



**Employee
Handbook
&
Safety
Manual**

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MISSION STATEMENT

Springboard Centre assists adults with developmental disabilities to achieve meaning in their lives.

VISION STATEMENT

Springboard Centre is committed to assisting the individuals we serve in achieving community inclusion to the fullest extent of their interests and abilities.

VALUE STATEMENTS

1. We believe in the promotion and facilitation of an individual's ability and right to make choices and decisions.
2. We believe in providing programs within a consistent, accepting, congenial and stimulating environment.
3. We believe that we must be sensitive to the needs of individuals and address these needs with respect and dignity.
4. We believe in providing an appropriate environment in which individuals can feel comfortable learning new skills.
5. We adhere to a professional code of ethics to ensure that we deliver the best possible service while respecting the rights of individuals.
6. We believe in facilitating the professional educational process, and provide placement and supervision for students in the field.
7. We believe in promoting community education and public awareness.
8. We believe in adherence to the Creating Excellence Together Standards as outlined by Persons with Developmental Disabilities.

AGENCY PROTOCOLS

Orientation (HR 0008)

Upon arrival of their first day, each employee shall receive a mailbox, locker, orientation checklist and handbook, and the Employee Handbook and Safety Manual. The checklist is essential for the employee and the supervisor to identify what areas need to be covered and when.

At the end of each month during probation, the employee, supervisor and/or manager will sit down to discuss the progress the employee is making during their probationary period, including a performance review.

Professionalism

Springboard Centre will ensure that all employees receive training and a handbook on what professionalism means at Springboard Centre. This training will encourage employees to look at the way they are interacting with clients, coworkers and their roles in the community.

Springboard Centre also follows a Creed of Professionalism that was created by its employees for its employees. It is as follows:

“Every day we will practice the art of respect – of each other’s differences, ideas, and strengths. We will focus on the future by reminding one another of our common goal. We will identify the real issues and not stand in judgment of each other. We will show integrity in everything we do, and we will take the time to give each other the small courtesies that make life a little bit better. We will wait until the time is right to speak, and we will speak with kind intentions. We will do our best job every day, and appreciate others for doing the same. We will use humour to get us through tough times, and we will be role models for one another. We will be patient, honest, and all we do will reflect optimism and confidence. We will listen; really listen, and we will do our best to understand. We will seek knowledge and share what we know while still being humble. We will care, celebrate, support, and find a way to make a good thing even better. We will accept mistakes as part of day-to-day life, and be thankful for what we learn as a result. We will take time to “stop and smell the roses” and we will repel gossip. We will be shining examples of good ethics. We will take pride in what we do. We will set the standards and create trends. We will smile and we will be the best that we possibly can...”

Ethics of Touch

Personal Care

- During the first month of employment, no new staff is to engage in personal care activities as outlined in the orientation process. During the second and third month of probation the new employee will begin to shadow and assist with personal care. However he/she cannot complete personal care without assistance until he/she has completed probation. This protocol may be

bypassed by the Coordinator, or Chief Executive Officer, depending on the probationary employee's general progress, rapport with the client, etc.

- Gloves must be worn at all times during personal care regimens. This is done to not only create a fluid barrier to promote good health, but is also done so that a physical barrier is created. Exceptions may be made on a case-by-case basis.

Hugging

If a client initiates a hug with a staff member it is an expectation that the staff member will firstly redirect the client to a different type of greeting such as handshake or wave. If the client continues the staff member will encourage and model a side-hug; full frontal hugging or any other form of hugging is not allowed by the Springboard Centre. Specific types of greetings that are to be promoted with particular clients as part of a planned behavioural approach may be outlined in such a plan. In such cases, it is mandatory for all agency staff to utilize the outlined intervention.

Abuse Protocol (CS0004)

The abuse of a client by a staff member, volunteer, contractor paid to provide specialized services or practicum student will not be tolerated. Springboard Centre adheres strictly to the Alberta Human Services Abuse Prevention Protocol and related legislation. All employees are trained in this protocol.

