

## **POLICY NO. 14/05**

**Policy Title:**       **Community Services - Visiting Services**

**Date Adopted:**   **April 26<sup>th</sup>, 2005**

**Policy Purpose:** To provide guidelines and criteria for the use of Community Services office space and staff support.

**Background:**     Transportation/isolation can be a deterrent to accessible services.

Government Agencies and Service Organizations will often negotiate attendance in Bentley if space is available.

Partnerships are necessary to enable visiting service providers and organizations to provide their expertise to citizens of Bentley.

Office equipment and/or confidential space is occasionally requested.

### **Definition of Visiting Services:**

- ◆ Government Agencies - Children & Family Services Authority (CFSA) and David Thompson Health Region (DTHR)
- ◆ Not-for-Profit early intervention/prevention programs
- ◆ Not-for-Profit Service organizations

### **Policy Statement:**

1. Community Services will:
  - 1.1 Coordinate available space in agreement with the Bentley Care Centre.
  - 1.2 Support by way of provision of information, referrals and community connections.

- 1.3 Provide services which are government or non-profit may receive advertising in the Neighborhood Notes free of charge.
- 1.4 Maintain confidentiality of visiting clients and services.
2. Office Access:
  - 2.1 Use of the Community Services two main office spaces will not be permitted unsupervised.
  - 2.2 Photocopying, laminating and long distance phone calls will be paid for as follows:
    - ◆ Copies - current charge per page
    - ◆ Laminating - current charge per foot
    - ◆ Long Distance Phone Calls - ask for time and charges before call - pay as charged.
  - 2.3 Community Services computers are not available for use by external programs.
3. Visiting Services:
  - 3.1 Visiting services must book space in advance.
  - 3.2 Shall be responsible to ensure space utilized is left clean and tidy.
  - 3.3 Shall replace or reimburse Community Services for supplies used.

  
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Mayor

  
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Chief Administrative Officer