

ABRAR

*Trauma and
Mental Health
Services*



POLICY MANUAL

2024-2025

CARE - COMPASSION - CREATIVITY

LAND ACKNOWLEDGMENT



ABRAR Trauma and Mental Health Services is a Canada-wide agency operating on and throughout the land traditionally known as Turtle Island. Specifically, our Hamilton location is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee, and Mississaugas. This area of land is covered by the Dish With One Spoon Wampum Belt Covenant, symbolizing an agreement between the Haudenosaunee and Anishinaabek to jointly steward the resources surrounding the Great Lakes. Additionally, we acknowledge the inclusion of this land under the Between the Lakes Purchase of 1792, signifying an agreement between the Crown and the Mississaugas of the Credit First Nation.

As treaty people, we at ABRAR Trauma and Mental Health Services are motivated to engage in land acknowledgment for many reasons, including to honour the original peoples of the land in which we are occupying; to name colonization as a present reality that negatively influences our systems and ways of being; to recognize the historical and ongoing violence and discrimination perpetrated towards Indigenous communities; and to signify solidarity with Indigenous peoples and the fight towards decolonization.

In offering this land acknowledgment, we aim to convey our solidarity with Indigenous peoples and our commitment to the ongoing process of decolonization. As settlers in Canada, we offer this acknowledgment with genuine friendship and respect. We are mindful that true reconciliation efforts extend well beyond land acknowledgments, and require the cultivation of meaningful relationships with Indigenous communities across Turtle Island. This involves actively educating ourselves and others about our shared history, standing in solidarity with Indigenous communities, and encouraging others to engage in their own reconciliation efforts.

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CODE OF ETHICS

STATEMENT OF PRINCIPLES



OUR MISSION

ABRAR Trauma and Mental Health Services is an organization that provides affordable, trauma-informed, art-based, and culturally competent mental support for diverse newcomers and immigrant populations. Services are carried out through professionals with lived experiences who prioritize the creation of safer and comfortable environments. We resonate with our people and respect diversity, vulnerability, resilience, new ideas, and passion.

OUR VISION

Creating person-centred and culturally appropriate safer spaces that ensure healing and growth out of trauma, explicitly using trauma-informed and art-based early intervention approaches for newcomers and immigrants so that they may thrive.

To accomplish our mission and vision and provide an environment of empowerment, ABRAR TMH abides by the following set of principles:

Upholding our Values - We foster an environment of kindness and acceptance. Human well-being is at the centre of our organization, and we aim to make this apparent in everything we do. We prioritize kindness and tolerance in all our interactions with service users, the public, employees, and stakeholders.

Creating an Environment of Empowerment - Our team is reflective of the communities we serve, with individuals from diverse communities, lived experience, and a wide range of educational and professional expertise. ABRAR TMH will celebrate and uphold this diversity by identifying ways each person can contribute to the organization using their unique capabilities. We also understand the importance of allowing young professionals to practice in their given fields and, therefore, always strive to create an environment that allows growth and improvement. We will always provide our team with leadership opportunities and space to develop skills and expertise.

Creating an Environment of Respect - Destructive criticism, which hinders the growth of ABRAR TMH employees, students, volunteers, and contractors through mocking mistakes, derogatory comments, or other forms of harassment under the guise of professional advice, is strictly forbidden. Our constructive criticism will always come from a place of kindness. As an organization that is built on creating safer spaces, ABRAR TMH employees, students, volunteers, and contractors always strive to treat each other with respect; there is a zero tolerance policy for any form of abusive or violent behavior/speech, or discrimination towards any colleague or community member on any grounds..

CODE OF ETHICS

STATEMENT OF PRINCIPLES



Fostering Trust and Credibility – ABRAR TMH constantly strives to earn the trust of our service users, students, employees, volunteers, contractors, and all other stakeholders. We will always act with honesty, integrity, and transparency in all organization-related matters. Service users’ clinical and non-clinical information and non-public organizational information will always be strictly confidential. Disclosing sensitive information is viewed as a major breach of organizational principles and is subject to termination. ABRAR TMH also acts in total compliance with all local, provincial, and federal laws.

Fostering Community – All initiatives and services designed by ABRAR TMH act to benefit the communities we serve and are implemented with high levels of professionalism and cultural competency. We follow a “do-no-harm” framework, where all initiatives aim to preserve dignity and respect, ease burdens, and empower community members we work alongside.

ACCESSIBILITY POLICY

STATEMENT OF COMMITMENT



ABRAR TMH is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity, independence, and self-determination. A disability is any condition that affects the body or mind that can lead to activity limitations and participation restrictions.

We believe in integration and are committed to meeting the needs of people with disabilities. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws, specifically related to the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulation OReg 191/11.

ABRAR TMH is committed to identifying and alleviating barriers to accessibility. These include attitudinal barriers (i.e. mitigating oppressive perspectives), informational and communication barriers, technological barriers, systemic barriers, and physical barriers, where appropriate and to the best of ABRAR TMH's ability. In line with this commitment, ABRAR TMH will provide, upon request, information in an accessible format and/or with communication support to people with disabilities; this approach recognizes the diverse needs of individuals and ensures that they receive the accommodations required to fully participate in ABRAR TMH programming and services. All necessary accommodations are guaranteed to be provided at no extra cost to service users.

As a mental health services provider, ABRAR TMH commits to eliminating differences in health status between groups; we are dedicated to fostering a diverse and inclusive workplace that considers and accommodates the accessibility needs of individuals who experience mental health challenges. Our commitment aligns with ABRAR TMH's overarching goals of enhancing mental health and promoting overall well-being for all individuals we serve.

People with disabilities will be given equal opportunity to benefit from the services offered at ABRAR TMH. People with disabilities have the right to use their personal assistive devices or be accompanied by support personnel while accessing services. Support personnel may include personal care attendants, interpreters, intervenors, or other individuals who assist participants with disabilities in navigating/utilizing our facilities and services. Please consider the following when working alongside service users who utilize support personnel:

- **Recognize the Role of Support Personnel:** Acknowledge the role and presence of the support person, but ensure that you speak directly to the service user as opposed to the support person accompanying them, unless otherwise requested by the service user. The support person is there to assist with communication and/or other supports, *not* to act as the service user.

ACCESSIBILITY POLICY

STATEMENT OF COMMITMENT



- **Informed Consent:** Obtain informed consent from the service user before discussing sensitive or private information in the presence of their support person.
- **Preferred Communication:** Ask the service user about the preferred communication method they require, or any specific needs related to communication; be prepared to meet these needs. Do not simply assume that all accessibility needs are being met, instead, be sure to communicate clearly with the service user to ensure an equal partnership when determining the most effective communication pathways.

