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III POLICIES AND PROCEDURES

INTRODUCTION

1. Policy statements are statements of objectives the CDTA wants to attain or retain, and/or beliefs expressed by the CDTA on any matter. They deal with matters over which the CDTA does not have complete control (a government, university, school board or other organization is involved).
2. Procedure statements are statements of practice adopted or regulations established by the CDTA to handle business over which it does have complete control.
3. Policy and procedures may be established by standing Committees, the Executive Committee, the Rep Council and the membership at a General Meeting. Only those policies and procedures which have been ratified by the Rep Council and the membership at a General Meeting shall appear in the CDTA Policies and Procedures document.
4. Changes to existing policies and procedures may be made at any General Meeting. Any changes shall require a 50% plus one majority of the votes cast to be ratified. Notification of intention to change a policy and/or procedure shall be given at least two school days in advance of the meeting.
5. Any Policy and Procedure proposal regarding a particular Committee will first be referred to that Committee for comment.
6. A copy of the Policies and Procedures will be attached to the CDTA Constitution and will be available on the CDTA website.

1 AWARDS

1.1 Graduation Awards

- 1.1.1 One award of \$500 shall be offered to each of the three senior secondary schools (Vanier, Isfeld, and Highland) with a preference given to a student who intends to proceed to a Teacher Education Program.
- 1.1.2 The Awards Committee for each senior secondary school will determine who will receive the awards based on these criteria.
- 1.1.3 A Teacher Committee of Representatives from alternate Secondary schools (E.g. Navigate, Nala'atsi, Glacier View, etc.) may get together to award a \$500 bursary to one student with a preference given to a student who intends to proceed to a Teacher Education Program.
- 1.1.4 Dependents of CDTA members who apply and intend to proceed to any post-secondary program to receive a minimum of \$200 per dependent up to a maximum of \$1000 per dependent.
The Association shall provide individual cheques to each recipient.

2. BARGAINING

2.1 Changes to Calendar and Hours of Work

- 2.1.1 Association support regarding the changes to the school calendar or hours of work for a specific site shall be determined as follows:
 - 2.1.1.a approval of all CDTA members at the work site, and
 - 2.1.1.b approval of the Staff Rep Council.
- 2.1.2 Where a proposed change applies to the whole District, approval shall be required by a General Meeting.

2.2 Class Size

- 2.2.1 Where consent and/or consultation is required to exceed class size provisions in legislation, the member will seek advice from the CDTA Staff Rep prior to signing any waiver.

2.3 Voluntary activities subject to withdrawal of service during job action

- 2.3.1 A voluntary activity shall be defined as an activity which involves the supervision and/or instruction of one or more students, outside of the prescribed hours of instruction or during regular school hours but is not specified in the given curriculum.
- 2.3.2 By the above definition voluntary activities will include but will not be restricted to the following activities:
 - 2.3.2.a athletic events, both practice and games;
 - 2.3.2.b Fine Arts (music, drama, dance) both rehearsal and performance;
 - 2.3.2.c overnight and/or out of town trips;
 - 2.3.2.d fund raising events;
 - 2.3.2.e parent/student dinners;
 - 2.3.2.f graduation activities and/or events;
 - 2.3.2.g parent information events

3. BCTF MEETINGS

3.1 Annual General Meeting

- 3.1.1 Delegates will be elected by the general membership at the winter general meeting.
- 3.1.2 A meeting will be called prior to the AGM to:
 - 3.1.2.a discuss the BCTF Resolutions and Recommendations Book;
 - 3.1.2.b elect a teller for ballot counting at the AGM (should scrutineers or tellers be required).
- 3.1.3 The Local Reps will be in charge of collecting and distributing voting cards and ballots at the end and beginning of each session. Voting cards shall be considered the property of the delegation and shall be kept at the table with the delegation at all times. When a delegate temporarily leaves the room he/she will pass his/her voting card to the LR or another delegate for voting;
- 3.1.4 The teller will leave his/her voting card with the LR during his/her absence.

3.2 Representative Assembly

- 3.2.1 The President will attend the Representative Assemblies at BCTF expense.
- 3.2.2 The Vice President may attend the RAs at local expense, where the budget allows.
- 3.2.3 If BCTF policy allots more than one LR to the CDTA, the LR elected by the largest number of votes shall vote the extra card. In the event of an election by acclamation or a tie vote, the extra card will be assigned by a "toss of the coin".

4. FINANCE

4.1 Budget

- 4.1.1 A proposed annual budget shall be prepared by the Table officers and presented for approval by the last General Meeting prior to the beginning of the next fiscal year.
- 4.1.2 The annual dues rate shall be approved at the last general meeting prior to the beginning of the next fiscal year to which it shall apply.
- 4.1.3 The budget shall consist of three major sections:
 - 4.1.3.a Office Expenses;
 - 4.1.3.b Services to Members;
 - 4.1.3.c Staff and Employer Costs.
- 4.1.4 Within the budget, individual line items may be established and adjusted.
- 4.1.5 Once the budget has been ratified, the total amount of the budget may not be exceeded without the prior approval of the membership at a General Meeting.
- 4.1.6 The Secretary-Treasurer or designate shall provide an up-to-date spreadsheet of the CDTA finances at each Rep council meeting, and shall provide a detailed record of the CDTA finances to members at regular General Meetings. A motion for the records indicating acceptance of these reports shall be made at each meeting.

4.2 Financial Policy

- 4.2.1 Equipment purchased by the CDTA becomes a capital asset when the purchase price is in excess of \$1000 retroactive to July 1, 2006.
 - 4.2.2 Expenditures of over \$2000 will be taken to an Executive meeting for approval.
- 4.2.3 There shall be the following reserve funds (guideline amounts):
 - Capital Equipment \$20,000
 - Special Projects \$20,000
 - Staff Replacement/sick bank \$10,000
 - Long Term Service \$20,000 (if needed)

The table officers will review these funds at year end and replenish them if possible and as needed.
- 4.2.4 A separate "Teacher Support" account will be set up. The purpose of this account will be to help teachers who experience financial hardship. Table officers will meet to approve all expenditures from this account and make a report to the executive committee.

4.3 Line Items Which May Require Explanation

- 4.3.1 "Meeting Room Rent". Although the CDTA currently owns its premises at 491 4th Street, it may also need to rent(s) additional space for meetings and/or storage.
- 4.3.2 "Inservice". These are costs related to training which the CDTA requires its office staff or Executive to undertake (to operate new technology, for instance).
- 4.3.3 "Executive / Member Release". This line is used to release any member who is requested by the Executive to work for the CDTA on an ad hoc basis.
- 4.3.4 "Meeting Expenses". This item covers refreshments for all CDTA-related meetings. CDTA policy is to cover expenses at current BCTF rates.

