



165 Dundas Street West, Suite 800
Mississauga Ontario

Hike Ontario Risk Management Plan

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Risk Management Program

Risk Management Philosophy

Hike Ontario aspires to operate in a way that protects the health, safety and security of clients, staff members and volunteers while lifting up the organization's mission and safeguarding assets needed for mission-critical programs and activities.

Risk Management Goals

Hike Ontario seeks to involve appropriate personnel at all levels of the organization in the identification of risks and creation of practical strategies in order to make certain that the organization's approach to risk management considers diverse perspectives and staff understand their roles and responsibilities in protecting the mission and assets of the organization.

General Safety Principles

- Hike Ontario strives at all times to operate in compliance with local, state, and federal laws and regulations.
- Hike Ontario adheres to the policies and standards of provincial statutes in matters related to the health safety, and well-being of service recipients.
- All adults involved in Hike Ontario bear responsibility for the health, safety, and security of service recipients. This is a primary responsibility of the board of directors, CEO, operational volunteers, and program staff.
- Safety and risk management activities are multi-faceted and include: Thoughtful screening, selection and training of operational volunteers and employed staff.
 - Creation and enforcement of policies, standards, guidelines, and procedures as guides for planning.
 - Maintaining safe and secure facilities.
 - Establishing procedures to be followed in the event of an emergency.
 - Maintaining clear communications channels.
- Hike Ontario purchases insurance coverage as a financing mechanism for certain risks, but recognizes that insurance is not a substitute for vigilance in planning and implementing programs.

Responsibility for Risk Management

Board of Directors

- Sets risk management goals, adopts annual operating objectives and budget with risk management included.
- Adopts annual capital budget with risk management in mind.
- Reviews operational reports to determine compliance and future priorities.
- Ensures compliance with policies and standards imposed by national organization or accrediting organization.
- Adopts and establishes policies and standards.
- Reviews the organization's insurance program periodically.
- Reviews the organization's *Risk Management Plan* annually.

Planning and Development Chairperson

Risk Management Committee

- Champions organization-wide effort to protect the vital assets of Hike Ontario and engage key stakeholders in risk management activities.
- Convenes periodically to review the agency's priority risks and corresponding risk management strategies.
- Oversees the development, implementation and monitoring of loss prevention programs.
- Oversees the purchase of insurance for the organization.
- Evaluates the insurance program.

Governance Structure

Articles of Incorporation

Hike Ontario was incorporated in the Province of Ontario on January 16, 1976. The articles of incorporation were reviewed to ensure compliance with provincial laws. We have maintained our corporate status by filing with the state as required by law. Board representatives reviewed the articles for compliance with the current mission and purpose of the organization in [month year]. The Board and legal counsel will review the articles of incorporation every five years to maintain its currency and legality.

The original articles of incorporation are stored at the provincial archives. An authenticated copy of the articles are stored at the office at Suite 800, 165 Dundas Street West Mississauga, ON L6B 2N6.

Bylaws

Hike Ontario uses Compass 2015 to determine its strategic direction and policies. The board of directors meets four times a year to consider how to put Hike Ontario's policies into operation.

Indemnification

Bylaws do not have an indemnification provision. Board will consider the issue in September, 2013.

Conflict of Interest Policy

The organization does not have a conflict of interest policy. The organization intends to adopt a policy by September, 2013.

Board Operations

Board Manual

Board Manual

At this time Hike Ontario does not have a board manual containing key policies and requirements of the board of directors. The organization recognizes, however, the potential value of a manual and has established a goal of creating and adopting a manual by May, 2013.

Board Orientation

To ensure that the members of the Board of Hike Ontario are properly trained and prepared for their service, the organization conducts aboard orientation training for all board members on an annual basis. The experienced board members will share their insights and coach the new members in fulfilling their board duties.

Board Development

The board of Hike Ontario is dedicated to improving the skill and knowledge of its members by continually educating the members on the legal, financial, and operational aspects of governing a non profit organization. The board will allocate time during the year to increase its governance knowledge.

Board Assessment

To become a more effective board, the members will conduct a board self-assessment at least once every five years. The board will use the SWOT self-assessment as a tool to improve its performance and energize the organization to achieve its mission.

Board Recruitment and Nomination

Hike Ontario strives to have a diverse and qualified board with people who bring the skills, qualities, and expertise needed to lead and govern the organization in accomplishing its mission.

