows your presence in the house to remain confidential. Staff will not inform anyone that you are in the shelter, without your permission. If someone phones you, a message will be taken, and you can decide whether or not you will return the call.

Visitors

There is a policy of no visitors. Women and children must meet friends and relatives away from the shelter. If residents would like to have something dropped off to them at the shelter, they may do so. Staff will accept on their behalf. Must change to allow visitors in board room and resource office.

Confidentiality

When you leave the shelter, please hold in confidence information relating to anyone staying in the shelter. When residents enter the shelter they will be asked to sign a confidentiality statement to protect the privacy of all residents.

Departure

If you decide to return home, we ask that you do so in the daylight hours so as to not frighten any children by getting them up in the middle of the night. **Once you leave the shelter, if we see you in public, we will not speak to you unless you speak to us first.** This is to ensure your confidentiality with us and to prevent any unnecessary danger.

Due to the serious nature of the house rules and the mandate of the shelter to ensure safety in a nonviolent atmosphere, whenever a house rule is not followed, the resident will be informed. This will be followed up by the worker or Executive Director, who will record this infraction on an "Incident Report Form", and this will be placed on your file. If the situation persists, the resident may be asked to leave.

The house is not responsible for any lost or stolen items.

Resident Initials:

Administration

CONFIDENTIALITY AGREEMENT

EMPLOYEE

I, _____, hereby acknowledge that I have been advised by _____ and understand the policies of _____ with respect to confidentiality.

I understand that as an employee of _____, I must respect the right to confidentiality of all staff, residents, clients and ex-residents of the House and their families, and that obligation extends beyond the period of my employment at _____.

I also understand that to breach this confidentiality could result in an immediate termination of my employment with _____.

Signature: _____

Witness: _____

Date: _____

Incident Report Form (Client Related)

Reporting Staff:	Date:
Witness Staff:	Location:
Client Involved:	Client Case #:

Description of Incident:

Follow-up/Outcome:

Staff Signature: _____ Date: _____
Staff Signature: _____ Date: _____
Client Signature: _____ Date: _____
Executive Director Signature: _____ Date: _____

TURN AWAY FORM

FORM A-8

Name: _____ Date: _____

Community: _____ Time: _____

Phone #: _____ Worker: _____

Reason why this woman was turned away from the transition house:

The agency which referred this woman to the transition house has been notified that the woman has been turned away:

Yes _____

No _____

Was the woman successfully referred to another agency:

Yes _____

No _____

Please document all attempts made to refer to another agency:

Signature of worker: _____

Date: _____

Appendix B

Personal Hygiene

People preparing meals must adhere to good personal hygiene practices to prevent contamination of food and reduce the likelihood of foodborne illness.



Handwashing

Seven Steps to Handwashing

1. Remove jewelry (rings and watches)
2. Wet hands with warm running water
3. Apply liquid soap from dispenser
4. Scrub for at least 20 seconds
5. Rinse well under running water (keep hands lower than elbows when rinsing, to let dirty water run off)
6. Dry thoroughly with paper towels
7. Use paper towel to turn off tap

Food handlers should wash their hands with warm soapy water before:

- setting tables
- preparing or serving food and after:
- using the toilet
- smoking
- handling raw food
- cleaning & wiping tables
- sneezing and coughing

WASH YOUR HANDS FREQUENTLY !

Other Personal Hygiene Tips

Use disposable tissues instead of handkerchiefs.

Direct coughs and sneezes downward onto a dry surface where there is no chance of food contact; or, turn your head and cough/sneeze into your sleeve.

Use two utensils to taste test. One is used to obtain the food. The food should then be transferred to a second utensil which is used for tasting.

Cover open cuts/sores with a water resistant dressing and gloves when handling food.

Do not wear jewellery (rings and watches) when preparing food. They collect dirt and are difficult to keep clean.

Keep hair clean and wear a hair covering.

Wear clean comfortable clothing.

Do not lick fingers, bite fingernails (you should keep fingernails well trimmed), smoke or soothe beards & moustaches while preparing food.

Do not prepare food if you are suffering from a disease which may be transmitted through food.



Food Safety Is Everyone's Responsibility



For More Information

If you have any questions about food preparation and personal hygiene practices, please do not hesitate to contact an Environmental Health Officer, at the Government Service Centre, or the regional Health and Community Services Board nearest you.

