WILDSIGHT KIMBERLEY CRANBROOK

Policies and Procedures Manual

Adopted by the Board of Directors June 22nd, 2016; Updated Mar 28, 2023

1. INTRODUCTION

- 1.1. This Policies and Procedures Manual is meant to provide guidelines for Directors, Spokespersons, Volunteers, employees, and contractors of Wildsight Kimberley Cranbrook (Kim/Cran). (referred to as the "Branch" or the "Organization")
- 1.2. The Board should act in accordance with these policies and procedures, or, if there is an inconsistency between what is written here and actual practice, the board should either alter practice to be consistent with policies and procedures or make amendments to this document to reflect the will of the Board.
- 1.3. The Directors of Wildsight Kim/Cran may amend the manual from time to time by a 2/3rds majority vote of directors present at a meeting.
- 1.4. When amendments are approved by the board of Directors, the Branch will make the updated manual available for all parties listed above either electronically or in hard copy.
- 1.5. This manual will be made available to the general membership upon request.
- 1.6. Wildsight Kim/Cran will review its policies and procedures on an annual basis.
- 1.7. This task will be overseen by the Branch Manager, and any changes must be approved by the Board prior to taking effect.
- 1.8. This manual, when approved, and any amendments approved by the Board, will be announced and made available to members at the next General Meeting. Members will also be informed about how to suggest amendments
- 1.9. Customary Practice: Items in this manual labeled "Customary Practice" are meant to describe, but not prescribe, common and traditional ways of operating, and create a historical memory for the Branch.

2. Membership:

- 2.1. Membership shall be determined as set out in Wildsight Regional and Branch Bylaws.
- 2.2. An award for Distinguished Contribution to Wildsight Kim/Cran may be conferred on any member, provided that such designation is not in conflict with Wildsight Regional or Branch Bylaws.
- 2.3. Candidates for the Distinguished Contribution Award shall be nominated by the Board of Directors and voted on by members present at the Annual General Meeting.

3. Elections:

- 3.1. Elections shall be conducted as set out in Wildsight Regional and Branch Bylaws
- 3.2. The maximum number of directors elected at any one time will be 12. 11
 - 3.2.1. If there are fewer than 12 11candidates, those nominated will be declared elected by acclamation.

- 3.2.2. If there are more than 12 11 candidates, a secret ballot vote will be held in which those 12 11 candidates who receive the greatest number of secret ballot votes will be elected.
- 3.2.3. The chairperson may designate a member who is not a Director to conduct a vote and act as scrutineer.
- 3.3. Candidates for the Board of directors must:
 - 3.3.1. Be a member of Wildsight Kimberley Cranbrook in good standing;
 - 3.3.2. Be nominated by another member in good standing;
- 3.4. Customary Practice 2016: In the event that there are new, and/or more than 12 11 candidates, Candidates are advised to provide a brief written introduction of themselves (not more than 200 words) for presentation to those present at the meeting. Such introduction may include but need not be limited to:
 - 3.4.1. Name
 - 3.4.2. Occupation/career
 - 3.4.3. Experience and or education
 - 3.4.4. Reason(s) for their candidacy
- 3.5. Candidates may submit brief bios (max 200 words) to the branch manager for printing.
- 3.6. Prior to the AGM, the Board, through the Branch Manager, may invite people to "express interest" in being elected to the Board to be members at large or to focus on identified "Specialized Areas of Responsibility" that may be determined appropriate at the time. Examples may include but need not be limited to:
 - 3.6.1. Volunteer Liaison
 - 3.6.2. Diversification Liaison
 - 3.6.3. Youth Liaison
 - 3.6.4. Climate Change Action Advocate
 - 3.6.5. Member Appreciation
 - 3.6.6.Once elected, the whole board, considering who has expressed interest, will appoint members to focus on the designated areas.
- 3.7. Customary Practice Election Script to be read by the person appointed at the AGM:

"The members listed on the agenda have agreed to let their names stand for election to the Board of Directors for 20--/20--. Let me confirm the list: (chair reads names)

Before we proceed with the election, let us acknowledge the contributions of the current board members who have so generously contributed their time and special talents to the Kimberley-Cranbrook branch. The public and most members don't get to see the many hours that Board members spend in support of our important work.

Before we have a motion to approve the listed candidates as directors for 20--/20--, let me ask:

Are there are any further nominations?