Additionally, service animals are welcome to accompany individuals on our premises. Service animals play a crucial role in assisting individuals with disabilities, as they can enhance independence and overall quality of life through specialized training. Service animals' tasks may include (but are not limited to) physically guiding individuals through obstacles, alerting them to sounds, and providing stability and balance. Please consider the following when working alongside service users who utilize service animals:

- **Recognize the Role of Service Animals:** Understand the service animal is not a pet, rather, it is a trained assistant providing necessary support. Service animals are legally permitted to enter public and private spaces to provide support to their handler.
- **Space Consideration:** Allow adequate space for the service animal and service user, ensuring comfort and freedom of movement. Ensure that the space is safe and accessible for not only the service user but also their service animal.
- **Avoid Distraction:** Under no circumstances is it permissible to interact with a service animal unless otherwise requested by the service user; this includes petting the animal, speaking directly to it, bringing it toys or treats, or otherwise distracting the animal.

We are committed to promoting the awareness of accessible services, Ontario's accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities to all ABRAR TMH members of staff (employees, students, volunteers, etc.). This includes ensuring that all ABRAR TMH staff understand how to interact and communicate with people with various types of disabilities.

ABRAR TMH will incorporate accessibility when designing and providing services or will provide an explanation detailing why accessibility criteria could not be met and how this will be improved upon in the future. ABRAR TMH's accessible service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

WORKPLACE ANTI-VIOLENCE, HARASSMENT AND DISCRIMINATION POLICY



ABRAR TMH is committed to ensuring a workplace free of harassment, bullying, and discrimination. In pursuit of this, ABRAR TMH will not tolerate any harassment, bullying, or discrimination within the workplace. ABRAR TMH is further committed to investigating any complaints regarding workplace harassment, bullying, and/or discrimination, using the method of corrective action up to and including the point of termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, ABRAR TMH will immediately contact the police.

Harassment is defined by the Ontario Occupational Health and Safety Act as "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome." This definition includes sexual harassment, personal harassment, psychological harassment, and bullying.

Workplace harassment does not include reasonable actions taken by an employer or supervisor relating to the management or direction of workers in the workplace.

Note that this Workplace Anti-Violence, Harassment, and Discrimination Policy is administered in conjunction with freedom from discrimination under any of the grounds established by the Ontario Human Rights Code, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, gender identity, gender expression, age (18 and over), marital status (including same-sex partners), family status, disability, and record of offenses.

Common harassing behaviours can include (but are not limited to):

- Rumour spreading;
- Inappropriate jokes;
- Email chains with jokes about specific individuals;
- Excluding individuals from work-related activities;
- Reviewing work unfairly or trivial fault-finding; and
- Belittling behaviour or comments.

Harassment can either occur over an extended time or in an isolated instance, depending on the situation.

WORKPLACE ANTI-VIOLENCE, HARASSMENT AND DISCRIMINATION POLICY



ABRAR TMH encourages any of its employees who witness or who are victims of harassment, bullying, or discrimination to bring forward the information as soon as possible so that an investigation may immediately commence.

In pursuit of a harassment-free environment, ABRAR TMH is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:

- Providing education and training to ensure that all employees understand their rights and responsibilities regarding harassment;
- Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to act, how to deal with confidentiality, how to document, and how to keep records;
- Methodically monitoring or adjusting ABRAR TMH's systems for any barriers, including any barriers regarding any protected grounds laid out in the Ontario Human Rights Code and ABRAR TMH's Human Rights Policy;
- Reviewing their Anti-Harassment program with the Health and Safety Committee or representative, as appropriate;
- Providing a procedure for complaints (outlined below) that is fair, timely, and effective; and
- Ensuring to promotion of appropriate standards of conduct.

This policy also prohibits any person at ABRAR TMH who are able to grant or deny a benefit to another employee from sexually soliciting or making advances on that person. This could include co-worker to co-worker, employee to student, or supervisors and managers to employee or student. Further, any reprisals for the rejection of these advances are not permitted.

ABRAR TMH will also not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome. ABRAR TMH will investigate all complaints to prevent this poisoned environment.

In addition, any employees who experience harassment while in the course of work for ABRAR TMH have the right to file a complaint without any fear of reprisal. ABRAR TMH will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

Everyone is expected to react promptly when they become aware of or hear of alleged actions or complaints of workplace violence, harassment, and/or discrimination, by reporting the incident.

WORKPLACE ANTI-VIOLENCE, HARASSMENT AND DISCRIMINATION POLICY



All ABRAR TMH employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees have the responsibility of fully cooperating in any investigations into complaints of harassment.

All ABRAR TMH supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

If supervisors or managers of ABRAR TMH become aware, or ought reasonably to be aware, of harassment that may expose a worker to physical injury in the workplace, they will take every precaution reasonable in the circumstances for the protection of the worker.

At ABRAR TMH, complaints regarding harassment, bullying, or discrimination may be brought forward to:

- The Founder & CEO, Abrar Mechmechia
- An alternate report may be made to other members of the Professional if the above is the alleged harasser(s).
- Immediately upon receipt of a complaint, an investigation will be started, and additional information and context will be sought. **The investigation may include:** A review of the details of the incident; Separate interview(s) with the parties involved and any witnesses; Examination of any relevant documents, emails, notes, photographs, or video; A decision about whether the complaint constitutes workplace harassment; and the preparation of a report that summarizes the incident, the steps of the investigation, the evidence collected, and any findings
- ABRAR TMH will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. ABRAR TMH will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.
- ABRAR TMH will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved) unless the disclosure is necessary. The disclosure may become necessary for investigating the complaint, taking disciplinary action, or as required by law.

WORKPLACE ANTI-VIOLENCE, HARASSMENT AND DISCRIMINATION POLICY



- The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of ABRAR TMH), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

If it is determined by ABRAR TMH that any employee has been involved in violent, harassing, or discriminatory behavior, disciplinary action will be taken immediately. Such action may involve counselling, a formal warning, or dismissal without notice.

ABRAR TMH ensures that this policy and the supporting actions are implemented and maintained and that all workers have the appropriate information to protect them from violence, harassment, and discrimination in the workplace.

All seasoned and new employees may occasionally need to consult the Workplace Violence, Harassment, and Discrimination Policy. This document is intended as an easy-to-use reference tool containing the answers to your main concerns. Should any of your questions remain unanswered, please feel free to contact your manager or supervisor

All ABRAR TMH policies are evolving documents that may be adapted as appropriate to reflect cultural and organizational changes as well as the modifications that are constantly being made to government regulations. We are committed to maintaining open and transparent communication with all employees and will provide updated policies (where applicable) promptly.

Note: This policy will be in written form and posted in a conspicuous place at the ABRAR TMH office. It will be reviewed as often as necessary, but at least annually.