- 4.3.5 "Mileage/Travel". This line covers costs of travel between schools during the regular work day, travel costs incurred by Hornby and Denman Reps attending CDTA meetings, and other travel costs to attend BCTF/ CDTA-related meetings which are not covered by the BCTF (at the BCTF current rate). It is not to be used for travel to and from work, with the exception of, ferry costs to and from Hornby and Denman for CDTA table officers.
- 4.3.6 "President's Discretionary Account". This line covers costs incurred by the President which are not covered by other line items but are directly related to his/her duties. The President's signature is the only approval needed for expenditures from this line item.
- 4.3.7 "Vice President's Discretionary Account". This line item is equivalent to 4.3.6 above.
- 4.3.8 "Gifts-Other". The CDTA may provide gifts throughout the year in appreciation of service to the CDTA.
- 4.3.9 "Donations". All donation requests shall be considered on an individual basis. Each must either reflect a positive public relations image for teachers of this local or must be of educational benefit to the students of this District. Donations will not be considered if they duplicate personal donations that would normally be given by individual members of the CDTA. Requests for donations that meet the guidelines set out above must be approved by the Executive.
- 4.3.10 "CDTA President Benefits". This is the cost to the CDTA for the president's benefits which are paid to a teacher (pension, medical, dental, extended health, etc.) employed by the Board.
- 4.3.11 "Executive Secretary PD". This amount is established by the Collective Agreement between the Local Employee Union (our office staff) and the Local Employers' Group (the group of Locals of the BCTF who employ members of LEU).
- 4.3.12.a "Banked Sick Leave". This is the cost of the bank of sick days established by the Collective Agreement between LEU and LEG. At the end of each budget year, unused portions of this line item will become an allocated reserve to be used in any year as needed.
- 4.3.12.b "Long Term Service Recognition" This is the amount of money put aside for clerical employees upon their retirement for long-term service recognition, as established by the Collective Agreement between LEU and LEG.
- 4.3.13 "Local Employer Group Fee". This line item covers our costs in participating with other members of LEG in implementing our Collective Agreement with LEU. The fee is based on our FTE count and a budget prepared by LEG each year.
- 4.3.14 "BC Fed Convention". These are costs relating to the President's and one elected local delegate's participation in the B.C. Federation of Labour Annual Convention, during such time as the BCTF retains membership in the BC Fed.

4.4 Expenses

- 4.4.1 Any member who has been requested by the Executive or elected by the members to attend to CDTA business at any time during the regular school year shall be able to claim all reasonable out-of-pocket expenses (unless otherwise provided for) consistent with BCTF guidelines.
- 4.4.2 All expenses paid by the CDTA MUST be accompanied either by an invoice, an expense voucher or a receipt, and may be subject to Executive review.
- 4.4.3 CDTA Credit cards will be issued to the President, Vice President, and Executive Secretary for the purchase of gifts and meeting/office expenses. CDTA Credit Cards will not be used for cash withdrawals.
- 4.4.4 As invoices or requests for reimbursement are received, the CDTA Executive Secretary completes an approval form, listing the expense, choosing an appropriate line item and appending the invoice or receipt. The President reviews the form, checking the invoice and/or receipt as well as the line item. Then the Executive Secretary enters the financial details into the records and prepares a cheque. The Secretary-Treasurer reviews the line item allocation and the invoice and/or receipt, signs the approval form and then signs the cheque. Finally the cheque is co-signed by the President or the Vice President. Where possible, cheques which are for one of these three should be signed by the other two. A printout of the journal postings will be reviewed by the Secretary-Treasurer when signing cheques. The Secretary-Treasurer will also ensure that the bank reconciliations are approved or adjusted each month.
- 4.4.5 Any concerns of the Secretary-Treasurer, with respect to the application of expenses to particular line items, shall first be discussed with the President, and then may be directed to the Executive.
- 4.4.6 These procedures shall be reviewed each year by the President, the Secretary-Treasurer and the Executive Secretary. Proposed changes shall be presented to the Executive for approval.

- 4.5 Acquisition of Capital Assets.** Whenever the CDTA Executive determines that a capital asset of over \$2000 needs to be acquired, every effort will be made to find a competitive price, preferably from a local business.

4.6 Disposal of Assets

4.6.1 The Executive will determine and authorize the disposal of assets. The disposal of assets will be done following the Generally Accepted Accounting Principles (GAAP). Table officers will ensure assets are disposed of appropriately.

4.7 CDTA Budget

4.7.1. The Table Officers shall prepare a draft budget showing the planned expenditures of the Association for the coming year. The draft budget shall be circulated to the membership one week in advance of the AGM Meeting.

4.7.2. A budget shall be adopted by the membership of this Association at the Annual General Meeting.

4.7.3. Total expenditures which exceed the provisions of the annual budget shall be classed as extraordinary expenditures and as such may be made only if approved by a General Meeting. This would not preclude adjustments between line items.

4.7.4. Contracts for services to the Association must be approved by the Executive provided approval for the expenditure involved has been obtained through acceptance of the budget or a special resolution of a General Meeting. Such contracts must be signed by the signing officers provided for in Bylaw 8.2.

4.7.5. The President or designate, when required to attend arbitration hearings during a holiday break, shall be paid by the Association on a daily basis of 1/189th (one-one hundred and eighty-ninth) of their regular annual pay scale.

4.8 TTOC Compensation

4.8.1 Where a TTOC is requested to work for the CDTA during hours or days when she/he would normally be available to work as a TTOC she/he shall be paid on scale.

4.8.2. Where a TTOC is elected to the position of President, Vice President or Professional Development Chair, she/he will be paid his/her regular salary scale placement. The CDTA will pay the Employer's share of all applicable benefits and deductions equivalent to a regular teaching assignment.

4.8.3 A TTOC Rep who attends Staff Rep Training shall be paid on scale.

5 GOALS OF THE CDTA

5.1 The goals of the CDTA shall be:

5.1.1 set on a yearly basis;

5.1.2 Formulated by the Executive members yearly.

6 NEW TEACHERS

6.1 INDUCTION CEREMONY. Each year the CDTA Executive Committee ensure that:

6.1.1.a the organization and planning necessary for the new teacher induction ceremony is accomplished;

6.1.1.b all new members of the BCTF since the last induction ceremony are advised of the date and details regarding attendance at this function;

6.1.1.c invitations are sent to all necessary parties involved with the new teacher induction ceremony.