Government Service Centre Locations:

Happy Valley-Goose Bay
Comer Brook
Grand Falls-Windsor
Gander
Clareville
Harbour Grace

St. John's

Regional Health & Community Services

Board Locations:

St. John's
Holyrood
Gander

Comer Brook

St. Anthony

Happy Valley - Goose Bay



Department of Health & Community Services
Department of Government Services & Lands
Regional Health & Community Services Boards

FIGHT BAC! Images From:
Canadian Partnership for Consumer
Food Safety Education
September 2003

Don't Be The Cause of Foodborne Illness



GOVERNMENT OF
NEWFOUNDLAND AND LABRADOR

FOOD SAFETY

The following information provides an overview of food safety practices that can reduce the risk of food poisoning in your home or business.

Handle Perishable Foods Safely

Perishable foods must be stored at controlled temperatures. In addition, foods must be protected from contamination. Please follow these recommendations:

AVOID THE DANGER ZONE!

The Danger Zone

Cold foods need to be stored at or below 40° C (40° F).

Hot foods need to be stored at or above 60° C (100° F).



Do not store any perishable foods in the danger zone between 40° C and 60° C, where bacteria can grow.

- Keep raw meats and poultry away from other foods during storage and preparation.
- Keep separate cutting boards for raw meats and vegetables to avoid cross-contamination.
- Keep foods covered.

- Make sure the refrigerator is set at 4°C (40°F), and keep the freezer at -18°C (0°F).

- Serve foods right away so they do not linger at room temperatures where bacteria can grow.

- Keep cooked and ready-to-eat foods separate from raw foods, and surfaces that raw meats have contacted. This will prevent the bacteria that live on raw meats from contaminating food which will not be cooked again.

Thaw Frozen Food Safely

Frozen foods can be safely thawed in the following ways:

- in a refrigerator
- under cold running water
- in cold water that is changed often enough to keep it cold
- in a microwave oven

DO NOT THAW FOOD AT ROOM TEMPERATURE!

Thoroughly Cook Food

Cooking food thoroughly is necessary to kill harmful bacteria that may be present in or on the food. This is very important for poultry and ground beef.

Food should be thawed before cooking, to ensure that it is cooked throughout.

Internal Temperature Needs

Cook foods to the following internal temperatures to kill bacteria (check it with a thermometer):

Food Type	Temperature
Food Mixtures containing Poultry, Eggs, Meat, Fish or other potentially hazardous foods	74° C (165° F) for at least 10 minutes
Pork, Lamb, Veal, Beef	70° C (158° F)
Poultry	85° C (185° F) for 15 seconds
Ground Meat	71° C (160° F)
Eggs	63° C (145° F) for 15 seconds
Fish	70° C (158° F)

Sanitize Food Contact Surfaces

Sanitize countertops, cutting boards and utensils with a mild bleach and water solution. Remember: clean first, then sanitize!

Recommended Sanitizing Solution:
30 mL (1 oz.) of bleach in 4 L (1 gallon) of warm water.

More Food Safety Tips

Wash all produce thoroughly before cooking or eating.

Cook poultry dressing separately, never inside the bird.

Cook poultry or roasts all at once, never cook partially on one day to finish cooking on the next day.

Use a thermometer to find out the internal temperature of cooked items. (See Table for internal temperatures.)

Place a hot food item in several shallow or smaller pans in a refrigerator for "quick chilling".

Avoid the use of home canned or preserved food items when serving large numbers of people.

Obtain food from licenced food premises.



Appendix C

Monitoring Form

Name of Transition House: _____

Date of Monitoring: _____

Standard 1 Intake Process

Outcome

An intake checklist is completed for each woman admitted to the transition house.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
1.1 An intake checklist is on file for each woman admitted to the House.			

Standard 2 Turn Away

Outcome

There may be instances when a woman is turned away from the transition house.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
2.1 There is a written policy on the process to follow in the event of a turn away.			
2.2 There is a turn away form on file for use if required.			

Standard 3 Confidentiality

Outcome

All information regarding the women and children admitted to the transition house is kept confidential.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
3.1 There is a signed Confidentiality Agreement on file for every Staff, volunteer and student working at the House.			

3.2 There is a signed Release of Information Form on file for each woman admitted to the House.			
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Standard 4 Privacy

Outcome

The women and children’s right to privacy is maintained.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
4.1 There are private offices or rooms available for discussion purposes.			
4.2 There are private bedrooms available in the House.			
4.3 There are policies in place regarding the appropriate storage practices to protect against unauthorized access to files, duplication or theft of records.			

