Community Involvement & Support Services Guide

Best Practices

Hiring Process

Resumes

- Central Admin will forward all new resumes to the Director of Support Services.
- Resumes (solicited or not) are kept on file for a least six months. These should be dated and initialed by the person who files them.
- All internal applications must be received in writing.
- If you take a resume out of the file please put back with any notes.
- Detailed notes on application form and/or resume are very useful.

Postings

- Job vacancies will be posted internally and may be posted externally at the same time (we do not need to specify).
- Internal postings must be posted over two weekends and must be up on the information bulletin board and the website. Forward to Support Services Administrator to email out to all Support Workers.
- External postings may be advertised in the newspaper, on internet, employment bulletin boards, on community bulletin boards, etc.
- All postings will include the requirement of a current criminal reference check, including vulnerable persons check, first aid/CPR, and notice of accommodating accessibility needs.
- Consult with other Team Leaders to see if they may be hiring or have someone looking for hours, taking into consideration Support Worker qualities that people are looking for, thus the possibility for a “package” of hours to be offered.
- All internal applicants will be given a first interview.

Interviewing

- Use the ‘pre-screening’ form at initial call to speed up the process.
- If possible, schedule both first and second interviews at the same time.
- Ask internal applicants to bring their work schedule with them.
- Team Leaders (two) plus the Director of Support Services, will conduct the first interview (the Executive Director or Director of Planning and Facilitation will take part only if the Director is unavailable).
- Team Leaders have to consider many factors when hiring: skills, personality, availability, team composition are just a few of the things they have to look at. Finding the ‘best fit’ for the person and the team is in everyone’s interest.
- Refer to a person’s support plan for qualities of a Support Worker that s/he has identified and requested.

- Interview questions will be prepared based on Human Resource questions, using a grid scoring system, including behaviour based questions in conjunction with Core Competencies.
- The grid scoring total will be based on an overall average score.
- When doing reference checks for internal candidates, get feedback from their current Team Leader.
- People receiving service and/or their families are almost always involved with the second interview. People receiving service and their families have a strong voice during the hiring process. While the agency is the legal employer and is responsible for hiring decisions, the opinions and thoughts of people supported and families will heavily influence any hiring decisions.
- A maximum of three applicants is ideal to send on to second interview.
- Director of Support Services/Executive Director will be notified of selections, and the ultimate responsibility rest with the Executive Director.
- All people interviewed will be notified by phone or in writing in a timely manner (within a week). Avoid leaving a message on an answering machine.
- Unsuccessful internal candidates should be offered feedback.
- Make good notes on decisions on back of application form and sign as interviewer

Orientation

- Use ‘New Employee Checklist’ and ‘Other Orientation Checklist.’
- For the purposes of payroll an ‘Employee Information Form’ is filled in, and a voided cheque is for direct deposit (Office Administrator will complete).
- Upon hiring, the primary Team Leader will coordinate a meeting time with Central Admin, Director of Support Service, Director of Planning/Facilitation, Executive Director.
- Central Admin will review: Policies and Procedures, payroll set up etc., Director of Support Services will review: ‘Our Story’ booklet and general information, Director of Planning/Facilitation will review: Core Gifts and Facilitation/Planning, and the Executive Director will review: welcoming culture, history of organization.
- Other general introductions will be made along with a tour of the James Purdue Centre outlining bulletin boards where job postings, general information and community boards can be located.
- Criminal Reference check and First Aid is to be obtained before starting work with people.
- Forward employee requirements to Office Administrator as completed, with dates noted.
- As of April 1, 2015, we will have a new training rate for new employees. They will be paid $16.00/hr for all required computerized trainings and required certifications, and will remain at this rate until all are completed, and while they do orientation with the people they support.

- New employees cannot work alone with someone until all the training is complete, then they will go up to SW1 on the grid.
- Current employees, who start working with new people, will be paid at their existing rate for orientation shifts.

