

MINUTES – Staff Meeting Wednesday, May 1, 2019

Chair: Rosemary O'Donnell

Minutes: Kim Hamilton

1. **Welcome:** Introductions were made and Rosemary called the meeting to order.
2. **Presentation:** Community Care – Overview: funded by the LHIN's, United Way, City and County of Peterborough, service fees and fundraising. They provide non-medical services at 8 local offices. Client base is seniors 60 + and individuals with physical disabilities. Their goal is to help their clients maintain their independence. There is a driving program for which they need more volunteers as they are booking drivers 3 weeks in advance.
3. **No Trespass Orders:** Rosemary reviewed our Trespass Notice policy which was previously emailed to all staff. There are currently 15 no trespass orders in place with one under review and one being able to come by appointment only. Rosemary discussed the de-escalation process – empathy, watch your tone of voice and restore the client's sense of calm. If a weapon was present then co-operate, notify others, call a manager, secure staff and clients if a serious issue and identify yourself with your name and position (see attached policy).
4. **JBM update and debrief:** Rosemary thanked everyone on Kirsten's behalf for all their work on and at this 14th annual event. The firm of Baker Tilley won. Linda also thanked everyone who helped out and will be announcing the total funds raised soon.
5. **Program Updates**
 - Finance & Administration: staff are working on year end with the Auditors arriving May 13th.
 - Social Committee: Annie noted that the Social Committee needs support and they will be doing a draw this Friday for contributors. Scott will send around information on the Shifting Gears challenge started today so we can sign up to support an agency.
 - Housing Resource Centre: Rosemary announced that David Haw has tendered his resignation. Rosemary will circulate the news regarding cuts by the province to legal aid which may affect the Peterborough Community Legal Centre.
6. **Upcoming Events**
 - **May 2nd:** Ellie's retirement celebration at Reid St at 3:00 p.m.
 - **May 16th:** Steve and Rosemary's retirement celebration at 4:00 p.m. This is the last staff meeting for Steve & Rosemary as Steve retires on May 10th and Rosemary retires on May 16th.
 - **June 5th:** Board/Staff Session (3:00 to 5:00 p.m.)
 - **June 13th:** Staff picnic
 - **June 26th:** Annual General Meeting (4:00 to 6:00 p.m.)



7. **Other business:** no other business to report at this time.
8. **Next Meeting: Wednesday, June 5, 2019 Board/Staff session (3:00 to 5:00 p.m.)**
 - Snacks & Set-up: Kirsten

SECTION: Program

Adopted: Jan. 2017

TOPIC: NO TRESPASS ORDERS

Number: P-N01

Policy:

CCRC Managers or the Executive Director may prohibit access to CCRC premises to any individual by issuing a notice to that effect. These notices are known as '**No Trespass Orders**' under the Ontario Trespass to Property Act, 1990, CHAPTER T.21.

*An 'Order' is a written document to restrict the person(s) named in the order from entering the property(s), also named in the order. It states that **failure to comply will result in the person being subject to arrest without warrant and possible conviction for Trespassing.***

CCRC only issues No Trespass Orders to persons who have demonstrated that their presence in CCRC offices is a serious risk to others or when their personal conduct is threatening or illegal. The decision to issue a No Trespass Order is made in consultation with the Executive Director or designate.

For non-violent incidents, consideration will be given to the mandate of all agency programs and the agency values of accessibility and diversity. The relative consequences of violation of a Trespass Order for the client (e.g. incarceration or potential breach of Probation charges) will be considered. Orders can be issued with a specified end date for minor incidents or for clients who are low risk and vulnerable. The Act states that Notice may be given verbally or in writing "in a manner that indicates the occupier's intention to keep persons off the premises".

Delivery of the Notice

A verbal Notice of Trespass may be issued if a written one cannot be created at the time of the incident however a written Order must be issued later.

Written orders can be handed to the person by staff while they are present at the CCRC location, if the Manager considers this to be safe. If the Manager does not consider it safe to issue the Order in person, Police will be summoned to do so. The Manager will determine how to contact Police based on the urgency of the situation.

If the person named in the Order leaves the premises before the Order is issued, the Notice can be mailed or the Agency can ask the Police to deliver the notice.

To Summon Police:

1) Call the non-emergency telephone number for the City Police (705-876-1122)

2) Press any 'Panic Alarm'

3) Call 911

Before delivering the Notice in person, either by Police or Staff, it is advisable to discretely remove staff and other clients from the immediate area. This is necessary not only to limit risk but because an audience may escalate some individuals. The Manager issuing the Notice should ask another Manager or the Executive Director to be present as a back up to observe the interaction and assist as needed.

The Manager should ensure that the path to the building exit is clear and deliver the Notice by approaching the person observing safety precautions, stating name, position and the reason for the Order. Then, read or explain the document to the person and ask them to leave the premises immediately. It may be necessary to let the person know the police will be called

Non Compliance or Violation of Notices

If the person refuses to leave, the Manager or back-up will call the Police immediately. If the client is threatening or violent; use the alarm system to summon police intervention. If the person violates the Order by returning to the CCRC premises, they should be reminded or shown a copy of the order and asked to leave immediately. If the Manager considers it safe to do so, they may warn the individual that if they do not comply Police will be summoned. If the person does not leave, staff should call Police according to the most appropriate method (911, alarm or non emergency number).

Follow Up

An Incident Report describing the incident, staff involvement, police intervention and action taken should be prepared and forwarded to the Executive Director.

It may be necessary to meet with the staff involved to de-brief and review the incident and the response.

The Order will be sent to all Managers who will ensure that it is recorded in all program databases so all staff including Intake Workers and Reception are made aware of the order.

An electronic template (sample) for a No Trespass Order is available in the Managers section of the website ccrc-ptbo.com

An original written Order and 4 copies are prepared and all are signed by the Executive Director or designate.

- **Original is given to the individual named in the order**
- **One copy is sent to the Reception at each agency location**
- **One copy is retained by the Manager of the program serving the client**



- **The Order is filed electronically in the Staff section of the agency website. www.ccrcc-ptbo.com**

Incident / Serious Occurance

Every situation is different so the Manager must determine the best course of action according their best judgment, to CCRC policies and Crisis Prevention practices.

If is sometimes possible to prevent escalation by verbally warning the individual that unless they comply immediately an Order will be issued and Police may be called. An order with a short term e.g. 48 hours is appropriate when the client is known to the agency and this term will likely be sufficient to correct the behavior.