

**IT'S MY LIFE KAMLOOPS SOCIETY
(IMLKS)
EMPLOYEE HANDBOOK**



**It's My Life Kamloops Society (IMLKS)
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On behalf of everyone at It's My Life Kamloops Society (IMLKS), I am pleased to welcome you!

You are joining a dedicated group of people working in a small, purpose-driven organization that was created specifically to support people in building and maintaining a lifestyle of their own choosing, one-person-at-a-time.

We believe that everyone has the right to live in a home of their choosing in a community that welcomes them. We are committed to ensuring those accessing our services have inclusion, participation and friendships. We support and encourage the growth and development of meaningful and valued roles. We look for ways to honor and recognize people's contributions and talents.

As an employee of IMLKS, you will be trained in our philosophy, mission and values. Our expectation is that you will commit to following our policies and procedures and continue to work with us towards providing the highest quality support to those accessing our services.

We believe that through working together, supporting each other, and maintaining strong ties with people's families and loved ones, that between people, families, employees, and others, we will better understand, support and help *plan* a good and fulfilling life for the people we serve. Relationships are the building block for all the work we do.

We hope that your experience here will be challenging, enjoyable and rewarding. We welcome you and look forward to the contributions you will make in improving the lives of the people supported through our agency.

Yours truly,

Dawn Khadikin
Executive Director



INTRODUCTION

This employee handbook is a summary of policies, procedures and practices related to human resource management at It's My Life Kamloops Society (IMLKS).

The Executive Director, Dawn Khadikin, is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Service Coordinators are responsible for human resource management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

The Human Resources, Hayley Dean, is responsible for the maintaining of the procedures and systems which support human resource management for IMLKS and is available to answer any questions or provide clarification on any part of this manual.

STATEMENT OF PHILOSOPHY

IMLKS wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, Service Coordinators have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other
- Treat each other in a fair manner, with dignity and respect
- Promote harmony and teamwork in all relationships
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their personal goals at IMLKS and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies fairly and equitably, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding



WHO WE ARE

IMLKS is a non-profit organization dedicated to ensuring that people with developmental disabilities live in their own homes, work in regular community businesses and are contributing members of their community. IMLKS works in partnership with individuals, their families and with other determined people and organizations to support people to have and live a fulfilling life. We are a small group of committed people who work to intentionally create positive change in the lives of the people supported through IMLKS.