Board Meeting Minutes

Hike Ontario recognizes the importance of the board meeting minutes and each board member is aware of his/her responsibility for ensuring the accuracy of the minutes. The minutes are maintained in a safe location and posted electronically to preserve their integrity.

Insurance/Risk Financing Strategy

To safeguard the assets and resources of Hike Ontario, the organization will purchase insurance for those insurable risks of major importance to mission-critical operations and the financial health of the organization. It is the Programs and Planning Chair's responsibility to oversee the organization's insurance program and provide an annual insurance report to the board.

Affiliate/Chartering Arrangement

Human Resources

Written Employment Policies

Hike Ontario endeavors to create an Employee Handbook containing key employment policies by May, 2013. This Handbook will be an important part of the organization's overall risk management program. Ontario Human Rights will be a cornerstone of employment hiring and work practices, emphasizing anti-harassment, anti-discrimination and equitable access. Complaints by staff, volunteers or clients will be responded to in an "Open Door" policy. They may speak to the committee chair, president, full executive or full board until they are satisfied with the resolution of the conflict.

Use of Position/Job Descriptions

Hike Ontario uses job descriptions for both paid and volunteer positions in the organization. These documents are developed by supervisory personnel and updated on an as needed basis.

Orientation Process for New Employees

Each committee chair at Hike Ontario is responsible for designing and conducting an appropriate orientation session for their new volunteers. The orientation must take place within the first two months of service. A typical orientation includes review of key policies, introduction to software programs and hardware programs that will be used by the volunteer, introduction to other staff and key volunteers, and a review of the chair's expectations and reporting requirements.

Staff Supervision

Performance Appraisal

Hike Ontario requires annual reviews for all employees. The president is responsible for scheduling review meetings and completing the Performance Review form. A goal-setting exercise is part of this process.

Programs and Services

Insurance provision for member hiking clubs and trail associations of Hike Ontario shall be the responsibility of the Programs and Planning Chair assisted by the office manager. A chart of all insured clubs shall be kept. Clubs shall be asked for a Risk Management Plan related to hiking and/or trail maintenance, a copy of their waiver showing that Hike Ontario is named and pertinent information about their trail, membership.

Courses taught by Hike Ontario are the responsibility of the Certification Committee. Instructors must follow the Administration Manual policies and pay a yearly \$25 registration fee.

Certification Programs - Safe Hiker and Certified Hike Leader Training

Instructors will be trained, register and pay a \$25 yearly fee to teach using the procedures determined in the Certification Manual. Evaluations from courses taught will be submitted to the office.

Participants in courses will sign waiver forms which will be explained by the instructors. They will complete evaluation forms at the conclusion of the course.

Public Education - Young Hiker Program

Persons who work with children as a part of this program will have complied with the policies of the agency that is responsible for the children including police checks, confidentiality agreements and training such as first aid, etc.

Client Safety

Client Safety Policy

Staff Code of Conduct

I understand that my active participation in Hike Ontario's program is important to the success of my involvement and the organization's efforts. Therefore I agree to abide by the following rules for my participation.

- I understand that my consistent participation is important and I will honor my time and service commitment.
- I will respect the rights, dignity and worth of all people involved within the program. I will be a positive role model for the clients with which I have contact.
- I understand that the relationship between the clients and me is important and I will not include other people in our activities, including members of the client's or my family.
- I understand that my role as a volunteer (or employee) is a matter of trust and will not pursue any activities with the client(s) outside the confines of the organization's program.
- I understand that I may learn personal information about others that I will keep confidential.
- I will not engage in activities that pose a serious risk of injury to myself and others, including but not limited to, use of alcohol or drugs (illegal or that impair my ability to perform my duties), or smoking in the presence of clients.
- I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- I will not engage in any inappropriate contact or relationship with a client or other participant of the organization's programs.
- I will be alert to any form of abuse from other sources directed toward clients.
- I will not arrange nor participate in any overnight activities (or other prohibited activities) without express permission from the organization.
- I will inform the client's family of any activity plans and obtain their approval as needed.
- I will not buy gifts nor give money to any client. Whenever in doubt of the appropriateness of a modest gift I will check with the organization.
- I will maintain regular contact with my supervisor by responding promptly to any calls, letters, or other means of communication. I also understand that the organization may request a meeting to discuss my participation and I will respond promptly.
- I understand that if a problem arises between the client and/or the client's family or caregiver, I will contact the organization immediately.
- I understand the importance of ending my involvement with the organization properly therefore I will participate in the organization's exit or termination procedures.
- I agree to follow all established rules and guidelines of the organization
- I have read and agree to abide by the Hike Ontario's Code of Conduct. I understand that if I violate this Code of Conduct I will subject to a range of consequences, up to and including being prohibited from participating in any activities or programs of the organization.