TRAUMA-INFORMED APPROACH POLICY



ABRAR TMH acknowledges the acute and oftentimes complex impact trauma can have on individuals; trauma impacts overall well-being (psycho-social-spiritual-physical) as well as how an individual navigates their surrounding environment, including their willingness to trust others and their perception of personal safety. As such, we are committed to implementing a trauma-informed approach across all agency activities. This policy provides a comprehensive framework outlining our dedication to creating a safer, supportive, and empowering environment for both service users and ABRAR TMH staff.

A trauma-informed approach is a holistic framework that recognizes the prevalence and complexities of trauma and how it affects everyone differently. It involves integrating principles and practices that prioritize physical and emotional safety, trustworthiness, collaboration, and empowerment, while considering culture, history, and gender differences, to help promote healing and well-being and actively avoid re-traumatization.

Six principles should be of focus when employing a trauma-informed approach as per the [CDC's Office of Readiness and Response](#):

Safety - ABRAR TMH is dedicated to prioritizing both physical and emotional safety for service users and staff members. This includes creating physical spaces that feel calm and secure for service users, as well as implementing practices on a case-by-case basis that mitigate the risk of re-traumatization for the individual.

Trustworthiness and Transparency - We are committed to fostering an atmosphere of trust through clear, open, and honest communication. Transparency is a crucial part of a trauma-informed approach, as it can allow individuals to feel more informed and empowered throughout their time engaging with our organization.

Peer Support - ABRAR TMH recognizes the importance of peer support in the healing process. We encourage a sense of community among service users and staff and acknowledge the unique value that individuals with lived experience bring to the support network.

Collaboration and Mutuality - We promote collaborative decision-making and actively involve service users in the planning and implementation of their support. By recognizing the importance of mutual respect, we aim to establish partnerships with service users that empower them to be active participants in their healing journey.

TRAUMA-INFORMED APPROACH POLICY



Empowerment, Voice, and Choice - ABRAR TMH is committed to fostering an organizational atmosphere that emphasizes individual strengths and creates space for individuals to practice self-determination. We aim to highlight and leverage participants' right to choose what is best for them in their own healing journey, which ensures they maintain control over their experiences within our organization.

Cultural, Historical, and Gender Considerations - ABRAR TMH actively denounces stereotyping and biases based on culture, race, ethnicity, sexual orientation, age, educational attainment, gender identity, geographical region, language spoken, and status in Canada. We provide services that are responsive to gender-specific needs, leverage the therapeutic potential of traditional cultural beliefs and/or practices, and acknowledge/name historical trauma and its intergenerational effects.

Adopting a trauma-informed approach extends well beyond a checklist or single technique; it requires continuous attention, mindfulness and reflexivity, heightened sensitivity, and a trauma-informed shift at the organizational level. As such, a trauma-informed approach is a systems approach to providing care rooted in social justice. In addition, ABRAR TMH recognizes that consistent organizational assessments, quality improvement initiatives, and active collaboration with community stakeholders are essential when adopting this approach.

ABRAR TMH will follow the following tenets to implement this policy:

Training and Education - Continuous learning is essential. We ensure that ABRAR TMH staff (including students, volunteers, and contractors) have access to various accessible training and education opportunities to enhance their understanding of the diverse effects of trauma and equip them with the necessary skills to integrate trauma-informed practices into their daily work. These opportunities include (but are not limited to) attending workshops and reviewing relevant trauma-informed research and best practices. ABRAR TMH staff, students, and volunteers are encouraged to seek out and engage in trauma-informed training and education opportunities that most align with their interests and practice.

Screening and Assessment - We integrate trauma-informed screening and assessment tools into our organizational activities to identify and respond to the unique needs of individuals who have experienced trauma, ensuring tailored and effective support. In addition to this, the administration of screening and assessment tools is conducted with an understanding of the potential emotional vulnerabilities that may arise during screenings and/or assessments. It is imperative that service providers at ABRAR TMH provide clear information about the purpose(s) of screenings and/or assessments, obtain informed consent, and allow individuals the autonomy and space to disclose information at their own pace.

TRAUMA-INFORMED APPROACH POLICY



Continuous Improvement/Feedback - Feedback from service users and staff is actively solicited to inform continuous enhancements to our trauma-informed practices both formally (i.e. through post-service surveys) and informally (i.e. through open dialogue). The Founder, Abrar Mechmechia, is the appointed Trauma-Informed Approach Lead, and she is responsible for responding to feedback and initiating trauma-informed changes on an organizational level as per feedback. We are committed to ongoing evaluation and improvement of our trauma-informed services and strongly welcome constructive feedback from all stakeholders.

Community Collaboration - We actively collaborate with community partners to promote a broader understanding of trauma-informed care when working alongside immigrant and newcomer populations. This collaboration includes co-developing educational workshops, engaging in joint research initiatives, and initiating open dialogues through community events and forums. By sharing resources, community-specific information (including trauma-informed recovery pathways), and evidence-based best practices, we contribute to a more supportive community that continues to develop an interconnected network of accessible trauma-informed services.

While our agency is committed to adopting a trauma-informed approach at each organizational level, it's important to recognize the potential, inadvertent contribution to the re-traumatization of service users based on our position within the community. Despite our best efforts to mitigate these risks, the nature of our role and perceived authority within the community may unintentionally highlight power imbalances and trigger past traumatic experiences for some individuals. We believe that acknowledging our positionality is a necessary step towards embodying a trauma-informed approach at the managerial level. We are dedicated to continuously recognizing the potential impact of our actions, policies, procedures, and interactions on our members who have experienced trauma.

As such, at ABRAR TMH, adopting a trauma-informed approach is not just a policy; it is our commitment to the members of our community who choose us to walk alongside them in their healing journey. By adopting these principles, we aim to contribute to the healing and overall well-being of our community members and staff by fostering an environment of resilience, empowerment, and growth through trauma.

WORKPLACE ENVIRONMENT POLICY



ABRAR TMH is an organization that is dedicated to establishing a workplace environment that not only adheres to industry standards, but goes beyond by fostering an atmosphere that promotes diversity and inclusion, decolonizing the workplace, cultural competence, mental health considerations, relationship-building, and anti-oppressive practice.

Decolonizing the Workplace - ABRAR TMH actively engages in ongoing education and awareness to understand and address the impacts of colonialism on our work and interactions. This includes acknowledging historical and ongoing injustices perpetrated against Indigenous community members; as part of our commitment to truth and reconciliation, we encourage open dialogue about historical injustices, acknowledge how our work may unintentionally perpetuate systemic inequalities, and seek pathways to address and rectify these issues. ABRAR TMH aims to create a workplace environment based on openness and humility, creating a safer space for organizational members to reflect on their own biases, learn from the experiences of others, and contribute to the collective effort of dismantling colonial structures that perpetuate discrimination against Indigenous communities. Our decolonization efforts extend to our organizational practices alongside service users; we remain reflexive of how colonization inherently impacts our practices and procedures, and what steps we can take to mitigate these influences.