Standard 5 Safe / Non Violent Environment

Outcome

The Transition House provides a safe non violent environment

Performance Measures	Evidence of Compliance		
	Y	N	Comment
5.1 There are written policies regarding procedures to follow when threats are received or safety is comprimised.			
5.2 All house related incidents are documented on file.			
5.3 There are written procedures in place to ensure the supervision and safety of all children when their mothers or legal guardians are not on the premises.			
5.4 All staff hold an updated First Aid Certificate and is documented on the employee's file.			
5.5 Staff are trained in non-violent crisis intervention and this is documented on the employee's file.			

Standard 6 Reporting Abuse

Outcome

House staff, volunteers, or board members are aware of their obligations to report abuse or suspected abuse under the Child Youth Family Services Act.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
6.1 Employees are educated about the Child Youth Family Services Act and their obligations under the Act. This is documented in the employee's file			

Standard 7 Fire and Life Safety

Standard 7.1 Physical Security Measures

Outcome

The transition house has a secure environment

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.1.1 There are physical security measures in place on the transition house building and premises.			
7.1.2 There are policies in place regarding the requirements for regular security checks on the building and premises			

Standard 7.2 Security Breach

Outcome

The transition house responds to security breaches.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.2.1 There are written policies which document a process to deal with security breaches.			

Standard 7.3 Fire Safety Legislation, Regulations and Fire Protection Equipment

Outcome

The Transition House has reliable fire protection equipment.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.3.1 There are written policies which address the process in place to ensure fire safety legislation is followed and that fire protection equipment is in good working order.			

Standard 7.4 Evacuation Plan

Outcome

The transition house has an evacuation plan

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.4.1 There is documentation on the staff record that they have been instructed in the method of evacuation during emergency situations.			
7.4.2 There is documentation on the staff record that they have been familiarized with the location of fire protection devices and fire exits.			
7.4.3 There is documentation on the staff record that they have been trained in the use of fire extinguishers.			
7.4.4 The intake checklist includes instructing the resident on the evacuation plan.			

Standard 7.5 Fire Drill/Emergency Numbers

Outcome

The transition house conducts fire drills and posts emergency numbers.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.5.1 There is a written policy which addressed the requirements for regularly scheduled fire drills to be conducted.			
7.5.2 Emergency phone numbers are posted by every telephone.			

Standard 7.6 Food Handling and Health Inspections

Outcome

The transition house has a sanitary environment.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.6.1 The guidelines of the DHCS for the preparation, serving and storage of food is available in the food preparation area.			
7.6.2 There is a written policy which states that the House may contact the Public Health Inspector employed by Government Services Centre in the region regarding any questions concerning food handling or to arrange an inspection to ensure that sanitary conditions are continuously present at the facility.			

Standard 7.7 Cribs, Playpens, Car Seats, and Children's Equipment

Outcome

The transition house has a safe environment for Children

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.7.1 There are written policies which address the process in place to ensure all children's safety equipment and toys meet federal and provincial safety standards.			

Standard 7.8 Insurance

Outcome

The transition house has insurance.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
7.8.1 Insurance policies are file indicating the house has the required insurances as listed in the service agreement.			

Standard 8 Documentation and Record Keeping

Standard 8.1 Legal Concerns

Outcome

The transition house meets its legal obligation regarding the managemnt of client files.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
8.1.1 There is a written policy on file which describes the legal obligations and limitations of transition house staff, volunteers, students, and directors when they enter data into files or when subpoenaed.			

Standard 8.2 File Documentation

Outcome

Proper procedures are followed when staff are documenting information in a resident's file.

Performance Measures	Evidence of Compliance		
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	Y	N	Comment
8.2.1 There is a written policy which outlines the procedures to follow when documenting information in a resident's file			
8.2.2 There is a written policy which outlines the Executive Director's responsibilities for file audits.			

Standard 8.3 File Contents

Outcome

There is a separate file for each resident which contains pertinent information to the individual.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
8.3.1 There is a written policy regarding the contents of the resident's file.			

Standard 8.4 File Security/Storage

Outcome

Resident's Records are Protected.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
8.4.1 Filing cabinets containing resident records are locked.			
8.4.2 Computer networks are password protected.			
8.4.3 Where possible records are stored on the premises.			
8.4.4 There is a control system in place over the storage, availability and use of computer media.			

Standard 8.5 File Access

Outcome

Access to residents' files are limited.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
8.5.1 There is a written policy which outlines has access to residents' files.			

Standard 8.6 Retention and Destruction of Womens Files

Outcome

Files are Destroyed after seven years.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
8.6.1 There is a written policy on file outlining the retention period for files and the secure ways to destroy the file after the retention period.			