6.2 New Teachers' Conference

6.2.1 A New Teacher is defined as a teacher within the first 5 years of starting his/her career or a teacher who has experienced a significant change in her/his teaching assignment

6.2.2 Each year, \$4,000 will be budgeted for new teachers to attend the BCTF New Teachers' Conference

6.2.3 Up to 5 members will be chosen to receive a subsidy.

6.2.4 If more than 5 members request subsidy, a "draw from the hat" will occur to determine which 5 members will receive the subsidy. Each member will be reimbursed \$800 of his/her expenses.

6.2.5 If less than 5 members request subsidy, the maximum amount 1 teacher can be reimbursed is \$1,000.

6.2.6 If a member that attends is a TTOC or a part time teacher, that member will book the day as "CDTA Business" with the school district and be paid as a day worked for that day. The amount of salary billed to the CDTA will be subtracted from the expenses of each member.

7 ORGANIZATION OF THE CDTA

7.1 Release Time

7.1.1 The President shall be released on a full time (1.0 fte) basis.

7.1.2 It is recognized that the work of the President involves travel and hours of work beyond the normally prescribed day and/or week. Absence from the CDTA office shall be arranged so that the services of the CDTA to its members continues smoothly.

7.1.3 Ten days of compensatory time may be taken by the President. The President shall notify the Executive of these absences and ensure that there is adequate coverage to run the business of the association while away.

- 7.1.4 The Vice President shall be released at 0.5 fte basis. The Executive of the CDTA shall have the authority to decide on the distribution of these days. The Executive of the CDTA shall have the authority to determine the Vice President's release time for the following year based on budget considerations.
- 7.1.5. Compensatory time of one half day per .10 fte may be taken during scheduled CDTA work days by the Vice-President. The Vice-President shall notify the Executive of these absences and ensure that there is adequate coverage to run the business of the association while away.
- 7.1.6 The Chair of the Professional Development Committee shall be released as determined by the district joint professional development committee. The monies to pay for this release time shall come from the District professional development fund.
- 7.1.7 Compensatory time (one for each RA attended) may be taken by each Local Rep during the course of the school year. Each LR shall notify the Executive Secretary of these absences.
- 7.1.8 Release time shall be available to any other member of the CDTA to do work for the CDTA during the member's regular hours of work at the request of the President or by one of the CDTA's governing bodies (i.e. the Executive, the Rep Council, or the General Membership by way of a motion at a regularly constituted meeting).
- 7.1.9 The CDTA will pay for release of the Staff Rep from Hornby Island to attend Staff Rep Councils and any other meetings which are deemed by the President to be important for Hornby Island to be represented.

7.2 The Executive Committee

- 7.2.1 The Executive Committee of the Association is elected to represent the various interests of the members of the Association pursuant to Section 3 of the Constitution.
- 7.2.2 The mandate and responsibilities of Executive members are set out in "Policies and Procedures".
- 7.2.3 Executive members shall normally be elected to only one office. If an Executive position vacancy occurs, the duties of the position will be assumed by the Executive.

7.3 The President:

- 7.3.1 is responsible to the Association as a whole;
- 7.3.2 responds directly to member needs and concerns including such activities as: Committee work, meeting with the Executive Committee and Rep Council, implementing their decisions, providing leadership in educational policy issues, speaking for the Association in regular communication with various organizations, reviewing and implementing the collective agreement, responding to requests and initiatives from the BCTF;
- 7.3.3 shall be the official spokesperson for the Association. All requests for consultation and/or for representation initiated by members, the Board, CUPE or parent groups, should be made through, or ratified by, the office of the President. In the absence of the President, the Vice President shall act as spokesperson or the Executive Committee may temporarily delegate the authority to act as Association spokesperson to another member or members on a specific issue.
- 7.3.4 shall report on the business and activities of the year at the Annual General Meeting of each school year;
- 7.3.5 oversees special events such as the New Teachers' Induction, retirement events, Christmas socials -including invitations, RSVPs facilities, refreshments, gifts and presentations;
- 7.3.6 at year end, without consultation, the president or Executive designate, discards all but historically relevant materials and, where appropriate, incorporates Committee Chairs' files into office files;
- 7.3.7 has the authority to consult and purchase computer software for the office
- 7.3.8 consults / forecasts budget for the year
- 7.3.9 shall be the representative to the LEG or will appoint a designate.

7.4 The Vice President:

- 7.4.1 takes over President's duties when he/she is requested to;
- 7.4.2 chairs the contract Committee;
- 7.4.3 chairs meetings of the Executive Committee;
- 7.4.4 attends the Executive, Rep Council and General meetings;
- 7.4.5 prepares, circulates and collates a membership "bargaining questionnaire";
- 7.4.6 prepares bargaining objectives for the bargaining year based on responses to the "questionnaire" and information from the president about member grievances and concerns;
- 7.4.7 ensures that minutes are kept and filed in the office;
- 7.4.8 represents the Association in all local, zonal, and provincial bargaining endeavours;
- 7.4.9 assists the President, Executive and Contract Committee with contract implementation, grievance and negotiation matters;
- 7.4.10 Chairs the Bargaining Committee

- 7.4.11 establishes the Job Action Committee when required;
- 7.4.12 is available to sign cheques;
- 7.4.13 assists in preparing next year's Association budget/dues;
- 7.4.14 monitors policy implementation and takes a leadership role in suggesting change to processes for adoption, modification and implementation of Policy and Procedure statements;
- 7.4.15 ensures that the Policy and Procedures statements are revised and circulated to the Staff Reps as soon as possible after ratification;

7.5 The Secretary-Treasurer:

- 7.5.1 attends Executive, Rep Council and General Meetings;
- 7.5.2 keeps the minutes of the proceedings of meetings. Ensures the office staff receives the minutes for typing, filing and distribution.
- 7.5.3 The minutes shall include:
 - 7.5.3.a the kind of meeting: "Regular" or "Special", etc.,
 - 7.5.3.b name of the assembly,
 - 7.5.3.c date of the meeting and place,
 - 7.5.3.d whether the minutes of the previous meeting were approved,
 - 7.5.3.e Motions: the names of the mover and seconder; the exact wording of the motion; and whether the motion was "carried" or "defeated",
 - 7.5.3.f Amendments to motions: the names of the mover and seconder of the amendments, the exact wording of the motion; and whether the amendment was "carried" or "defeated". (If the amendment is "carried", a vote then takes place on the main motion as amended with minutes indicating "carried" or "defeated".),
 - 7.5.3.g the time the meeting came to order and was adjourned.
- 7.5.4 visits the bank in person at the beginning of elected term, to complete "signing authority" forms;
- 7.5.5 is available in the office to sign cheques at least at mid and end month;
- 7.5.6 on signing cheques attached invoices for accuracy, possible duplication of payment and line item allotment;
- 7.5.7 during office crisis times such as bargaining, is prepared to write and sign cheques;
- 7.5.8 reviews bank reconciliations monthly, signs and dates same;
- 7.5.9 reviews ledger and journal entry records monthly to ensure that monies have been posted to the proper line items, and makes any appropriate suggestions to the bookkeeper;
- 7.5.10 is prepared to discuss any irregularities in expense requests with Committee Chairs. (Committee Chairs receive the monthly recording of their line item on "spread sheets" at Executive meetings and can obtain a detailed ledger on request);
- 7.5.11 meets with bookkeeper before Rep Council and General meetings to become familiar with details of monthly "spread sheets" prepared for adoption at these meetings;
- 7.5.12 answers any questions at above meetings relative to "spread sheets" or other financial matters;
- 7.5.13 assists in preparing the new year's budget / dues;
- 7.5.14 meets with Financial Reviewer in early fall
- 7.5.15 oversees choice of Financial Reviewer;
- 7.5.16 advises President when monies are sufficient to allow for investment options, suggests options and ensures that such funds are reinvested;
- 7.5.17 in conference with the President and Executive, oversees allocation of "savings" amounts to ensure that these are wisely invested;
- 7.5.18 drafts budget with Table Officers and presents to Executive Committee.

