

# Handbook

**For YMHC Members/Volunteers**

*\* This handbook is tentative and subject to change.  
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# @Youth Mental Health Canada

## **Welcome to YMHC!**

We are glad that you want to be a part of the movement for youth mental health awareness and change. Volunteering with YMHC Charitable Foundation is a great opportunity for you to make a positive impact in your community, be part of a team, share your experience, learn new skills and develop lasting friendships.

Volunteers are critical to our accomplishments and we wouldn't be able to support, inform and empower those touched by mental health without you.

Although every effort has been made to ensure that the information in this book was comprehensive, YMHC will continually update its policies, procedures and systems to effectively coordinate all aspects of the operation of a grass roots, community-based charitable non-profit organization.

## **Some of the resources we are creating include:**

- Youth and school mental health infographics
- Multilingual mental wellness infographics
- A Mental Wellness calendar
- A Creative Journal Workbook
- A Daybook
- Compassion Cards
- Make Hope Happen greeting cards
- Make Hope Happen posters
- Mental Wellness Daily Challenge Cards

The donations we have received have gone towards expenses from 2016 until 2020 for legal fees required when we incorporated as a charitable non-profit, conference fees including transportation and accommodation and meeting expenses. We now have an office in Hamilton that will require a monthly financial commitment.

While we achieved charitable status in 2018, we have been working together since 2013. Since that time, we have been involved in making landmark changes in education in Canada that recognize mental health as a disability that must be recognized in the education system.

We are one of the first organizations internationally to create social media platforms for youth mental health issues. We conduct international research about best practices and work with some of the leading mental health and suicide prevention experts in the world. We are a member of the American Association of Suicidology, the AAS Social Media Team and the Impacted Friends and Family Committee.

Humility and integrity are the cornerstone values of YMHC. We are in a building phase and we believe that when we stay true to our mission and values, we will create the important difference that is needed in Canada and internationally.

### **How Donations Benefit Our Work:**

Any funding or financial support goes directly towards the creation of educational materials and resources. We need funding for printing costs to provide YMHC postcards, community event information tables, materials for the Youth Advisory Group and other promotional materials.

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# Welcome to YMHC!

We hope that you will enjoy your volunteer experience with us. We have opportunities for people of all ages, from across Canada and countries outside of Canada.

We know that youth mental health education, support, advocacy and change requires a village. We are that village. Thank you for joining us in building the momentum for change!

# YMHC Incorporation

# YMHC INCORPORATION

Incorporation of YMHC, as approved by the CRA

## **Purpose of YMHC:**

The Corporation will be a non-profit organization dedicated exclusively for charitable and educational purposes. The proposed directors of the Corporation believe that societal education is required to have a lasting impact on youth mental health.

The Purpose of the Corporation will be to provide educational outreach and support on youth mental health issues for affected and at-risk youth and their families.

## **Objects of the Corporation**

To promote, through the use of volunteers and in particular volunteer youth, the purpose of the Corporation through the following activities:

- a. The development, production, post-production of educational media on youth mental health issues;
- b. Educational presentations and workshops on youth mental health issues;
- c. The development and maintenance of a youth mental health peer support program, 'Youth2Youth'; and
- d. Community and school film screenings with panel discussions of our Board and Corporation members.

"Youth" means young people, without restriction to a specific age range, which will depend on the nature of the charitable purposes and activities in question.

"At-risk youth" generally refers to youth who are in danger of not making a successful transition to secondary school, post-secondary education, or employment as a consequence of mental health issues.

The objective of the Corporation: aim to assist At-risk youth, their families and the public through the following initiatives:

### **a) Advancement of Education and Youth Mental Health**

- The advancement of education, awareness and understanding of youth mental health issues will be provided in a structured manner in the form of information or training activities to advance the knowledge or abilities of the recipients
- The structured educational programs we will provide will be targeted at educating others, whether through formal or informal instruction, training, plans of self-study, or resource and skills sharing opportunities.

### **b) Structured Education Programs for Youth**

- Facilitated educational and instructional youth-driven and participatory workshops, training and program activities will develop emotional maturity and mental health understanding, the ability to effectively interact with peers, develop teamwork, co-operation and good leadership skills.

- The opportunity to become peer leaders, mentors and youth mental health leaders will be components of the structure of educational and instructional opportunities.
- School-based models of youth mental health education will be offered to school boards and schools. An introduction to school support professionals, school administration, possible educational accommodations, supports and services that youth with mental health challenges could request, as well as a community fair of external resources and exploration of ways to support peers and school mates will be communicated and coordinated on request.
- Structured activities to promote a greater understanding of opportunities at self-advocacy and peer support will be provided.

### **Expected Impact of the Corporation**

Driving real and lasting change for youth with mental health challenges and disabilities in Canada requires a commitment from all Canadians to demonstrate in real ways the value we place on the lives of all youth: with the funding, support, services, mental health awareness, compassion and positive action required.

YMHC will focus on providing leadership in the promotion of evidence-based knowledge and international best practices that utilize effective suicide prevention strategies, needs-based approaches, and integrated school-based models of change.

Education through workshops, conference participation, presentations, as well as the creation of educational materials, tools, films, videos and strategies will drive the systemic change that is required to make a real difference in youth mental health training, practice, theory and outcomes.

### **Approach and Methodologies of the Corporation**

The Corporation's approach to fulfilling its objects and purposes will include the following:

- Collaboration:** We will reach out and work with all allies for youth mental health change.
- Needs-based Orientation to supports, services and educational accommodation:** The needs of youth and their families must direct all supports, services and accommodations.
- Holistic Education:** Mental health needs must be valued equally with physical health needs. Education must take into consideration the importance of the teaching and support of mind, body and spirit.
- Youth Mental Health Awareness:** Mental health challenges and disabilities are invisible; a fact that necessitates the understanding that ongoing youth mental health training of healthcare and education professionals in partnership with people of lived experience is required, that mental health disabilities are chronic and life-threatening, severe and debilitating, affecting all aspects of life and education.

e) **Mental Health Expertise:** There needs to be a greater understanding of the importance of the involvement of people with lived experience of mental health in all aspects of mental health education and healthcare.

We need to elevate the experience of those who are in the trenches of youth mental health: youth and their families. Government officials and sectors need to have people with lived experience take the lead on all aspects of youth mental health reform, change and action.

f) **Youth Mental Health Advocacy:** We believe that all people involved with youth mental health issues must be personal and professional advocates for individuals and for system-wide change. We can no longer accept systems that have failed youth and have resulted in an increase in youth suicide attempts and youth suicides, in all regions in Canada.

We believe that effective suicide prevention strategies require an upheaval of the systems in existence and a fresh way of providing supports and services to youth and their families.

g) **A focus on the Needs of Males:** Three-quarters (3/4) of all suicides are by males of all ages. This reality requires a gender-based approach to mental health crises, education, therapy and support from school support professionals and a greater coordination of services focused on the needs of males.

h) **A focus on Culturally Sensitive Approaches:**

Culturally sensitive approaches are the most effective way of understanding effective strategies that work for each individual, whether the youth is from an immigrant, refugee or newcomer background, a youth from a northern or isolated community, a First Nations youth, among other ways of understanding cultural background.

i) **A focus on LGBTQ2 issues:**

Youth who identify as LGBTQ2 face higher risks for mental health issues related to the effects of discrimination and the social determinants of health. Many in the LGBTQ2 communities are over-represented among low-income Canadians, experience stigma and discrimination and are targets of sexual, verbal and physical harassment and assault.

Coming out as non-hetero-normative or cis-gender and as a person with a mental health challenge or disability creates a multitude of issues with a variety of ways of being marginalized and discriminated against.

j) **A focus on Indigenous Youth issues:**

YMHC is committed to highlighting the experiences and voices of First Nations, Metis and Inuit youth and embodying the principles of the Truth and Reconciliation Commission's Report on "honoring the truth and reconciling for the future".

The loss of life as a result of suicide is a tragic reality in First Nations, Metis and Inuit communities; a rate that is much higher than the Canadian population. Intergenerational

and historical trauma are contributing factors to the suicide crisis affecting youth in many communities across Canada.

