

A Safe Community is Our Business, too....



BUSINESS BLOCK PARENT[®]
MANUAL



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Block Parent[®] Program of Canada Inc.

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WELCOME NEW BUSINESS BLOCK PARENT®

On behalf of the Block Parent® Program of Canada, we would like to take this opportunity to thank you for participating in the Business Block Parent® Program.

The Business Block Parent® Program was designed so that small businesses, such as yours, could offer *safe havens* for citizens in communities which are presently unprotected or poorly covered by single-family residences displaying the traditional Block Parent® window sign. Children going to and from school and passing by your store, will soon recognize your business as a safe location, where they can find assistance if needed, in an emergency situation. Other citizens may seek refuge during severe weather conditions, for medical assistance, car breakdowns, etc. because you are participating in a worthwhile community safety program and crime prevention program - **Block Parent®**.

Your presence in the community is very important. Block Parent® volunteers teach children in school programs that they can count on receiving assistance from safe individuals in locations displaying the Block Parent® sign or decal. You and your employees provide them with a much needed sense of security.

This manual will be left on site, hopefully in a convenient location, so that all employees may access and refer to it as required. The manual will, however, remain the property of the Block Parent® Program of Canada and must be returned when your business no longer wishes to participate in this program, or no longer meets the criteria as set out in the manual.

On behalf of the Board of Directors of the Block Parent® Program of Canada and all volunteers, I commend you for registering as a Business Block Parent® location and thank you for helping us keep our streets and communities safer.

Yours truly,



Linda Patterson
President

Block Parent® Program of Canada, Inc.,
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Barrie, Ontario L4M 6J9
705-792-4245

www.blockparent.ca

THE BLOCK PARENT[®] PROGRAM

HISTORY / INTRODUCTION

The Block Parent[®] Program of Canada Inc. is a non-profit, registered charity. The Program's mandate is to help make communities safer, particularly for children, youth and seniors. It is an affiliation of 11 registered Block Parent[®] Committees from each province, from the Northwest and Yukon Territories. In turn, these committees have approximately 225 community members across Canada.

The Block Parent[®] Program of Canada Inc. provides a recognized symbol of community safety in Canada, through an established partnership of volunteers, police and educators. This partnership thrives at local, provincial and national levels of the Program.

In addition to the above key partnerships, Block Parent[®] partners with governments, service clubs and businesses to help make communities safer. These partnerships assist with funding, delivery of child education material and increased public awareness about crime prevention and child safety issues.

Due to a constant decrease in the number of single-family residences, with an adult at home during the day, the Block Parent[®] Program of Canada Inc. sanctioned a new initiative in the spring of 1999. The decision was made to partner with small businesses, with eight or fewer employees, to increase the size of the safety network. This initiative has been tried and proven very successful in Ontario since 1988. In June 2000, adequate funding was secured, the program and materials developed and the first businesses were brought on board at the end of that year.

MISSION STATEMENT

The mission of the Block Parent[®] Program is to provide immediate assistance through a safety network and to offer supportive community education programs.

MANDATE

The mandate of the Block Parent[®] Program is:

- to provide a network of police-screened, easily recognizable safe locations for members of the community, especially children, to turn to in times of distress;
- to educate children about the Program, safety on the streets and safety within the home; to develop promotions and materials to educate the community about the Program, latch key children and streetproofing; and
- to work together with police, educators, and other community groups towards safer communities.

WHO CAN BECOME A BLOCK PARENT®

A Block Parent® is any responsible adult, who can pass the police screening process and who is concerned about the safety and well being of their fellow citizens, especially children. Any adult may apply regardless of their status – single, married, working, retired. They submit to security screening by the police through their application and agree to display their sign responsibly.

THE BLOCK PARENT® DECAL

- The decal bears the official logo of the Block Parent Program of Canada Inc. and is used by volunteers across the country.
- It is an easy-to-identify graphic design in grey and red , depicting an adult holding a child's hand.
- It is clearly displayed inside a street-facing door or window.
- It indicates to children and others that help is immediately available, should the need arise.
- It indicates to criminals and troublemakers that the community has an organized system for protecting children and others.
- The Block Parent® decal remains the property of the Block Parent® Program and must be returned upon request.