7.6 The Past President:

- 7.6.1 may, at the request of the incoming president, assist in preparing next year's budget / dues);
- 7.6.2 may attend Executive, Rep Council, and General Meetings;
- 7.6.3 provides historical continuity and support;

7.7 The Local Reps:

- 7.7.1 attend Executive, Rep Council and General Meetings
- 7.7.2 attend BCTF Rep Assembly Meetings
- 7.7.3 attend BCTF Annual General Meetings
- 7.7.4 carry member concerns and report back
- 7.7.5 report regularly to the membership about the provincial position
- 7.7.6 call a meeting of BCTF AGM delegates before the AGM to discuss the resolutions
- 7.7.7 report Rep Assembly business to Executive and Rep Council.

7.8 The Professional Development Chair:

- 7.8.1 attends Executive, Rep Council and General meetings
- 7.8.2 calls meetings of Committee
- 7.8.3 represents professional development issues as a member of the bargaining team / chooses a Committee alternate
- 7.8.4 assists the contract Chair in setting objectives for contract bargaining items relevant to professional development
- 7.8.5 with the Joint PD Committee, recommends the dates of the District's professional development days
- 7.8.6 plans with the Committee all professional development District functions
- 7.8.7 attends professional development meetings provincially and zonally when called
- 7.8.8 works with the professional development secretary in maintaining the PD accounts, forms, leaves of absence, etc.
- 7.8.9 reports regularly to the membership and Executive on the status of the Committee.
- 7.8.10 chairs any process related to the hiring of District PD Secretary's position.
- 7.8.11 represents the local at BCTF Zone meetings.

7.9 The TTOC Chair:

- 7.9.1 shall be an active TTOC in SD71
- 7.9.2 attends Executive, Rep Council and General meetings
- 7.9.3 attends TTOC meetings as called
- 7.9.4 reports TTOC issues back to Executive
- 7.9.5 keeps minutes
- 7.9.6 keeps TTOC's and other members informed of TTOC issues
- 7.9.7 represents the local at BCTF Zone meetings.

7.10 The Social Justice Chair:

- 7.10.1 attends Executive, Rep Council and General meetings
- 7.10.2 attends Social Justice meetings as called
- 7.10.3 reports Social Justice issues back to Executive
- 7.10.4 keeps minutes
- 7.10.5 keeps members informed of local Social Justice issues
- 7.10.6 represents the local at BCTF Zone meetings.

7.11 The Indigenous Education Chair:

- 7.11.1 attends Executive, Rep Council and General meetings
- 7.11.2 attends Indigenous Education Committee meetings as called
- 7.11.3 reports Indigenous Education issues back to Executive
- 7.11.4 keeps minutes
- 7.11.5 keeps members informed of local Indigenous Education issues
- 7.11.6 represents the local at BCTF Zone meetings.

7.12 The Health and Safety Chair:

- 7.12.1 attends Executive, Rep Council and General Meetings, and also District H&S Committee meetings
- 7.12.2 attends Health and Safety Committee meetings as called
- 7.12.3 reports Health and Safety issues back to Executive
- 7.12.4 keeps minutes
- 7.12.5 keeps members informed of local Health and Safety issues
- 7.12.6 represents the local at BCTF Zone meetings.

7.13 The Public Education Defense Chair:

- 7.13.1 attends Executive, Rep Council and General meetings
- 7.13.2 attends Public Education Defense Committee meetings as called
- 7.13.3 reports Public Education Defense issues back to Executive
- 7.13.4 keeps minutes
- 7.13.5 plans local action in support of a strong public education system
- 7.13.6 keeps members informed of local and provincial actions in support of a strong public education system
- 7.13.7 represents the local at BCTF Zone meetings if possible

7.14 The French Education Local Chair (FELC):

- 7.14.1 attends Executive, Rep Council and General meeting
- 7.14.2 attends French Education Local Chairs (FELC) Committee meetings as called
- 7.14.3 reports French Education Local Chairs (FELC) issues back to Executive
- 7.14.4 keeps minutes
- 7.14.5 keeps members informed of local and provincial French Education Local Chairs (FELC) issues

7.14.6 represents the local at BCTF Zone meetings if possible.

7.15 The Member-At-Large:

7.15.1 attend Rep Council, General and Executive Meetings;

7.15.2 sit on one or more Committees (may or may not Chair these Committees).

7.16 The Meetings Chair:

7.16.1 shall be elected at each annual general meeting of the CDTA. (A position of Alternate Meetings Chair may also be elected at this time);

7.16.2 chairs any general or special meetings of the CDTA in an impartial manner;

7.16.3 chairs the meetings of the Representative Council;

7.16.4 chairs any other meetings of the CDTA when requested to do so by the President or the Executive;

7.16.5 is familiar with rules of order and parliamentary procedure;

7.16.6 is familiar with the Bylaws, policies, and procedures of the CDTA;

7.16.7 is familiar with the Bylaws, policies, and procedures of the BCTF;

7.16.8 is only eligible to vote at meetings where they are a member. (They may Chair Representative and Executive Meetings but would not vote at such meetings unless they had been elected as a school Representative or to the Executive.) In order to maintain impartiality, the Chair should not vote on issues except in cases where the vote may create a tie and cause a motion to fail, or when their vote may break a tie and decide the issue.