**k) A focus on Refugee Youth issues:**

The cultural adjustment to a new life in a new country is impacted and influenced by the experience of fleeing persecution, violence and societal upheaval. The experience of loss has many layers for refugee youth. YMHC is committed to providing peer support in multi-lingual online forums

YMHC

By-Laws

# YMHC By-Laws

BY-LAW NO. 1

MARCH 2018

A by-law relating generally to the conduct of the affairs of YMHC CHARITABLE FOUNDATION (the "Corporation") BE IT ENACTED as a by-law of the Corporation as follows:

## **SECTION 1 - GENERAL**

### **1.01 Definition**

In this by-law and all other by-laws of the Corporation, unless the context otherwise requires:

- a. "Act" means the *Canada Not-for-profit Corporations Act* S.C. 2009, c.23 including the Regulations made pursuant to the Act, and any statute or regulations that may be substituted, as amended from time to time;
- b. "articles" means the original or restated articles of incorporation or articles of amendment, amalgamation, continuance, reorganization, arrangement or revival of the Corporation;
- c. "board" means the board of directors of the Corporation and "director" means a member of the board;
- d. "by-law" means this by-law and any other by-laws of the Corporation as amended and which are, from time to time, in force and effect;
- e. "meeting of members" includes an annual meeting of members or a special meeting of members; "special meeting of members" includes a meeting of any class or classes of members and a special meeting of all members entitled to vote at an annual meeting of members;
- f. "ordinary resolution" means a resolution passed by a majority of not less than 50% plus 1 of the votes cast on that resolution;
- g. "proposal" means a proposal submitted by a member of the Corporation that meets the requirements of section 163 (Shareholder Proposals) of the Act;
- h. "Regulations" means the regulations made under the Act, as amended, restated or in effect from time to time; and i. "special resolution" means a resolution passed by a majority of not less than two-thirds (2/3) of the votes cast on that resolution.

### **1.02 Interpretation**

In the interpretation of this by-law, words in the singular include the plural and vice-versa, words in one gender include all genders, and "person" includes an individual, body corporate, partnership, trust and unincorporated organization.

Other than as specified in 1.01 above, words and expressions defined in the Act have the same meanings when used in these by-laws.

### **1.03 Corporate Seal**

The Corporation may have a corporate seal in the form approved from time to time by the board. If a corporate seal is approved by the board, the secretary of the Corporation shall be the custodian of the corporate seal.

### **1.04 Execution of Documents**

Deeds, transfers, assignments, contracts, obligations and other instruments in writing requiring execution by the Corporation must be signed by any two (2) of its officers or directors. In addition, the board may from time to time direct the manner in which and the person or persons by whom a particular document or type of document shall be executed.

Any person authorized to sign any document may affix the corporate seal (if any) to the document. Any signing officer may certify a copy of any instrument, resolution, by-law or other document of the Corporation to be a true copy thereof.

### **1.05 Financial Year End**

The financial year end of the Corporation is December 31.

### **1.06 Banking Arrangements**

The banking business of the Corporation shall be transacted at such bank, trust company or other firm or corporation carrying on a banking business in Canada or elsewhere as the board of directors may designate, appoint or authorize from time to time by resolution.

The banking business or any part of it shall be transacted by an officer or officers of the Corporation and/or other persons as the board of directors may by resolution from time to time designate, direct or authorize.

### **1.07 Annual Financial Statements**

The Corporation may, instead of sending copies of the annual financial statements and other documents referred to in subsection 172(1) (Annual Financial Statements) of the Act to the members, publish a notice to its members stating that the annual financial statements and documents provided in subsection 172(1) are available at the registered office of the Corporation and any member may, on request, obtain a copy free of charge at the registered office or by prepaid mail.

# **YMHC Membership Tiers**

## **SECTION 2 - MEMBERSHIP – MATTERS REQUIRING SPECIAL RESOLUTION**

### **2.01 Membership Conditions**

Subject to the articles, there shall be three classes of members in the Corporation, namely, Class A Founding members, Class B Supporting members and Class C Special members.

The board of directors of the Corporation may, by resolution, approve the admission of the members of the Corporation. Members may also be admitted in such other manner as may be prescribed by the board by resolution. The following conditions of membership shall apply:

#### **Class A Founding Members**

a. Class A Founding Membership shall be available only to those persons whom the board of directors (or incorporators, in those circumstances where the board of directors has not yet been elected or appointed) unanimously agree has reasonably demonstrated the commitment and skills to make a positive and significant contribution to the Corporation's ability to fulfill the Corporation's stated purposes and who have applied and have been accepted for Class A Founding Membership in the Corporation.

b. The term of membership of a Class A Founding Member shall be annual, subject to renewal in accordance with the policies of the Corporation.

c. As set out in the articles, each Class A Founding Member is entitled to receive notice of, attend and vote at all meetings of members and each such Class A voting member shall be entitled to one (1) vote at such meetings.

#### **Class B Supporting Members**

a. Class B Supporting membership shall be available only to those individuals who have committed in writing to support the objects and purposes of the Corporation and who have applied and have been accepted for Class B Supporting membership in the Corporation.

b. The term of membership of a Class B Supporting member shall be annual, subject to renewal in accordance with the policies of the Corporation.

c. Subject to the Act and the articles, a Class B Supporting member shall not be entitled to receive notice of, attend or vote at meetings of the members of the Corporation.

#### **Class C Special Members**

a. Class C Special membership shall be available only to those individuals who have committed in writing to support the objects and purposes of the Corporation, whom the Board considers to be ineligible or inappropriate as a Class A Founding Member or a

Class B Supporting Member and who have applied and have been accepted for Class C Special membership in the Corporation.

b. The term of membership of a Class C Special member shall be annual, subject to renewal in accordance with the policies of the Corporation.

c. Subject to the Act and the articles, a Class C Special member shall not be entitled to receive notice of, attend or vote at meetings of the members of the Corporation.

Pursuant to subsection 197(1) (Fundamental Change) of the Act, a special resolution of the members is required to make any amendments to this section of the by-laws if those amendments affect membership rights and/or conditions described in paragraphs 197(1)(e), (h), (l) or (m).

### **2.02 Notice of Meeting of Members**

Notice of the time and place of a meeting of members shall be given to each member entitled to vote at the meeting by the following means:

a. By mail, courier or personal delivery to each member entitled to vote at the meeting, during a period of 21 to 60 days before the day on which the meeting is to be held; or

b. By telephonic, electronic or other communication facility to each member entitled to vote at the meeting, during a period of 21 to 35 days before the day on which the meeting is to be held.

Pursuant to subsection 197(1) (Fundamental Change) of the Act, a special resolution of the members is required to make any amendment to the by-laws of the Corporation to change the manner of giving notice to members entitled to vote at a meeting of members.

### **2.03 Absentee Voting by Mail Ballot**

Pursuant to section 171(1) (Absentee Voting) of the Act, a member entitled to vote at a meeting of members may vote by mailed-in ballot if the Corporation has a system that:

a. enables the votes to be gathered in a manner that permits their subsequent verification, and;

b. Permits the tallied votes to be presented to the Corporation without it being possible for the Corporation to identify how each member voted.

Pursuant to subsection 197(1) (Fundamental Change) of the Act, a special resolution of the members is required to make any amendment to the by-laws of the Corporation to change this method of voting by members not in attendance at a meeting of members.

## **SECTION 3 - MEMBERSHIP DUES, TERMINATION AND DISCIPLINE**

### **3.01 Membership Dues**

Members shall be notified in writing of the membership dues at any time payable by them and, if any are not paid within such reasonable time as established by the board of

the directors of the Corporation, the members in default shall automatically cease to be members of the Corporation.

### **3.02 Termination of Membership**

A membership in the Corporation is terminated when:

- a. The member dies, or, in the case of a member that is a corporation, the corporation is dissolved;
  - b. A member fails to maintain any qualifications for membership described in Section 2.01 of these by-laws;
  - c. The member resigns by delivering a written resignation to the chair of the board of the Corporation in which case such resignation shall be effective on the date specified in the resignation;
  - d. The member is expelled in accordance with Section 3.03 below or is otherwise terminated in accordance with the articles or by-laws;
  - e. The member's term of membership expires; or
  - f. The Corporation is liquidated or dissolved under the Act.
- Subject to the articles, upon any termination of membership, the rights of the member, including any rights in the property of the Corporation, automatically cease to exist.

### **3.03 Discipline of Members**

The board shall have authority to suspend or expel any member from the Corporation for any one or more of the following grounds:

- a. Violating any provision of the articles, by-laws, or written policies of the Corporation;
  - b. Carrying out any conduct which may be detrimental to the Corporation as determined by the board in its sole discretion;
  - c. For any other reason that the board in its sole and absolute discretion considers to be reasonable, having regard to the purpose of the Corporation.
- In the event that the board determines that a member should be expelled or suspended from membership in the Corporation, the president, or such other officer as may be designated by the board, shall provide twenty (20) days notice of suspension or expulsion to the member and shall provide reasons for the proposed suspension or expulsion.

The member may make written submissions to the president, or such other officer as may be designated by the board, in response to the notice received within such twenty (20) day period. In the event that no written submissions are received by the president, the president, or such other officer as may be designated by the board, may proceed to

notify the member that the member is suspended or expelled from membership in the Corporation.

If written submissions are received in accordance with this section, the board will consider such submissions in arriving at a final decision and shall notify the member concerning such final decision within a further twenty (20) days from the date of receipt of the submissions. The board's decision shall be final and binding on the member, without any further right of appeal.

**YMHC**

**Board of**

**Directors**

## **SECTION 4 - MEETINGS OF MEMBERS**

### **4.01 Persons Entitled to be Present**

The only persons entitled to be present at a meeting of members shall be those entitled to vote at the meeting, the directors and the public accountant of the Corporation and such other persons who are entitled or required under any provision of the Act, articles or by-laws of the Corporation to be present at the meeting. Any other person may be admitted only on the invitation of the chair of the meeting or by resolution of the members.

