



POLICY AND PROCEDURE MANUAL

SECTION: Information Services

POLICY: IS - 02

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INCLUSION/EXCLUSION POLICY

POLICY

Contact Brant will have clear inclusion and exclusion criteria for the Community Information Brant Haldimand Norfolk website.

Every effort is made to have comprehensive listings of all eligible services.

PROCEDURES

The term “Database” refers to the Community Information Brant Haldimand Norfolk website, www.info-bhn.ca, which is managed by Contact Brant.

1. Listing Standards

- 1.1. Inclusion in the Database is free and does not require the purchase of a membership, products, or separate advertising space from Contact Brant.
- 1.2. Subject to the priorities detailed in the next section, the Lead Community Navigator will include organizations or programs located in or serving the Brant, Haldimand or Norfolk area, including the following:
 - Provide a direct service to the public
 - Networks or coalitions of direct service providers
 - Involved in licensing, planning or coordinating direct services
 - Not-for-profit, community-based or government organizations
 - Commercial organizations that provide first priority services not offered by the non-profit sector
 - Commercial organizations licensed by the government or with special contractual agreements to operate long-term care facilities, childcare centres and certain home care services.
- 1.3 The Lead Community Navigator will accept organizations that demonstrate the ability to provide ongoing, reliable services and have an established funding base or the support of an established parent organization. Exceptions may be made in emerging or underfunded service areas.

2. First and Second Priorities

- 2.1. Contact Brant makes every effort to have comprehensive listings of all eligible services on the Database, giving first priority for the listing of services to basic subsistence and survival-related services, including:
 - Food, clothing and shelter

- Emergency assistance
- Crisis intervention
- Financial assistance
- Legal and correctional services
- Victim services
- Immigrant and refugee services
- Physical and mental health services
- Employment and training services
- Home support
- Public and specialized transportation
- Child care
- Access to permanent affordable housing

2.2 Contact Brant also gives first priority to services for people who may experience barriers to service because of:

- Language spoken
- Ethnocultural group
- Age, including risk factors associated with infants, children, youth or seniors
- Low income, unemployment or lack of education or literacy
- Physical, mental or developmental disabilities
- Homelessness or social isolation
- Immigration or refugee status
- Fear of violence

1.3 Contact Brant identifies second-priority areas for which collection depends on staff resources, agreements with other agencies, and the ability of other agencies to collect and disseminate information. Rather than collect comprehensive information in second-priority areas, Contact Brant may collect information regarding representative or umbrella groups. Contact Brant gives second priority to the following quality of life services, unless they are for people who may experience barriers to service which are first priority:

- Education
- Recreation
- Consumer assistance
- Environment
- Peace and disarmament
- International development

3. Exclusion

3.1. Contact Brant reserves the right to exclude from the Database any organization that it has, in its own discretion, adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups or the community as a whole.

3.2. Potential grounds for exclusion or removal from the database may include, but is not limited to, service non-delivery, fraud, misrepresentation, discrimination, criminal activities, or operating outside licensing mandates.

- 3.3. Contact Brant reserves the right to refuse to list or discontinue listings for organizations that have had serious complaints lodged against them with any regulatory body or with other organizations in the database providing similar services, or with Contact Brant itself.
- 3.4. The Lead Community Navigator may consult with the Chief Executive Officer regarding an exclusion of information when needed for a final decision.
- 3.5. Decisions to include, exclude, or remove a service listing may be appealed in writing to the Chief Executive Officer after a reasonable attempt has been made to resolve the issue with the Lead Community Navigator.

4. Listing Updates

- 4.1. The Lead Community Navigator will annually ensure organizations listed on the Database are asked to update their information by e-mail or telephone. ~~or fax.~~
- 4.2. The Lead Community Navigator will monitor service changes, and major changes will be made as soon as the information is known and verified with the service provider. It is recognized that community services change so rapidly that some omissions and inaccuracies are inevitable.
- 4.3. The Lead Community Navigator or Community Information Assistant will attempt to verify each change with the service provider. Contact Brant may choose the amount of detail, language, and presentation of information used to describe a service or organization.
- 4.4. Contact Brant staff will encourage organizations to use the Database to notify the Lead Community Navigator of service changes throughout the year by using the update information option found on all records on the Database.
- 4.5. Staff will inform organizations that changes submitted are updated on an ongoing basis and will not appear automatically or immediately on the Database; changes are first verified and processed by the Lead Community Navigator.

5. Linking

Contact Brant encourages organizations to use the Database as a central collection of quality information.