7.17 Staff Rep See BCTF MEMBERS' GUIDE

7.18 Staff Committees

7.18.1 The purpose of a Staff Committee is:

7.18.1.a to promote democratic decision-making in schools;

7.18.1.b to ensure greater commitment to decisions;

7.18.1.c to enhance professionalism and the quality of education;

7.18.2 Principles governing the role and responsibility of Staff Committees are:

7.18.2.a based on principles of participatory democracy, professional practice and collegiality;

7.18.2.b consistent with the terms of the local Collective Agreement and federation policy;

7.18.2.c to provide an opportunity for every staff member to be directly involved in shaping the educational policies and practices of the school;

7.18.2.d to provide teachers with the authority and autonomy to reflect on their practice, share and analyze this reflection with colleagues and apply the results of this analysis to the practical, day-to-day decision and policy making at the school;

7.18.2.e to provide a forum for collegial problem-solving on matters of resource allocation, education policy and professional practice within the school.

7.19 Professional Development Representative

7.19.1 It is the responsibility of the PD Chair to:

7.19.1.a ensure policy & procedure statements and revisions are up to date and available on the CDTA and PD websites;

7.19.1.b post current PD opportunities; and

7.19.1.c provide an opportunity for input by staff of their PD needs and work with the PD school Committee to plan and present school based PD.

7.20 Professional Development Representative Network

7.20.1 Reps to this Committee will be members of the CDTA and include:

7.20.1.a School PD Reps

7.20.1.b LSA Reps

7.20.1.c District PD Committee (as per Bylaw 6.10.3).

7.20.1.d The District TTOC Committee may, in September of every year, elect from their membership one Representative to the Professional Development Representative Network Committee.

7.20.2 The purpose of this Committee is:

7.20.2.a To promote democratic decision making about professional development in schools and the District

7.20.2.b To act as an advisory body to the PD Chair and the members of the Joint District PD Committee.

7.20.2.c To enhance professional development of teachers and to support quality teaching practices.

7.21 Committees

7.21.1 General:

7.21.1.a Only active members (including TTOC's) of the CDTA shall sit on CDTA Committees.

7.21.1.b All Committees shall:

7.21.1.b.i report their activities to the Executive Committee;

7.21.1.b.ii conduct such business as directed to them by the membership or by the Executive Committee;

7.21.1.b.iii neither implicate nor commit the Association or any of its members, nor act on any proposal or suggestion, without prior approval, of the Executive Committee. Committees shall be mindful that the interest of individual members or groups of members shall not prejudice in any way the interest of the membership as a whole.

7.21.2 Committee Chairs:

7.21.2.a Each Committee Chair will maintain an on-going file for his/her Committee.

7.21.2.b At the end of each year of office the Committee Chair will review all files and turn the completed files over to the Executive Secretary for filing and safe keeping.

7.21.2.c Any Policy and Procedure proposal regarding a particular Committee will be referred to that Committee for comment.

7.21.3 Constitution Committee:

7.21.3.a The purpose of the Constitution Committee is to review, on a yearly basis, the bylaws, policies, and procedures of the CDTA and make recommendations to the Executive as to any proposed changes, additions, or discussions and review of existing documents necessary to ensure the effective functioning of the CDTA.

7.22 Reps to Other Groups

7.22.1 It is recognized that teachers on District Committees must conduct their Committee business within the guidelines of the Collective Agreement and the Constitution and Bylaws of the Association.

7.23 Office Staff and Procedures

7.23.1 Office

7.23.1.a The Executive Secretary's time cannot be used for personal business of members.

7.23.1.b The CDTA office staff time will only be used for official Association business.

7.23.1.c The office equipment will not be used for personal business of members unless prior approval is obtained.

7.23.1.d All requests by members for clerical assistance from the office clerical workers shall be made through the President or Vice President.

7.23.1.e Keys to the office will be restricted to Executive members and the office staff only.

7.23.1.f A record of all keys must be kept.

7.23.1.g Equipment issued to Executive members by the President must be returned to the CDTA immediately after its use or by June 30th of each year.

7.23.1.h The CDTA office shall be a non-smoking, scent-free and allergy aware work site.

7.23.2 Confidentiality. All personnel working in the office shall maintain the confidentiality of personnel matters and all other matters deemed by the President and/or the Executive to be confidential in nature.

7.23.3. Clerical staff of the CDTA are Represented by a Collective Agreement between the Local Employers' Group and the Local Employees' Union which establishes and guarantees the applicable terms and conditions of employment.

7.23.4. CDTA Records:

Correspondence:

- ✓ Indefinitely, in paper form and/or electronic form included but not limited to items related to the CA, grievances, discipline, bargaining, and past practice.

Member Records: As per privacy policy #16

Security: To preserve electronic records, CDTA will carry out automated backups of all hard disks each night.

8 PROFESSIONAL DEVELOPMENT COMMITTEE — PD Policies are covered in the Policies & Procedures of the Joint PD Committee (see Appendix at end)

9 PROFESSIONAL RIGHTS & STANDARDS

- 9.1 All members are expected to follow the BCTF Code of Ethics at all times.
- 9.2 All members are expected to attend General Meetings.

10 PUBLICATIONS OF THE CDTA

10.1 Mail

- 10.1.1 For expediency, mail going to Hornby and Denman Island will first be faxed/emailed and then sent in the school mail.
- 10.1.2 Requests by other unions or groups to post or support any letters, posters or petitions will be considered on an individual basis. They must provide a benefit or be of the general interest of teachers, and must not be offensive nor be directed by any political party or private business.

10.2 Newsletter

- 10.2.1 The CDTA may publish a newsletter. The responsibility for organizing the material for the publication shall rest with the President and Vice President.
- 10.2.2 The President may decide not to publish a letter or article submitted by a member, or to change it significantly. If this should occur, the writer shall be so notified.
- 10.2.3 Articles printed in any CDTA Newsletter shall bear the name of the author.

11 RETIREMENT

- 11.1 Each year the CDTA and the Retired Teachers' Association may host a retirement function for those members (defined under Section 1 Membership, of the CDTA Bylaws) who are retiring. The date will be set for June. If there are no teachers retiring or if a sufficient number of tickets are not sold, then the function will be cancelled.
- 11.2 Invitations and complimentary tickets will be sent to each retiree and his/her guest and any others identified by the President and/or the Retirement Committee.
- 11.3 Administrators, CUPE members, Trustees and retired teachers are encouraged to attend.
- 11.4 A Gift of \$200 for retiring teachers will only be given to those who are members under Section 1, Membership, of the CDTA Bylaws. The retiring teacher will be given the option of taking the gift as cash or giving it to their school staff for a pooled retirement gift.
- 11.5 Retiring teachers who are members under Section 1 of the CDTA Bylaws, and retiring Administrative Officers, shall be included in the Retirement Book.