Definitions of Abuse:

Physical Abuse: includes any physical acts of assault, or threats of, such as slapping, pushing, kicking, punching, injuring with an object or weapon, or exposure to aversive substances. It also includes deliberate exposure to severe weather, inappropriate use of medication and unnecessary physical restraint.

Sexual Abuse: includes sexual assault (touching of a person's sexual features without consent) or sexual harassment (any conduct, comment, gesture or contact of sexual nature likely to cause offence or humiliation to an individual).

Emotional Abuse: includes rejecting, ignoring (unless part of a planned approach), criticizing, insulting, threatening, harassing, degrading, humiliating, intimidating, or terrorizing a person. Also included are acts or omissions that cause or are likely to cause conduct, cognitive, affective or other mental disorders, emotional stress or mental suffering. It is also considered to be emotional abuse when there is the removal of decision-making power when the individual member is competent to make his/her own decision.

Exploitation: includes taking advantage of a person, including but not limited to money and possessions (taking, spending or selling without informed guardian consent), as well as persuasion to do things that are illegal or not in the individual's best interest.

Negligence: includes failure to provide or make available necessities that are not limited to but may include such things as food, clothing, shelter, hygiene, medical care, protection from hazardous environments, and support or supervision appropriate to the person's age, development or situation.

Inappropriate Use of Restrictive Procedures: includes the use of restrictive procedures that are outside the parameters of the Creating Excellence Together Certification Standards (withholding a person's possessions, using medications outside of the approved planned approach).

Should an employee witness an abusive situation, the employee should:

1. Ensure that the individual is safe
2. Report the situation immediately to the Chief Executive Officer or designate.

Confidentiality (HR0017)

It is expected all employees will maintain confidentiality. All staff and volunteers at SBC must sign a confidentiality agreement at the start of employment. It is expected that staff members will also not talk about clients in front of other clients.

Documentation

Documents such as minutes, data sheets, etc. created at SBC are considered legal documents and are the property of Springboard Centre and ultimately Alberta Human Services. All documents should be completed with blue or black ink. White-out should never be used on a legal document. Basic rules for documentation such as ensuring proper spelling of words, accuracy, and timeliness apply.

The photocopier is available for business use. Staff should ask for help if unsure of how to use the photocopier.

Policy and Procedure Manual

A copy of the Policy and Procedure Manual is located on Springboard's Centre Sharevision website. This manual is accessible by all SBC employees.

PERSONAL AND AGENCY PROPERTY

Dress Code (HR0003)

Appropriate dress includes:

- Clothing in good repair
- Tops with no less than 1 inch straps ops that cover cleavage and torso
- Shorts and skirts that fall no higher than mid-thigh
- Footwear that fastens around the ankle and has heels of no more than ½ inch
- Closed toe shoes

Inappropriate dress includes:

- Clothing with logos and/or text that may offend others
- Earrings that dangle more than ¼ inch from the earlobe
- Other jewelry will be assessed based on the team's level of risk
- Fingernails cannot extend past the tips of the fingers when viewed from the palm side.
- Visible undergarments (such bras and underwear)

Other jewelry, such as rings, will be assessed based on the client's level of risk. Please do not wear necklaces or chains, as they are easily grabbed and broken.

Telephone Use

Phones for staff usage are in the staff room and board room, when available. Phones should only be used on the employee's break. Springboard Centre cannot ensure privacy when employees are making phone calls. All calls should be limited to a maximum of 5 minutes as courtesy to others who may want to use the phone.

Telephones in the program rooms are for business use only.

Except in case of an emergency, reception employees will take messages of all personal phone calls made to Springboard Centre employees during business hours. Employees may collect messages and return phone calls during approved break periods, in areas of the Centre where programming will not be disturbed.

Use of Personal Property (HR0013)

Employees are not allowed the use of any personal technology device during work hours unless they are on an approved break and only in designated areas (staff room, board room or outside).

Personal technology devices must be stored away and are not allowed to be with the employee unless the employee is on an approved break. Use of these technologies is restricted to the staff room, board room and outside.