Signature _____ Date _____

Client Code of Conduct

- I understand as a participant in the Hike Ontario's program that I am responsible for my behavior.
- I will act in ways that bring respect to me, my family and friends and other participants within the program.
- I will not use bad language, swear, insult or fight with other people. I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- I will not engage in any inappropriate contact or relationship with any other participant in the organization's programs.
- I will participate actively in the program.
- I will try new activities and learn new skills to the best of my ability.
- I will not ask to include my friends, brothers, sisters, or other family members in program activities unless they are so invited.
- I will inform my family or caregivers of my program activities. I will not keep secrets about my relationship or activities within the program.
- I will be on time and dressed appropriately for all program activities.
- I will let the organization know if my plans change and I am unable to keep an appointment or participate in an activity.
- I will not expect the staff to buy me gifts, give me money or take me on expensive outings.
- I will ask any staff or other participants if I may call him or her at home. If he/she agrees, I will be reasonable and responsible about the time of day and how often I call.
- I will keep contact with the organization' staff by responding to phone calls, letters and other means of communicating promptly.
- If a problem develops, I will immediately talk to my family or caregiver and/or a representative from the organization about it.
- If a problem develops within my family or other circumstances occur that affects my participation in the program, I will contact the organization.
- I agree to follow all established rules and guidelines of the organization

I have read and agree to abide by the Hike Ontario's Code of Conduct. I understand that if I violate this Code of Conduct I will subject to a range of consequences, up to and including being prohibited from participating in any activities or programs of the organization.

Signature _____ Date _____

Interpersonal Relationships and Program Boundaries

Hike Ontario in pursuit of its mission seeks to provide appropriate activities and services to our clients. All activities must meet the organization's guidelines and have its approval. Acceptable activities and services are documented in position descriptions and program handbooks. Violation of or disregard for these guidelines pose an undue danger to our clients, staff and the organization and may lead to disciplinary action.

Position Descriptions

Applications

Reference Checks

Hike Ontario's screening process includes checking references for finalists for paid and volunteer positions.

Criminal History Background Checks

It is the policy of Hike Ontario to conduct criminal history background checks on all applicants for positions that will have close contact with vulnerable clients.

Emergency Procedures

Persons working at the Hike Ontario office (paid or volunteer) will be oriented to the evacuation routes and procedures used at 165 Dundas Street, Suite 800, Mississauga ON .

Facility Access

Hike Ontario Volunteers and Staff will abide by the policies of facilities and agencies serving vulnerable populations.

Client Discipline

In order to protect the health and safety of all persons involved in our programs, Hike Ontario enforces the Client Code of Conduct. Doing so requires discipline of clients from time to time, up to and including removal from the organization's programs. The organization never withholds nutrition or hydration as a form of punishment, nor is corporal punishment permitted. Client discipline for disruptive, inappropriate or other unacceptable behavior is based on the age of the client. Time-outs from program activities are the principal discipline strategy for participants 10 years of age and younger. Older clients may be temporarily suspended from programs. Any client whose conduct is severe or repeated will be removed from the program.

Training and Supervision

Staff and volunteers will complete a training program. New instructors will be trained using group training and mentoring approaches. Staff will be supervised and given feedback every six months. Instructors will be evaluated by participants at the conclusion of courses and these evaluations will be reviewed regularly by the Certification Chair

Volunteer Management

Priority Volunteer Risks

Volunteers are the backbone of our organization. We run the risk of release of confidential information, financial mismanagement or theft, inappropriate behaviour or lack follow up regarding assigned tasks.

Addressing Risks Through Recruitment, Screening and Selection

Hike Ontario integrates risk management into its volunteer recruitment, screening and selection process by:

- Communicating to prospective volunteers the organization's requirements and expectations;
- Designing position descriptions that support the identification of appropriate screening tools based on the risks associated with a particular position;
- Employing a basic, enhanced or rigorous screening process based on an analysis of the position (for example, a volunteer position requiring contact with vulnerable clients warrants a rigorous screening process consisting of an application, interview, reference checks, and criminal history and possibly other records checks).