Letters of Employment

- Office Administrator will complete a letter to new employees based on the Employment Information form. Forward as soon as possible.
- The letter will include who they are working for (initials) and the expected hours of work each week for each individual they support. Schedule and hours may vary.
- If there are no actual hours, i.e. relief, contract, etc., make note of this on employment form so it can go in the letter. Still include the initials of the person supported and indicate who Team Leader is.
- For changes in employment; lost or gained hours, etc., Office Administrator will complete the letter. An 'Employment Change' form needs to be completed and given to Office Administrator. The date of changes is important for changes in status, i.e. full time. Office Administrator will need to meet with them.
- When an employee's status changes, the Office Administrator needs to be informed in writing as she may need to inform our benefit plan or complete a record of employment.
- There are times we will encounter mature students who apply for support worker positions, in 2012 it was decided that at age 21 a student will move to a SW Level 1 rate (Up to that point Students receive student rate)

Hours of Work

- People who use our services (and often their family/friends) help make decisions about who they want to hire and the kinds of support they need.
- The agency has a responsibility to ensure staff is scheduled to work the number of hours they were hired for. Life and circumstances do change for people and therefore hours may change. There are policies that deal with a significant loss of hours for workers.
- It is expected that staff will work their regularly scheduled hours with the person they were hired for. Staff will inform the person and their supervisor of any changes.
- Staff should be encouraged to use vacation hours, if they need to take a shift off. If a staff consistently works less than their contracted hours, for six months, their status needs to be reviewed.
- It is not fair to people we support to change schedules unnecessarily. Only in a real need of support should an employee change their regularly scheduled hours to work a relief shift.
- A normal work week period of two weeks is 80 hours. It is expected that this will only be exceeded if there is an emergency need for supports.

- Situations do arise: illness, vacations, where staff may be needed to work more. The Team Leader needs to be informed when this happens. Refer to Policy #HR 5
- Note that sick time is paid for an illness, procedures, operations but not regular medical appointments.
- Sick time will be paid to a full time employee, even if they are sick for a picked-up relief shift.
- We need to ensure we are in compliance with the Employment Standards Act.
- We have an averaging agreement where we can average hours over two weeks for overtime calculations. Overtime is paid for hours over 88 in a two week period. An agreement needs to be applied for every two years.
- It is our practice that all Support Workers are scheduled for two out of four weekends per month.
- If full time workers are scheduled to work every other weekend they need one day off during the week.
- If an employee is not required for their regularly scheduled shift and not given 12 hours' notice, they are entitled to be paid up to maximum of three hours.
- If an employee's shift is shortened, while already at work, we will pay the worked hours or up to three hours, not to exceed the regular shift.
- If a worker is supporting someone to go on a vacation, we typically pay 10-16 hours per day, depending on the person's needs.

Relief

- Individual teams will figure out how relief hours are filled. It needs to be fair and equitable and allow for relief staff to work regularly.
- An employee who works only as relief on a team is usually required to work a minimum of one partial or full shift with that person every three months. However, it will be the discretion of the person we support/their family and the staff team to determine if the relief staff on a team need to work more or less often because of the need to stay up to date on i.e.: assistive devices, personal care, etc.
- Opportunities for relief will be created by the team/Team Leader.
- If the relief staff is unable to work after being given reasonable opportunities, they will be removed from the relief list.
- To stay on a relief list, all employment requirements will need to be kept current.
- Sick time will be paid to a full time employee, even if they are sick for a picked-up relief shift.

Vacations

- Vacation time is meant for rest, relaxation and renewal. People need a work/life balance and therefore need to use up vacation in the year it is earned.

- Each employee has a 'bank' of hours they earn as vacation. It must be used in 'time'.
- Central Admin circulates an 'Accumulated Vacation Liability' at first payroll in Jan., May, September and November. Workers should check their bi-weekly pay stubs to find out how much vacation they have accumulated. We give in time (hours, days...not dollars.)
- Vacations should be taken in periods of at least one week. Vacations of less than one day (shift) at a time will be approved at Team Leader's discretion.
- Vacation time earned each year is to be taken in that year, unless the worker has a plan for a 'big' vacation.
- Vacation time cannot be used to 'bump up' hours over what an employee was hired for. We do not pay over 80 hours.
- While vacation is paid out to part-time employees, full-time employees must take their vacation earned in paid time off.
- Vacation requests should be forwarded to main Team Leader as soon as possible. It will be forwarded to other Team Leaders involved. Employees can expect a reply within 2 weeks via email.
- Vacation requests will not generally be accepted more than 6 months before the requested dates (exceptions may be made for employees traveling/booking tickets, etc)
- Vacation payouts for part-time staff are paid out each pay period.