Standard 9 Human Resource Management**Standard 9.1 Recruitment****Outcome**

All staff are hired through a recruitment process.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
9.1.1 There are written policies which outline the recruitment process.			
9.1.2 There is a selection committee which is responsible for hiring of staff.			

Standard 9.2 Position Description**Outcome**

All staff and volunteers have up to date written position descriptions.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
9.2.1 There are written position descriptions on file for all staff and volunteers which identify roles and responsibilities.			

Standard 9.3 Orientation, Training and Development**Outcome**

All staff, volunteers and students receive orientation and training.

Performance Measures	Evidence of Compliance		
	Y	N	Comment

9.3.1 There is documented evidence on the employee's file that they received orientation at the beginning of employment.			
9.3.2 There is documented evidence on the employees's file of when they receive on going training.			

Standard 9.4 Supervision and Evaluation

Outcome

All employees have an annual performance evaluation.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
9.4.1 There is a written performance evaluation process.			
9.4.2 There is documented evidence on the employees file that they received a performance evaluation minimally every two years.			

Standard 9.5 Staff Records

Outcome

All staff members have an employee record.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
9.5.1 There is a record on file for each staff member containing the information listed in the operational standards manual section 9.5			
9.5.2 There is a written policy to address the addition, correction, destruction, and maintenance of information contained in staff records of both current and past staff, students, and volunteers.			

Standard 9.6 Personnel Policies

Outcome

There are written personnel policies in the transition house.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
9.6.1 Personnel policies are on file and accessible to all staff.			
9.6.2 If the Executive Director is hired under an employment agreement or contract then a copy is on file.			

Standard 10 Financial Management and Budgeting

Outcome

The transition house is fiscally responsible.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
10.1 A copy of the financial statements are on file.			
10.2 There is a budget file which includes a copy of the budget and any correspondence with the RHA regarding budget monitoring and additional budget approvals.			

Standard 11 Service Agreements**Outcome**

There is a service agreement signed between the transition house and the regional health authority.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
11.1 There is a signed service agreement on file.			

Standard 12 Governance and Administration**Standard 12.1 Incorporation****Outcome**

The transition house is incorporated in the province of NL.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
12.1.1 A copy of the Articles of Incorporation, Bylaws and any associated changes are on file.			

Standard 12.2 Board Orientation and Training**Outcome**

The transition house board members receive an orientation to the house they govern.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
12.2.1 There is an orientation on file for board members.			

Standard 12.3 Board and Committee Membership and Composition

Outcome

The transition house is directed by a Board of Directors.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
12.3.1 There is a written policy regarding the process for electing board members.			
12.3.2 There is a written policy related to the Board and Committee membership, composition, and number of meetings per year.			

Standard 12.4 Recruitment and Performance Appraisal of Executive Director

Outcome

The Executive Director of the transition house is qualified for the position.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
12.4.1 There is a written job description for the Executive Director.			
12.4.2 There is a written policy that the Executive Director will be evaluated annually by the Boards.			

Standard 13 Other Policies

Outcome

The transition house has a written policy and procedure manual.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
13.1 There is a policy and procedure manual on file in the transition house which references all the topics listed in Section 13 of the Operational Standards Manual.			

Standard 14 Monitoring and Program Review

Standard 14.1 Monitoring

Outcome

The transition house is monitored to ensure compliance with the provincial operational standards

Performance Measures	Evidence of Compliance		
	Y	N	Comment
14.1.1 The RHA monitors the transition house on an annual basis to ensure they are in compliance with the operational standards.			
14.1.2 The Transition house has policies in place to comply with the operational standards.			
14.1.3 The RHA has policies on the monitoring process.			
14.1.4 The RHA has policies on non compliance.			

Standard 14.2 Statistical Requirements

Outcome

The transition house provides monthly statistical reports to THANL, the RHAs and the Board

Performance Measures	Evidence of Compliance		
	Y	N	Comment
14.2.1 The house has a statistical template on file used to collect statistics.			
14.2.2 Copies of the monthly statistical reports are on file.			

Standard 14.3 Review of Standards Manual

Outcome

The Operational Standards Manual are reviewed every three years.

Performance Measures	Evidence of Compliance		
	Y	N	Comment
14.3.1 There is an up to date copy of the operational standards manual on line on the Department of Health and Community Services website.			
14.3.2 There is an up to date copy of the operational standards manual on file at the transition house.			