



## TRANSPARENCY AND ACCOUNTABILITY POLICY

### INTRODUCTION

The Canadian Support Workers Association values its relationship with its clients, its members, its donors, its volunteers and other stakeholders who partner with it to enable it to achieve its purpose.

It recognizes that transparency and accountability build trust and help those relationships to flourish.

### PURPOSE

The purpose of this document is to recognize the importance of transparency and accountability and facilitate the development and implementation of measures by The Ontario Personal Support Worker Association's Board and Staff to provide appropriate transparency and accountability.

### POLICY

#### 1. BOARD REPORTING

1. The Board must ensure that it complies with its legal and contractual reporting obligations. They include:
  - a. Reporting annually to the Members, in accordance with the requirements of the constitution, on the organization's activities in the preceding year, and providing an opportunity for questions;
  - b. Preparing financial reports as required by law;
  - c. Preparing an annual report in accordance with the requirements of the fundraising license;
  - d. Reporting to government agencies in accordance with the terms of grants and funding contracts;
  - e. Reporting to the Canada Revenue Agency and Government departments, in accordance with the requirements of its deductible gift recipient status
  - f. Reporting to donors in accordance with the terms of any philanthropic grants issued;
2. In addition to its specific legal and contractual obligations, the Board will consider each year whether there are any other stakeholder relationships which could benefit from receiving a report from the Board on the organization's activities and performance.
3. In preparing its reports, the Board will consider the extent to which it can report on each of the following matters
  - a. The purpose of The Canadian Support Workers Association.
    - i. A report on the purpose of The Canadian Support Workers Association involves explaining the environment in which the organization operates. It includes reporting on The Canadian Support Workers Association's

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mission, vision and values, and explaining The Ontario Personal Support Association's relevance in the current environment.

- b. The Canadian Support Workers Association's stakeholder reporting and engagement
  - i. This includes reporting on how stakeholder relationships are managed, how employees and volunteers are recruited, trained, rewarded, retained and recognized, and how the organization is funded.
- c. Fundraising and investments
  - i. This includes reporting on the source of funds, fundraising and funding targets.
  - ii. It includes reporting on accountability mechanisms governing the use of the funds.
  - iii. It includes an assessment of The Canadian Support Workers Association's ability to maintain the current levels of funding in the future, and how its fundraising approach is being evolved or adapted to changes in circumstances.
  - iv. It includes reporting on investments, and the management oversight and skills in The Canadian Support Workers Association to manage investment risks and performance, when, and if, applicable.
  - v. It includes reporting on movements in the level of funding, particularly where it has fallen in any year.
- d. Business strategy and mission
  - i. This includes explaining the strategy and structures that enable The Canadian Support Workers Association to operate and to grow.
  - ii. It includes identifying the priorities and associated budgets and allocation of resources.
  - iii. It also includes honest self-assessment and disclosure of performance and plans to address underperformance and/or ongoing challenges, recognizing that this helps to build trust.
- e. Governance structure and processes
  - i. This includes reporting on governance structures, systems, processes and how risk management frameworks are aligned with those structures, systems and processes.
  - ii. It includes providing clear diagrams of the organizational structure with reporting lines and key roles identified.
  - iii. It includes disclosure of qualifications, experience and length of service of the members of the Board, the President and senior management.
  - iv. It includes reporting on how The Canadian Support Workers Association identifies and manages risks, and what risks are specific to The Canadian Support Workers Association in addition to general risks.
- f. Activity and performance
  - i. This includes reporting on outputs, outcomes and impacts.
  - ii. It also includes reporting on KPIs.
- g. Financial performance and position
  - i. This includes reporting on sources of revenue, revenue recognition policies and a discussion and analysis of the factors affecting the organization's financial performance.

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4. In undertaking its function of reporting to stakeholders, the Board must be mindful of the organization's privacy policy, underpinned by its privacy law obligations, and it must take care to act in the interests of The Canadian Support Workers Association.
5. Deliberations of the Board and its sub-committees shall be dealt with in accordance with the Board confidentiality policy/procedure.

## 2. CLIENT RECORDS

The Canadian Support Workers Association will deal with client records in accordance with its privacy law obligations.

## 3. STAFF RECORDS

The Canadian Support Workers Association will deal with staff records in accordance with the Employment Standards Act, and its privacy policy and privacy law obligations.

## 4. MEMBER AND DONOR RECORDS

The Canadian Support Workers Association will deal with client records in accordance with its privacy policy and privacy law obligations.

## 5. ACCESS TO MINUTES OF GENERAL MEETINGS AND THE MEMBERS REGISTER

Access to minutes of general meetings and the Members Register will be provided in accordance with the terms listed in the by-laws.

## AUTHORISATION

*Miranda Ferrier*

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Miranda Ferrier

President, CSWA

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## RESPONSIBILITIES

In order for the Board to facilitate accountability and transparency with stakeholders, there needs to be good internal documentation and reporting.

The President is responsible for ensuring that there are systems and processes in place to capture, record and analyse the information necessary to enable the Board to perform its reporting functions. This includes reporting regularly to the Board on the operations of The Canadian Support Workers Association.

The President will also ensure that privacy and other policies are in place to govern the access and use of documents including client records, staff records, member and donor records, and minutes of general meetings, in accordance with the Board's transparency and accountability policy.

Staff are responsible for implementing and adhering to the policies and procedures developed by the President.

## AUTHORISATION

*Miranda Ferrier*

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Miranda Ferrier

President, CSWA

Procedures number	TBD	Version	July 2019
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Responsible person	Miranda Ferrier	Scheduled review date	July 30 2021

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