Lieu Time for Salaried Employees

- Lieu time cannot be accumulated past three days (24 hours)
- It is best if you use it within the same pay period.

Team Work

- We expect a commitment from Team Leaders to attend Support Service meetings every other Tuesday from 9am-11:00 a.m.
- Each agenda will include updates from each Team Leader.
- Everyone will add to the agenda throughout the week.
- There will be a chairperson to keep everyone on track.
- Review Support Worker schedules and keep each other informed of who is hiring or needs hours.
- One Team Leader will have the lead with each Support Worker (usually based on hours of work) for initiating performance appraisal process, requirements, etc. The main Team Leader will ask for input from others for appraisals. Anyone who contributes needs to sign the final document. If nothing is submitted, it should be noted in the appraisal that no feedback was given.
- The Team Leader who is involved with a change in hours will initiate a 'change form' to central admin. All Team Leaders will sign the form and the letter.
- We strive to work together, solve issues, share space.

Trainings/Workshops

- Employees will fill out a T.A.R. (Training Authorization Request) form for workshop/ trainings they are interested in attending (in-house or outside).
- Once approved by their Team Leader and Director, the form will be put in a T.A.R. book until the next appraisal is completed with the employee. Each employee will be given a 'Thoughts on Training' form to fill in after each workshop.
- Both the T.A.R. and 'Thoughts on Training' forms should be uploaded to employee files on Sharevision.
- Trainings are generally paid for up to 8 hours for workshop plus meals and room if needed.
- The Agency vehicle should be used. If it is not available, carpooling should be figured out whenever possible.
- Mileage is paid for out of town workshops.
- Team Leaders will register applicants for trainings and arrange for payment (i.e. submit to Central Admin for a cheque to be issued).
- First Aid/CPR is a requirement upon hire.
- First Aid/CPR training is mandatory. Training cost plus time at the course is paid for, for existing employees when doing recertification. Each employee is responsible for ensuring their certificate is renewed every three years. There is a leeway of one month in renewing. After that the agency will not pay for training or time.
- Workflow reminders will be set up to remind Team Leaders and Support Workers when certifications are due.
- The main Team Leader will notify Support Workers well in advance of their certificate renewal date as a reminder to make arrangements for training. It will be seen as a performance issue with the possible outcome of the course or time not being paid for. In some situations a work dismissal may be necessary for liability reasons if the employee does not obtain their renewal certificate after sufficient notice.
- MEAT (Mandatory Employee Annual Training) is also a mandatory requirement.

Time Sheets

- Time sheets are collected and completed every two weeks on a Thursday (unless a stat falls in the time for transmitting payroll)
- Timesheets must be filled out by every other Wednesday p.m.
- Time sheet period runs from Saturday-Friday. We need to guesstimate Fri. hours, which can be corrected on the next timesheet, if needed.
- Time sheets are to be filled in with ink, exact hours worked and signed.
- Team Leader confirms hours and checks for messages/instruction in top box. Initial and forward to next Team Leader.

- Sick time and bereavement are included in hours worked. Indicate with 'S' (sick), 'FS' (family sick) or 'B' (bereavement) for attendance record. Employees can use up to three of their 18 sick days, as family sick days.
- Vacation time is based on average hours worked in a day. Days must be marked with a 'V' for attendance record. Hours are put in vacation row on the timesheet and totaled separately.
- Refer to the 'cheat sheet' about which items go on their own line (i.e. EMRC, Core Gift) and which are percentaged out (i.e. general staff meetings, trainings)
- Team meetings are charged to the person supported.
- Stat holidays are time worked + ½, plus stat equivalent hours that are percentaged to the people we work for.
- Hours totaling over 88 are paid at time and a half as long as an averaging agreement has been signed. If one has not been signed we are obligated to pay overtime after 44 hour in a week. Approval is needed from supervisor to work overtime.
- When calculating overtime, we need to remove all of the stat and hours worked that day to know if overtime is still owed.
- When working at a different rate i.e. night support, hours needs to be put on a separate sheet/line with who worked for and indicate nights, etc.