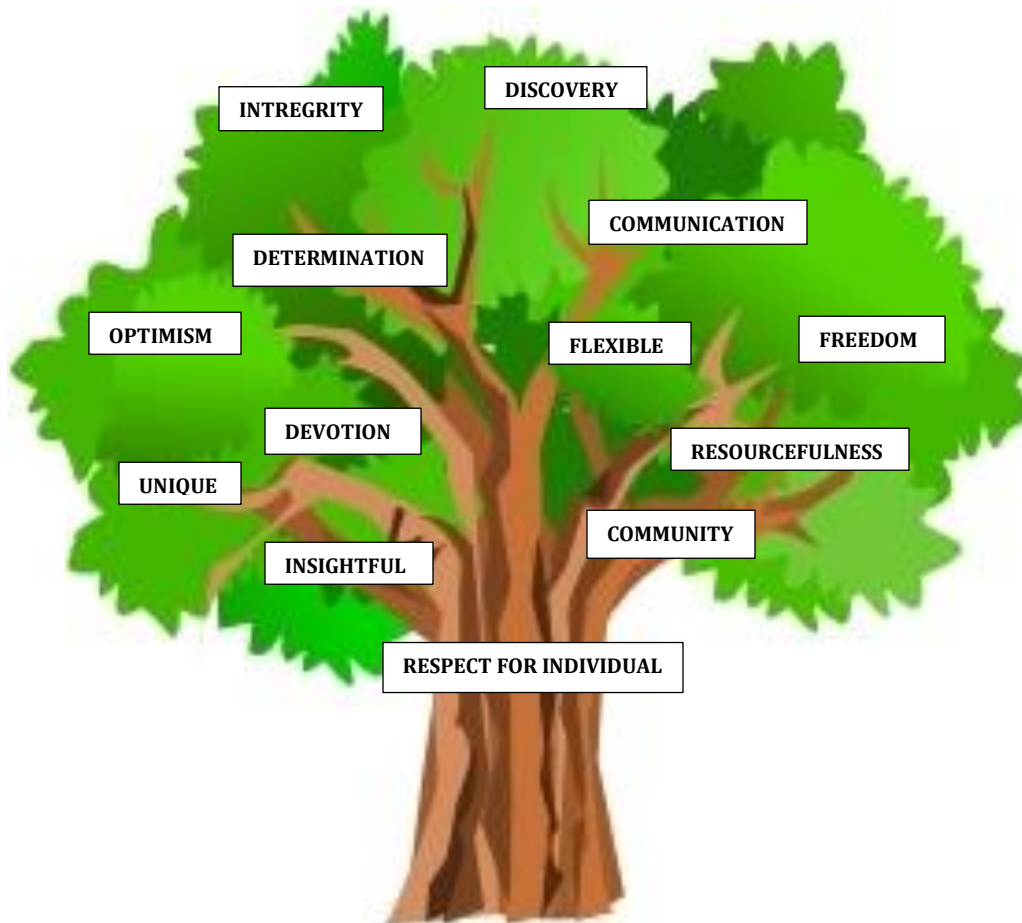
OUR MISSION STATEMENT

That the highest quality support is provided to the twelve members who receive services through It's My Life Kamloops Society. By honoring each unique personality, we will create environments that ensure full involvement in all their life choices and decisions.

OUR VISION STATEMENT

Our vision is to thrive in a community without barriers where everyone is recognized and valued and equal.

OUR CORE VALUES:



Guiding all our services are our Agencies Policy and Procedure Manuals.

If you have any questions about any of the materials in this handbook or in reviewing our policies and procedures please ask your Service Coordinator or the HR Coordinator.

ORIENTATION

This manual is intended to guide your orientation to working at our agency and in addition to this handbook your orientation will also include:

- Completion of the orientation checklist.
- Completion of new employee personnel forms.
- Review of our codes of conduct.
- Review of our operations and IMLKS policy and procedure manual
- An orientation to our health and safety policies and procedures.
- An orientation to the home you will be working in

WHAT SERVICES DO WE OFFER

Live-In Support

Persons served live in their own home and have one on one support available to them 24/7. People are supported to learn new and relevant life skills, gain greater independence and autonomy. With this service we are able to take an active role in assisting the persons served, their families and personal networks to inspire and encourage the development and delivery of services and plans that work towards the realization and accomplishment of each person's potential and choices within a home and inclusive community. Based on the person's needs, support is provided to carry out day-to-day activities, roles, personal care, building relationships, assistance with financial decisions and working towards achievement meaningful and future goals. The strength of this service is that persons served are able to own or rent their own residence and have flexible one on one support available to effectively manage their homes, health, medications, social relationships and working lives.

Community Inclusion

Through supported living, we provide community inclusion support to persons served that is tailored on an individual basis to meet their needs. Support is flexible and can be provided at varied times to meet the persons served lifestyle, unique goals and needs. People are supported to learn new and relevant life skills, gain greater independence and autonomy. With this service we are able to take an active role in assisting the persons served, their families and personal networks to; inspire and encourage the development and delivery of services and plans that work towards the realization and accomplishment of each person's potential and choices within a home and inclusive community. Based on the person's needs, support is provided to carry out day-to-day activities, roles, personal care, building relationships, assistance with financial decisions and working towards achievement meaningful and future goals. The strength of this service is that persons

served are provided flexible one on one support to effectively manage their homes, health, medications, social relationships and working lives.

PERSON CENTERED PLANNING

Our job is to help people have meaningful lives. We are very thoughtful about this, and plan for people on an individual basis, centered around what they want their lives to be.