12 DEATH OF A MEMBER

- 12.1. In the event of the death of a member, \$200 will be given to the deceased member's family or be donated to the charity of the family's choice.
- 12.2 The CDTA will officially express condolences to the family of the deceased member for their loss.

13 CDTA BUILDING/STRATA

- 13.1 As owners of the building at 491 4th Street, the president shall act as the main CDTA representative for Strata VIS2432
- 13.2 The CDTA will have as many people on the strata board as the strata allows
- 13.3 The CDTA executive office manager may act as secretary treasurer for the strata.

14 STRIKES AND JOB ACTIONS

14.1 Job Action

- 14.1.1 If the Association is considering job action, a special general meeting will be called to consider the issue. At the time of a vote on job action, a Job Action Committee shall be elected from the membership and shall be responsible to coordinate such action.
- 14.1.2 The Job Action Committee will be made up of six (6) members. This will include one (1) Executive member, two (2) Staff Reps (one elementary and one secondary) and three (3) members at large.
- 14.1.3 The Job Action Committee will:
 - 13.1.3.a consist of one member from each school (this person will not necessarily be the Staff Rep but could be);
 - 13.1.3.b be established by the Vice President;
 - 13.1.3.c be Chaired by an Executive member;
 - 13.1.3.d plan the District's job action;
 - 13.1.3.e report to the Executive of the job action planned;
- 14.1.4 Should there be any question concerning withdrawal of service and the application of the above guideline, it shall be the responsibility of the Job Action Committee (with the Executive Committee's review) to determine the status of any event in question.

14.2 Picket Line Discipline

- 14.2.1 CDTA members shall honour all duly constituted picket lines and job actions arising out of a dispute with the employer, Board of School Trustees (SD71). The CDTA Executive shall be delegated the power to conduct hearings and to assess penalties for picket line crossings according to this policy and the Bylaws and policies of the BCTF.
- 14.2.2 Strike, lockout, and third-party dispute pay shall be disbursed as provided in BCTF Policy 10.L.12.
- 14.2.3. Local processing of picket line violations shall be consistent with the following and BCTF Bylaws and Procedures:
 - 14.2.3.a The CDTA Executive, consistent with BCTF Bylaws 7.8, 7.9, and 7.10 and BCTF Procedures 44.16 and 44.18, shall assess a fine equivalent to the gross daily pay received by any member(s) found to have crossed a duly constituted local picket line arising out of a CDTA dispute with the employer.
 - 14.2.3.b Such fines, consistent with (a) above, shall be a levy due to the CDTA pursuant to Article A.4.1 of the Collective Agreement and BCTF Bylaw 7.10 and shall be disbursed, once paid to the CDTA, to a local charity selected by the CDTA Executive.
 - 14.2.3.c Members found by the CDTA Executive to be in violation of picket lines and penalized therefore may appeal such finding and/or penalty in writing to the Chair of the BCTF Judicial Council who shall assign an Appeal Panel. The appeal may be heard orally and/or in writing at the discretion of the Appeal Panel.

14.3 Third Party Picket Line -CUPE

- 14.3.1 When a picket line is placed around the work place by action taken by CUPE, then the members of CDTA will respect that job action by not crossing the picket line, as stated in Article 25.6 of the Collective Agreement. A Special General meeting will be held to provide the membership with information regarding their job action.

14.4 Picket lines in the Community

- 14.4.1 The members of the CDTA will make every effort to respect picket lines placed at any work place within the community. If a member of the CDTA is found to have crossed the picket line, a letter will be sent to that member:
 - 14.4.1.a informing the member of the reasons for the job action.
 - 14.4.1.b requesting the member to respect the job action.

15 TEACHERS-TEACHING-ON-CALL

- 15.1 TTOC's are part of the bargaining unit and as such will have an elected representative on the Representative Council.
- 15.2 In accordance with the CDTA Bylaws, the TTOC Chair will sit on the Executive of the CDTA.
- 15.3 The TTOC Committee may have access to the office equipment in order to publish newsletters or bulletins.

16. CDTA PROTOCOLS FOR SUPPORTING LGBTQ2S+ MEMBERS

We affirm that a person's sexuality and gender status does not affect their employability or work performance.

We adhere to the basic union principles of dignity, safety, and equal treatment.

All members have the right to union representation when meeting with the employer regarding any issue to do with gender identity and expression or sexual orientation.

Parameters:

- 1) All personal information, including sexuality and gender status, belongs to the individual. They decide what information is shared when, and with whom.
- 2) An employer or union cannot disclose a member's information without express permission from the member.
- 3) The union has a duty to hold management accountable for a harassment-free workplace and to social justice and will strive to ensure that the members' needs are respected and accommodated (medical, name/gender change, benefit coverage, appropriate facilities, etc.)
- 4) A member transitioning has the right to determine their own process. They may want to develop a transition plan for their workplace. The union will consult with the member about their wishes around desired supports and acknowledges that needs will differ between individuals.
- 5) All members have the right to be addressed by their chosen or legal name and their chosen pronoun, to dress in the way they choose, and to use washrooms and change rooms that match their gender identity.
- 6) The resources of the *Charter of Rights and Freedoms*, the *BC Human Rights Code*, and the Ministry of Education SOGI policies can help inform the support of individual members.

References

Guidelines for Locals to Help Support Members in the Process of Gender Transition (BCTF)

Support for Trans Employees: A Guide for Employees and Managers (Public Services and Procurement Canada)

Supporting Transgender and Gender Diverse Employees in the Workplace (B.C. Public Service)

Workers in Transition: A Practical Guide about Gender Transition for Union Representatives (Canadian Labour Congress)

Beyond Diversity: An LGBT Best Practice Guide for Employers (Great Place to Work; Pride at Work Canada)
Employment (transrightsbc.ca)

APPENDIX I TO THE CDTA POLICIES and PROCEDURES School District #71 (Comox Valley) Professional Development

Professional Development is a process of continuous growth, through involvement in programs, services and activities designed to enable teachers, both individually and collectively, to learn and grow professionally in order to enhance teaching and learning.

I District Professional Development Day, February

It shall be the responsibility of the CDTA members of the Joint PD Committee to facilitate the planning of the District day. The invitation to join in the planning and preparation for the day is extended to other members of the joint Committee. They shall each be provided with up to three days of release time to do the following:

- ✓ Within their areas of grade level/interest responsibility devise an assessment tool and circulate it to the teachers. The intent is to gather feedback with regards to both professional development needs and possible workshop topics teachers could be prepared to give or have interest in attending.
- ✓ Collect and collate the assessment information and devise a plan for possible topics and presentations.
- ✓ .Secure presenters and prepare brief description of the workshop, times and materials needed.