Supervision of Volunteers

Volunteers appointed to positions at Hike Ontario have specific position descriptions which include the position to which the volunteer reports. After attending an orientation session and training specific to their position, volunteers report on a regular basis to their supervisor. The supervisor has the authority to discipline the volunteer or recommend their removal.

Volunteer Dismissal

Volunteers serving Hike Ontario may be dismissed at any time when a supervisor determines that:

- The volunteer is indifferent with regard to the organization's essential rules and requirements;
- The volunteer cannot adequately perform the job for which they have been retained;
- The volunteer's continued service presents an unacceptable danger to the organization or its personnel or clients.

At the time of dismissal departing volunteers will be provided with a letter thanking them for their past service and explaining the reason why their continued service is no longer required. All volunteer dismissals will be reviewed by senior management in advance of taking action.

Special Volunteers

Financial Management

Financial Responsibilities and Objectives

It is the responsibility of the Board of Directors to formulate financial policies and review the operations and activities of Hike Ontario on a periodic basis. The Board delegates this oversight responsibility to the President and Treasurer. The treasurer of the organization acts as the primary fiscal agent, with responsibility for implementing all financial management policies and procedures on a day to day basis. The treasurer may delegate to qualified professional staff responsibility for managing various aspects of financial management.

The financial management objectives of Hike Ontario are to:

- preserve and protect financial assets needed for mission critical activities;
- exercise appropriate care in the handling of incoming funds and disbursement of outgoing funds;
- strive for transparency and accountability in fiscal operations.
- declare Conflicts of Interest by executive members and board members when conducting the affairs of Hike Ontario

Budgeting

Each May the Treasurer and President or his designate will work collaboratively to prepare a budget for the fiscal year that will begin on June 1. The draft budget is presented to the board for approval during late May and to the full board at the Annual Meeting in early fall.

Financial Statements

The Treasurer shall prepare financial statements for each board meeting held in January, May and September. The Annual Financial statement shall be reviewed by a financial institution.

Internal Controls

- A policy requiring that all incoming checks are immediately stamped with a restrictive endorsement indicating "for deposit only"
- A detailed log of all incoming checks and cash is maintained and reconciled with deposit slips and monthly bank statements
- All cash and checks are deposited as soon as possible

Two signatures are required for all expense cheques.

Audit

Hike Ontario engages the services of an independent CPA firm to conduct an audit of its financial statements whenever conducting an audit is required by a funding or regulatory agency. Otherwise it is the policy of the organization to evaluate on an annual basis whether an independent financial statement audit is feasible.

Investment Policy

Hike Ontario's philosophy with regard to short-term investments is safety of principal and liquidity. Acceptable investments shall include: Certificates of Deposits and Bankers Acceptances rated A1; Domestic Commercial paper rated A1 and/or P1 by two (2) major rating services; all short-term Securities of the Canadian Government or an agency thereof. The organization's long-term investment strategy shall be reviewed and evaluated by the Finance Committee annually to ensure the portfolio's property diversification, security and return on investments. All financial institutions shall be selected and approved by the Finance Committee and must have a long-term investment rating of A or higher by Standard and Poor's or a comparable rating. Investments shall be reported on the monthly financial statements at cost or market value.

Fundraising and Public Relations

Gift Acceptance Policy

1. Hike Ontario solicits and accepts gifts that are consistent with its mission.
2. Donations will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, without limitations.
3. In the course of its regular fundraising activities, Hike Ontario will accept donations of money, real property, personal property, stock, and in-kind services.
4. Certain types of gifts must be reviewed prior to acceptance due to the special liabilities they may pose for Hike Ontario. Examples of gifts which will be subject to review include gifts of real property, gifts of personal property, and gifts of securities.

Monitoring Restricted Gifts Policy

Hike Ontario will fulfill a donor's specified gift intent to the extent that doing so is legal, consistent with the organization's tax exempt purpose and capable of being performed. Hike Ontario will discourage donors from imposing investment and transferability restrictions on assets given to the organization. However, once donations with such restrictions have been accepted, the organization will comply with such restrictions.

Policy Concerning the Use of Solicitors

Major solicitations for donations of funds, property and services may be undertaken by Hike Ontario volunteers only in accordance with a fundraising plan approved by the board. Hike Ontario] will not engage in any fundraising activity that may reflect badly on the organization or its programs.