Nothing in this By-Law No.1 shall be interpreted to prevent a member to attend a meeting by electronic means provided that the Board has established a framework or platform to facilitate participation and/or voting of a member by electronic means.

### **4.02 Chair of the Meeting**

In the event that the chair of the board and the vice-chair of the board are absent, the members who are present and entitled to vote at the meeting shall choose one of their number to chair the meeting.

### **4.03 Quorum**

A quorum at any meeting of the members (unless a greater number of members are required to be present by the Act) shall be 40% of the members entitled to vote at the meeting. If a quorum is present at the opening of a meeting of members, the members present may proceed with the business of the meeting even if a quorum is not present throughout the meeting.

### **4.04 Votes to Govern**

At any meeting of members every question shall, unless otherwise provided by the articles or bylaws or by the Act, be determined by a majority of the votes cast on the question. In case of an equality of votes either on a show of hands or on a ballot or on the results of electronic voting, the chair of the meeting in addition to an original vote shall have a second or casting vote.

### **Annual general meetings**

- (1) The Committee must convene an annual general meeting of the Corporation to be held within 5 months after the end of each financial year.
- (2) Despite sub rule (1), the Corporation may hold its first annual general meeting at any time within 18 months after its incorporation.
- (3) The Committee may determine the date, time and place of the annual general meeting.
- (4) The ordinary business of the annual general meeting is as follows—
  - (a) to confirm the minutes of the previous annual general meeting and of any special general meeting held since then;
  - (b) to receive and consider—

- (i) the annual report of the Committee on the activities of the Corporation during the preceding financial year; and
  - (ii) the financial statements of the Corporation for the preceding financial year submitted by the Committee in accordance with Part 7 of the Act;
  - (c) to elect the members of the Committee;
  - (d) to confirm or vary the amounts (if any) of the annual subscription and joining fee.
- (5) The annual general meeting may also conduct any other business of which notice has been given in accordance with these Rules.

### **Special general meetings**

- (1) Any general meeting of the Association, other than an annual general meeting or a disciplinary appeal meeting, is a special general meeting.
- (2) The Committee may convene a special general meeting whenever it thinks fit.
- (3) No business other than that set out in the notice under rule 33 may be conducted at the meeting.

### **Note**

General business may be considered at the meeting if it is included as an item for consideration in the notice under rule 33 and the majority of members at the meeting agree.

### **Special general meeting held at request of members**

- (1) The Committee must convene a special general meeting if a request to do so is made in accordance with subrule (2) by at least 10% of the total number of members.
- (2) A request for a special general meeting must—
  - (a) be in writing; and
  - (b) state the business to be considered at the meeting and any resolutions to be proposed; and
  - (c) include the names and signatures of the members requesting the meeting; and
  - (d) be given to the Secretary.
- (3) If the Committee does not convene a special general meeting within one month after the date on which the request is made, the members making the request (or any of them) may convene the special general meeting.
- (4) A special general meeting convened by members under subrule (3)
  - (a) must be held within 3 months after the date on which the original request was made; and
  - (b) may only consider the business stated in that request.
- (5) The Association must reimburse all reasonable expenses incurred by the members convening a special general meeting under subrule (3).

### **Notice of general meetings**

(1) The Secretary (or, in the case of a special general meeting convened under rule 32(3), the members convening the meeting) must give to each member of the Association—

(a) at least 21 days' notice of a general meeting if a special resolution is to be proposed at the meeting; or

(b) at least 14 days' notice of a general meeting in any other case.

(2) The notice must—

(a) specify the date, time and place of the meeting; and

(b) indicate the general nature of each item of business to be considered at the meeting; and

(c) if a special resolution is to be proposed—

(i) state in full the proposed resolution; and

(ii) state the intention to propose the resolution as a special resolution; and

(d) comply with rule 34(5).

(3) This rule does not apply to a disciplinary appeal meeting.

### **Note**

Rule 23(4) sets out the requirements for notice of a disciplinary appeal meeting.

### **Use of technology**

(1) A member not physically present at a general meeting may be permitted to participate in the meeting by the use of technology that allows that member and the members present at the meeting to clearly and simultaneously communicate with each other.

(2) For the purposes of this Part, a member participating in a general meeting as permitted under subrule (1) is taken to be present at the meeting and, if the member votes at the meeting, is taken to have voted in person.

### **Quorum at general meetings**

(1) No business may be conducted at a general meeting unless a quorum of members is present.

(2) The quorum for a general meeting is the presence (physically, by proxy or as allowed under rule 35) of at least 10% of the members entitled to vote.

(3) If a quorum is not present within 30 minutes after the notified commencement time of a general meeting—

(a) in the case of a meeting convened by, or at the request of, members under rule 32—the meeting must be dissolved;

### **Note**

If a meeting convened by, or at the request of, members is dissolved under this subrule, the business that was to have been considered at the meeting is taken to have been dealt with. If members wish to have the business reconsidered at another special meeting, the members must make a new request under rule 32.

(b) in any other case—

- (i) the meeting must be adjourned to a date not more than 21 days after the adjournment; and
  - (ii) notice of the date, time and place to which the meeting is adjourned must be given at the meeting and confirmed by written notice given to all members as soon as practicable after the meeting.
- (4) If a quorum is not present within 30 minutes after the time to which a general meeting has been adjourned under subrule (3)(b), the members present at the meeting (if not fewer than 3) may proceed with the business of the meeting as if a quorum were present.

### **Adjournment of general meeting**

- (1) The Chairperson of a general meeting at which a quorum is present may, with the consent of a majority of members present at the meeting, adjourn the meeting to another time at the same place or at another place.
- (2) Without limiting subrule (1), a meeting may be adjourned—
  - (a) if there is insufficient time to deal with the business at hand; or
  - (b) to give the members more time to consider an item of business.

### **Voting at general meeting**

- (1) On any question arising at a general meeting—
  - (a) subject to subrule (3), each member who is entitled to vote has one vote; and
  - (b) members may vote personally or by proxy; and
  - (c) except in the case of a special resolution, the question must be decided on a majority of votes.
- (2) If votes are divided equally on a question, the Chairperson of the meeting has a second or casting vote.
- (3) If the question is whether or not to confirm the minutes of a previous meeting, only members who were present at that meeting may vote.
- (4) This rule does not apply to a vote at a disciplinary appeal meeting conducted under rule 24.

### **Special resolutions**

A special resolution is passed if not less than three quarters of the members voting at a general meeting (whether in person or by proxy) vote in favour of the resolution.

### **Note**

In addition to certain matters specified in the Act, a special resolution is required—

- (a) to remove a committee member from office ;
- (b) to alter these Rules, including changing the name or any of the purposes of the Association.

### **Determining whether resolution carried**

- (1) Subject to subsection (2), the Chairperson of a general meeting may, on the basis of a show of hands, declare that a resolution has been—

- (a) carried; or
  - (b) carried unanimously; or
  - (c) carried by a particular majority; or
  - (d) lost— and an entry to that effect in the minutes of the meeting is conclusive proof of that fact.
- (2) If a poll (where votes are cast in writing) is demanded by three or more members on any question—
- (a) the poll must be taken at the meeting in the manner determined by the Chairperson of the meeting; and
  - (b) the Chairperson must declare the result of the resolution on the basis of the poll.
- (3) A poll demanded on the election of the Chairperson or on a question of an adjournment must be taken immediately.
- (4) A poll demanded on any other question must be taken before the close of the meeting at a time determined by the Chairperson.

### **Minutes of general meeting**

- (1) The Committee must ensure that minutes are taken and kept of each general meeting.
- (2) The minutes must record the business considered at the meeting, any resolution on which a vote is taken and the result of the vote.
- (3) In addition, the minutes of each annual general meeting must include—
  - (a) the names of the members attending the meeting; and
  - (b) proxy forms given to the Chairperson of the meeting under rule 34(6); and
  - (c) the financial statements submitted to the members in accordance with rule 30(4)(b)(ii); and
  - (d) the certificate signed by two committee members certifying that the financial statements give a true and fair view of the financial position and performance of the Association; and
  - (e) any audited accounts and auditor's report or report of a review accompanying the financial statements that are required under the Act.

## **SECTION 5 - DIRECTORS**

### **5.01 Election and Term**

Subject to the articles, the members will elect the directors at the first meeting of members and at each succeeding annual meeting at which an election of directors is required, and the directors shall be elected to hold office for a term expiring not later than the close of the third annual meeting of members following the election.

### **Mandate of the directors**

The directors can be elected for terms of up to three years. The length of the director's mandate can be set out in the by-laws. If no term is stated, directors hold office until the next meeting of shareholders. Directors do not all need to be elected at the same time or for the same length of time. A director whose term has expired can be re-elected as a

director. The articles or by-laws can also limit the number of terms that an individual can be elected to.