It shall be the responsibility of the professional development support staff to advertise and conduct registrations for the workshops. This includes advertising by flyer and website, establishing pre-registration deadlines. A fee shall be determined by the Committee and shall be charged to all participants. Such a fee may be paid in cash or deducted by participants' personal accounts. Workshop presenters, if they are attached to SD71, shall be offered the option of up to one day of release time or an honorarium of \$150.00. Out of town presenters would simply be given the honorarium.

II LSA and Cohort/Interest Group Planning for Sessions and Series

The responsibility for planning interest group sessions or series that occur on school-based days or any other time through the year will fall to selected members of an LSA or a cohort group within a specific subject area or specialty. A member of an LSA or a smaller planning group may access one planning day to do the following.

- ✓ Demonstrate needs through assessments conducted by survey, personal contact or at a meeting.
- ✓ Identify the workshop presenter(s) and secure their commitment to present in School District No. 71.
- ✓ Prepare a description of a workshop or workshop series. The information shall include the name and cost of the presenter, the presenter's fee, and the cost of participants, number of participants needed, a statement about the goals and objectives of the activity, a brief description of the activity, and the contemplated dates and times of the workshop. Workshop organizers/sponsors are responsible for negotiation with the presenter the amount of their fee and tending to arrangements for out of town presenters. Sponsor groups are also responsible for the creation, circulation and collection of an evaluation of the event presented at the completion of the workshop. A summary of those evaluations will be sent to the joint PD Committee.

The Joint Professional Development Committee will review all PD workshop offerings as part of their monthly meetings. Applications that meet the criteria set out here and in the policies and procedures will be approved. Pre-registration deadlines may be set and fees approved.

The District Committee support staff is responsible for advertising the series and accepting registrations. District teachers register through use of their personal accounts (or money). The District Committee pays fees due to presenters out of proceeds collected. LSAs may subsidize workshops or series with their own budget, if they so choose. Workshops should be cost neutral to the District Committee. Profit will be deposited into the District PD account. The District PD Committee reserves the right to cancel under subscribed workshops.

APPENDIX II TO THE CDTA POLICIES and PROCEDURES

CDTA Privacy Policy

The Comox District Teachers' Association (CDTA) is committed to protecting the privacy and confidentiality of its members' personal information.

The CDTA is committed to complying with the British Columbia *Personal Information Protection Act*, S.B.C. 2003, c. 63 (PIPA). This includes managing the collection, use, disclosure, storage, and ultimate disposition of its members' personal information in ways that safeguard the privacy of its members.

Definitions

Personal Information—means information about an individual. It does not include aggregate information which cannot be associated with a specific individual, and it does not include the name, title, business address, business email address, or business telephone number of an individual. Examples of personal information include home address and phone number, social insurance number, and medical information of an individual.

Privacy Officer—means the staff person designated responsibility for ensuring that the CDTA complies with this policy and PIPA.

Personal information collected

The CDTA collects personal information to fulfill its obligations to members and in the course providing a variety of services. The types of information collected include:

- your name
- home address and telephone number
- birth date
- gender identity (optional)
- home email address.

Additional information may be collected to administer the collective agreement, to fulfill the CDTA's duty of representation to you, or to provide you with specific services.

Purposes for collection, use, and disclosure

The CDTA collects, uses, and discloses personal information for the purposes of fulfilling its obligations to you as set out in the *Comox District Teachers' Association Constitution, Bylaws, Policies and Procedures* to provide specific services as required, and to fulfill its role as the bargaining agent representing members.

The purposes for which CDTA collects, uses, and discloses personal information include, for example:

- to identify you
- to communicate with you
- to confirm your eligibility for services
- to comply with various professional legal and regulatory requirements
- to refer or assist members in accessing available supports/resources
- to conduct research.

Protection of personal information

The CDTA is committed to protecting your personal information from unauthorized use or disclosure. Its commitment means that:

- it will use your personal information only for the purposes it has identified.
- it will not disclose your personal information without your permission unless it is required or authorized by law to do so.
- it will employ appropriate security measures to ensure only authorized individuals have access to your personal information.
- it will keep your personal information only as long as is reasonably necessary.
- it will destroy your information using a confidential and secure method when your personal information is no longer required.

Individual access

Individuals have the right to request access to their personal information under the control of the CDTA. The Privacy Officer will assist them with their access requests.

Access requests must be submitted by completing the CDTA Access Request Form. You may request a form by sending an email to the CDTA Privacy Officer and returning the form by mail to the CDTA, 491 C 4th Street, Courtenay, B.C, V9N 1G9, Attention: Privacy Officer. In certain situations, further to privacy legislation, the CDTA may not be able to provide access to certain personal information that it holds about an individual. Examples of where it may not provide access include, but are not limited to, situations where:

- the provision may reveal personal information about another individual
- the information is subject to solicitor-client privilege
- the information was collected in relation to an investigation or a contravention of a federal or provincial law
- the provision could reasonably be expected to threaten the health or safety of an individual.

If access cannot be provided, the CDTA will notify the individual making the request, in writing, of the reasons for the refusal. Where access has been provided and where the information is demonstrated to be inaccurate or incomplete, the CDTA will amend the information as required.

Questions or concerns regarding CDTA's privacy procedures

An individual may direct their general questions regarding privacy at the CDTA, as well as any questions or concerns regarding CDTA's compliance with this policy, by mail to the CDTA at 491 C 4th Street, Courtenay, B.C. V9N 1G9, Attention: Privacy Officer. The CDTA will investigate any complaints received in writing. If a complaint is found to be justified, the CDTA will take appropriate measures to resolve the complaint including, if necessary, amending its policies and procedures. An individual will be informed in writing of the outcome of the investigation regarding their complaint.

**Comox District Teachers' Association
General Privacy and Confidentiality Acknowledgement**

In accordance with British Columbia *Personal Information Protection Act* (PIPA) and applicable local policy, I am aware of the need to protect all personal information to which I have access in the course of my employment / volunteer / elected activities with the local. I understand that I am to use the personal information only for the purposes for which it was collected and purposes consistent with my employment / volunteer / elected responsibilities. I understand that I am to only disclose personal information as required or authorized by law. I understand that discipline or sanctions, up to and including dismissal (as per relative collective agreements), may result if I, through intent or negligence, access, collect, use, disclose, or dispose of personal information without authority. I understand that my legal obligation does not end with my employment / volunteer / elected activities at the local but continues in perpetuity and that failure to keep confidential the personal information of individuals is grounds for legal action.

By my signature I acknowledge that I have read and understand this obligation.