Mental Health Considerations - Our humanistic and person-centred approach to working with community members includes prioritizing the mental health and well-being of our staff, students, volunteers, and contractors. We provide resources and support to members of our organization and encourage regular check-ins with managerial or supervisory staff. As such, ABRAR TMH is dedicated to providing all staff, students, and volunteers the space and flexibility they require to continue providing competent support to service users while also maintaining their overall well-being.

Boundaries and Relationship Building - In recognizing the importance of relationships, we emphasize the establishment of clear boundaries between staff that allow for genuine connections to develop without compromising professionalism. ABRAR TMH hopes that colleagues will have opportunities to foster genuine connections with each other. While we uphold the highest standards of professionalism, we acknowledge the importance of authenticity in relationships; staff, students, and volunteers are encouraged to bring their true selves to the workplace, fostering a culture of openness, acceptance, and understanding.

WORKPLACE ENVIRONMENT POLICY



Dress Code Considerations - The dress code at ABRAR TMH is designed to reflect professionalism while also recognizing the diverse nature of our interactions with colleagues, service users, and partner organizations. This is not a corporate atmosphere. We encourage staff, students, and volunteers to express their individuality within the bounds of appropriateness for specific events or service user engagement. When choosing work attire, please keep in mind who you will be meeting with, the nature of the circumstances, and how your attire may influence their willingness to participate and/or engage. Attire with derogatory, stereotypical, and/or aggressive words/phrases is not permitted while engaged in ABRAR TMH activities under any circumstances.

Commitment to Anti-Oppressive Practice - ABRAR TMH is committed to fostering a workplace environment rooted in anti-oppressive practice. Recognizing the pervasive impact of systemic inequalities on individuals, we pledge to cultivate a space that actively challenges and dismantles oppressive structures. Our commitment involves striving towards equity, inclusivity, and social justice, continuous learning, recognizing intersectionality and its implications, empowerment, advocacy, and open dialogue and support. Anti-oppressive practice should be adopted by every member of the ABRAR TMH team, both when working alongside community members and other colleagues.

Responses to Secondary Trauma - Secondary trauma is an indirect form of trauma that may affect a service provider when they hear a service user recounting their experiences of trauma. ABRAR TMH recognizes the emotional challenges that may accompany some aspects of work alongside service users, therefore, we are committed to maintaining a safer, open, and collaborative environment conducive to regular debriefing and non-judgmental group support, as well as promoting a healthy work-life balance. Supervision is available upon request for staff, students, and volunteers who require extra support.

Appropriate Use of Language - ABRAR TMH actively avoids using the term “client” or “patient” in favour of terms such as “participant,” “service user,” or “community member.” This linguistic shift reflects our commitment to inclusivity and the recognition that every individual is an active participant in their mental health journey. The term “support” is used judiciously to avoid implying hierarchical power imbalances. We promote language that emphasizes collaboration, empowerment and shared responsibility.

WORKPLACE ENVIRONMENT POLICY



Cultural Perspective – ABRAR TMH’s workplace is built on a foundation of mutual respect and collaboration. Our zero-tolerance policy for blaming culture means that we actively discourage any attempts to assign blame based on cultural differences. Instead, we foster an environment where challenges are seen as opportunities for learning and growth, promoting accountability and collective problem-solving. Our commitment to a cultural perspective extends to leadership positions; we strive for diversity in our leadership teams, recognizing that diverse leadership brings a broader range of perspectives and enriches the decision-making process. We understand that cultural competence is an ongoing journey; to facilitate continuous learning, we encourage staff, students, volunteers, and contractors to provide honest feedback on the cultural inclusivity of our practices and policies.

Employees, students, volunteers, and contractors are not only encouraged but expected to uphold the principles outlined in this policy. Managers and supervisors play a crucial role in ensuring the implementation of this policy and fostering a work environment that aligns with our mission, values, and service objectives. This policy will undergo regular annual reviews to ensure its continued relevance and effectiveness. Feedback from ABRAR TMH staff will be actively sought and considered during these reviews, and updates will be communicated transparently.

By implementing and adhering to this policy, ABRAR TMH commits to creating a workplace that sets a high benchmark for diversity and inclusion, mental health considerations, and cultural competence/awareness. Our collective efforts contribute to a positive and thriving work environment where all team members can achieve their full potential.

COMMUNICATION POLICY



The Communication Policy outlines ABRAR TMH's communication framework and establishes communication expectations for all staff, students, and volunteers while engaged in any ABRAR TMH activities. This Communication Policy will detail three sub-policies: Internal Workplace Communication Policy, Public/External Partner Communication Policy, and Direct Service User Communication Policy.

INTERNAL WORKPLACE COMMUNICATION POLICY

The Internal Workplace Communication Policy outlines ABRAR TMH's internal communication framework, its objectives, and the roles of team members, supervisors, and managers in establishing effective internal communications within the team.

ABRAR TMH values good internal communication and believes it is a critical element of creating a successful and highly engaged organization. Internal communication encompasses both "official" communication (announcements, memos, publications, policies and procedures, etc.) and "unofficial" communication that occurs among and between team members (the exchange of ideas, information, and opinions).

Internal communication occurs in all directions and ABRAR TMH encourages all team members to actively participate in internal communication by sharing information, knowledge, and ideas. This policy acknowledges that due to the confidential nature of some organizational activities, it is not possible to share all information with team members. Therefore, ABRAR TMH will strive to create a balance between keeping team members informed. and protecting confidential and sensitive information.

AbRAR TMH will design and implement effective internal communication processes that will enhance productivity and effectiveness. Positive Internal communication within ABRAR TMH involves Ongoing two-way communication through internal communication channels, whereby the team lead(s) and team members are regularly given opportunities to review and discuss shared information and contribute to achieving organization objectives, enhancing projects, and upholding team values.

Internal communication channels include emails, in-person and virtual team meetings, phone calls and texts, shared documents, shared drives, personal social media, and other similar platforms.

ABRAR TMH's Internal Communication Policy prioritizes respectful communication. Each employee in this organization must show maximum respect to every other person in the organization and other contacts in a business context.

COMMUNICATION POLICY



The purpose of communication should be to help others and to make our business run as effectively as possible. Courtesy, friendliness, and a spirit of helpfulness are important and guide the company's dealings with employees and customers.

Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences. Constructive criticism – which will improve operations by clarifying or instructing – should be welcomed when delivered with respect and tact. Destructive criticism – designed to harm the organization or another person – is not to be practiced. Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities, or swearing at co-workers or service users.

