

Comox Valley Child Development Association Waste and Fraud Policy and Procedures

Waste:

The Comox Valley Child Development Association (CVCDA) has a long-standing policy and practice of reducing, reusing and recycling materials whenever possible.

Reduce, Reuse, and Recycle:

Whenever possible, agency staff are encouraged to reduce the amount of paper used by editing work on-line before printing.

Used paper that contains confidential information is shredded and recycled. Used paper that does not contain confidential information is reused if possible. Paper that does not contain confidential information and that cannot be used for other projects is placed in paper recycling bins located in each office and the reception area. ~~These bins are emptied weekly by a Community Living volunteer who then takes the paper to the community recycling centre.~~

In April 2017 our main photocopier was replaced with a new model that uses less energy, less ink and uses greener technology for printing. At the same time a new satellite printer was purchased for the Children's Therapy Centre. The new copier also has the capacity to scan and email, a feature that has helped to reduce paper and ink use.

All documents and correspondence (e.g. Meeting minutes, Board packages, agency plans) are uploaded to a secure place on either the website or shared network drive. Documents are only printed when absolutely essential. Staff and volunteers are encouraged to view documents on line.

A recycling centre is set up in all three facility kitchens (~~upstairs staff~~, Tin Grin and Rotary Youth Room) for paper, newspaper, cardboard, plastics, and metals. The CVCDA provides adequate cutlery and dishes and discourages the use of disposable items. Disposable items are recycled after use. ~~Recycled materials are picked up weekly and taken to the community recycling centre.~~

Composting of kitchen waste is not feasible at this time due to lack of an appropriate outdoor space and concerns about ~~rodents~~~~sats~~.

One day each year is designated for 'annual clean up day'. Staff go through offices, ~~kitchens~~, common areas, and ~~both~~ storage areas to sort through and assemble items to be disposed of and/or recycled. All items are then removed from the premises and taken to the appropriate community location for disposition.

Shredding:

All confidential discarded documents are shredded and recycled. Documents for shredding are kept secure ~~until shredding~~ ~~and either shredded by staff or by a youth~~

~~volunteer. The paper that is generated through this is bagged and picked up monthly by Journey Recycling, a company that employs and trains young adults with special needs.~~

Disposal of old equipment:

Broken equipment is replaced and recycled. If equipment is simply outdated or no longer useful to the agency, a concerted effort is made to locate a place where the equipment can be donated, sold or used for repair parts before making the decision to recycle.

We recycle all old technology after removing all hard drives. Hard drives are physically destroyed ~~by the Information Technology Administrator.~~

The therapy department participates in a donation program of equipment to the Red Cross, where used equipment is managed and loaned out by the Red Cross throughout the province.

Re-use of office equipment and office supplies:

Office furniture that is in good condition but is not currently required (due to staffing or program changes) is stored ~~in the small storage room~~ for future use. This includes filing cabinets, desks, computer tables, and office chairs.

While most office supplies cannot be re-used, items such as binders and file folders are re-used. File folders that are still useable have their labels removed and are placed in the supply cupboard where staff are encouraged to reuse them.

Re-use of equipment in the community:

Through the Supported Child Development Program (SCD), Infant Development Program (IDP) and the Child Care Resource and Referral Program (CCR), toys and equipment are loaned to families and child care settings on either a short- or long-term basis. Parents and caregivers may borrow toys, books, equipment, educational videos from these programs, and return them at an agreed-upon time.

~~Information Sharing—Staff Training:~~

~~It has been a long-standing policy at the CVCDA to maximize agency investment in staff training through timely knowledge transfer. After attending workshops or conferences, staff are expected, within a reasonable timeframe, to share gleaned information with other staff who were not in attendance.~~

Integrated Filing System:

In order to serve their clients better, the CVCDA maintains an integrated filing system. This integrated system, which staff were integral in creating, means that there is one file for each child or youth receiving services. This eliminates the need for staff to make multiple copies of documents, reports, assessments, and very importantly, files are complete and up to date at all times.