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Are there any further nominations?

If there are new nominations: "Please add the new nominations to your lists."

If there are no new ones: Hearing no more nominations, a motion is in order to approve the listed candidates elected by acclamation as directors for 2015/2016.

Moved, Seconded, Those in favour... Opposed if any?

Congratulations to the new board!"

- 3.8. *Customary Practice:* Newly elected or appointed directors are invited to participate in an orientation training session provided by an experienced director or the Branch manager. (see training files)
- 4. Meetings: Shall be held in accordance with Wildsight Regional and Branch Bylaws, and:
 - 4.1. Shall be conducted according to Robert's Rules of Order
 - 4.2. May include, when appropriate to do so, consensus based decision processes.
 - 4.3. May include participation by directors not present in the meeting room as long as there is full access to documentation, and, subject to the exceptions noted in 4.4, ability to participate orally in proceedings e.g. phone or Skype or other such audio/visual technology. (Texts or e-mail are not considered adequate communication methods for active participation.)
 - 4.3.1. Exception: When urgent (exceptional) situations arise that require quick board decisions within short timelines, votes may be held by phone or e-mail.
 - 4.3.2. Any two board members can ask for a phone or email vote on an issue.
 - 4.4. Shall be recorded in official minutes available to members upon request.
 - 4.5. Quorums
 - 4.5.1. For general Meetings A quorum at any general meeting, including the AGM, shall be no fewer than five persons.
 - 4.5.2. For Board Meetings A quorum for meetings of the Board of Directors shall be no fewer than three directors.
 - 4.6. Customary Practice 2015: Board meetings are usually held once per month
 - 4.6.1. Meetings are scheduled toward the end of the month to enable preparation of financial statements.
 - 4.6.2. Meetings are not usually scheduled in August or December unless there are emergent issues.
 - 4.6.3. Some meetings include potluck dinners.
- 5. **Committees:** (See Bylaws 9.1-9.3)
 - 5.1. The Board of Directors may initiate Special Committees and appoint members to those Committees from time to time.
 - 5.2. Committees shall have their purposes described in writing, including timelines and reporting expectations.
 - 5.3. Committees shall operate in accordance with the bylaws and policies of Wildsight Kimberley Cranbrook

5.4. Committees shall obtain approval from the Board of Directors before agreeing to any significant policy, communication, or course of action.

6. External Representation:

- 6.1. When there is a request or opportunity for Wildsight Kim/Cran to be represented on external Boards, Committees, or organizations, the Board may appoint representatives to such organizations.
- 6.2. The Board should provide appropriate information and support for such representatives.
- 6.3. Representatives shall:
 - 6.3.1. Familiarize themselves with Branch policies and positions.
 - 6.3.2. Seek Board approval for any policy positions before they are formally advanced.
 - 6.3.3. Provide information and reports to the Board as appropriate.
 - 6.3.4. Customary Practice2015: The Branch has representatives on the Kimberley Watershed Committee, The Humanity Network, and the Cranbrook Food Action Committee

7. Roles and Responsibilities:

- 7.1. Members: Members in good standing may:
 - 7.1.1. Attend general meetings with the right to vote:
 - 7.1.2. Attend meetings of the Board of Directors but do not have the right vote.
 - 7.1.3. Make written recommendations to the Board of Directors;
 - 7.1.4. Be nominated for election to the Board of Directors;
 - 7.1.5. Nominate others for election to the Board of Directors;
 - 7.1.6. Present project proposals for consideration by the Branch Manager and the Board of Directors.
- 7.2. **The Board of Directors:** Directors, in accordance with Wildsight Regional and Branch Bylaws:
 - 7.2.1. Shall exercise all appropriate powers, including the direction and supervision of the business and financial affairs of Wildsight Kimberley Cranbrook.
 - 7.2.2. Shall act, through the Branch Manager, as the employer for staff and contractors.
 - 7.2.3. Shall ensure that the organization is operating in accordance with its mission and the purpose.
 - 7.2.4. Shall regularly review and develop Branch priorities and action plans for campaigns and projects.
 - 7.2.5. Shall become familiar with Branch policies and procedures and shall sign the Kim-Cran Civility and Respect agreement.
 - 7.2.6. Shall oversee, monitor and conduct, through the Branch Manager and the Treasurer, the financial affairs of the Organization. (Fiduciary Responsibility)
 - 7.2.6.1. Approve an annual budget for the organization.
 - 7.2.6.2. Approve project applications
 - 7.2.6.3. Approve regular financial reports from the Treasurer