Name (Please print)

Role

Signature

Date

**COMOX DISTRICT TEACHERS' ASSOCIATION
PERSONAL INFORMATION ACCESS REQUEST FORM – MEMBERS**

Date of Request: _____

Request for Information

To process your request, we require the following information:

Full Name (Please print): _____

Address: _____

Relationship to Local (i.e. member, retired member): _____

Membership Number (if applicable): _____

Contact Phone #(s): _____

The CDTA stores information in a number of databases and files. To enable us to process your request quickly and efficiently, please outline as specifically as possible the information you would like to receive and any committees, grievances or files with which it may be associated. We will begin processing your request as soon as this form is completed and received by the Local's Privacy Officer. We will make all attempts to respond within 30 business days of receipt of your request.

<p>Information requested:</p> <hr/>
<p>This information is associated with the following:</p> <p>1) _____</p> <p>2) _____</p> <p>3) _____</p> <p>4) _____</p>

Requestor Signature: _____

This form should be placed in an envelope marked "Confidential" and mailed to:
Privacy Officer, CDTA, 491, 4th Street, Courtenay, B.C., V9N 1G9. The CDTA does not accept emailed requests.

Personal Information Retention Periods

File Type	Retention Period	Notes
Member files, general	Cull regularly	
Grievance, non-precedential	10	
Grievance, precedential	10	Precedential materials—keep permanently. Personal information should be removed from file and securely destroyed.
Grievance, incomplete hearing (arbitration)	20	
Grievance, hearing	20 years	Arbitration decision—keep permanently.
Grievance, physical contact with students	35 years	
Legal records	20 years	
Code of ethics	10	
Peer support	10	
Health and Safety	10	
Privacy—Access Requests	1	
Medical Records	1	Medical records not associated with a case file (i.e. grievance, LTD, etc.) should not be kept for an extended period.
Rehabilitation, Return to Work	10	
Resumes, CVs, applications	1 year	

Note: retention periods begin when file is closed, not the date of individual documents.

Best Practices Checklist

MEASURES	PRACTICE	ACTION NEEDED
Physical Security	A record of key allocations is kept.	
	A system is in place for ensuring keys are returned.	
	Documents are shredded prior to being recycled.	
	Staff adopt a "clean desk policy" as part of end of day procedures.	
	Laptops and other mobile devices are not left unattended at any time.	
Fax	Personal information is rarely sent by fax; when it is, phone calls are made prior to sending it to ensure that someone is available to receive it.	
	Faxed materials include a cover sheet with a disclaimer about the confidential nature of the information.	
Email	Personal information is transmitted by email ONLY if the individual has agreed to such transmission.	
	Personal information is only transmitted on secure <i>bctf.ca</i> addresses and never on commercial email.	
	Passwords for generic <i>bctf.ca</i> addresses are changed when they are reassigned.	
	Email passwords are never shared.	
Technical Protocols	Users program computer screensavers to function after a short interval of	
	Laptop users turn off file share when accessing public networks.	
	File sharing sites such as Dropbox and Google Docs are not used for sensitive, personal information transmission.	
	Unauthorized software is not downloaded onto Local computers.	
	Access to systems containing personal information is terminated or modified as roles change.	
	End of day procedures include instructions for logging off the computer and	

Safeguards Checklist

MEASURES	ISSUES	ACTION NEEDED
Physical Measures	Entry to office is secure.	
	File cabinets have locks.	
	Access to files within office / building is restricted.	
	The office is equipped with a Crosshatch or microcut shredder.	
	Computer monitors are positioned so that they are not visible to visitors.	
	Computer hard drives are destroyed before being discarded.	
	External hard drives are secured.	
Administrative Measures	Local officers, volunteers, and staff are trained and understand the local's obligations under PIPA.	
	Local officers, volunteers, and staff sign confidentiality acknowledgments.	
	Access to personal information is provided on a role-based model and on a "need-to-know" basis.	
Technical Measures	Access to systems containing personal information is role-based.	
	Network access and computer access is password protected; passwords are strong and regularly changed.	
	Networks and computers are secured, where possible, through methods such as firewalls, anti-virus protection, and encryption.	
	Hard drives on computers, photocopiers, fax machines are wiped clean or physically destroyed prior to being discarded.	

CDTA Privacy Breach Protocol

STEPS	QUESTIONS	ACTIONS and CONSIDERATIONS
Stop the breach	Is the breach the result of a systemic issue?	e.g., misprogrammed fax number or incorrectly recorded address—immediately correct this.
Retrieve the information	Is an unauthorized person/organization in possession of the breached information?	Make every effort to retrieve the information from the person/organization; inform the person/organization of their obligation under PIPA to ensure that no unauthorized copy of the information has been stored or shared.
Review the breach Review security	How did it happen? Why did it happen? When did it happen? What security features were in place? Which worked and which didn't?	e.g., Human error, lack of training, system malfunction. Determine if new security measures are needed.
Determine the extent of the breach	Whose information was compromised? What kind of information was compromised? Were any identifying numbers compromised? What type of harm could result?	Financial, medical, marital, professional, disciplinary, etc. Is it of low or high sensitivity? SIN, Member ID, driver's licence, health care number, credit card number, bank account, etc. Identity fraud? Harm to reputation.
Whom to contact	Should the police be contacted? Affected individuals - determine if notification is appropriate - if so, send letter The Privacy Commissioner Issuing Organizations	They will advise if and when the affected individual(s) should be contacted. Analyse the breach to determine if there is real risk of significant harm. If so, notify the affected individual(s)—subject to police advice, if applicable. If no risk of significant harm, analyze the breach in terms of member confidence, local reputation, and transparency. As above, if there is a real risk of significant harm to the affected individual(s), you may want to contact the Commissioner. Provide members with the names and contact information of issuing organizations of breached information (e.g., Motor Vehicle Branch if driver's licence lost). Equifax for credit rating if identity theft and/or financial information is compromised.
Document the breach		Maintain a file numbering system and keep all relevant documents in it.

CDTA Complaint Investigation Protocol

ACTION	CONSIDERATIONS
Open a file	Maintain a file numbering system of complaints received.
Record the date of the complaint	
Record the nature of the complaint	e.g., delay in response time; improper use or disclosure, inaccuracy of information.
Send an acknowledgment letter to the complainant	Inform the complainant that the complaint is being investigated and give an approximate time frame for the investigation.
Assign the investigation to a skilled impartial person	Ensure that this individual is given access to all relevant records and files and the authority to interview relevant individuals.
Notify individuals of outcome of the investigation	Outline any steps taken in the investigation, the outcome and any actions that will flow from it, i.e., training, review of systems etc.—NOT disciplinary records or sanctions.
Correct any inaccurate information	
Review and improve procedures, security and or training as per the outcome	