PUBLIC EDUCATION

Block Parent® volunteers educate citizens about Block Parent® and street-safety, through free presentations, delivered upon request. Trained volunteers give age-appropriate presentations annually to elementary school students across Canada. In addition, the Block Parent® Program is promoted through:

- public advertising on radio, television and written publications,
- distribution of promotional brochures and materials, and
- participation in special community events.

WHY BLOCK PARENTS ARE NEEDED?

Today's mobile society means:

- in many cases, the end of the extended family;
- fewer people really know their neighbours and wouldn't trust them with their children;
- fewer and fewer homes have an adult in residence during the day, as both adults work outside the home; and
- escalating criminal activity in many communities.

Because of these circumstances, a terrified child could go to several homes before finding someone to help. This delay could result in tragedy. Block Parent® provides an element of security in a world that often seems insecure to a child.

THE BUSINESS BLOCK PARENT[®] PROGRAM

HOW CAN A BUSINESS BECOME INVOLVED?

- Businesses wishing to participate in the Business Block Parent[®] Program should contact their local **Block Parent[®] Program**.
- A Block Parent[®] representative will contact the business to determine whether or not it meets the established criteria.
- If the Business receives approval, an information manual will be provided to the business.

CRITERIA FOR PARTICIPATING BUSINESSES

Physical Layout and Location of Business:

- Must have a ground floor entrance, with a street facing door and window.
- Must be well lit and in good repair.
- Door and identifying decal must be clearly visible from the street.
- If there is more than one door in the vicinity, the decal must be applied to the appropriate door.
- An approved staff member must be easily identifiable upon entering the business.
- If a buzzer is at the entrance of the business, an approved staff member must be able to respond immediately to the buzzer.
- Hours of business or open/closed sign must be in close proximity to decal.
- A recent photograph of the entrance to the business premises showing the door that would be open to the public seeking help must be provided to the **Block Parent[®] Program**.

Reasons for Rejecting a Business Location:

- The business is licensed to serve or sell liquor, however restaurants are excluded.
- The business is used primarily for adult entertainment.
- Business is located in a basement or upper level.
- Front of business is not clearly visible from the street.

Employee Requirements for the Business:

- Recommended for small businesses with low staff turnover.
- All individuals 12 years of age or older, **must** be screened if they are living on the premises or in the owner's residence, which adjoins the business.
- A police screened and trained employee who is at least 18 years or older, must be on duty at all times to offer assistance if required while the business is open.

- Every employee must agree to and be accepted by the Police Service screening in order for the business to be accepted into and remain in the Block Parent[®] Program.
- An individual cannot be refused employment because they do not consent to be screened by police, however, if a new employee refuses to be screened or does not pass the screening process, the business will no longer be permitted to participate in the Program and the decal will be removed.
- All employees must complete an ***Employee Agreement***.
- Each business is responsible for keeping the **Block Parent[®] Program** office up-to-date on all staff changes.

BUSINESS IDENTIFICATION

- Once all employees have completed the Employee Agreements and these have been forwarded to the **Block Parent[®] Program**, the Program will forward a numbered decal to the business. This decal must be affixed to a street-facing door or window. It is important that the decal be in close proximity to the hours of business &/or open/closed sign. If the business fronts on more than one street, more than one decal can be used.
- The decal is permanently affixed and will tear apart if anyone attempts to remove it.
- The decal and manual remain the property of the Block Parent Program and will be removed if:
 - the business discontinues its involvement with the Business Block Parent[®] Program;
 - the business closes or moves to another location; and/or
 - a new employee does not pass the police-screening process.
- Decals will be replaced upon request by the business if they are vandalized, faded, defaced or damaged in any way.