Employees are not allowed to store clients' personal information or pictures on the employee's personal technology device.

Exceptions to this policy are at the discretion of the Chief Executive Officer.

Agency Computers

Springboard Centre has computers available to clients and employees in the program rooms. These computers are primarily for program use, however staff members are allowed to use them during the morning break.

Offensive or questionable material will not be downloaded at any time by anyone using the computers.

Agency Cell Phones

Agency Cell Phones are for agency business only. All employees that go out into the community should have an agency cell phone on them. Two staff going out together can have one phone to share between them as long as none of the clients with them are apt to run away.

The only time cell phones will be used for taking pictures will be in the event of an accident, but even then staff members are to call the on call manager to get permission first.

The Agency cell phones will be programmed with all the numbers for the other Agency Cell Phones, including On-Call and the Agency's main line. Staff's personal phone numbers should not be programmed in the phones.

Food

Food items such as lunch, snacks and beverages except water, are not to be eaten while working on the floor with clients. Staff will eat with clients present only when approved by management such as all day outings or paid in-house lunch breaks.

PAYROLL

Pay Periods (F0012)

Pay periods are semi monthly (1-15 and 16-31 of each month). Staff are paid on the 15th and second last business day of the month.

Time Sheets

Every Springboard Centre employee must complete a time sheet in order to receive payment. On the time sheet there is an identified date that the time sheet must be handed in to the employee's supervisor. If a time sheet has not been submitted by the time that timesheets are processed, the employee may not get paid until the following pay period.

It is each employee's responsibility to complete and hand in their own timesheet. If an employee calls in sick the day that timesheets are due, they should let their supervisor know where their timesheet is located so that the supervisor can hand it in for them. It is preferable that all employees leave their timesheet in their mailbox so that the supervisor does not have to search for it.

Time sheets are usually due a couple of days before the last day paid the timesheet i.e. a time sheet that goes until the 15th of the month, is due on the 10th for processing. In this event, the employee is to fill out the timesheet as if they are working normal hours, unless they already have preapproved time off. If there are changes to this, then in the comments section of the timesheet following, the employee should make note of the date and what the change was. Dates must be provided.

Breaks & Lunches

Breaks for staff are usually arranged through the daily schedule. Community Disability Services Workers are scheduled to have a minimum daily of one 15-minute break every morning and one 45-minute lunch, 30 minutes of which is unpaid and the 15 minutes is paid. All employees supporting clients in the community (and unable to take a lunch break) are to be informed that they will be receiving pay for that specific lunch period. The paid lunch break will be noted on the staff member's timesheet. Staff members scheduled to be in the community are to be scheduled for a morning break prior to going out for the day. Whenever possible, a second 15-minute break is to be arranged for the afternoon for staff from the outing programs.

After Hours

Although clients are scheduled to be at Springboard Centre until 3:30 pm, there will always be situations that cause the client to have to stay later until departure occurs. All full time frontline employees are placed into a rotation for a week at a time that identifies that they may have to stay late if required to watch clients until they leave. This schedule is put up at least one month prior so that all employees can make arrangements if necessary. Any employee that stays past their regular scheduled time will earn Time in Lieu for the time worked.

Part time employees that are scheduled to end work before 3:45pm will not be included in this rotation, however they will be included if hours are increased at a later date. These staff members may be asked to stay later if client support is needed.

SUPERVISORY

Supervision Meetings

Supervisions between an employee and his/her immediate supervisor are scheduled on the monthly basis. Depending on the need of each individual, these may occur more or less often.

Supervisions are to help each employee identify areas that they are doing well at, as well as any areas that need to be worked on. Supervisions are a great time for an employee to bring up any issues that they are having, if they have not done so already.

Performance Appraisals (HR0019)

Performance appraisals are completed yearly for all employees for the first three years of their employment. After the third year performance appraisals will be completed every three years, unless there are performance issues identified. Supervisors are responsible for completing the Performance Appraisal as close to the staff member's anniversary date as possible.