- 7.2.7. Shall provide supervision, direction and support for the Branch manager in conducting the business of Wildsight Kimberley Cranbrook.
- 7.2.8. Shall conduct regular performance reviews of the Branch Manager.
- 7.2.9. Shall provide direction, training, and support as practicable for individual Directors to fulfill their roles and responsibilities.
- 7.2.10. May initiate and appoint members to Branch Committees for special purposes.
- 7.2.11. Customary Practice 2015: The Board has struck a Personnel Committee to review policies and procedures regarding personnel matters.
- 7.2.12. May designate, through consultation with the Branch Manager, spokespersons for public events and/or for public relations or media.
 - 7.2.12.1. Provide guidelines and support for designated spokespersons
 - 7.2.12.2. Approve any policy positions before they are publicly announced.
- 7.2.13. Customary Practice 2015: When a director anticipates being absent for more than two consecutive regular monthly meetings, that director should give written notice of formal leave of absence from the Board and all Board deliberations for the full period of the anticipated absence.
- 7.2.14. Customary Practice 2015: Board members often volunteer to help out at various Wildsight sponsored activities and events.
- 7.2.15. Customary Practice 2015: Consistent with Regional bylaws, The Board may nominate directors to be directors on the Wildsight Regional council.

7.3. The Branch Manager:

- 7.3.1. Customary Practice 2015: This position is essentially the same as the role of an Executive Director but named Branch Manager to avoid confusion with the position in Wildsight Regional.
- 7.3.2. Manages day to day operations of the organization.
- 7.3.3. Is authorized to make expenditures on behalf of the society and to delegate this ability to other people under contract with Wildsight Kim/Cran.
- 7.3.4. Reviews and works with the board to develop Strategic Plans
- 7.3.5. Hires, supervises, and supports staff and contractors.
- 7.3.6. Conducts regular performance evaluations for staff and contractors.
- 7.3.7. Works with the Board, staff, and contractors to develop policies and programs to achieve the goals of the organization.
- 7.3.8. Manages, consults with, and keeps the board informed about what the organization is doing:
 - 7.3.8.1. Program/Project Proposals
 - 7.3.8.2. Program Reports
 - 7.3.8.3. Grant applications
 - 7.3.8.4. Staffing needs, decisions, job descriptions and contracts
 - 7.3.8.5. Fundraising initiatives
 - 7.3.8.6. Evaluations to ensure that the organization is efficient, effective and ethical.
- 7.3.9. Attends board meetings and maintains open lines of communication with the board of directors.

- 7.3.10. May act as a public spokesperson for the organization
- 7.3.11. May designate, in consultation with the Board, spokespersons for public events and/or for public relations or media.
- 7.3.12. Manages communications and outreach activities including e-blasts and the website.
- 7.3.13. Coordinates campaigns and events.
- 7.3.14. Manages and maintains the office and equipment owned by the organization.
- 7.3.15. Is an ex-officio (by virtue of the position) member of all committees
- 7.3.16. Ensures all contracts are renewed on May 1st-annually
- 7.4. Contractors policy work in progress
- 7.5. Volunteers policy work in progress

8. Financial Matters:

- 8.1. The Board shall designate at least three people to have signing authority over financial accounts of the organization
- 8.2. One of these designates shall be the Branch manager upon satisfactory completion of any probationary period.
- 8.3. Designated individuals who step down from the Board or a branch manager who ends employment with the Board, shall be removed from the list of those designated as signatories. **Customary Practice** 2015: the Branch Manager is made one of the designates upon completion of the probationary period.
- 8.4. Donations: (2018-11-21) From time to time, Wildsight Kimberley/Cranbrook may solicit and/or be offered monetary, product, or in-kind donations from individuals, businesses or corporations. This policy is intended to facilitate simple processing of donations without unnecessary documentation or procedures while still avoiding public relations, policy, or ethical dilemmas.
 - 8.4.1. Minor donations (under \$500 value) may be accepted at the discretion of the Branch Manager.
 - 8.4.2. Substantial donations (greater than \$500 value) may also be accepted at the discretion of the Branch Manager who should vet donors to ensure that the donor's goals, values, and activities, are not in conflict with the Branch vision, mission, or values.
 - 8.4.3. The Branch Manager may seek advice from Board members if there are any questions associated with a donation.
 - 8.4.4.If donations are offered without conditions, in most cases they can be gratefully accepted.
 - 8.4.5. In the event that a donor asks for some benefit and/or recognition in return for the donation, the Branch Manager may consult with Board members if there is uncertainty about the appropriateness of attached benefits.
 - 8.4.6. Some possible benefits may be: press photos, name mentioned in a newsletter, public thank you, posters at events, etc.
 - 8.4.7. Donors should be informed of the potential to receive tax deductions.
 - 8.4.8. Appreciation for donations should always be expressed.