MONITORING OF PARTICIPATING BUSINESSES

Once a business has been approved to participate in the Business Block Parent[®] Program, it will be monitored on an ongoing basis. The monitoring process will consist of ensuring:

- All current employees are on file with the **Block Parent[®] Program**.
- All employees have been screened.
- The business has filed an Incident Report each time they have assisted an individual.
- That all completed Incident Reports were submitted to the **Block Parent[®] Program**.
- That the Business Block Parent[®] Program decal is in good shape and not damaged or faded.
- That the Business Manual is in good condition, complete and up to date and readily available to employees.
- That the business has completed the Annual Report and filed it with the **Block Parent[®] Program**.

APPLICATION AND SCREENING PROCESS

Application Process:

- Each employee **must** complete and sign an Employee Agreement
- Each employee **must** request a Police Records Check (PRC) which includes a Vulnerable Sector Check at their local Police Station. The local community Program will provide a letter requesting that the police check be completed. The Police will call the employee to arrange pick up of the yellow copy of their PRC.
- A signed application form, along with the yellow copy of the PRC, should be **sealed in an envelope** and given to a Block Parent® representative via pick up, delivery or mail. Your local Block Parent® Program will identify the preferable option.
- Incomplete forms will automatically be rejected.
- An employee has every right to decide not to supply some of the information requested. However, all information requested is required to ensure adequate police screening. If information is missing, the application may be rejected. Block Parent must take every precaution when approving volunteers who will be responsible for the personal safety of children and other citizens.
- Approval or rejection of applications could take as long as 6 weeks.

Screening of Application Forms: *(for two or more employees)*

- **This screening process is important.** Block Parent volunteers teach children that all participants in the Program are “safe” because the police have approved them prior to issuing a sign or decal.
- If one employee refuses to be screened the business will not be permitted to become a Business Block Parent location until such time as that individual is no longer an employee.
- Once the screening process has been completed, the Block Parent Program will notify the business owner/manager/director of the results of the Police screening, i.e. accepted or rejected.
- If an employee does not pass the screening process, the business owner/manager/director will be advised by the Block Parent office, of who the employee is, but no reason will be given as to why the employee failed. At this time, they will be advised on how to proceed.
- If the business has been accepted, arrangements will be made to proceed with the training session(s).
- Employees are required to request a new PRC every 2 years.
- Any business employee wishing to act as a Block Parent at their residence will be required to complete a residential Block Parent application form, requiring information on all residents living at that particular location.

Screening Criteria:

Automatic rejection of applicants will occur if the individual has a criminal record of:

- Violent crimes, such as assault or the use of weapons;
- Sex related offences;
- Drug related offences;
- Repeated charges of alcohol abuse; or
- Any criminal activity involving children.

Employees should also be made aware that if they have a criminal record or history of any kind, their application may be rejected.

Confidentiality: *(applies when a single employee is being screened)*

Each new employee will be asked to request a Police Records Check, which requires an investigation of any charges, convictions and history. If an employee is rejected, the business owner/director/manager will be notified, and given the opportunity to advise the Block Parent Program on how they want to address the situation. No reason will be given as to why an employee is rejected from the program. However, if the individual decides to work in the participating business, they must understand that the business will no longer be able to participate as a Block Parent location. Every precaution will be taken to ensure all information supplied on the application form will be safeguarded and kept confidential. All information collected is for the sole purpose of the Block Parent program to complete the screening process and will not be given to anyone outside the program.

EMPLOYEE TRAINING

When registering a business for the first time:

- Once all employees have passed the police-screening process, a Block Parent representative will contact you to arrange for an employee training session or sessions.
- All employees must participate in a training session conducted by a Block Parent approved representative, at a mutually agreed upon time and location.
- An approved and trained staff member must be on duty at all times to offer assistance, if required.

Ongoing training for new employees:

- Employers will be encouraged to assign the duty of training new employees to an existing employee. This employee will be responsible for ensuring that each new employee reads the Business Block Parent manual, and has a general knowledge of the program. The manual should be kept on the premises at all times. A Block Parent representative will assist as required.

BUSINESS RESPONSIBILITIES

STAFFING REQUIREMENTS

- Ensure that an approved and trained staff member is available at all times to offer assistance, if required.
- All changes in staff must be reported to the **Community Block Parent[®] Program**. Such changes would include:
 - employee leaving the business;
 - new employee being hired.