Individuals who have been nominated as directors and who are present at the shareholders' meeting are deemed to have consented to serve as directors, unless they refuse. However, if they are not present at the meeting, they must either:

- Consent to their election, in writing, within 10 days of their election or
- Act as a director after the election.

Directors' terms ends upon their:

- Resignation
- Death or
- Disqualification or removal by the shareholders.

## **SECTION 6 - MEETINGS OF DIRECTORS**

### **6.01 Calling of Meetings**

Meetings of the board may be called by the chair of the board, the vice-chair of the board or any two (2) directors at any time; provided that, for the first organization meeting following incorporation, such meeting may be called by any director. If the Corporation has only one director, that director may call and constitute a meeting.

### **6.02 Notice of Meeting**

Notice of the time and place for the holding of a meeting of the board shall be given in the manner provided in Section 8.01 of this by-law to every director of the Corporation not less than 7 days before the time when the meeting is to be held. Notice of a meeting shall not be necessary if all of the directors are present, and none objects to the holding of the meeting, or if those absent have waived notice of or have otherwise signified their consent to the holding of such meeting.

Notice of an adjourned meeting is not required if the time and place of the adjourned meeting is announced at the original meeting.

Unless the by-law otherwise provides, no notice of meeting need specify the purpose or the business to be transacted at the meeting except that a notice of meeting of directors shall specify any matter referred to in subsection 138(2) (Limits on Authority) of the Act that is to be dealt with at the meeting.

### **6.03 Regular Meetings**

The board may appoint a day or days in any month or months for regular meetings of the board at a place and hour to be named.

A copy of any resolution of the board fixing the place and time of such regular meetings of the board shall be sent to each director forthwith after being passed, but no other notice shall be required for any such regular meeting except if subsection 136(3)(Notice

of Meeting) of the Act requires the purpose thereof or the business to be transacted to be specified in the notice.

#### **6.04 Votes to Govern**

At all meetings of the board, every question shall be decided by a majority of the votes cast on the question. In case of an equality of votes, the chair of the meeting in addition to an original vote shall have a second or casting vote.

#### **6.05 Committees**

The board may from time to time appoint any committee or other advisory body, as it deems necessary or appropriate for such purposes and, subject to the Act, with such powers as the board shall see fit.

Any such committee may formulate its own rules of procedure, subject to such regulations or directions as the board may from time to time make. Any committee member may be removed by resolution of the board of directors.

### **SECTION 7 - DIRECTORS**

#### **7.01 Description of Directors**

Unless otherwise specified by the board which may, subject to the Act modify, restrict or supplement such duties and powers, the offices of the Corporation, if designated and if officers are appointed, shall have the following duties and powers associated with their positions.

#### **Director requirements**

A director must:

- Be at least 18 years old
- Not have been declared incapable under the laws of a Canadian province territory, or by a court in a jurisdiction outside Canada
- Be an individual (a corporation cannot be a director)
- Not be in bankrupt status.

#### **Duty of Care**

One of the most important duties set out for directors and officers of a corporation in the CBCA is the duty of care. Duty of care requires that, in carrying out their functions, the directors and officers must:

- Exercise at least the level of care and diligence that a reasonable person would exercise in similar circumstances
- Act honestly at all times, in good faith and in the best interests of the corporation, as opposed to their own personal interests.

#### **Preventing conflicts of interest**

Directors and officers must disclose in writing any personal interest they can have in a contract with the corporation. Failure to make such a disclosure could result in a court setting aside the contract upon application by the corporation.

### **A. Chair of the Board (President)**

The chair of the board, if one is to be appointed, shall be a director. The chair of the board, if any, shall, when present, preside at all meetings of the board of directors and of the members.

The president is the executive officer of the organization and in this capacity shall:

- Provides overall coordination of the organization's business and activities
- Serve as chairman of the executive committee.
- Recommend what committees should be formed and who should chair them.
- Be a primary spokesperson for the organization.
- Lead the board in the performance of its responsibilities.
- Prepares board meeting agenda with the Secretary
- Be the officer to whom the executive director reports and who coordinates the performance evaluation of the executive director.
- Establish a staff structure and hire and train personnel to fill it.
- Perform such duties as directed by the bylaws and the board.

### **B. Vice-Chair of the Board (Vice-President)**

The vice-chair of the board, if one is to be appointed, shall be a director.

If the chair of the board is absent or is unable or refuses to act, the vice-chair of the board, if any, shall, when present, preside at all meetings of the board of directors and of the members. The vice-chair shall have such other duties and powers to fulfill duties of the chairperson in his/her absence.

The vice president is the operations officer of the organization and in this capacity shall:

- Perform those functions delegated to the vice president by the president.
- Perform the duties of the president when the president is unable to perform them.
- Serve as the chair of at least one committee that is operational in scope.

### **C. Secretary**

If appointed, the secretary shall attend and be the secretary of all meetings of the board, members and committees of the board.

The secretary is the officer responsible for the records and correspondence of the organization and in this capacity shall:

- Perform those functions delegated to the secretary by the president.
- Safeguard all the records of the organization.

- Ensures meeting notices are sent out in a timely manner
- Record and retain the minutes of all board and executive committee meetings and collect and retain the minutes of all other committees meetings.
- Files required reports to the government
- Give notice of meetings and distribute minutes and other documents as needed.

#### **D. Treasurer**

The Treasurer of the board, if one is to be appointed, shall be a director.

The treasurer is the financial officer of the organization and in this capacity shall:

- Perform those functions delegated to the treasurer by the president.
- Safeguard the assets of the organization.
- Maintain control over the receipt and disbursement of the organization's funds
- Oversee the preparation of the annual budget.
- Advises board and residents on implications of any contemplated financial transaction
- Ensures annual audited financial statements are prepared at the end of the fiscal year for a report to the board

#### **Board Committees and Committee Members**

The board of directors will form committees to perform specific functions, such as financial oversight, or perform certain work, such as plan the annual convention. Committees may have non-board members as members except where specifically prohibited.

The purpose or role of each committee is described under the heading of that committee. The responsibility of committee members in all cases shall be to:

- Be committed to the purpose of the committee.
- Become knowledgeable about the work of the committee.
- Do the work of the committee

The powers and duties of all other officers of the Corporation shall be such as the terms of their engagement call for or the board or president requires of them. The board may, from time to time and subject to the Act, vary, add to or limit the powers and duties of any officer.

#### **7.02 Vacancy in Office**

In the absence of a written agreement to the contrary, the board may remove, whether for cause or without cause, any officer of the Corporation. Unless so removed, an officer shall hold office until the earlier of:

- a. The officer's successor being appointed,
- b. The officer's resignation,

c. Such officer ceasing to be a director (if a necessary qualification of appointment) or such officer's death.

If the office of any officer of the Corporation shall be or become vacant, the directors may, by resolution, appoint a person to fill such vacancy.

## **SECTION 8 - NOTICES**

### **8.01 Method of Giving Notices**

Any notice (which term includes any communication or document) to be given (which term includes sent, delivered or served), other than notice of a meeting of members or a meeting of the board of directors, pursuant to the Act, the articles, the by-laws or otherwise to a member, director, officer or member of a committee of the board or to the public accountant shall be sufficiently given:

- a. if delivered personally to the person to whom it is to be given or if delivered to such person's address as shown in the records of the Corporation or in the case of notice to a director to the latest address as shown in the last notice that was sent by the Corporation in accordance with section 128 (Notice of directors) or 134 (Notice of change of directors); or
- b. if mailed to such person at such person's recorded address by prepaid ordinary or air mail; or
- c. if sent to such person by telephonic, electronic or other communication facility at such person's recorded address for that purpose; or
- d. if provided in the form of an electronic document in accordance with Part 17 of the Act.

A notice so delivered shall be deemed to have been given when it is delivered personally or to the recorded address as aforesaid; a notice so mailed shall be deemed to have been given when deposited in a post office or public letter box; and a notice so sent by any means of transmitted or recorded communication shall be deemed to have been given when dispatched or delivered to the appropriate communication company or agency or its representative for dispatch.

The secretary may change or cause to be changed the recorded address of any member, director, officer, public accountant or member of a committee of the board in accordance with any information believed by the secretary to be reliable. The declaration by the secretary that notice has been given pursuant to this by-law shall be sufficient and conclusive evidence of the giving of such notice.

The signature of any director or officer of the Corporation to any notice or other document to be given by the Corporation may be written, stamped, type-written or printed or partly written, stamped, type-written or printed.

### **8.02 Invalidity of any provisions of this By-law**

The invalidity or unenforceability of any provision of this by-law shall not affect the validity or enforceability of the remaining provisions of this by-law.

### **8.03 Omissions and Errors**

The accidental omission to give any notice to any member, director, officer, member of a committee of the board or public accountant, or the non-receipt of any notice by any such person where the Corporation has provided notice in accordance with the by-laws or any error in any notice not affecting its substance shall not invalidate any action taken at any meeting to which the notice pertained or otherwise founded on such notice.