- 8.5. **Sponsorships:** In a situation where an individual or corporation wishes to sponsor an event, a program, or an activity, then several steps should be taken to ensure timely processing and also to avoid conflict of interests, ethical dilemmas, or clashing perceptions, policies, or values.
 - 8.5.1. Sponsors should be vetted to ensure that the sponsor's goals, values, and activities are consistent with and not in conflict with the Branch vision, mission, or values.
 - 8.5.2. The Branch manager should negotiate a written agreement outlining the nature of the sponsorship and any conditions or benefits that apply.
 - 8.5.3.If necessary, The Branch Manager may consult with board members or bring proposed sponsorships before the whole Board before approving sponsorships.
 - 8.5.4.In evaluating sponsorships, consideration should be given to any contentious issues or conflicts that may arise.
 - 8.5.5.A graduated scale of sponsorship amounts and corresponding benefits may be established for specific events so that both Wildsight and the sponsor clearly understand any mutually agreed conditions before an event.
 - 8.5.6. Liability waivers can be signed if needed.
- 8.6. **Wildsight Sales:** (2018-11-21) From time to time, Wildsight Kimberley/Cranbrook may offer items for sale to the general public.
 - 8.6.1. General sales practices, record keeping, and distribution of profits should be approved by the Board of Directors.
 - 8.6.2.A sales budget should be established to record and track revenue and expenses.
 - 8.6.3.Individual sale details such as pricing, sale locations, and profit margins may be determined by the Branch Manager who may consult with the Board as needed.
 - 8.6.4. Items and or services may be purchased for sale, acquired as donations, or taken on consignment.
 - 8.6.5. Providers of products or services should seek approval of the Branch Manager to provide items for sale, and should provide detailed descriptions and/or samples.
 - 8.6.6.A normal ratio for consignment items would be 35% of the purchase price for Wildsight and 65% for the provider.
 - 8.6.7.In the event that Board members or their family members submit items for consignment,
 The Branch Manager should first determine whether such a transaction is appropriate and
 if approved, the Board should provide written exemption from any conflict of interest.
 - 8.6.8. Should there be any disagreements or conflict regarding sales or sales practices, the Board of Directors shall make final decisions on sales related matters.
- 9. **Expenses:** This policy is an attempt to clarify and articulate in writing the spirit and effectiveness of established historical practice within Wildsight. It is also an attempt to account for changing dynamics of volunteerism and to recognize that there exists a diversity of economic circumstances among members that may require a diversity of responses.
 - 9.1. Customary practice 2015: Many volunteers and directors choose to contribute their time and incidental expenses without asking for reimbursement. It should be

acknowledged that this is in effect, a generous form of voluntary contribution to Wildsight.

9.2. Definitions:

- 9.2.1. Voluntary Activities are those activities that members consent to do by their own choice with no inherent expectation or requirement that these duties be performed.
- 9.2.2. Required Activities are activities for Staff, contractors or Board members that are considered a normal expectation or requirement in fulfilling the duties of the individual's role.
- 9.2.3. Necessary expenses are those incurred as a result of performing the expected and required activities of members and staff. Examples might include: travel to meetings, meals away from home or accommodation.
- 9.2.4. Out of Pocket expenses: are those expenses incurred during *voluntary* activities that result in costs to the member/volunteer for which the individual wishes to be reimbursed.
- 9.2.5. Extraordinary Expenses: If approval is sought for any expenses that appear to be unusual or beyond the scope of the guidelines below, the matter should be decided by the Branch Manager who may bring the question before the board if further consultation is necessary.