We look for opportunities that include people in typical, non-segregated and inclusive places in community.

Family, friends and employees can all be part of this planning.

It's important that we always keep the rights of the people we support in mind.

We have a peer advocate who assists the people we support to be aware of their rights.

ONGOING GROWTH AND DEVELOPMENT

To ensure the values of respectful support and authentic inclusion stay central in the discussions and practices at It's My Life Kamloops Society, we provide all employees with a subscription to **'Conversations That Matters.'**

'Conversations That Matters' provides online values based training with world leaders in the human services field, advocates and parents in the community living field.

At IMLKS we're committed to ongoing learning for all of our employees. There's the expectation that everyone will embrace the educational and development opportunities offered through our organization.

We want to help you be the best employee you can be, by giving you the knowledge tools and skills you need!

IMLKS is proud to be a leader in providing seminars and workshops with speakers from around the world, and provide this to our staff and employees from other agencies.

Here is a list of a few resources that may assist you in understanding our person centered philosophy more:

Our Presence Has Roots- Janet Klees



We Come Bearing Gifts- Janet Klees
First Contact- Dave Hingsburger

EMPLOYEE DUTIES

Each position at IMLKS has a description of the job and the associated responsibilities, along with any additional tasks possibly required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management.

PROBATION

The first three (3) months for part time and full time employees is considered a probationary period. During this time both parties may assess suitability for employment with the Employer. This period also provides management an opportunity to assess skill levels and address areas of potential concern. During the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, except as may be minimally prescribed by the *Employment Standards Act of BC*. At the completion of the probation period, the employee and employer shall meet and review progress to date. At this time one of three things will occur:

- I. Probation will end
- II. Probation may be extended
- III. Employment will end

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or willful neglect of duty. In all cases, documentation should be included in the employees personnel file.

STATUTORY HOLIDAYS

New Year's Day
Family Day
Good Friday
Victoria Day
Canada Day

Civic Holiday
Labour Day
Thanksgiving Day
Remembrance Day
Christmas Day

ALL ABOUT THE HOLIDAYS

VACATION TIME AND VACATION PAY

Vacation will accumulate according to the *Employment Standards Act of BC*. Employees must work one consecutive year before they are entitled to vacation.

RESIGNATION

Due to the nature of the position and the assurance of a smooth transition and continuum of care, it is requested that employees provide thirty (30) days written notice whenever possible.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

On your first day of employment with IMLKS, you become a member of our Employee Assistance Program. (EAP). EAP is a program that can help with almost anything! Whether you have questions about handling stress, maintaining relationships, challenges at work, parenting and childcare, caring for someone, or health issues like losing weight or quitting smoking, you can turn to EAP for assistance.

If you would like additional information about EAP, brochures are available at the IMLKS head office.

BENEFITS

Upon successful completion of your probationary period full time and part time employees of It's My Life Kamloops Society will receive monthly contributions plan manuals are available at our head office and provide a detailed description of the coverage available.

Once you are close to being eligible for benefits, the Human Resources department will contact you to set up a meeting to get you enrolled on benefits.

MUNICIPAL PENSION PLAN (MPP)

In order to be eligible for the It's My Life Kamloops Society Municipal Pension Plan (MPP), all employees must meet the eligibility requirements established by the Pension Corporation. Enrolment is mandatory for full-time, permanent staff after their given



probationary period, for casual staff employed on a continuous full time basis for one year and for new employees who have been on the plan within the last 30 days.

Part-time employees have the option to enroll if they complete two years of continuous employment and in each of two consecutive calendar years earn at least 35 per cent of the year's maximum pensionable earnings (YMPE), including overtime and other payments, exactly as for the calculation of contributions to the Canada Pension Plan.

