

## **Policy No. 27/2008**

**Policy Title:** Community Services – Public Access

**Date Adopted:** August 12, 2008

**Purpose:** To clarify the role and responsibilities of Community Services staff.

To provide policy direction to the staff of Bentley Community Services and to the public regarding access to Community Services staff in roles that are outside of their qualifications and job description and/or outside of designated working hours and duties.

To respect the boundaries and privacy of the Community Services staff outside of designated working hours.

**Background:** Situations have arisen in which Community Services staff have been asked to participate, provide services and support or otherwise intervene in perceived or real situations of crisis for which the staff is not qualified to provide, is outside of their job expectations and outside of the designated working hours.

Community Services staff are not “Crisis Intervention” workers on call to the public or other service providers.

Service Agencies with specifically trained and qualified personnel are the appropriate avenue to access resources.

24 Hour Help Lines are available for Children Services, Health Care and Mental Health Assistance

For families or individuals impacted by crime, an accident or fire, police may contact the Sylvan Lake Victim Services Program.

**Policy Statement:**

1. The role of Community Services staff is to undertake programs within the guidelines & criteria established by Family & Community Support Services, Neighbourhood Place and Town approved projects.
2. For referral purposes, Community Services staff should be knowledgeable of and maintain a directory of other Agencies that provide assistance and/or counseling to individuals or families.
3. Staff will not respond to phone call inquiries received outside of their regular working hours, unless so directed by the CAO.
4. Staff shall always keep in mind the Oath of Confidentiality they have signed and shall not engage in conversations regarding work matters and community services issues on personal time. Staff shall not divulge confidential information they have learned as a result of their employment.
5. In the event of a local or regional emergency (disaster), staff will respond as directed by the CAO or the Director of Disaster Services.

  
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Mayor

  
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Chief Administrative Officer