## **SECTION 9 - DISPUTE RESOLUTION**

### **9.01 Mediation and Arbitration**

Disputes or controversies among members, directors, officers, committee members, or volunteers of the Corporation are as much as possible to be resolved in accordance with mediation and/or arbitration as provided in Section 9.02 of this by-law.

### **9.02 Dispute Resolution Mechanism**

In the event that a dispute or controversy among members, directors, officers, committee members or volunteers of the Corporation arising out of or related to the articles or by-laws, or out of any aspect of the operations of the Corporation is not resolved in private meetings between the parties, then without prejudice to or in any other way derogating from the rights of the members, directors, officers, committee members, employees or volunteers of the Corporation as set out in the articles, by-laws or the Act, and as an alternative to such person instituting a lawsuit or legal action, such dispute or controversy shall be settled by a process of dispute resolution as follows:

- a. The dispute or controversy shall first be submitted to a panel of mediators whereby the one party appoints one mediator, the other party (or if applicable the board of the Corporation) appoints one mediator, and the two mediators so appointed jointly appoint a third mediator. The three mediators will then meet with the parties in question in an attempt to mediate a resolution between the parties.
- b. The number of mediators may be reduced from three to one or two upon agreement of the parties.
- c. If the parties are not successful in resolving the dispute through mediation, then the parties agree that the dispute shall be settled by arbitration before a single arbitrator, who shall not be any one of the mediators referred to above, in accordance with the provincial or territorial legislation governing domestic arbitrations in force in the province or territory where the registered office of the Corporation is situated or as otherwise agreed upon by the parties to the dispute.

The parties agree that all proceedings relating to arbitration shall be kept confidential and there shall be no disclosure of any kind. The decision of the arbitrator shall be final and binding and shall not be subject to appeal on a question of fact, law or mixed fact and law.

d. All costs of the mediators appointed in accordance with this section shall be borne equally by the parties to the dispute or the controversy. All costs of the arbitrators appointed in accordance with this section shall be borne by such parties as may be determined by the arbitrators.

**YMHC**

**Membership**

## Section 2: Membership

### 2.01: Membership Conditions

#### **Three classes of YMHC members:**

##### **1. Class A: Founding members**

- Sheryl Boswell, Executive Director
- Jim Yan, student, York University/Schulich Business School
- Orlando DaSilva, Lawyer, Benchler, former President of the Ontario Bar Association, chief administrator of the Administrative Tribunal Support Service of Canada

#### **YMHC Advisors:**

Provide advice and direction to the YMHC Founding Members/Executive/Board of Directors

- Roger Maunder, Filmmaker, Newfoundland
- Irwin Elman, former Provincial Advocate for Children and Youth
- Bennett Chi Kim, Realtor and Financial Advisor
- Janet Bojti, Community Member/Educator
- Frank Zechner, Lawyer for YMHC Incorporation
- Judy Campney, Community Member/former business owner

#### **Youth Advisory Group and Board**

##### **2. Class B: supporting members**

Class B members have committed in writing to support the objects and purposes of the Corporation and who have applied and been accepted for Class B Supporting membership in the Corporation.

##### **3. Class C: special members**

###### **YMHC supporters**

Class C members were decided to be ineligible or inappropriate as Class A or Class B members by the Board but were accepted for Class C Special membership in the Corporation.

# YMHC Membership: Becoming a Member

All volunteers receive free annual membership with YMHC

## **Membership Criteria**

In order to qualify for membership, interested individuals must meet the following membership criteria:

### **A full voting member of YMHC in Class A:**

- Is willing to endorse and actively demonstrate YMHC's mission and principles as outlined
- Does carry out a substantial level of activity in the interests of youth and mental health in at least one of the following:
  - Social service delivery
  - Public education
  - Social planning
- Involves youth and people with lived experience of mental health in decision making. (e.g. Board of Directors, Board Committees, Senior Management or Advisory Committees)

### **An associate, non-voting member of YMHC in Class B or C:**

- Does endorse and actively demonstrate commitment to YMHC's mission and principles as outlined
- Must undertake one of the following in the interests of youth mental health:
  - Social service delivery
  - Public education and advocacy
  - Social planning
- Involve youth and people with lived experience of mental health in decision making. (e.g. Board of Directors, Board Committees, Senior Management or Advisory Committees)

The YMHC Membership Committee and Board of Directors considers applications quarterly. Applicant agencies are notified in writing of the membership decision by email or mail.

## **Who is eligible to be a member**

Any person who supports the purposes of YMHC Charitable Foundation is eligible for membership.

## **Application for membership**

- (1) To apply to become a member of the Corporation, a person must submit a written application to a committee member stating that the person—
  - (a) Wishes to become a member of YMHC; and
  - (b) Supports the purposes of YMHC; and
  - (c) Agrees to comply with these Rules.

- (2) The application—
  - (a) Must be signed by the applicant; and
  - (b) May be accompanied by the joining fee.

### **Note**

The joining fee is the fee (if any) determined by YMHC.

### **Consideration of application**

- (1) As soon as practicable after an application for membership is received, the Committee must decide by resolution whether to accept or reject the application.
- (2) The Committee must notify the applicant in writing of its decision as soon as practicable after the decision is made.
- (3) If the Committee rejects the application, it must return any money accompanying the application to the applicant.
- (4) No reason need be given for the rejection of an application.

### **New membership**

- (1) If an application for membership is approved by the Committee—
  - (a) The resolution to accept the membership must be recorded in the minutes of the committee meeting; and
  - (b) The Secretary must, as soon as practicable, enter the name and address of the new member, and the date of becoming a member, in the register of members.

### **Annual subscription and fee on joining**

- (1) At each annual general meeting, YMHC must determine—
  - (a) the amount of the annual subscription (if any) for the following financial year; and
  - (b) the date for payment of the annual subscription.
- (2) YMHC may determine that a lower annual subscription is payable by associate members.
- (3) YMHC may determine that any new member who joins after the start of a financial year must, for that financial year, pay a fee equal to—
  - (a) the full annual subscription; or
  - (b) a pro rata annual subscription based on the remaining part of the financial year; or
  - (c) a fixed amount determined from time to time by the Association.
- (4) The rights of a member (including the right to vote) who has not paid the annual subscription by the due date are suspended until the subscription is paid.

### **Resigning as a member**

- (1) A member may resign by notice in writing given to the Association.
- (2) A member is taken to have resigned if—
  - (a) The member's annual subscription is more than 12 months in arrears; or
  - (b) Where no annual subscription is payable—
    - (i) The Secretary has made a written request to the member to confirm that he or she wishes to remain a member; and

(ii) The member has not, within 3 months after receiving that request, confirmed in writing that he or she wishes to remain a member.

### **Register of members**

(1) The Secretary must keep and maintain a register of members that includes—

(a) For each current member—

(i) The member's name;

(ii) The address for notice last given by the member;

(iii) The date of becoming a member;

(iv) If the member is an associate member, a note to that effect;

(v) Any other information determined by the Committee; and

(b) For each former member, the date of ceasing to be a member.

(2) Any member may, at a reasonable time and free of charge, inspect the register of members.

### **Disciplinary action**

#### **Grounds for taking disciplinary action**

YMHC may take disciplinary action against a member in accordance with this Division if it is determined that the member—

(a) Has failed to comply with these Rules; or

(b) Refuses to support the purposes of YMHC; or

(c) Has engaged in conduct prejudicial to YMHC

# YMHC Youth Advisory Group

YMHC has a Youth Advisory Group (YAG) and a Youth Advisory Board (YAB). There are no selection criteria in the YAG. All people are welcome to participate.

The YAB are members of the YAG who have volunteered with YMHC for over a year, have made a significant contribution and help to steer the direction of the YAG.

# YMHC Policies

## Social Media and Communications Policy

- A social media policy governs how everyone can use social media
- A communications policy regulates who can speak to the media (print, news, social media) and how they're expected to do it.
- Provide YMHC Board and new members orientations with Board Handbook and Volunteer Handbook: all members will be clearly advised about the dangers of inappropriate social media use and communication with the media

There are consequences for violations by Board members and other members. Reference to this is contained in the organization's bylaws or articles of association. Regardless if a rule gets broken, even by a Board member, there are consequences.

### **Code of Conduct:**

YMHC Board and members can participate in social media but should make it known when ideas are their own and not representative of a YMHC position. The overarching purpose of the social media policy is to present a code of conduct and regardless of whether a Board or member is using social media as an individual or as spokesperson for YMHC, they are expected to carry themselves professionally and in line with the code of conduct presented in this policy.