Facility/Site Safety and Security

Facility Needs

Hike Ontario seeks to utilize its resources and assets fully in achieving its mission. The prudent use of facilities and resources is required to protect the safety and well-being of all personnel — including staff, volunteers and service recipients — while safeguarding the organization's financial assets.

Facility Design

Hike Ontario is committed to providing a safe environment for its clients and staff through the appropriate use of its premises whether owned, leased or borrowed. The organization strives to construct or modify each property to most efficiently and effectively provide services to our clients while meeting all required codes and regulations.

Inspections

To ensure the safety of our operations, Hike Ontario inspects its facilities on a regular basis to ensure compliance with regulations, accreditation standards, and our own principles.

Preventive Maintenance

Defects, deficiencies and any code violations will be reported to the Mississauga Association for Learning Disabilities whose premises we sublet.

[Facility Rental/Lease Policy](#)

Hike Ontario does not rent/lease its facilities to outside groups.

Any issues or concerns with the facility will be reported to the landlord or security. People entrusted with a key will be shown how to lock the office for security using the deadbolt.

Use of Others' Facilities Policy

Hike Ontario will only use others' facilities for special events, or in an emergency up to and until its facilities are inhabitable once again. The organization will be certain to:

- have a written agreement signed by representatives of all parties that spells out the organization's requirements, expectations and responsibilities with regard to the space; this may be a mutual aid agreement in the event of an emergency situation.
- fulfill its obligations as spelled out in the agreement and leave the site as tidy as it was found.
- supervise its employees, volunteers and service recipients when they use the facility.
- refrain from serving alcoholic beverages in facilities being used in the name of the organization.
- obtain and review appropriate insurance coverage to cover injury, illness and property damage.

Policy Regarding the Use of Others' Homes or Apartments

Hike Ontario recognizes that many accidents occur when organizations have good intentions but poor planning. It will only accept the generous offer of the use of a private home or rental apartment for its purposes when:

- staff has ascertained that a public facility cannot be held to accommodate our needs (purpose, budget, dates, times, etc.)
- the property owner has insurance to cover injury or accidents to visitors to the residence or is willing to obtain such coverage
- parents or guardians of any vulnerable participants sign a waiver that is specific about any dangers associated with the use of the home (e.g. use of a swimming pool, riding horses on a ranch or farm)
- the apartment, condominium complex or home owners association has adequate insurance to cover injuries to guests (slips and trips in the lobby, elevator malfunction, use of the exercise room or pool).

Emergency Planning Policy

It is the policy of Hike Ontario to promote good health, well being and occupational safety for its employees, volunteers and service recipients. Emergency situations require the participation of all staff. Everyone must be familiar with emergency operations. Certain responsibilities are defined to ensure smooth operations. The emergency plan must be readily available, posted in a prominent location, and reviewed annually by the organization's senior management.

Technology and Information Management

Technology Policy

Hike Ontario's information and office technology systems (networks, software, computers, telephones, printers, copiers, etc.) are tools provided to employees and volunteer to enhance productivity and performance on the job. Limited non-business use is permitted when on personal time (e.g. during lunch hour or after work). Regardless of the type of use, employees must not have any expectation of privacy to data, information or files that are created, stored or used on Hike Ontario's systems. The executive director or his/her designee reserve the right to access the employee's computer or files at any time. Staff are expected to use good judgment in their use of Hike Ontario's information and office technology systems, especially electronic mail. Access to all systems, including electronic mail and the Internet, is a privilege, not a right.

Examples of inappropriate uses of technology include:

- Any violation of law or government regulation
- Any unauthorized access to computer systems or networks
- Any use promoting disrespect for an individual, discrimination, or any use constituting a personal attack, including ethnic jokes or slurs
- Viewing, copying or transmitting material with sexual or profane content
- Transmitting harassing or soliciting messages
- Transmitting unsolicited advertising
- Using copyrighted material without permission or legal rights
- Any use for personal financial gain, or in a manner creating a potential conflict of interest for the employee or Hike Ontario
- Defamatory, inflammatory or derogatory statements about individuals, companies or their products
- Any use that constitutes a waste of Hike Ontario's resources, including network resources
- Sending or forwarding chain letters
- Any use of network systems for recreational games or other recreational purposes
- Any use that involves corruption or destruction of data, including knowingly launching a virus, worm or other malicious software

The failure to use good judgment or the abuse of the organization's policies may result in suspension of privileges or disciplinary action. If any employee discovers he or she has unintentionally violated this policy, that employee should notify his or her supervisor immediately.