Emergency/On Call

- A Team Leader or Support Services Director carries the emergency cell phone on a 2 week rotation. Coverage is 24 hours a day.
- There is a reimbursement of a half day off with pay, for the two week period.
- Time spent dealing with issues and or covering shifts directly while on the cell phone is time charged.
- Please use the agency calling card when calling long distance.

Medication Errors/Admin

- 'Failure to Record Properly' has been removed as a med error, unless it is a repetitive act.
- If a worker has not signed the MAR sheet, next staff should call the person to see if it was given, and take their word for it, circle the box on the MAR sheet, and they will sign when next in.
- 'Wrong time' continues to be a med error, however it may be noted after consultation with the team/medical personnel that a particular med may be given within a wider range than the standard one hour before/after the set med time…so it WON'T be a med error IF the med was given before/after the one hour time frame if it was noted on the MAR sheet and/or communication book
- For people who take their own meds (even with reminders from staff) that have been pre-poured by a Support Worker, staff are not responsible to

initial MAR sheet but to indicate with the correct code that it was taken, or not taken.

Personal Files (People we Support)

- Files will be retained for at least 20 years after the date of the last entry, or for at least five years after the death of the person
- Files must include every type of colour-coded file we keep in Central Admin (personal history, medical, team, financial, life/support plans…)
- People we support will be encouraged to keep their own financial records in their own home. If kept in personal file in Central Admin, all financial records will be retained for one year, and all filed income tax forms will be retained for seven years.
- Contact notes will be kept for 20 years.
- Please refer to colour-coded chart for guidelines as to what to keep in file/archive/shred.

Personnel Files (Employees)

- Employees have access to their own personnel files.
- To view a file, the following procedure must be followed:
    1. Prior written authorization from immediate supervisor.
    2. A time to be set to view the personnel file in the presence of authorized personnel (Privacy Officer).
- Anything being kept track on Sharevision must be sent to Office Administrator for filing. Otherwise, Team Leaders can file it.

Performance Appraisals

- Employees should have an annual appraisal until they reach pay grid level IV. After this time, they will have a full appraisal every other year, and a shortened appraisal the opposite year.
- Employees should receive a copy of the self-appraisal form to fill out prior to meeting (for both full and shortened appraisals).
- The ‘employee comments’ section of the appraisal is to record hand written comments that flow out of the appraisal. The employee may indicate they would like some comments from their self-appraisal added here as well.
- Team Leaders should put initials after comments (if more than one).
- If there are Health & Safety issues indicated on the appraisal, the employee will need medical documentation in her file to back this up.
- We need to include specific examples of how the employee fulfills each requirement.
- Be sure to include input from the people being supported, and/or their family and give enough time to get this.
- Be aware of other Team Leaders being on vacation, and give enough time for their input.

- Indicate on the appraisal how many med errors the employee has had. This can be found on Sharevision. We may give an ‘N/A’ on someone’s appraisal, especially if they work minimally with a person.
- We will ask employees to sign at the end of the appraisal. If they request time to read it over, we will grant that, with a set deadline. Handwritten notes will be added throughout the discussion, appraisals do not need to be retyped.

Performance Warnings

- Two supervisors (Team Leader/Director) should be involved when dealing with written performance warnings.