The standard of ABRAR TMH is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance, and other non-work-related matters. Each employee has the responsibility to foster an understanding of others' differences to create an environment where those differences contribute to a better organization. ABRAR TMH employees and volunteers must understand that this organization is diverse, and fosters learning and growth. Employees are reflective of every stage of learning. No employee may exclude another employee from shared discussions pertaining to organization-wide discussion points. Employees are not permitted to discriminate based on authority or seniority. All Internal Communications must abide by ABRAR TMH's Confidentiality Policy and Workplace Anti-Violence, Harassment, and Discrimination Policy.

Inappropriate remarks based on any of the following are not tolerated and such behavior will result in immediate termination of employment: race, religion, ethnic origin, physical attributes, mental or physical disability, skin color, ancestry, marital status, pregnancy, medical condition, citizenship, and/or age. Inappropriate remarks include those that assume homogeneity throughout a particular group who may share similar characteristics, assign a behavior disparagingly, imply the inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

PUBLIC/EXTERNAL PARTNER COMMUNICATION POLICY

The Public/External Partner Communication Policy outlines the guidelines and expectations for all staff members when engaging in communication with the public or other external partner organizations on behalf of ABRAR TMH.

COMMUNICATION POLICY



Concise, honest, consistent, and professional communication is essential to maintaining positive relationships and ABRAR TMH's public image.

This Policy aims to provide all staff, students, and volunteers with the necessary guidance to ensure that all external communications align with ABRAR TMH's values, goals, and practice standards. This Policy applies to all staff, students, volunteers, and contractors who engage in external communication on behalf of ABRAR TMH, regardless of the medium used- whether it be written, spoken, or digitally communicated.

All external communications must be accurate and truthful. ABRAR TMH prohibits any employee, student, or volunteer of the organization from providing misleading information or making false claims to members of the public, community partners, or other organizations. Verify facts and details before communicating with the public or partner organizations to ensure credibility. This includes keeping stakeholders informed of any delays and providing realistic timelines for resolution when needed. In addition to this, all communication should align with the organization's mission, values, and purpose.

When engaged in any external communication while acting on behalf of ABRAR TMH, respect, dignity, and collaboration must be prioritized. This includes being sensitive to cultural differences; it is essential to avoid making statements that may be perceived as offensive or disrespectful in any capacity.

When engaging in any external communication while acting on behalf of ABRAR TMH, ensure that you are using one of the following appropriate communication channels: official ABRAR TMH email OR professional student email, TextNow text and phone call, Zoom, Microsoft Teams, and letter mail (if necessary). Ensure that you are not using any personal contact information when engaged in communication, such as a personal email or phone number.

ABRAR TMH's official media spokesperson is the President and CEO, Abrar Mechmechia. Please do not provide statements to the media unless otherwise directed by the individual above. Direct all media attention and requests to ABRAR TMH's President and CEO.

All Public/External Partner Communications must abide by ABRAR TMH's Confidentiality Policy and Non-Disclosure Agreement. Failure to do so will result in disciplinary measures.

COMMUNICATION POLICY



All employees, students, and volunteers at ABRAR TMH are expected to familiarize themselves with this Policy and adhere to its guidelines. Non-compliance with this policy may result in disciplinary action as decided by the ABRAR TMH President and CEO, up to and including termination.

By adhering to this Public/External Partner Communication Policy, ABRAR TMH aims to maintain transparency, trust, and credibility in all interactions with members of the public, community partners, and all other organizations. Every member of staff, including students and volunteers, plays a crucial role in upholding ABRAR TMH's reputation through responsible, honest, and effective communication.

DIRECT SERVICE USER COMMUNICATION POLICY

The Direct Service User Communication Policy outlines ABRAR TMH's direct service user communication framework, its objectives, and the roles of the team members, supervisors, and managers in establishing and maintaining effective direct service user communications. Effective communication is an essential skill to practice when providing support and services to newcomers navigating the challenges of resettlement in Canada. This Policy outlines the specific guidelines and principles that ABRAR TMH adheres to, fostering an environment of inclusivity, cultural competence, and sensitivity to the unique needs and experiences of our service user population.

All communication with service users must utilize inclusive language that respects the diverse backgrounds and identities of all participants of ABRAR TMH. Avoid assumptions about gender, religion, ethnicity, or cultural practices. Strive to create an environment where service users feel acknowledged, respected, and valued for their unique life experiences.

Recognizing the linguistic diversity among newcomers is of utmost importance when working alongside them. At ABRAR TMH, we are committed to providing services in multiple languages to better serve our community. We utilize secure multilingual translation tools as necessary, such as Google Translate, to communicate with service users with whom a shared language is not present. Alternatively, when possible, collaborating with another member of the ABRAR TMH team who may offer valuable interpretation skills is an option. Translation services should be readily utilized for written communication when a member of the team who can translate is not available. This will ensure that language barriers do not impede access to services.

Staff, students, and volunteers must possess an understanding of what it means to be culturally competent, and how cultural competency translates into direct service user communication.

COMMUNICATION POLICY



Communication with service users should always be culturally sensitive, taking into account traditions, norms, and values. Be aware of potential cultural biases and stereotypes that may reciprocally influence your interactions with service users; all staff, students, and volunteers of ABRAR TMH are encouraged to engage in reflexivity while participating in any ABRAR TMH activities, as well as initiate supervision as necessary.

When engaged in direct communication with service users, it is expected that all information provided to service users is done so in a clear and accessible manner. ABRAR TMH recognizes that some newcomers may be unfamiliar with various Canadian systems and services that are oftentimes extremely complex. Use plain language free of jargon in both written and oral communication with service users. Provide information about available services, rights, and responsibilities in a format that is easily understandable for individuals from diverse cultural backgrounds.

It is expected that all ABRAR TMH staff, students, and volunteers will respect and accommodate the diverse communication preferences of our service users. Inquire about preferred communication methods, including in-person meetings, phone calls, emails, video chats, etc. For the duration of all interactions with service users, ensure that your environment can uphold privacy and confidentiality (i.e. you are in a private space when conducting a video call with a service user). All Direct Service User Communications must abide by ABRAR TMH's Confidentiality Policy and Non-Disclosure Agreement.

Many newcomers to Canada may have experienced trauma in their countries of origin or during their migration journey. As such, implementing trauma-informed communication practices, such as avoiding intrusive questions, providing clear information about the counselling process, and creating a safer and supportive environment suitable for disclosure is essential when engaged in direct service user communication. This is in line with ABRAR TMH's Trauma-Informed Approach Policy.

When engaging in any direct communication with service users while acting on behalf of ABRAR TMH, ensure that you are using one of the following appropriate communication channels: official ABRAR TMH email OR professional student email, TextNow text and phone call, Zoom, Microsoft Teams, and letter mail (if necessary). Ensure that you are not using any personal contact information when engaged in direct service user communication, such as a personal email or phone number.