9.3. Volunteering:

- 9.3.1. No Expenses Paid: Members may, as has often been the case, continue to take part in voluntary activities, and may choose not to claim expenses incurred for such activities.
- 9.3.2. Expenses Paid: In principle, members or staff persons have a right, in accordance with the expense guidelines outlined below, to be reimbursed for out-of-pocket expenses incurred during voluntary activities unless they choose not to claim (see 9.1)
- 9.3.3. Members should ask the Branch Manager for prior approval of all expenses.
- 9.3.4. Receipts should be retained to verify all expenses.
- 9.4. Required activities: In accordance with the expense guidelines outlined below, claims can be filed for expenses incurred during required/expected activities.
- 9.5. Transportation: As a general rule, staff persons and members should use the fastest and most economical, and least carbon intensive mode of transportation.
 - 9.5.1. Cost may be reimbursed at actual cost (with receipts) for:
 - 9.5.1.1. Public transportation
 - 9.5.1.2. Taxi or Limousine
 - 9.5.2. Mileage: Will be reimbursed at \$0.55 per km for Wildsight activities taken on by staff and contractors that fall under the following stipulations:
 - 9.5.2.1. A situation when the employee/contractor uses a personal vehicle for work tasks; not including regular traveling to and from work.
 - 9.5.2.2. A situation when the employee/contractor uses their personal vehicle to move equipment from one location to another.
 - 9.5.2.3. A situation when the employee/contractor uses their personal vehicle to travel between multiple worksites

- 9.5.2.4. Mileage can be expensed from the location the vehicle is stored and back if the trip is solely for work related purposes. In the event that there are combined personal and work reasons for trips then charging half of the trip to Wildsight KimCran and the other half for personal expense would be reasonable.
- 9.5.3. Staff persons and members must carry their own automobile insurance for passenger hazard, third-party liability, and collision/comprehensive but may claim expenses for extra "business use" certification if a vehicle needs this qualification. Additional insurance costs are an eligible expense.
- 9.5.4. Parking charges are reimbursed at actual cost.
- 9.5.5. Car-pooling is encouraged.
- 9.5.6. Car Rental must be pre- approved by the Branch Manager.
- 9.5.7. Transportation to and from the normal place of work is not considered a claimable expense.
- 9.6. Accommodation: Where attendance at an event is required;
 - 9.6.1. Hotels or other accommodations are at cost.
 - 9.6.2. Claims must be supported by receipts.
 - 9.6.3. Should another person accompany the staff person or member, but not for official business reasons, reimbursement for accommodation will be limited to the expense that would have been incurred if that person had traveled alone.
- 9.7. Meals: When staff or members are required to be away from home to attend activities, the following meal allowances.
 - 9.7.1. breakfast—\$12, lunch—\$14, dinner—\$24
 - 9.7.2. No meals may be claimed when they are not included in accommodation or registration fees.
 - 9.7.3. Individuals should use reasonable judgment on whether to claim meals in relation to meeting start and end times.
- 9.8. Telephone: Any claim must be supported by a copy of the telephone company billing or hotel account and an itemized explanation of the calls.
- 9.9. Child Care: Generally considered an extraordinary expense. Prior approval of the Branch manager must be sought before incurring expenses for child care.

10. Conflict of Interest Policies:

Preamble: Wildsight Kimberley-Cranbrook recognizes that the local environmental community is in fact a small collective of engaged residents and environmental professionals. As such, Wildsight Kim-Cran Board members may have skills and interests that are particularly well-suited to positions of employment or to initiating specific projects with associated grants or funding. Board members should not be excluded from applying for employment or initiating approved projects for which they would be the primary contractor. What follows are guidelines to ensure fairness in all processes.

- 10.1. Wildsight Kim/Cran Employees, Contractors and Board members must disclose any real or perceived conflicts of interest promptly as they arise.
- 10.2. All Directors must disclose perceived or real conflict of interests by signing a disclosure statement. This statement shall be kept on file and will be made available to the members upon request.