The CVCDA moved to electronic (paperless) client files effective August 1, 2013. This has significantly reduced paper and printing use and costs. In addition, less space is required to store archived client files.

Circulation of Information:

When hard copy information is received by the receptionist or by another staff member that all or most staff would be interested in, a circulation form is attached to the article or information and a single copy is circulated for all to read, rather than creating multiple individual copies. If information is received electronically it is distributed electronically ~~through email and/or posted to the CVCDA staff only site.~~

Green Policies:

The CVCDA incorporates green practices wherever possible. Staff are expected to shut off all electronic equipment at the end of the workday including computers, monitors, speakers and individual printers. All interior lights are shut off at the end of the workday. Stickers are posted on all light switches to remind staff and visitors to switch off all unnecessary lights.

The heating/cooling system is set to operate within recommended temperature ranges which are seasonally adjusted. Staff are expected to dress appropriately for the season in order to be comfortable within expected temperature ranges.

In December 2010, all seven CVCDA toilets were replaced with low flush versions, reducing water usage. As part of the project to create an accessible shower, the old hot water tank was replaced with a newer energy efficient model.

Fraud (Prevention of):

Telephone System:

While the 2011 switch from Telus to Shaw reduced telephone charges significantly, the capacity to control and monitor long distance phone call through the assignment of a 4-digit code was lost. However, this became a moot point in 2012 when Shaw dropped long distance charges for North America. The Executive Director reviews ~~the monthly~~ phone bills (land and mobile) to determine any/all unusual expenses related to phone calls.

Copier:

Each individual staff member is assigned two codes (one for black, one for colour) that must be input prior to copier use. It is the responsibility of each user to make sure that the copy machine has been reset after use so that their department is not erroneously charged with another department's use. In addition, the copier resets itself if idle for more than 60 seconds. ~~The Administrative Assistant/ Reception prints out a monthly report for the Executive Director.~~ Executive Director reviews ~~the loglogs~~ to determine copier use.

The CVCDA employs a "Think Before you Ink" campaign designed to increase awareness of copy use and decrease paper and ink consumption.

Fax:

All long distance faxed documents are recorded on a long-distance fax log which uses a separate number. This fax bill is reviewed ~~monthly~~ to determine any/all unusual expenses related to faxes.

Postage Machine:

The postage meter is operated by the Administrative Assistant /Receptionist. It requires a department code to download postage. The Administrative Assistant /Reception prints out an annual report for the Executive Director to review.

Credit Card:

The CVCDA credit card is kept in a folder in the ~~Executive Director's~~Director of Finance and Operations office. ~~Program Managers may access the card with the approval of the Executive Director or Director of Finance and Operations. Staff may use the credit card at the discretion of the Executive Director or Program Managers.~~ The Executive Director must give prior approval for all expenditures over \$100. A sign in/sign out sheet is used to track ~~details of use, user~~ and expenses. The Administrative Assistant verifies all statement items before payment. Monthly statements are signed off by the Executive Director prior to payment. The card limit is ~~\$2540~~,000.00.

Electronic Banking:

The RBC bank account is accessible online by the Executive Director, ~~Accountant~~Director of Finance and Operations, ~~Payroll Clerk~~Accounting Manager, and

Administrative Assistant/Accounting. Each month's bank statement is reconciled by the Director of Finance and Operations, Accountant.

EFT payments are approved by the Executive Director or the Director of Finance and Operations and completed by the Administrative Assistant/Accounting. Only the Board Chair and Treasurer have signing authority for the bank accounts. (See Financial plan and Purchase Systems for more detail).

Appropriation of Funds:

All funds are receipted. The person receiving cash is not the same person reconciling the bank accounts and revenue accounts. The most apparent possibility for fraud is the annual Telethon during which time significant cash is received by the agency. However, pledges for the Telethon are received by a wide variety of volunteers who do not prepare the bank deposits or the official receipts. Every attempt is made, in conjunction with advice from the audit firm, to establish procedures that preclude the fraudulent acquisition of funds. See Financial plan and Revenue Systems for more detail.