As a member of the Municipal Pension Plan, you contribute both to this plan and to the Canada Pension Plan through payroll deductions. Employee contribution rates as of 2018 are:

- 8.5% of your salary up to and including the YMPE, and
- 10.00% of your salary above the YMPE

As of 2018, It's My Life Kamloops Society currently contributes 9.35% on behalf of their employees. This rate is based on the number of employees at IMLKS, salaries, ages and occupations. The MPP employer rate is updated annually.

HEALTH AND SAFETY PROGRAM

IMLKS asks all employees to be part of our health and safety team. As part of your orientation, you will be required to read the health and safety policies and procedures. These can be found on ShareVision. Minutes from health and safety committee meetings are posted in ShareVision under 'Program Documents- Appendix 6.'

FIRST AID

All accidents or injuries are to be reported. In the case of an emergency an ambulance is to be called. First aid kits are located in the homes of the persons served and must be taken in vehicles when transporting individuals.

WORKPLACE INJURY

As a staff member, if you have an injury or witness an injury, you need to complete an internal incident form. If you are the staff member injured, you will need to complete form 6A from WorkSafe BC and submit it to your Supervisor immediately. Both forms are located on Sharevision and at our head office.

INCIDENT REPORTING

There are non-reportable and reportable incident forms that must be completed if an incident occurs. Reportable incidents are those defined as critical incidents (tragedies, deaths, serious injuries, hostage situations, threatening situations). These must be reported immediately after the incident and are also evaluated annually by the health and safety committee.

CLEAR AIR ENVIRONMENTS

The homes are designated as scent free/smoke free environments and all staff members are asked to respect this. You are expected to use unscented personal care products.

SAFE ENVIRONMENT

You are required to ensure a safe environment for the person you are working with and your colleagues. Supervision should be pursuant to the individual's care plan. Should constant supervision be required then person's served should never be left unattended.

Medication procedures are to be followed and they should be kept secure. Each home has a specific location for medications. If you are transporting individuals in your vehicle you must follow the transportation policies and procedures. These will be reviewed with you in your orientation and annually. The policies are on ShareVision and in the IMLKS office.

Should a staff member arrive at work and appear to be under the influence of drugs or alcohol you are required to immediately inform your Service Coordinator and you are not to leave the individual that you are supporting with that staff member.

You must report the situation to your Service Coordinator immediately.

WORKPLACE EXPECTATIONS

If you are ill or unable to make a scheduled work time, it is your responsibility to call your Service Coordinator immediately. In some cases, you will also be responsible to inform the person you are serving of the circumstance.

PAYROLL AND PERSONNEL FORMS

Employees are paid on Fridays on a bi-weekly basis via direct deposit. During your orientation with our HR Coordinator, you will be provided with all necessary paperwork relating to payroll and employee requirements. Your Service Coordinator will provide you with information on how to sign into EZ Labour and attached to this booklet is information on accessing your paystubs.

HOURS OF WORK AND OVERTIME

Live-In Home Support and Respite Workers are excluded from the hours of work and overtime provisions of BC *Employment Standards Act*. The daily rate applies to all hours worked on any day that work is performed, whether the work day is more or less than eight hours.

If you change your name or address it is your responsibility to fill in a change form.

www.labour.gov.bc.ca/esb

ACCOMMODATED EMPLOYMENT

Our Agency will accommodate your employment for any special needs that you identify to us, as long as with the accommodation, you are able to fulfill the duties of the position in to which you are employed.

PETTY CASH AND CITY TRANSIT PASSES

Each home has petty cash procedures; your Service Coordinator will provide this information to you. If you the person you support, accesses the community through city transit, a bus pass will be provided to from IMLKS.

HOME ACCESS

There is one set of keys for the home that the person served resides in. These keys belong to the individual who lives in the home. Copying of keys is strictly prohibited.

USE OF TECHNOLOGY

Unauthorized use of or duplication of copyrighted software is a violation of the law and contrary to established standards of conduct for employees of our Agency. The home you work in will have a laptop for conducting business relating to the persons served and other clerical duties such as accessing ShareVision. All internet and computer usage policies must be strictly adhered to.