- 5.1 If organizations would like to link to the Database, they will be directed to the Lead Community Navigator, who will request:
 - Organizations inform Contact Brant that they are creating a link and indicate the URL of the page where the link will be placed.
 - The link is to the Database home page instead of specific pages within the Database.
- 5.2 While Contact Brant encourages links to the Database, staff will make every effort to ensure that it is not linked to or from any third-party website that contains, posts, or transmits unlawful information of any kind. Staff concerns should be directed to the Chief Executive Officer.
- 5.3 The Chief Executive Officer may make a decision, based on Contact Brant reserving the right at its sole discretion, to prohibit or refuse to accept any link

to the Database, or ask organizations to remove any link, which contains or makes available any content or information that:

- constitutes or encourages conduct that would comprise a criminal offence, give rise to civil liability or otherwise violate any local, provincial, national or international law or regulation
- may be damaging or detrimental to the activities, operations, credibility or integrity of Contact Brant, or
- contains, posts or transmits any information, software or other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights, or which is protected by copyright, trademark or other proprietary rights.

5.4 Additionally, the framing, mirroring, and deep linking of the Database or any of its content in any form and by any method is prohibited. Staff will take every effort to ensure that organizations do not cause any advertisement, including any pop-up or banner advertisement, to appear at, on, or after exiting the Database.

6. No Endorsement

6.1. A statement will be maintained on the Database by the Lead Community Navigator identifying that:

The inclusion of an organization and information about its programs and services on the Database does not imply endorsement by Contact Brant, nor does exclusion indicate lack of endorsement.

6.2. A statement will be maintained on the Database by the Lead Community Navigator identifying that:

Contact Brant does not assume responsibility for the content of any third-party websites listed on the database. This includes, but is not limited to, the accuracy, reliability, completeness, or suitability of any content.

A link to another website should not be construed to mean that Contact Brant is associated with or is giving an endorsement of that website or its products or services.

7. Disclaimer and Limitations

A disclaimer will be maintained on the Database by the Lead Community Navigator that:

The information on the Community Information Brant, Haldimand and Norfolk is provided for general information purposes only. It is not intended to provide medical, legal or professional advice and should not be relied upon in that respect.

The Database and the content is provided "as is". While Contact Brant strives to provide information that is correct, accurate and timely, Contact Brant makes no representations or warranties regarding the Database and the content, including that:

- *The content contained in or made available through the Database will be fit for a particular purpose*
- *The content will be accurate, complete, current, reliable, or timely*
- *The operation of the Database will be uninterrupted or error-free*

- *Defects or errors in the Database or the content, be it human or computer errors, will be corrected*
- *The database will be free from viruses or harmful components, and*
- *Communications to or from the Database will be secure and/or not intercepted.*

In no event shall Contact Brant be liable for damages of any kind, including any indirect, special, incidental or consequential damage or any other damages arising out of or in connection with the use of the Database or in reliance on the information available in the Database, regardless of the cause. This shall apply even if Contact Brant knew of or ought to have known of the possibility of such damages.

The contents on the Database are protected by privilege, and all rights to privilege are expressly claimed and not waived.

Any information that is confidential or personal will be subject to the FOIPP Act, Contact Brant privacy policies and other relevant legislation. Contact Brant reserves the right to change policies at any time.

If you have any concerns regarding privacy on our Database or if you would like to have any personal information deleted, please send us an email at updates@contactbrant.net so we may address your concerns.

8. Prohibited Uses

The Lead Community Navigator will maintain a statement on the Database regarding prohibited uses:

Contact Brant prohibits users from transmitting through the database any unlawful, threatening, libellous, defamatory, obscene, indecent, inflammatory, pornographic or profane material or any material that could be considered to violate any law. Contact Brant also prohibits users from transmitting through the database any information which:

- *violates the privacy or rights of an individual*
- *is protected by copyright, trademark or other proprietary right, unless with the express written consent of the owner of such right.*

Contact Brant does not allow users to, directly or indirectly:

- *use the database in any manner that could damage, disable, or impair it;*
- *use the database for commercial or philanthropic gain, including by use of unsolicited commercial e-mail or SPAM;*
- *upload, post or otherwise transmit on the database any items, including computer viruses or destructive files*
- *copy for the purpose of distribution any information from the Community Information Brant, Haldimand & Norfolk database without expressed consent of Contact Brant*

Users agree that they are solely responsible for all their actions and communications while using the database and will comply with all applicable laws concerning the use of the database or in respect of the content. The user is solely liable for any damages resulting from any infringement of copyright, trademark, or any other harm resulting from your use of the database.