- A standard of conduct on the part of the member that would protect the organization's reputation from harm, real or perceived: assume that anything you put on social media might be associated in the public's eye with your association with YMHC
- Only authorized representatives may officially speak on behalf of YMHC. Designated spokespersons include the Executive Director and Board directors. Others with expertise in a requested topic/issue will be designated as required
- YMHC representatives must not post any inappropriate content. Examples of inappropriate content include, but are not limited to, depictions or presentations of the following:
  - a. The YMHC's confidential or proprietary information;
  - b. The YMHC's logo, trademark, copyrighted materials or proprietary graphics without the YMHC's prior written consent;
  - c. Photographs of the YMHC's locations, facilities, operations, merchandise, products, etc.;
  - d. Postings that, alone or in context, permit a reader to connect you with the YMHC and that contain obscene, pornographic or sexual content or derogatory or offensive language;
  - e. Postings that defame or otherwise discredit the products or services of the YMHC or its officers, directors, employees, members, partners, affiliates, customers, vendors, or other third parties (including our competitors);
  - f. Postings that include personal information of YMHC officers, directors, employees, members, customers or other third parties, without their consent;and

g. Postings that include reference by name to the YMHC's partners, affiliates, customers, vendors or other third parties (including our competitors).

- YMHC may request in its sole and absolute discretion that Board directors and members temporarily confine their postings to matters unrelated to YMHC if it determines this is necessary or advisable to ensure compliance with securities regulations or other laws.
- Board directors and members are legally responsible for their own postings and should be aware that outside parties can pursue all legal remedies against a Board director and/or member if the posting violates the law or their rights.
- YMHC may, in its discretion, monitor director and member activities on the YMHC's Information Systems, including the Internet. This Policy applies even if a posting is anonymous or under a pseudonym. Board directors and committee members should be aware that in given circumstances, YMHC may take steps to determine their identity. If you need clarification of any aspect of this Policy please contact the Director.
- Statements made or content posted by Board directors or members may generate media coverage. If a member of the media contacts a Board director or member and requests information about YMHC, they should not respond directly. All media inquiries are to be forwarded to the Executive Director.
- If using personal social media accounts, account owners must be mindful of who they follow, what they 'like', share, retweet, etc. as it may imply an endorsement or affiliation with YMHC. No information about YMHC should be used in social media profile information or in posts.
- Failure to comply with this Policy may lead to investigation and potential removal from office and if appropriate, YMHC will pursue all available legal remedies. YMHC also may report suspected unlawful conduct to appropriate law enforcement authorities.
- Board directors and members using social media must comply with all applicable laws, including those governing copyright or trademarks owned by others and YMHC.
- All content posted on a YMHC social media platform must be approved by the director, communications and public affairs.
- This Policy will not be construed or applied in a manner that interferes with the rights of Board directors and members under any applicable law.

### **Use of Disclaimers on Social Media Profiles**

Social media accounts used for the exclusive use of the YMHC must be branded accordingly e.g., YMHC logo in the header image.

YMHC recognizes that Board directors and members may engage in social media about YMHC. When using social media, Board directors and members are expected to exercise good judgment. They should be mindful that their postings could affect the YMHC's interests and that readers may view the participants as a de facto spokesperson for the YMHC.

As such, Board directors and members must adhere to the following:

- Postings are subject to all of the policies in the YMHC's Code of Conduct, including, but not limited to, the CFPC's policies on "Electronic Communications," "Sexual/Unlawful Harassment," "Privacy" and "Confidentiality."

"RTs don't imply endorsement" or "RT≠ endorsement" disclaimer: the necessity of the disclaimer - to warn the public against associating your views with the organization's official positions in order to avoid even the perception of impropriety.

The disclaimer or disassociation statement, whereby the author claims that the views expressed are not that of YMHC, but their own personal thoughts and ideas creates appropriate boundaries: "The opinions expressed are those of the writer and do not necessarily reflect the opinion of YMHC or any other institution or individual."

### **No Harassment**

YMHC is committed to a safe and respectful working environment. Board directors and members must recognize that their online interactions with or about YMHC colleagues can affect the quality of YMHC's working environment. All social media users are required to respect the dignity and privacy of other YMHC directors, members, customers, other stakeholders and competitors. Harassing, intimidating, offensive, abusive, threatening, menacing or hostile content communicated through social media is prohibited. Data related to others, including, but not limited to, personal details, photos and pictures shall only be posted with that party's consent.

It is YMHC's Policy to adhere to the Ontario Human Rights Code, the Occupational Health and Safety Act, and all other applicable legislation. Discrimination and harassment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability against YMHC's officers, directors, employees, partners, affiliates, customers, vendors, members or other third parties (including other mental health organizations) is strictly prohibited.

Failure to comply with this provision will lead to investigation and potential removal from office and/or membership with YMHC.

Board directors and members should not discuss or otherwise comment upon an individual or group characteristic that is a prohibited ground of discrimination under the Ontario Human Rights Code when using social media or engaging in social networking without the express permission of the individual(s) to be referenced and their manager.

### **Reporting Suspected Violations of this Policy**

Board directors and members are expected to immediately report known or suspected violations of this Policy to the Director violations of this Policy. All complaints or reports shall, to the degree possible and in accordance with applicable law, be treated as confidential.

### **Amendment of this Policy**

YMHC reserves the right to amend this Policy at any time.

For a complete listing of all YMHC social media accounts at the time of Policy approval, please see [www.ymhc.ngo](http://www.ymhc.ngo)

### **Questions**

Questions about this Policy or how it is applied may be directed to YMHC, please see [www.ymhc.ngo](http://www.ymhc.ngo).

### **Media Inquiries**

Media reporters are asked to send questions to the YMHC Communications department; contact information is available on the YMHC website: [www.ymhc.ngo](http://www.ymhc.ngo)  
Any individual reporting a known or suspected violation of this Policy in good faith is protected from retaliation. All good faith allegations of violations of this Policy will be investigated. Individuals are required to cooperate with all investigations of alleged wrongdoing.

### **SCOPE OF THE POLICY**

This organization (i) policy shall apply to any user (ii) of any form of electronic media (iii) including the administrative team (iv), volunteers (v) of the organization and members of the general public who opt to communicate with the organization via any electronic method.

Users of the organizations social media and electronic communication methods can be assured that all administrators, staff, volunteers, and/or board and committee members will adhere to the following principles:

- 1) Principles of integrity, professionalism, privacy and impartiality will be observed by all administrative users of YMHC's electronic content.
- 2) Content shared by the social media team should be derived from credible sources.
  - a. Links, studies, and source information will be available for all statements made by administrative users unless the information directly violates the confidentiality agreement with our clients. Proper resource citations and copyright laws must be upheld at all times.
- 3) The administrative team commits to reading all content from our users. However, it may not be possible to respond to every individual post. Our goal is to be as responsive as possible and we are committed to answering questions in a timely fashion.
- 4) Content will be relevant to YMHC's mission and initiatives. Spam will be removed as quickly as possible.
- 5) Employees, Committee Members, Board Members and Officers must clearly state when they are not authorized to speak on behalf of YMHC.
- 6) The administrative team understands that respect goes both ways: we commit to using good judgment in our content and respectfully request that you do the same using the rules below.

### **Expectations of users:**

By engaging with YMHC's social media and electronic communications, you have agreed to comply with these conduct standards. Engagement refers to (but is not limited to) Posts, Comments, Likes, Shares, Tweets/Retweets. All engagements must:

- 1) Be respectful in nature.
- 2) Be legal.
- 3) Be free of spam/solicitations
- 4) Be devoid of confidential information.
- 5) Be free from profanity.
- 6) Contain consent when utilizing YMHC's name, likeness, logo, trademarks or any other property.

### **Violations and repercussions**

- 1) YMHC reserves the right to correct, edit or amend any misleading or inaccurate content on any of its electronic mediums.
- 2) YMHC reserves the right to remove content posted by users at any time for any reason.
- 3) Repeated violations will result in the user revoking their right to participate in use of electronic communications with YMHC and its user community.

When using Social Media, you must use your personal email address and may not use your YMHC e-mail address as your means of identification and communication, YMHC website or other YMHC identifiers.

If you choose to identify yourself as a Corporation employee, board member, or volunteer through Social Media, please understand that some readers may view you as a spokesperson for the Corporation. Because of this possibility, we ask that when using Social Media, you state clearly that you are speaking on behalf of yourself, that your comments, posts, and views are your own, and that you are not authorized to speak on behalf of the Corporation.

"Keep in mind that any of your conduct that adversely affects YMHC, its clients and its ability to secure the resources needed to fulfill its mission promises may result in consequences." Adverse impact could result in loss of donations, negative comments in the media, social and otherwise.

### **Discipline for Violations**

In the case of Corporation employees, violation of the Corporation's Social Media policy will result in disciplinary action, up to and including termination, depending on the nature and severity of the violation. The Corporation reserves the right to take legal action against personnel who engage in prohibited or unlawful conduct. Violations by members of the board and other volunteers may lead to dismissal from the board or committee on which the volunteer serves.

# YMHC Email Policy

## **Policy brief & purpose**

Our email usage policy helps employees or volunteers use their YMHC email addresses appropriately. Email is essential to our everyday jobs. We want to ensure that our employees or volunteers understand the limitations of using their YMHC email accounts.