DRIVING

All staff authorized to drive for our agency must have a valid BC Driver's license and a drivers abstract. A copy of both the license, drivers abstract and vehicle insurance must be on your personnel file before you are allowed to drive for our Agency.

When driving for IMLKS you are expected to abide by the following rules:

- All individuals receiving services must wear seat belts
- All vehicles must have a first aid kit located in the vehicle. If you do not have one our Agency has kits that can be used. Kits must include vehicle warning signs.
- All staff must have identification on them and as determined clients being transported regularly the staff should have an identification card for their client.
- Traffic violations such as speeding tickets while on Agency business must be reported to your Service Coordinator or the Executive Director.

VEHICLE INSURANCE

If authorized to be driving on behalf of our Agency you must have a minimum of three million in liability insurance and business insurance. We reimburse at a rate of .45 per kilometer.

PROFESSIONAL CONDUCT AND ETHICS

As a representative of our Agency you are expected to conduct yourself in a professional manner promoting positive influences within our community.



On ShareVision you will find our codes of conduct that guide our practices, along with information on how to bring forth concerns and complaints. All staff are to read these policies and at the beginning of employment and annually thereafter sign off stating that they understand our core policies.

Effective communication (use of clear and concise language) is an essential part of our service. Appropriate use of language and listening skills when dealing with families and other professionals, co-workers and stakeholders is expected at all times.

In accordance with our dress code policy you are required to dress in proper attire conducive to your expected duties. Clothing worn should be conservative and in good condition. Please ensure your footwear meets safety standards.

In accordance with our philosophy on family centered and individual focused practices, all staff must be sensitive and respectful of cultural diversities, socio-economic status, spiritual and religious beliefs. For more information please review See our Diversity Plan.



CODE OF ETHICS

IMLKS code of ethics is repeated in this booklet because we value maintaining high standards of service and conduct towards those we serve.

CONFLICT OF INTEREST

IMLKS expects employees to maintain the integrity and reputation of our organization by discouraging any actions that could create a conflict of interest situation. More detail on how IMLKS handles conflict can be found in our policies and procedures manual on ShareVision.

- When providing information on private practitioners all options are discussed with no preferences or recommendations given.
- Employees do not participate in organizational decisions from which they could benefit personally.
- Employees do not accept gifts/benefits that may be perceived to influence their role or relationship with the persons served.
- Employees must report potential or actual conflict of interest to their Service Coordinator or to the Executive Director.
- The Executive Director has the authority to resolve a conflict of interest situation.

CONFIDENTIALITY

Confidentiality and respect for privacy are strictly adhered to by all employees. It is your responsibility to review and follow our Agency and legal policies related to confidentiality. All staff members are expected to respect the privacy of others and not divulge any personal information about themselves or others.

Our Agency provides integrated services and uses electronic data base (ShareVision) for all individuals' files. There is graduating level of access to ShareVision to protect privacy. BUT all staff members are reminded they must follow this respect of privacy and only access information relevant to the work they are doing. Accessing information on files that is not relevant to your work can result in discipline up to and including dismissal of employment.

STAFF EVALUATION AND PROFESSIONAL DEVELOPMENT

Staff are evaluated after three months of employment, and causals are after six months of employment and then annually thereafter. We do all our performance reviews for F/t and P/t during February. The evaluation is to be completed consistent with Agency policy. The evaluation process will minimally include the completion of a self-assessment by the staff person and an assessment from your Service Coordinator. The assessment may include input from your peers, community partners and families of individuals served where appropriate.

STAFF SATISFACTION

Our Agency recognizes our most valuable asset is our staff. We annually ask all staff to complete an Employee Satisfaction Survey and in our commitment to continuous quality improvement we identify actions that can be implemented. Please complete this survey and others as they are an important part of how we do our business.

USE OF POSITIVE APPROACHES

All staff members are expected to utilize positive interventions with persons served. IMLKS will provide training in the use of positive interventions.