Policy Concerning the Use of Wireless Communications Devices

It is the policy of Hike Ontario to emphasize its commitment to the safe operation of all motor vehicles used by its employees while on organization business. Accordingly, we discourage the use of wireless communications devices (here after "WCDs") for business purposes while driving motor vehicles. The use of any WCD in violation of any federal, provincial or local laws or regulations is prohibited. If an employee uses a WCD while driving, it should only be used in a life-threatening emergency or when the person cannot pull to the side of the road and stop safely. Any employees or volunteers who are found to be in violation of this policy will be subject to discipline, up to and including termination of employment or volunteer service.

Development of Systems Inventory

Hike Ontario is committed to preserving its assets. To expedite recovery from an incident involving the organization's equipment and systems, responsibility has been assigned for establishing and maintaining an inventory and documentation of all systems. The documentation shall include a complete inventory of electronic equipment and computers technology, including hardware, software, media and data. The assigned staff member will update the documentation on a quarterly basis or as warranted by system acquisitions. The inventory will be stored on-site as well as off-premises.

Protection of Physical Assets

The Office Manager is responsible for efforts to prevent an interruption to the organization's operations due to damage to technology assets, including data. The individual in this position will coordinate the development of appropriate policies and security measures to protect these vital assets.

Limiting Access to Confidential Information

Due to the nature of our programs, Hike Ontario has client files with confidential information as well as business records that are proprietary. Therefore it is essential to limit access to certain records to only personnel whose positions require access. Confidential information in paper form will be stored in locked file cabinets and in a locked room during non-working hours. All personnel should use good judgment and common sense in protecting confidential information while in use during business hours. The office manager will oversee the creation of a system to limit access to electronic records based on duties and responsibilities in the organization. Access will also be protected through the use of passwords. Access will be modified from time to time as work assignments change. Any employee who intentionally obtains unauthorized access to records shall be subject to discipline, up to and including termination. Any employee who accidentally obtains access to confidential records should inform his or her supervisor immediately.

Use of Passwords as a Security Measure

Information is a valuable asset necessary to the delivery of services and mission fulfillment. The use of passwords is essential to protecting computer systems and data. Use of a password enables the organization to ensure accountability for all transactions. Each individual with access to computer systems is responsible for the selection, security and changing of their passwords in accordance with the following guidelines.

Passwords must:

- Be changed every three months
- Be memorized, not written down
- Be at least six characters long
- Contain changes in case and three non-alphabetic characters
- When changed, be significantly different than previous passwords

Passwords must not contain:

- A dictionary word in any language
- Personally identifiable information of the user

Staff have also been instructed to adhere to the following additional considerations:

- Do not use the "Remember Password" feature of applications and do not create a "hot key" for password use.
- Do not use the same password to access multiple company systems.
- If you believe or suspect that your password has been compromised, report this fact to your supervisor as soon as possible.

Systems Backup

Hike Ontario understands the importance of maintaining computer operations in order to deliver services and programs. A major tool to mitigate damage to computer systems is to adopt procedures for creating and storing system backups to enable the organization to quickly restore any lost files or systems.

Backup Guidelines

- Monthly — The last work day of each month the office manager will perform a backup of the entire hard drive/server. The most recent monthly tape will be stored off-site at the administrator's home and the previous months tapes will be stored in a safe deposit box. The tapes will be rotated on an annual basis and tapes replaced every two years.
- Testing — The office manager will perform a test of the backups on a quarterly basis.
- Audit — The office manager will conduct an audit of backup media at least once every six months.

Disaster Recovery Plan

Hike Ontario's clients are dependent upon us and we must be able to meet their needs even if our facilities become inaccessible or suffer damage. To protect both our clients and our operations we shall adopt a disaster recovery plan for the repair, recovery, and restoration of our computer operations. The office manager is responsible for the development, maintenance and testing of the electronic disaster recovery plan. A test of the plan is conducted on an annual basis.