Our goal is to protect our confidential data from breaches and safeguard our reputation and technological property.

## **Scope**

This policy applies to all YMHC employees, volunteers, vendors and partners who are assigned (or given access to) a YMHC organization email.

## **Policy elements**

YMHC emails are powerful tools that help employees or volunteers in their jobs. Employees or volunteers should use their YMHC email solely for YMHC-related purposes.

We will define what constitutes appropriate and inappropriate use.

## **Inappropriate use of YMHC email**

Our employees or volunteers represent YMHC whenever they use their YMHC email address. They must not:

- Sign up for illegal, unreliable, disreputable or suspect websites and services.
- Send unauthorized marketing content or solicitation emails.
- Register for a competitor's services unless authorized.
- Send insulting or discriminatory messages and content.
- Intentionally spam other people's emails, including their coworkers.

YMHC has the right to monitor and archive YMHC emails.

## **Appropriate use of YMHC email**

Employees or volunteers should use their YMHC email for YMHC-related purposes. For example, employees or volunteers can use their email to:

- Communicate with current or prospective customers and partners.
- Log in to purchased software they have legitimate access to.
- Give their email address to people they meet at conferences, career fairs or other YMHC events.
- Sign up for newsletters, platforms and other online services that will help them with their jobs or professional growth.

## **Personal use**

Employees or volunteers are not allowed to use their YMHC email for some personal reasons.

Employees or volunteers must adhere to this policy at all times.

### **Email security**

Email is often the medium of hacker attacks, confidentiality breaches, viruses and other malware. These issues can compromise our reputation, legality and security of our equipment.

#### **Employees or volunteers must:**

- Select strong passwords with at least eight characters (capital and lower-case letters, symbols and numbers) without using personal information (e.g. birthdays.)
- Remember passwords instead of writing them down and keep them secret.
- Change their email password every two months.

Also, employees or volunteers should always be vigilant to catch emails that carry malware or phishing attempts. We instruct employees or volunteers to:

- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing.")
- Be suspicious of clickbait titles.
- Check email and names of unknown senders to ensure they are legitimate.
- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)

If an employee isn't sure that an email they received is safe, they can ask our web services administrator (Jim.Yan@ymhc.ngo).

We remind our employees or volunteers to keep their anti-malware programs updated.

### **Email signature**

We encourage employees or volunteers to create an email signature that exudes professionalism and represents YMHC well.

Employees or volunteers may also include professional images, YMHC logos and YMHC-related videos and links in email signatures.

### **Disciplinary action**

Employees or volunteers who don't adhere to the present policy will face disciplinary action up to and including termination. Example reasons for termination are:

- Using a YMHC email address to send confidential data without authorization.
- Sending offensive or inappropriate emails to anyone including our customers, colleagues or partners.
- Using a YMHC email for an illegal activity.

# YMHC Hero Awards & Volunteer Recognition

## YMHC Hero Awards

The YMHC Hero Awards recognize impact, innovation and excellence. They provide YMHC Charitable Foundation with the chance to celebrate those who are making a difference in mental health awareness, education, support and advocacy. They are the highest honour we can present to an individual or group.

YMHC Hero awards will be presented at our annual Mental Wellness Community Fair.

### **Hero Categories:**

- Youth
- Mental Health Advocate
- Community Member
- Community Organization
- Youth Advocate
- Health Care Professional

We will recognize the contributions of volunteers in various ways over the year. Our Annual General Meeting (AGM) will culminate with volunteer recognition awards to recognize the significant contributions that volunteers made to YMHC over the year.

# YMHC Volunteer Job Descriptions



The following job descriptions outline some of the areas that volunteers of all ages, backgrounds and locations can contribute to YMHC.

YMHC has a director who is responsible for volunteer recruitment and coordination. If you have any questions, please contact Michael at [Michael.hsueh@ymhc.ngo](mailto:Michael.hsueh@ymhc.ngo).

YMHC is open to innovative ideas and possibilities. If you have ideas for new ways to contribute to youth mental health education, support, advocacy and change, please let us know! Contact our Executive Director, Sheryl, to share your ideas and skills.

# YMHC Volunteer Coordination



**YMHC Board of Directors: Director, Michael Hsueh  
(Michael.hsueh@ymhc.ngo)  
Volunteer Coordinator Job Description**

The Volunteer Coordinator (VC) is responsible for the overall management of the YMHC volunteer program including recruiting, screening, managing and providing orientation to YMHC volunteers.

The VC directly manages volunteers and provides guidance, support, resources and tools and works directly with volunteer ambassadors to provide orientation and support to new volunteers. The VC administers and reviews policies and procedures which guide the volunteer program through the YMHC Handbook and any relevant government documentation.

Candidates must have:

- Excellent communication skills and comfort with public speaking in front of large groups (via Zoom and in person when possible)
- Excellent organizational skills
- Strong computer skills, ideally in Excel and Access and Word
- Ability to successfully manage multiple tasks
- Ability to delegate tasks to others
- Must be self-motivated, pro-active, strategic, collaborative and have good follow-through skills
- Supervisory and/or leadership experience

**Outline of Main Responsibilities**

⊞ Volunteer Recruitment

- Use a variety of recruiting methods such as networking, advertising, social media, local media, Volunteer Toronto, student boards, to recruit approximately 50 – 100 volunteers for summer 2020 government student grant program
- Review and implement effective strategies to recruit effective volunteers with appropriate skills
- Promote the volunteer program to gain community support of the volunteer program
- Use Microsoft Access or Excel to record and track all volunteer information including their duties and hours
- Recruit dedicated team leaders for all volunteer areas

⊞ Volunteer Screening

- Screen volunteers, including talking to candidates on the phone
- Develop and implement an intake and interview protocol for potential volunteers to ensure the best match between the skills, qualifications and interests of the volunteers and the needs of YMHC

⊞ Volunteer Scheduling

- Create schedules as required, with input and direction from the Executive Director (ED) and Volunteer Ambassadors (VO)
- Schedule volunteers into allotted time slots

- Use Microsoft Excel to organize and track volunteer time slots
- Work with Ed and VA to ensure adequate volunteer coverage and appropriate placement of volunteers

#### ⌘ Volunteer Training

- Responsible for coordinating volunteer orientations with ED and VO and overseeing the roles and responsibilities of volunteers
- Ensure adequate training is provided for volunteers
- Explain rules and regulations

#### ⌘ Volunteer Management

- Be the primary contact for volunteers
- Ensure that volunteers receive the appropriate level of supervision
- Act as a supervisor for all volunteers
- Serve as a liaison between volunteers and other leaders
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations

#### ⌘ Volunteer Recognition

- Organize a volunteer appreciation party
- Ensure that volunteer appreciation gifts are prepared prior to event
- Ensure that volunteers are acknowledged

#### ⌘ Administration

- Create reports for the ED and the Board of Directors as required including regular status up-dates and a final event report
- Administer and monitor expenditures for the volunteer program against the approved budget
- Other tasks as required by the ED

#### ⌘ Personal characteristics

The Volunteer Coordinator should demonstrate competence in most or all of the following:

- **Build relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of YMHC
- **Communicate effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/innovation:** Develop new and unique ways to improve operations of the volunteer program organization and to create new opportunities for recruitment.
- **Foster teamwork:** Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.

- **Make decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

# YMHC Peer Support



Peer support changes lives.

## **YMHC Peer Support Volunteer Job Description**

Be part of a dynamic team of volunteers committed to providing valuable peer support services to the YMHC community!

YMHC has two peer support services: the Compassionate Card service and the weekly Mental Health Chat. We are working on setting up a third service: the Daily Message of Support. Given the pandemic and reality of social distancing, our peer support services will be online services using Zoom for the Mental Health Chat and online systems and our greeting cards for the messages of support. When we are able to have in person meetings, we can look at other ways to increase peer support services in Toronto and in Hamilton and beyond.

### **Duties**

- Facilitate peer support sessions (Mental Health Chat)
- Provide non-judgmental guidance and support.
- Refer YMHC community members to YMHC, government and community services if needed
- Plan innovative initiatives to benefit the health and wellness of the YMHC community.
- Promote all peer support services on social media platforms
- Create a database of positive, supportive messages to be used for the Daily Message of Support

### **Benefits**

- Extensive training in mental health related topics.
- Skill development through training and experiences.
- Connection to the YMHC community.
- Meeting other peer support and YMHC volunteers from across Canada and around the world with similar interests.
- Making meaningful contributions to the well-being of the YMHC community

### **Requirements**

- A keen and passionate interest in mental health.
- Lived, volunteer, or work experience with mental health issues.
- A desire to help others.
- The ability to be an empathic listener and sensitive to the needs of others.
- Dependability: You are your word!
- A professional and collaborative approach: represent YMHC well by following all YMHC policies and procedures
- Superb communication and interpersonal skills: follow-up and direct communication skills are essential!
  - Ability to accept people for who they are and be able to provide supportive, non-judgmental service to others
- A thorough understanding of personal strengths and limitations.
- Motivated and wanting to inspire self and others.
- Ability to attend all YMHC training and meetings

- A full-year commitment of volunteering. (Time requirements can fluctuate but will average a minimum of 2 hours/week.)