REPORTING ABUSE

It is everyone's responsibility by law to report any suspected abuse or neglect of persons served. Staff are required to read the policy on reporting abuse/neglect in our Policy and Procedure Manual which is located on ShareVision.

Any situation that cause concern for the persons served safety and wellbeing must be documented on the IMLKS incident forms.

APPROACHES TO RISK AND CHOICE

Consistent with our Agencies rights of persons served, each person and family member if applicable, should be involved in all decisions about how the services are to be delivered. Some services delivered could be voluntary and the persons served can choose to participate. In event that the person served chooses not to participate in any aspect of the service the potential risks and consequences should be explained to the person served and the family in a clear and respectful manner. If there are any potential risks to health and safety in the community associated with the delivery of services the person served or families legal representative should be involved in the assessment of those risks, decisions to accept or reject the risks, and identification of actions to be taken to minimize risks. This planning should be reflected in the person served care plan.

SERVICE PROCESS

Staff members are expected to complete reports and documentation in a prompt and timely manner, ensuring both accuracy and completeness.

REFERAL AND INTAKE PROCESS

All of our referrals come from CLBC.

ELIGIBILITY CRITERIA

The criterion is that any individual we accept into our Agency must be an adult with a developmental disability.

WAITLISTS

We do not have waitlists at IMLKS. We receive referrals from CLBC.



INTAKE

At intake, all to receive services are to have our Agency intake checklist completed. This includes the signing of consent for services, consent for release of information, and being informed of Agency policies.

SERVICE PLANNING

The Service Coordinator is to complete a care plan within six weeks from admission to services. Plan are to identify goals as well as the activities that will occur to achieve the goals. Plans are done in collaboration with the person served, support workers, and families.

The individual support plan is to be developed in collaboration with the person served and should be written in their words/ communication style where possible. The person served should participate in making decisions about service including:

- The expected results of services.
- How the design of services meets their needs.
- The expected duration of the services.
- Possible alternatives for services.
- How the results will be evaluated.

The care plan should:

- Be based on the strengths and abilities of the person served.
- Reflect the needs and preferences of the person served.
- Indicate the desired outcomes of the service.
- Offer opportunities to enhance quality of life by maintaining or developing new skills and supports, including community living skills, social supports and vocational skills.
- Be respectful of different cultures.
- Address needs for assistive technology and reasonable accommodations when required.
- Identify and address any potential health and safety risks.
- Offer opportunities to develop or increase social contacts, personal relationships and community networks including opportunities for community inclusion.
- Offer opportunities for enhancing their advocacy skills through training, support for systems of self-advocacy and linkage to advocacy organizations.

Copies of the plan are to be provided and accepted by the person served and acceptance is to be noted on the plan. This can be by the person served signing the plan or by the staff member noting the plan was reviewed and accepted.

Individual support care plans are to be reviewed by those providing services. All support workers must be oriented to the goals for each person they work with.

DOCUMENTATION

All services provided must be documented. If it is not documented it did not happen.

EMPLOYEES LEAVING THE ORGANIZATION

An exit interview is to be completed at the end of your employment, our HR Coordinator will contact you before your last day of employment to complete the exit interview either in person, over the phone or it can be emailed to you.

If the person served is to receive monitoring for future services then a full discharge plan does not have to be completed. If the person served is being fully discharged then a complete plan is required along with providing the person served with a feedback questionnaire.

DISPUTE RESOLUTION

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, IMLKS recommends the following process for conflict or dispute resolution.

- Speak to the person you are having a dispute with. Many disputes arise due to misunderstandings and miscommunication.
- If speaking to the individual does not work, speak to the Executive Director (ED). The ED will arrange a meeting between those involved in the dispute, to determine resolution.
- If the ED is unable to resolve a workplace dispute, the parties may be referred to the Board of Directors.

You may have a lot more questions! During your orientation we hope we can answer them all, please feel free to ask!



THANK YOU FOR JOINING US!