Internet Security

In order to protect personal information, Hike Ontario uses technologies and processes such as encryption, access control procedures, network firewalls and physical security. These measures increase the security and privacy of information traveling to, from and within our Web site. Only our authorized employees or agents carrying out permitted business functions are allowed to access personal information. Employees who violate our privacy access policies may be subject to disciplinary actions, up to and including termination.

Web Site Functionality

Due to the important of Hike Ontario's Web site, [Name of Position] has been assigned responsibility for the site. This position shall oversee the creation of a policy to ensure ongoing monitoring of the Web site. This policy shall include a process for suspending the operation of the site when required as well as its speedy restoration.

Web Content

To maintain the integrity of the organization's Web site, the webmaster will oversee the content and look and feel of the site. This position is responsible for ensuring that content meets the organization's quality standards and due diligence has been completed to ensure that the organization is within its rights to use any material it posts.

Web Site Disclaimer

As part of its work to protect the reputation and legal interests of the organization, Hike Ontario will post the following Web site disclaimer effective [date]:

Web Site Disclaimer

All materials posted on this site are subject to copyrights owned by Hike Ontario or other individuals or entities. Any reproduction, retransmission, or republication of all or part of any document found on this site is expressly prohibited, unless Hike Ontario or the copyright owner of the material has expressly granted its prior written consent to so reproduce, retransmit or republish the material. All other rights reserved.

The names, trademarks, service marks and logos of Hike Ontario appearing on this site may not be used in any advertising or publicity, or otherwise to indicate the organization's sponsorship of or affiliation with any product or service, with the organization's prior express written permission.

Although this Web site features links to other sites, Hike Ontario takes no responsibility for the content or information contained on those sites, as we do not exercise editorial or other control over these sites.

This Web site provides information and services in furtherance of our mission. We make no representations about the suitability or accuracy of the information on this site for any purpose.

If you see any objectionable, inaccurate or improperly functioning content or features on this site, please contact [Person] at [telephone number and email address] as soon as possible.

Web Privacy Policy

The following policy statement is posted on our Web site:

Hike Ontario respects the privacy of visitors to its Web site. We strongly believe that if electronic commerce and online activities are to flourish, consumers must be assured that information provided online is used responsibly and appropriately. To protect online privacy, the organization has implemented the following policy.

About the Information We Collect - Most of the data and information we collect through our Web site is used only to help us achieve our mission. It is our policy to collect and store only personal information that our clients knowingly provide.

- *From Casual Web Site Visitors and General Users.* We do not collect any personal information from users browsing our Web site. When you use the public areas of our Web site you are doing so anonymously. We do collect aggregate use information, such as the number of hits (visits) per page. We use aggregate data for internal and marketing purposes, but we don't collect any personally identifying information.
- *From Our Clients, Donors and Other Customers.* If while visiting our Web site you order a product, register for a conference, submit a technical assistance question, or request other information, you will be asked to provide certain information. In all cases this information is submitted voluntarily. In most cases, we ask clients to provide their name, title, organization name, address, telephone, and e-mail. If you're making a purchase, you may be asked for credit card information in order to complete your purchase. Similar information may be submitted to us on an order form or registration form.

Customer Lists - Our client list is not for sale. When you visit our Web site or become a client, your name and mailing information will not be sold to a commercial organization.

Credit Card Account Information - We utilize secure transaction methods when collecting credit card information over the Internet. Hike Ontario does not disclose credit card account information provided by our clients. We submit the information to the appropriate clearinghouse in order to obtain payment.

How We Use Cookies - Cookies are small text files that are sent to your computer when you logon to a Web site that allow us to identify you when you return to the site. Hike Ontario uses cookies only to support the operations of our shopping cart. We do not use cookies to track your usage or any other personal information about you.

Transportation

Authorized Vehicle Use Policy

To protect our clients and staff, Hike Ontario will restrict the people allowed to drive on behalf of the organization and specify the terms and conditions when driving or providing transportation services is appropriate for the organization.

Driver Selection Policy

Hike Ontario is committed to providing a safe environment for its staff and clients. To achieve this goal, anyone driving on behalf of the organization must be approved. All approved drivers must possess a valid driver's license, acceptable driving record, and adequate personal automobile insurance.