All Direct Service User Communications must abide by ABRAR TMH's Confidentiality Policy and Non-Disclosure Agreement. Failure to do so will result in disciplinary measures.

COMMUNICATION POLICY



ABRAR TMH encourages you to establish a feedback mechanism alongside the service user(s) to allow them the opportunity to share their experiences and provide suggestions for improvement. Actively seeking input from newcomers on the effectiveness of communication strategies and the accessibility of services may enhance ABRAR TMH's overall approach to direct service user communication.

All employees, students, and volunteers at ABRAR TMH are expected to familiarize themselves with this Policy and adhere to its guidelines. Non-compliance with this policy may result in disciplinary action as decided by the ABRAR TMH President and CEO, up to and including termination.

ABRAR TMH encourages a collaborative approach to communication, involving service users in decision-making processes related to their services. Ensure that information about available resources, rights, and responsibilities is shared transparently and promptly with service users. ABRAR TMH is steadfast in empowering service users to actively participate in their healing journey.

CONFIDENTIALITY AGREEMENT



The employee acknowledges that as an employee of ABRAR TMH, they will be vested with trust to maintain confidentiality. The employee agrees to maintain in confidence and not disclose, or use, whether during or after the term of employment, any confidential information belonging to ABRAR TMH.

For this agreement, confidential information refers to any information that has commercial or strategic value and concerns the business of ABRAR TMH and its service users/customers including, without limitation, information regarding service users, intellectual property, confidential and proprietary information that is not available to the general public as well as non-public information obtained by the employee in the course of employment with ABRAR TMH relating to service users to whom ABRAR TMH provides services and all prospective service users solicited while in the employ of ABRAR TMH.

Confidential information shall remain the exclusive property of ABRAR TMH. No interest, license, or any right respecting the confidential information is granted to the employee under this agreement, by implication or otherwise.

The employee agrees that he/she will only access confidential information as may be directly required in connection with the provision of customer services and not for any other purpose, including personal gain. When the employee's username and password are used to access ABRAR TMH internet and ABRAR TMH database, the employee is responsible for ensuring that the content remains confidential.

The employee agrees to return confidential information and any copies thereof to ABRAR TMH on demand by ABRAR TMH or upon termination or any other cessation of employment with ABRAR TMH.

The obligations of confidentiality and restrictions on the use of the confidential information shall survive the termination of employment with ABRAR TMH.

All ABRAR TMH policies are evolving documents that may be adapted as appropriate to reflect cultural and organizational changes as well as the modifications that are constantly being made to government regulations. ABRAR TMH management is committed to maintaining open and transparent communication with all employees and will provide updated policies (where applicable) in a timely manner. Should you have any further questions, please feel free to contact the ABRAR TMH CEO, Abrar Mechmechia. You can email her at abrar@abrarmh.ca if you have concerns about your confidentiality.

NON-DISCLOSURE AGREEMENT



IN CONSIDERATION OF this Non-Disclosure Agreement, and as a requirement for the Employer to hire the Employee (encompassing paid staff, students, volunteers, and contractors) and share Confidential Information, along with organization-related information and other benefits, both parties in this Agreement mutually agree to the following terms:

CONFIDENTIAL INFORMATION

1. All written and oral information and materials disclosed or provided by the Employer to the Employee under this Agreement constitute Confidential Information regardless of whether such information was provided before or after the date of this Agreement or how it was provided to the Employee.

2. The Employee acknowledges that in any position the Employee may hold, in and as a result of the Employee's employment by the Employer, the Employee will, or may, be making use of, acquiring, or adding to information about certain matters and things that are confidential to the Employer and which information is the exclusive property of the Employer.

3. 'Confidential Information' means all data and information relating to the business and management of the Employer, including but not limited to, the following:

a) 'Business Operations' which includes internal personnel and financial information of the Employer, vendor names and other vendor information (including vendor characteristics, services, and agreements), purchasing and internal cost information, internal services and operational manuals, external organization contacts including those stored on social media accounts or other similar platforms or databases operated by the Employer, and the manner and methods of conducting the Employer's business.

b) 'Customer Information' which includes names of customers of the Employer, their representatives, all customer contact information, contracts and their contents and parties, customer services, data provided by customers, and the type, quantity, and specifications of products and services purchased, leased, licensed or received by customers of the Employer.

c) 'Intellectual Property' which includes information relating to the Employer's proprietary rights prior to any public disclosure of such information, including but not limited to the nature of the proprietary rights, production data, technical and engineering data, technical concepts, test data and test results, simulation results, the status and details of research and development of products and services, and information regarding acquiring, protecting, enforcing and licensing proprietary rights (including patents, copyrights, and trade secrets);

d) 'Service Information' which includes all data and information relating to the services provided by the Employer, including but not limited to, plans, schedules, manpower, inspection, and training information.

NON-DISCLOSURE AGREEMENT



- e) 'Product Information' which includes all specifications for products of the Employer as well as work product resulting from or related to work or projects performed or to be performed for the Employer or service users of the Employer, of any type or form in any stage of actual or anticipated research and development.
- f) 'Production Processes' includes processes used in the creation, production, and manufacturing of the work product of the Employer, including but not limited to, formulas, patterns, molds, models, methods, techniques, specifications, processes, procedures, equipment, devices, programs, and designs.
- g) 'Accounting Information' which includes, without limitation, all financial statements, annual reports, balance sheets, company asset information, company liability information, revenue and expense reporting, profit and loss reporting, cash flow reporting, accounts receivable, accounts payable, inventory reporting, purchasing information and payroll information of the Employer.
- h) 'Marketing and Development Information' which includes marketing and development plans of the Employer, price and cost data, price and fee amounts, pricing and billing policies, quoting procedures, marketing techniques and methods of obtaining business, forecasts and forecast assumptions and volumes, and future plans and potential strategies of the Employer which have been or are being discussed.
- i) 'Computer Technology' which includes all scientific and technical information or material of the Employer, pertaining to any machine, appliance, or process, including but not limited to, specifications, proposals, models, designs, formulas, test results and reports, analyses, simulation results, tables of operating conditions, materials, components, industrial skills, operating and testing procedures, shop practices, know-how, and show-how.
- j) 'Proprietary Computer Code' which includes all sets of statements, instructions, or programs of the Employer, whether in human-readable or machine-readable form, that are expressed, fixed, embodied, or stored in any manner and that can be used directly or indirectly in a computer ('Computer Programs'); any report format, design or drawing created or produced by such Computer Programs; and all documentation, design specifications and charts, and operating procedures which support the Computer Programs; and
- k) Confidential Information will also include any information that has been disclosed by a third party to the Employer and is protected by a non-disclosure agreement entered into between the third party and the Employer.