- 10.3. Board members will avoid any conflict of interest with respect to their fiduciary responsibility.
- 10.4. There will be no conduct of private business or personal services between any Board members and the organization unless such activity is pre-approved by the Board.
- 10.5. When considering providers of private business or personal services for the organization, the Board will assure openness, fair competitive opportunity and equal access to "inside" information.
- 10.6. Neither Board members nor staff nor contractors will use their positions to obtain preferential consideration for employment in the organization for themselves, family members, or close associates.
- 10.7. If a Board member intends to apply for employment with the organization, she/he will inform the Board as soon as possible and take a leave of absence from the Board and all Board communications effective immediately.
- 10.8. Should a Board member on leave be the successful applicant chosen for employment with the organization, his/her term as a director will end immediately.
- 10.9. Directors may be remunerated for approved expenses incurred in connection with Wildsight project work in accordance with expense policies in effect at the time.

11. Confidentiality:

- 11.1. The board aims to be transparent with members and the public about the operation, decisions and policies of the Organization to the extent that such information does not breach individual privacy, legal obligations, or jeopardize strategic goals of the organization.
- 11.2. Any information pertaining to the business of the Organization that has been received by the Director and deemed by the Board to be confidential must be maintained as confidential.
- 11.3. Directors must exercise the utmost discretion and maintain confidentiality in all matters of official business, especially with respect to legal or personnel matters.
- 11.4. Wildsight Kim/Cran without appropriate legal permission, may not copy, mail or give out to any other person or organization, confidential records or documents pertaining to the business of the organization.
- 11.5. The Board may make judicious use of "in camera" sessions for matters that require confidentiality.
- 11.6. When matters of a confidential nature need to be addressed by the board in a separate "In Camera" meeting;
 - 11.6.1. Such meetings may deal with matters such as personnel/labour, legal issues, land/buildings, or decisions that may adversely affect financial matters.
 - 11.6.2. Minutes of the in camera session shall be kept separate from main meeting minutes and shall not be made public,
 - 11.6.3. At the conclusion of in camera sessions, it is typical for the group to "Rise and Report" to the main meeting, at which point the main meeting may make a motion relevant to the in camera report and this motion would become part of the main meeting minutes.

- 11.6.4. No information from an "In Camera" meeting is shared outside of the group present in the in camera meeting.
- 11.7. In general, minutes of meetings should reflect decisions made and information appropriate for members, but neither the content of discussions nor the positions taken by individuals should be made public unless there is explicit approval by the Board.
- 11.8. It is possible for Directors or members to request that their votes be recorded when they wish to have their position made known.
- 11.9. Board members must ensure that honest opinions freely expressed by individuals during a meeting will not be used outside of Board deliberations to denigrate the integrity or character of individual board members.
- 12. <u>Right to Appeal:</u> When a member, director, employee, contractor or volunteer objects to any decision or course of action taken by Wildsight Kim/Cran, that person may, consistent with legal requirements, make an appeal to the Board.
 - 12.1. The appeal should be made first in writing, clearly stating the nature of the decision or action and the desired alternative.
 - 12.2. The appellant may request a face to face hearing with the board or a committee established by the board to hear such appeals.
 - 12.3. In general and where practical, Board members who were involved in the initial decision being appealed, should recuse themselves from the appeal process. (This may not be practical when the whole Board is involved in an initial decision.)
 - 12.4. Any decisions made by the board on appeals shall be final.
- 13. <u>Campaigns, Issues and Events:</u> Policies to be developed: these may be brief, concise policy positions drafted to assist the Board and spokespersons in articulating vision and goals.
 - 13.1. Climate Change
 - 13.2. Wildsight Carbon footprint and Carbon Offsets
 - 13.3. Jumbo Glacier resort Development
 - 13.4. Kimberley Watershed
 - 13.5. Urban wildlife
 - 13.6. Invasive species
 - 13.7. Motorized vehicle access
 - 13.8. Corporate Sponsorship/Partnership: policy to be developed
 - 13.9. Fundraising: policy to be developed
 - 13.10. Political Activities: policy to be developed

14. Health and Safety

- 14.1. The board will appoint a Health and Safety Committee which shall include the Branch Manager and at least one board member.
- 14.2. The Committee shall review relevant legislation and regulations to ensure that the organization is compliant.

- 14.3. The Committee shall meet at least annually and as needed in emergent circumstances to assess risks and hazards associated with Wildsight Kim-Cran activities.
- 14.4. The Committee may make recommendations to the board regarding health and safety.
- 14.5. See Communicable Disease Prevention Plan

15. Civility and Respect in the Workplace - separate document