## **Aptitude and Skills Needed**

- (1) Interpersonal Communication: As peer support services utilize written or verbal communication, a peer support volunteer requires strong interpersonal communication skills.
- (2) Inclusivity: A volunteer must value inclusivity and foster an inclusive, safe environment that respects diversity in all its forms.
- (3) High degree of empathy: Given the sensitive nature of the role and the intimate nature of the personal disclosures that may occur a Peer Support Centre Volunteer must be able to relate emotionally to the lived experiences of others.
- (4) Adaptability: a Peer Support Centre Volunteer should be able to think quickly on their feet and adapt peer support messaging
- (5) Sensitivity: a YMHC Peer Support volunteer requires the ability to apply the utmost attention to confidentiality.
- (6) Positivity: a Peer Support Centre volunteer requires unmitigated positivity in order to effectively listen, affirm, and refer.
- (7) Creativity: A volunteer should always offer an avenue to a potential solution, never losing hope that there is opportunity for situational improvement.

Youth Mental Health Canada is a grass roots, community-based, nonprofit organization focused on youth, family and educator engagement through mental health awareness, support, education and advocacy. We do not receive government funding and we have no paid staff. We use a sustainable model that focuses on mental health and wellness education through our educational materials, resources, tools and workshops.

All volunteers receive free membership with YMHC. Volunteers must read the YMHC Handbook and understand and comply with all policies and procedures.

YMHC is committed to youth mental health change. We have worked for many years to contribute to provincial and national change in education that has benefited students everywhere. We look forward to working with volunteers who are equally passionate about mental health change and determined to be the change that is needed.

For more information or to send your resume, please contact [admin@youthmentalhealth.ca](mailto:admin@youthmentalhealth.ca). The Executive Director will arrange to speak to you on the phone to assess your interest and related qualifications.

# YMHC Workshop Facilitation



# **Workshop Facilitator**

## **Job summary**

With support and training from the Executive Director, co-facilitators will help weekly one hour workshops/chats/AMA (ask me anything) sessions for youth on COVID mental health, mental health and wellness, self-care and other topics.

## **Responsibilities and duties:**

- Become familiar with the material and content required for the workshop you will co-facilitate
- Prepare each session in collaboration with the other co-facilitator.
- Facilitate online youth workshop/chat
- Coordinate workshop scheduling with other facilitators and the Executive Director
- Attend the pre- and post-workshop meetings, contributing to its evaluation

## **Required qualifications**

- Experience in group facilitation, an asset
- Knowledge of mental health challenges and disabilities
- Be available and attend the online training session

## **Skills**

- Exemplary empathy, solid active-listening skills
- Group management skills
- Strong teamwork and collaboration skills
- Excellent communication and organizational skills
- You enjoy leading and guiding others
- You have the self-confidence to speak in front of groups of people
- You enjoy acting as a guide to help move people through a process together
- You have lived experience of mental health challenges and suicide

# YMHC Event Organizer: Directing Change Canada



## **Event Organizer Job Description: YMHC Directing Change**

The Directing Change Program and Film Contest will engage young adults across Canada to learn about managing COVID mental health, the importance of mental health, and how to help a friend through the creation of short films. Throughout the filmmaking process, participants are engaged via all methods of the learning spectrum: to see, experience, discuss, and apply concepts learned about mental health and wellness.

- Plan and organize the event: create a Canadian model of Directing Change
- Design a layout and agenda of the event; create event guides, tickets, pamphlets, and any other marketing activities to promote the event traditionally or digitally
- Recruit key volunteers and judges, as well as special guest appearance, MCs, anchor or any other suitable entertainer for the event
- Work with and give guidance to volunteers and staff involved in event planning
- Perform other related duties as may be assigned.

### **Requirements – Skills, Abilities, and Knowledge – for Event Organizer Role**

- Experience in event organization or management or related work experience is an added advantage
- Strong communication skills – written and verbal is a must
- Positive and outgoing personality
- Strong negotiation, leadership, and planning skills
- Ability to multi-task, remain calm and work under pressure in a fast-paced environment
- Attention to details and good problem-solving skills
- Experience or talent for organizing and working complex events in an efficient and methodical manner
- Strong interpersonal skills and ability to deal with diverse types of people
- Ability to work effectively as part of a team and also take initiative when the need arises

# YMHC Membership & Volunteer Recruitment



## **Volunteer and Member Recruitment Job Description**

Candidates must have:

- Excellent communication and organizational skills
- Strong computer skills, ideally in Excel and Access and Word for tracking numbers and coordinating information
- Ability to successfully manage multiple tasks
- Must be self-motivated, pro-active, strategic, collaborative and have good follow-through skills

### **Outline of Main Responsibilities**

Volunteer Recruitment

- Use a variety of recruiting methods
- Review and implement effective strategies to recruit effective volunteers with appropriate skills
- Promote the volunteer program to gain community support of the volunteer program

Membership Recruitment

- Use a variety of methods to promote YMHC membership

√ Personal characteristics

The Volunteer Coordinator should demonstrate competence in most or all of the following:

- **Build relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of YMHC
- **Communicate effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/innovation:** Develop new and unique ways to improve operations of the volunteer program organization and to create new opportunities for recruitment.
- **Foster teamwork:** Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.

# YMHC

# Social Media



## **Social Media Volunteer Team**

- Manage Facebook Live monthly interviews: schedule, promote, prepare list of questions, manage technical details
  - Instagram Live: do daily short live chats: 12 noon chats with Mental Health Check In, tip of the day, self-care aid for the day, quote of the day
  - Podcast: create schedule of topics, people to interview, prepare lists of questions, theme: YMHC Talks/Voices/Hopes: with Cicely
  - TikTok: do promo videos for YMHC services, do a #ymhc challenge
- 
- Researching audience preferences and discover current trends
  - Creating engaging text, image and video content
  - Designing posts to sustain readers' curiosity and creating buzz around new products
  - develop original content and suggest creative ways to attract more customers and promote our brand.
  - increase web traffic and customer engagement metrics aligned with broader marketing strategies.
  - Design posts to sustain readers' curiosity and create buzz around new YMHC resources, services and products
  - Measure web traffic and monitor SEO
  - Stay up-to-date with changes in all social platforms ensuring maximum effectiveness
  - Facilitate online conversations with YMHC supporters and respond to queries
  - Develop an optimal posting schedule, considering web traffic and customer engagement metrics
  - Oversee social media accounts' layout
  - Suggest new ways to attract prospective customers, like promotions and competitions
  - Prepare and schedule interviews, chats, promotional materials, interview questions, content development

## **Requirements**

- Expertise in multiple social media platforms
- In-depth knowledge of SEO, keyword research and Google Analytics
- Ability to deliver creative content (text, image and video)
- Familiarity with online marketing strategies and marketing channels
- Ability to gasp future trends in digital technologies and act proactively
- Excellent communication skills
- Multitasking and analytical skills

# YMHC Resource Development



## **YMHC Resource Development**

### **Multilingual Resources: translation and copy/paste**

- Get professional French translator to translate YMHC resources
- Copy and paste translated resources into infographic template text boxes
- Translate infographic text: COVID mental health, generic mental health, mental health slogans

### **Infographic Resource Development: graphic design**

- Create more infographic templates using Unsplash and our YMHC banners
- Create more text to use for infographics

### **YMHC Blog**

- Review blog entries, edit and put on website
- Promote YMHC blog
- Recruit people to write for YMHC blog
- Ask for YMHC blog submissions
- Have a YMHC blog contest

### **Weekly YMHC Newsletter**

- Produce a one page weekly newsletter highlighting daily and weekly activities, YMHC services and resources, upcoming events, highlight volunteers of the week, provide information on dealing with mental health challenges

# YMHC Blog



## **Blog/Content volunteer responsibilities include:**

- Proofreading, re-structuring and editing articles by content writers
- Updating our website and social media pages with new content

Content volunteer responsibilities include fact-checking writers' articles and optimizing written pieces to increase user engagement. If you have excellent writing and editing skills in English and lived/learned experience of mental health and/or suicide loss and attempts, we'd like to meet you.

Ultimately, you will produce engaging quality content that speaks to our audience and boosts engagement with Youth Mental Health Canada.

### **Responsibilities**

- Proofread, re-structure and edit articles by content writers
- Update our website and social media pages with new content
- Improve illustration in collaboration with marketing and design teams
- Optimize published pieces using SEO guidelines
- Generate new ideas around mental health/youth mental health topics
- Monitor web traffic and user engagement (e.g. bounce rates)

### **Requirements**

- Proven work experience in content development
- Excellent writing and editing skills in English
- Attention to detail
- Hands-on experience with Content Management Systems (e.g. WordPress)
- Familiarity with SEO and keyword research
- Team spirit