4. Confidential Information will **not** include the following information:

- a) Information that is generally known in the industry of the Employer.
- b) Information that is now or subsequently becomes generally available to the public through no wrongful act of the Employee.
- c) information rightly in the possession of the Employee prior to the disclosure to the Employee by the Employer.

NON-DISCLOSURE AGREEMENT



- d) Information that is independently created by the Employee without direct or indirect use of the Confidential Information; or
- e) Information that the Employee rightfully obtains from a third party who has the right to transfer or disclose it.

OBLIGATIONS OF NON-DISCLOSURE

Except as otherwise provided in this Agreement, the Employee must not disclose the Confidential Information.

Except as otherwise provided in this Agreement, the Confidential Information will remain the exclusive property of the Employer and will only be used by the Employee for the Permitted Purpose. The Employee will not use the Confidential Information for any purpose that might be directly or indirectly detrimental to the Employer or any associated affiliates or subsidiaries.

The obligations to ensure and prevent the disclosure of the Confidential Information imposed on the Employee in this Agreement and any obligations to provide notice under this Agreement will survive the expiration or termination, as the case may be, of this Agreement. These obligations will be continuous from the date of this Agreement for a period of five years, except in the case of any Confidential Information which is a trade secret in which case those obligations will last indefinitely.

The Employee may disclose any of the Confidential Information:

- a) to such agents, representatives, and advisors of the Employee that need to know for the Permitted Purpose provided that:
- b) the Employee has informed such personnel of the confidential nature of the Confidential Information;
- c) such personnel agree to be legally bound to the same burdens of non-disclosure and non-use as the Employee;
- d) the Employee agrees to take all necessary steps to ensure that the terms of this Agreement are not violated by such personnel, and;
- e) the Employee agrees to be responsible for and indemnify the Employer for any breach of this Agreement by their personnel.
- f) to a third party where the Employer has consented in writing to such disclosure; and
- g) to the extent required by law or by the request or requirement of any judicial, legislative, administrative, or other governmental body.

NON-DISCLOSURE AGREEMENT



AVOIDING CONFLICT OF OPPORTUNITIES

It is understood and agreed that any business opportunity relating to or similar to the Employer's current or anticipated business opportunities coming to the attention of the Employee during the Employee's employment is an opportunity belonging to the Employer. Accordingly, the Employee will advise the Employer of the opportunity and cannot pursue the opportunity, directly or indirectly, without the written consent of the Employer.

Without the written consent of the Employer, the Employee further agrees not to:

- a) solely or jointly with others undertake or join any planning for or organization of any business activity competitive with the current or anticipated business activities of the Employer; and
- b) directly or indirectly, engage or participate in any other business activities which the Employer, in its reasonable discretion, determines to conflict with the best interests of the Employer.

NON-SOLICITATION

Any attempt on the part of the Employee to induce others to leave the Employer's employ, or any effort by the Employee to interfere with the Employer's relationship with its other employees and contractors would be harmful and damaging to the Employer. The Employee agrees that from the date of this Agreement for a period of two years, the Employee will not in any way, directly or indirectly:

- a) induce or attempt to induce any employee or contractor of the Employer to quit their employment or retainer with the Employer;
- b) otherwise interfere with or disrupt the Employer's relationship with its employees or contractors;
- c) discuss employment opportunities or provide information about competitive employment to any of the Employer's employees or contractors; or
- d) solicit, entice, or hire away any employee or contractor of the Employer.

This obligation will be limited in scope to those persons who were employees or contractors of the Employer at the same time that the Employee was employed by the Employer.

OWNERSHIP AND TITLE

The Employee acknowledges and agrees that all rights, title, and interest in any Confidential Information will remain the exclusive property of the Employer. Accordingly, the Employee specifically agrees and acknowledges that the Employee will have no interest in the Confidential Information, including, without limitation, no interest in know-how, copyright, trademark, or trade names, although the Employee may have created or contributed to the creation of that Confidential Information.

NON-DISCLOSURE AGREEMENT



The Employee does hereby waive any moral rights that the Employee may have regarding Confidential Information.

The Confidential Information will not include anything developed or produced by the Employee during the term of this Agreement, including but not limited to intellectual property, process, design, development, creation, research, invention, know-how, trade name, trade-mark or copyright that:

- a) was developed without the use of any equipment, supplies, facility, or Confidential Information of the Employer;
- b) was developed entirely on the Employee's own time;
- c) does not relate to the actual business or reasonably anticipated business of the Employer;
- d) does not relate to the actual or demonstrably anticipated processes, research, or development of the Employer; and
- e) does not result from any work performed by the Employee for the Employer.

The Employee agrees to immediately disclose to the Employer all Confidential Information developed in whole or in part by the Employee during the term of the Employment and to assign to the Employer any right, title, or interest the Employee may have in the Confidential Information. The Employee agrees to execute any instruments and to do all other things reasonably requested by the Employer (both during and after the term of the Employment) to vest more fully in the Employer all ownership rights in those items transferred by the Employee to the Employer.

REMEDIES

The Employee agrees and acknowledges that the Confidential Information is of a proprietary and confidential nature and that any disclosure of the Confidential Information to a third party in breach of this Agreement cannot be reasonably or adequately compensated for any monetary damages and would cause irreparable injury to the Employer. Accordingly, the Employee agrees that the Employer is entitled to, in addition to all other rights and remedies available to it at law or in equity, an injunction restraining the Employee and any agents of the Employee, from directly or indirectly committing or engaging in any act restricted by this Agreement concerning the Confidential Information.

RETURN OF CONFIDENTIAL INFORMATION

The Employee agrees that, upon request of the Employer, or if the Employee ceases to require use of the Confidential Information, or upon expiration or termination of this Agreement, or the expiration or termination of the Employment, the Employee will turn over to the Employer all documents, disks or other computer media, or other material in the possession or control of the Employee that:

NON-DISCLOSURE AGREEMENT



- a) may contain or be derived from ideas, concepts, creations, or trade secrets and other proprietary and Confidential Information as defined in this Agreement; or
- b) is connected with or derived from the Employee's services to the Employer.

NOTICES

If the Employee is required in a civil, criminal, or regulatory proceeding to disclose any part of the Confidential Information, the Employee will give to the Employer prompt written notice of such request so the Employer may seek an appropriate remedy or waive the Employee's compliance with the provisions of this Agreement regarding the request.

If the Employee loses or makes unauthorized disclosure of any of the Confidential Information, the Employee will immediately notify the Employer and take all reasonable steps necessary to retrieve the lost or improperly disclosed Confidential Information.