Driver Training Policy

Driver Training

Hike Ontario strives to provide a safe environment for all of its personnel. In light of this goal, it is necessary that all persons driving on the organization's behalf know and understand the organization's transportation policies and procedures. Each authorized driver is expected to participate in a driver orientation program prior to driving for the organization. During the orientation program authorized drivers will review the following issues:

- driver safety rules
- defensive driving guidelines
- authorized use of agency owned, leased and personal automobiles
- operating specially-equipped agency or leased vehicles or vehicle equipment
- pre- and post-trip vehicle inspections
- vehicle maintenance guidelines
- accident procedures

Driver Supervision

Persons who drive on Hike Ontario's behalf are subject to oversight by their direct supervisor. As part of the regular performance review process, driver performance will be assessed annually and continuing eligibility to drive will be verified. This verification will include review of a current Motor Vehicle Report (MVR) to ensure that the driver meets the organization's minimum eligibility requirements, and review of the complaint log to determine if any corrective action is required.

Vehicle Selection Policy

It is the policy of Hike Ontario to carefully select all vehicles used on the organization's behalf. Any purchased or borrowed vehicle used on the organization's behalf must contain basic safety equipment such as air bags, seat belts for all occupants and anti-lock brakes.

For purchased vehicles the organization strives to select vehicles that:

- Are light in color, such as white or yellow
- Contain day time running lights — lights that turn on automatically when the vehicle is switched on

Vehicle Maintenance

Hike Ontario does not maintain vehicles of its own. All persons using a personal vehicle do so at their own risk and responsibility.

Accident Procedures

Persons authorized to drive for Hike Ontario have been trained to follow the following procedure if they are involved in an accident while driving any vehicle for the organization:

- Tend to any medical needs. Call the police or ask a bystander to contact the police.
- Do not discuss the accident or admit fault to any other driver involved or bystander.
- Record the name, address and driver's license number of the other involved drivers, using the Vehicle Accident Form in the vehicle glovebox.
- Record the license plate and make of the car on the Vehicle Accident Form.
- Record the police report number, police officer's badge number and time, date and place of accident on the Vehicle Accident Form.
- Record the names and addresses of any witnesses.
- Submit the completed Vehicle Accident Form to your supervisor prior to the close of business on the next business day.

Crisis Management

Emergency Planning

Hike Ontario views emergency planning as essential to mission fulfillment. The organization's emergency plans reflect input from key organization personnel. Components of the plan include business continuity, crisis communications and facility evacuation.

Business Continuity Planning Policy

Crisis management will be the responsibility of the executive. Any crisis that occurs will be reviewed at the next board meeting.

Internal Distribution Policy for BCP Policies and Procedures

Hike Ontario will distribute policies and procedures that need to be enacted in the event of a business interruption to all staff initially at orientation and annually thereafter or any time a policy or procedure is added, eliminated or changed.

Vital Records, Data and Documents Backup Policy

In order to ensure the continuity of mission-critical services, Hike Ontario will duplicate and store off site all information identified as essential to fulfilling its business continuity plan.

Crisis Communications Policy

Hike Ontario is committed to providing accurate information to the public via a pro-active crisis communications plan based on candid communication between the organization and the media.

The purpose of this policy is to provide Hike Ontario with crisis communications guidelines that, in times of organizational crisis, minimize the potential negative public relations outcomes and liability risks to the organizations.

Organizational crises may occur without warning, and can take many forms that are often tragic and unexpected. A crisis may include: physical injury or death, natural disasters, fire, explosion, or allegations concerning theft or other illegal conduct. A crisis may draw immediate media attention and public scrutiny, and may result in inaccurate information disseminated about the organization.

General Evacuation Policy

Hike Ontario will protect the health and safety of its employees and clientele by designing a building evacuation plan, by educating staff as to their roles and responsibilities in the event of an evacuation, and by running evacuation drills at least annually. Executive member will evaluate the drills and suggest improvements to the plan.

Insurance Program

We have Directors and Operators (D &O) Insurance with Pearson Dunn. this coverage is effective from May 1st to April 30. Current rates of insurance are 5 million dollar liability with \$1000 deductible.

Hike Ontario retains the services of insurance advisors in order to assist the organization purchase adequate insurance coverage at an acceptable price.

Selection Process

It is the policy of Hike Ontario to evaluate the performance of any and all insurance advisors (agents or consultants) on an annual basis and seek competitive bids for these services no less than every five years. The incumbent advisor will be invited to participate in the bidding process as long as their current performance meets the minimum requirements of the organization.

Current Insurance Advisors

Hike Ontario uses Pearson Dunn Insurance effective on May 1st and renewable yearly.