Support Plan/Agreements

- Any person who is accessing Ministry funding will have a Support Plan/Agreement completed and signed by all parties involved every year.
- People/Family need to sign the Support Plan/Agreements. If written by a Team Leader, then that Team Leader and Director of Support Services will also sign. If written by Planning, then a Planner and Director or Planning & Facilitation will sign.
- Only the Community Resource Coordinator (CRC) is involved with self-employed workers.
- Support Plans become agreements once signed, and all people need updated support agreements. As we work on updating them, we can change the name from ‘Support Plan’ to ‘Support Plan/Agreement.’
- People may sign themselves, or a family member may sign. Generally Team Leaders will also sign them, and Director of Support Services will sign them all but if Planning & Facilitation does the writing of the plan, they will sign.
- Refer to the checklist, as to what needs to be included. Once plans are written by a Team Leader, they go to Support Services Administrator for a double check that all components are present.
- Support Plans are working documents. People we support, families, and Support Workers should all update/edit the current copy, as needed.

Vehicle Bookings/Cleaning

- Master calendars are kept in the photocopy room, and a booking binder is available for Team Leaders to write in booking requests, which Tracy will manage and copy to the calendars on a weekly basis.
- Medical appointments may take priority over ‘standing bookings.’
- People/workers can call in to book times, to be directed to the Transportation Lead (Tracy) or to a Team Leader.
- Schedules are picked up on Fridays, for the next week.
- There is a monthly cleaning schedule to be followed.
- No food, drink or smoking is allowed in agency vehicles.

- There are two gas stations where gas can be charged to the agency: Ford Dealership in St. Marys and GOCO on Hwy #7 en route to Stratford. A signature from the driver and which vehicle you are putting in gas must be indicated on the bill i.e. uplander or journey
- Continue to use the Ford Focus gas card until it runs out.

Employee/Volunteer Recognition

Employee

- 5 years = up to $50 basket
- 10 years = $100 gift certificate of choice
- 15 years = $125 gift certificate of choice
- 20 years or more = $150 certificate of choice
- 25 years = $200 certificate and framed recognition
- 30 years = $250 certificate and framed recognition

Volunteer

- 1-5 years = framed recognition certificate
- 6-10 years = framed recognition certificate + $50 gift basket
- 11-15 years = framed recognition certificate + $75 gift certificate
- 16-20 years = framed recognition certificate + $100 gift certificate
- Over 20 years = framed recognition certificate + $150 gift certificate

Reimbursements

- Vehicle Insurance is paid up to $50 per year for 'Permission to Carry Passengers'. Support staff need to submit a copy of the insurance information/cost.
- Mileage is paid at a rate of $0.40/km
- Emergency phone: a half day off with pay for the two week period.
- Cell phone: full time employees will receive $20/month, and part time employees will receive $10/month. This will be automatically paid out every three months.

Requirements

- Employees should be notified of upcoming expiry of requirements.
- First aid has a three month workflow reminder, sent to main Team Leader, and the Support Worker, who will schedule their own first aid re-cert.
- We will accept copies of certifications from employees' other employers, as long as they satisfy our requirements. If they do not fulfill ours, employees will be required to take our training as well (i.e. CPI).

ShareVision

- We should upload selected electronic copies to ShareVision: TAR forms, performance appraisals, MAR sheets, etc.
- Keep contact notes on ShareVision.

- Indicate on any Performance Appraisals who should have access to view it so Central Admin can create necessary permissions.
- Each Team Leader will regularly review information on ShareVision and update as needed pertaining to ‘primary’ people supported.
- All team meeting minutes will be uploaded to ShareVision.
- Anything signed by an employee will be recorded in Certifications (selected documents will be uploaded).
- All supervisory notes will be uploaded to Contact Notes.

Risk Assessment

- We have a standard risk assessment tool to use. Please use when considering any risks for people we support.

Calling in Sick

- Support Workers should first call colleagues to try to fill their shift. If a replacement can’t be found, the Support Worker should then call the on-call cell phone.
- A sick worker must make contact with a live person to report sickness. Sending an email or text does not suffice.

Dressing Professionally

- Support Workers are to dress professionally while at work. This include no sweat pants, short shorts, baseball caps, revealing tank tops, etc. Exceptions will be made when supporting people in events where this type of dress would be the norm (ie. the beach, the gym).
- Support Workers should dress accordingly when supporting people at church, family events, etc.