CHANGES IN THE BUSINESS

Any changes in the business must be reported immediately to the **Community Block Parent[®] Program**, such as:

- change in the name of the business;
- change of address; and/or
- change in telephone number.

PROMOTING THE PARTNERSHIP

The community Block Parent[®] Program and participating businesses should be encouraged to promote this new initiative in any way possible. Some suggestions could be:

- advertise the partnership on radio or TV or in written publications. Community Newsletters are ideal.
- promote the Business Program in discussion with other businesses or associates.
- include reference to the partnership in all advertising for the business.
- holding special promotional events with Block Parent[®] representatives, i.e. neighbourhood barbeque, colouring or poster contests, etc.
- refer names of other small businesses that might qualify to the community Block Parent[®] Program.
- display Block Parent[®] posters and/or brochures in the business or recognizing the partnership on bags.

EMPLOYEE RESPONSIBILITIES

All employees of a participating business are expected to assist anyone who seeks assistance in their store or business from an emergency or threatening situation.

- If a child or other individual has been molested or frightened by a stranger or witnessed an act of indecent exposure, immediately call the Police and keep the individual with you in the store. Do not question the individual, unless asked by police to provide information.
- Have person requiring assistance wait in a public area of the business.
- If a child reports other children fighting or harassing him, offer refuge in your store. Do not attempt to discipline any of the children. Call the child's parents, if necessary, or Police, if the situation continues.
- If a person is lost, contact parents or guardians, or call Police, if such contact cannot be made.
- Notify the proper agency of any hazardous situation in your community, i.e. City Engineers, Animal Control, Youth Protection, etc.
- If a citizen's vehicle has broken down, call for the necessary assistance, i.e. parent, relative, tow truck, etc. or let them use your telephone to make their own call.
- Be alert for citizens in difficulty during severe weather conditions.
- Employees are not required to administer First Aid.
- Do not offer the individual anything except water.
- Do not permit anyone to loiter in or around your business.
- Always be concerned about your own safety and the safety of other employees. It may not be advisable to allow an individual inside the premises. Simply request that they remain outside while the necessary telephone call is made.
- When reporting an incident to the Police, advise police that you are an employee of a Business Block Parent[®] Program location.

PREPARING AND FILING INCIDENT REPORTS

- Each time an employee assists an individual, an Incident Report **must be** completed and submitted to the **Community Block Parent[®] Program**, no matter how trivial the incident may appear, i.e. use of telephone, request for directions, etc
- Incident reports are crucial to the success of the Block Parent[®] Program, as the statistics permit Block Parent to evaluate the success of the program and confirm that goals are being met.
- All completed Incident Reports must be sent or delivered to the **Community Block Parent[®] Program**. It is also recommended that a copy be filed in the Business Manual on site.
- Extra copies of Incident Reports have been included in the Business Manual. Businesses may photocopy these forms, as required, or contact the **Community Block Parent[®] Program** for additional copies.

Thank you for making a safer community your business

FORMS INDEX

DECAL AND MANUAL AGREEMENT

Two copies must be signed by the owner/manager of a participating business. One form should be inserted into the Business Manual and the other filed with the **Block Parent[®] Program**.

EMPLOYEE AGREEMENT

Each individual employee must sign two copies. One copy of the form should be inserted into the Business Manual and the other filed with the **Block Parent[®] Program**. (Extra copies are included in the Business Manual.)

INCIDENT REPORT

It is recommended that two copies of this form be completed each time an employee assists any individual **no matter how trivial** the incident may appear, i.e. use of telephone, asking for directions etc. One copy should be inserted into the Business Manual and the other filed with the **Block Parent[®] Program**.

ANNUAL REPORT FORM

To be completed on or before January 15th of each year and submitted to:

Community Block Parent[®] Program _____
Street Address _____
City, Province, Postal Code _____

The Community Block Parent Program will then forward the documents on to:

Block Parent[®] Program of Canada, Inc.
7-50 Dunlop Street East, Lower Level
Barrie, Ontario L4M 6J9



BUSINESS BLOCK PARENT[®] PROGRAM DECAL AND MANUAL AGREEMENT FORM

I hereby declare that Business Block Parent[®] Program decal bearing the number _____, has been applied to _____

(NAME OF BUSINESS)

and I acknowledge that such decal remains the property of the Block Parent[®] Program of Canada.