Any notices or delivery required in this Agreement will be deemed completed when hand-delivered, delivered by an agent, or seven days after being placed in the post, postage prepaid, to the parties at the addresses contained in this Agreement or as the parties may later designate in writing.

The addresses for any notice to be delivered to any of the parties to this Agreement are as follows:

Name: ABRAR Trauma and Mental Health Services

Fixed Mailing Address: 269 West 5th St., Hamilton, ON

REPRESENTATIONS

In providing the Confidential Information, the Employer makes no representations, either expressly or impliedly as to its adequacy, sufficiency, completeness, correctness, or its lack of defect of any kind, including any patent or trade-mark infringement that may result from the use of such information

TERMINATION

This Agreement will automatically terminate on the date that the Employee's Employment with the Employer terminates or expires, as the case may be. Except as otherwise provided in this Agreement, all rights and obligations under this Agreement will terminate at that time.

ASSIGNMENT

Except where a party has changed its corporate name or merged with another corporation, this Agreement may not be assigned or otherwise transferred by either party in whole or part without the prior written consent of the other party to this Agreement.

NON-DISCLOSURE AGREEMENT



AMENDMENTS

This Agreement may only be amended or modified by a written instrument executed by both the Employer and the Employee.

GOVERNING LAW

This Agreement will be construed in accordance with, and governed by the laws of, the Province of Ontario.

ADDITIONAL PROVISIONS

N/A

GENERAL PROVISIONS

Time is of the essence in this Agreement.

This Agreement may be executed in counterpart.

Headings are inserted in this Agreement for the convenience of the parties only and are not to be considered when interpreting this Agreement. Words in the singular mean and include the plural and vice versa. Words in the masculine mean and include the feminine and vice versa.

The clauses, paragraphs, and subparagraphs contained in this Agreement are intended to be read and construed independently of each other. If any part of this Agreement is held to be invalid, this invalidity will not affect the operation of any other part of this Agreement.

The Employee is liable for all costs, expenses, and expenditures including, and without limitation, the complete legal costs incurred by the Employer in enforcing this Agreement as a result of any default of this Agreement by the Employee.

The Employer and the Employee acknowledge that this Agreement is reasonable, valid, and enforceable. However, if a court of competent jurisdiction finds any of the provisions of this Agreement to be too broad to be enforceable, the Employer and the Employee intend that such provision be reduced in scope by the court only to the extent deemed necessary by that court to render the provision reasonable and enforceable, bearing in mind that the Employee intends to give the Employer the broadest possible protection against disclosure of the Confidential Information.

No failure or delay by the Employer in exercising any power, right, or privilege provided in this Agreement will operate as a waiver, nor will any single or partial exercise of such rights, powers, or privileges preclude any further exercise of them or the exercise of any other right, power or privilege provided in this Agreement.

NON-DISCLOSURE AGREEMENT



This Agreement will inure to the benefit of and be binding upon the respective heirs, executors, administrators, successors, and assigns, as the case may be, of the Employer and the Employee.

This Agreement constitutes the entire agreement between the parties and there are no further items or provisions, either oral or otherwise.

SOCIAL MEDIA POLICY



Social Media offers new platforms for collaboration – both as a social application and for work. This gives us all opportunities to communicate in new ways with our customers, our employees, our colleagues, our wider public audience, and the world at large. Social networks must be considered as an additional means of communication, complementing traditional customer and public relations methods.

Many of you likely participate in online social dialogue through one (or multiple) platform(s) such as Facebook, LinkedIn, Twitter, etc. In some of those cases, the topic of work may come up – in terms of what you do, and in terms of what ABRAR TMH does. It is important to consider that we are all ambassadors of the business and that social networks are in the public domain. All interactions create a persona for our brand and contribute to making it integral to our audience's environment.

The purpose of this document is to provide guidelines and parameters to our employees regarding the appropriate use of social media while they are employed by and represent ABRAR TMH. With all social media, you must remember – **what happens online stays online...forever**. We would like to highlight that you are not being asked to participate in dialogue reflecting ABRAR TMH views if you choose not to. This information is beneficial for all of us to be aware of; for those of you choosing to join the conversation, you are asked to follow these guidelines.

While providing guidelines to our employees, one cannot provide information on all possible scenarios. Therefore, we recommend that if you are ever in doubt about a piece of information you would like to share, speak with a member of your team for further clarity. Also, please use ABRAR TMH's CODE OF CONDUCT as a guide in reflecting ABRAR TMH's values, notably on social media.

We would request that in instances where specific questions are asked about ABRAR TMH or its policies, these inquiries be re-directed to Abrar Mechmechia, who will ensure a proper response or delegate accordingly.

When you engage:

In all cases where you choose to engage in a dialogue about ABRAR TMH and/or your work within ABRAR TMH, please remember to reflect our values and guidance provided within our Code of Conduct. Our governance decision is based on the fact that, no matter what, the outside world will perceive that you are intervening on behalf of ABRAR TMH.

ABRAR TMH has a significant online presence. As a part of this social media policy, please note that you may be asked to interact with company social media. The nature of your interactions with social media posts from ABRAR TMH must also reflect the company code of conduct.

SOCIAL MEDIA POLICY



Never release any sensitive or confidential information about any ABRAR TMH initiatives when interacting with any social media campaign about these initiatives.

Because we are a care-driven organization, you should exercise judgment before posting any information on social media. Here are some questions you may want to ask yourself before posting:

- How would one of our service users perceive this information were they to find out about it?
- Is this information, in any way, contradicting the stated opinions of ABRAR TMH?
- Could this information be used by the media or competition to tarnish the brand of ABRAR TMH?
- Could any of this information be considered immoral, politically incorrect, or illegal?

It is important to recognize that in the online environment, there is an expectation of immediacy. Post meaningful, respectful comments, and when disagreeing with others' opinions, be appropriate and polite.

All ABRAR TMH policies are evolving documents that may be adapted as appropriate to reflect cultural and organizational changes and the modifications that are constantly being made to government regulations. ABRAR is committed to maintaining open and transparent communication with all employees and will provide updated policies (where applicable) promptly.

ACKNOWLEDGMENT OF UNDERSTANDING



Acknowledgment of having read and understood the ABRAR Trauma and Mental Health Services Policy Manual

I, _____, attest that I have read the entirety of the ABRAR TMH policy manual and its various components.

I acknowledge having received all the relevant information that I need to have a good understanding of the content and scope of the policies and procedures developed by ABRAR TMH, including what is expected of me while representing the organization and/or while engaging in ABRAR TMH activities.

Employee/Student/Volunteer/Contractor
– Print Name

Employee/Student/Volunteer/Contractor
– Signature

Date

Employer
– Print Name

Employer
– Signature

Date

The original copy is given to the employee and the employer retains a photocopy for their files.

ABRAR TMH reserves the right to amend these policies at any time.