I agree to ensure that the business continues to meet the qualifying criteria clearly defined in the Business Manual. This manual has been assigned to the business and should be kept on the premises in such a location that each employee may access and refer to it at any time, as required.

If the business or staff at any time fails to meet the qualifying criteria, I agree to contact the Block Parent[®] Program of Canada and/or the Community Block Parent Program immediately, recognizing that this may mean that the business will no longer be permitted to participate in the Business Block Parent[®] Program until the situation is rectified. The decal will automatically be removed in such a case.

I understand that as a Business Block Parent[®] Program participant, contact information for the business may be forwarded to the Provincial/Territorial Program and/or The Block Parent Program of Canada Inc., which may communicate with the business from time to time.

I further agree to immediately surrender the Business Block Parent[®] decal and manual upon request by any representative of the Community Block Parent Program and/or the Block Parent[®] Program of Canada, or by any member of the local Police Service.

DATE: _____

SIGNATURE OF OWNER/MANAGER: _____



EMPLOYEE AGREEMENT

between

BUSINESS BLOCK PARENT® PROGRAM

and

EMPLOYEE NAME: _____

DATE OF CRIMINAL RECORDS CHECK: _____

NAME OF BUSINESS:

ADDRESS:

I have read the Business Block Parent[®] Manual and understand and accept the requirements and expectations of me as a Business Block Parent[®] participant. I am now willing to assist any individual who enters the business seeking assistance in an emergency or threatening situation.

SIGNATURE OF EMPLOYEE: _____

DATE: _____



BUSINESS BLOCK PARENT[®] PROGRAM

INCIDENT REPORT

DATE: _____

TIME: _____

TYPE OF INCIDENT: _____

BUSINESS INFORMATION:

Name: _____

Address: _____

Telephone: _____ Decal # _____

ASSISTANCE GIVEN TO:

Name: _____

Address: _____

Telephone: _____ Age: _____

DESCRIPTION OF INCIDENT:

WERE POLICE CALLED? Yes No

WERE ANY OTHER AGENCIES INVOLVED? IF SO, PLEASE IDENTIFY.

HOW WAS THE INCIDENT RESOLVED?

This form must be completed **each** time an employee assists an individual in any manner and mailed to:

Community Block Parent[®] Program _____

Street Address _____

City, Province, Postal Code _____



BUSINESS BLOCK PARENT[®] PROGRAM

ANNUAL REPORT FORM

NAME OF BUSINESS: _____

ADDRESS: _____

TELEPHONE: _____ FAX #: _____

E-MAIL ADDRESS: _____ DECAL #: _____

BY WHICH MEANS DO YOU WISH TO RECEIVE CORRESPONDENCE? _____

NAME OF EMPLOYEES PRESENTLY ON STAFF:

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

7. _____ 8. _____

NUMBER OF INDIVIDUALS WHO SEEKED ASSISTANCE DURING THE PAST YEAR? _____

WERE COPIES OF ALL INCIDENT REPORTS SENT TO BLOCK PARENT[®] PROGRAM OF CANADA Yes No
IF NO, PLEASE ATTACH COPIES.

DID YOUR BUSINESS PROMOTE THE PARTNERSHIP WITH BLOCK PARENT[®] DURING THE PAST YEAR AND IF SO
HOW? Yes No

DETAILS: _____

HOW CAN BLOCK PARENT[®] VOLUNTEERS BE MORE INVOLVED IN PROMOTING YOUR BUSINESS?

HOW CAN BLOCK PARENT[®] IMPROVE THIS PROGRAM?

SIGNATURE OF BUSINESS MANAGER: _____

This form must be completed on or before January 15th of each year and mailed to:

Community Block Parent[®] Program _____

Street Address _____

City, Province, Postal Code _____