Before the employee's appraisal review, the employee is given an appraisal to do on themselves. The Supervisor will also hand out Performance Appraisals to the employees peers to complete. The Manager chooses these employees by a random sampling of each supervisory team. All employees will do at least one Performance Appraisal on a peer each year. Those employees identified must complete the Appraisals; however any employee may also do an appraisal on the peer if they choose to. Appraisals forms are located in the black filing cabinet in the photocopier room.

STAFF TRAINING

General Training (HR 0046)

Training sessions are offered on weekday mornings and at other times such as an evening or weekend for mandatory sessions. Staff are required to attend mandatory training and retain certification for Abuse Prevention, Nonviolent Crisis Intervention, Emergency First-Aid & CPR, Back Care & Lifting, and Class 4. Time in lieu will be available to those who take First-Aid and NCI training outside of work hours. However, the course cost and/or materials must be paid by the individual staff member. Required training will be completed in the first three months of employment, if and when available.

Managers are responsible for the facilitation of staff training. Managers and Assistant Managers will facilitate morning training throughout the month.

All employees that do not have specific education in the disability field are expected to complete Foundations Online. This is a certificate program that teaches the basics of the Community Disability field. Although the employee is responsible for the initial cost of the courses, Springboard Centre reimburses the employee once they have successfully completed each module.

Springboard Centre encourages its staff members to take additional training outside of the agency as well. Management will announce any relevant training that they become aware of. Employees that are interested in attending external training will fill in an application form and submit it to their supervisor. This application will be taken to the Leadership Team for final approval.

Class 4 License

All new employees are expected to obtain their Class 4 license by the end of their probationary period. If the employee does not have a Class 5 license, then applicable goals are set.

Springboard Centre will provide time off during work hours for employees to obtain a class 4 License as long as the employee makes arrangements before the date and there are not too many employees already off the floor. The breakdown of provision of time is as follows:

- Medical – 2.5 hours
- Knowledge test – 1.5 hours
- Road Test – 2 hours

Any time exceeding these, will be made up by the employee.

Springboard Centre will also reimburse the cost of obtaining the class 4 license once it has been obtained and all original receipts have been submitted. An original receipt will detail the cost, what it was for, and the name of the agency the cost occurred at. SBC will pay up to a maximum of \$250 for obtaining the license and will only cover the cost of successful

attempts. Reimbursement will occur after van orientation has been completed or the employee has passed probation, whichever comes first.

All staff members that achieve their class 4 license will be given a bonus upon proof of completion as well an additional bonus is given each year that they have been a safe driver for Springboard Centre.

For Class 4 Driver's License renewal, Springboard Centre will reimburse up to \$100 for the cost of the medical. The cost of the renewal of the license itself will be paid by the employee.

Course Drop Out

If an employee drops out of a course paid by the agency within the first month, there will be a \$50 fee charge. If there was not an ability to replace that person, the full course cost would be charged to the employee.

Tuition Assistance

In order for an employee to qualify for the tuition cost, the employee must formally submit a request in writing, including how the course(s) will benefit themselves and the agency. Once approved by The Society, then the employee must submit a course outline of each course they are seeking reimbursement for. The Society will then determine if the course meets its requirements. If it does, then The Society will require that the employee submit a receipt for the cost of the course as well as proof of grade (GPA). The Society will reimburse those approved courses with a grade of 70% or higher (equivalent GPA for that specific educational institute).

The maximum that can be reimbursed is \$2000 in a one year period.

Costs and Service Commitment

The Society promotes the education and training of all our employees in areas that directly deal with the Community Disability field. These include workshops, onsite and external; conferences and university/college tuition.

With the cost of each training course that The Society pays for, there is an expectation that the employee will complete a term of service. This commitment is at a rate of one month for every \$100 spent. Training that is under this amount, will be prorated. For example:

- An employee that takes a course that costs the agency \$400 will have a service commitment of 4 months.
- An employee that is taking foundations at \$42 per module would have a service commitment of approximately 9 days.

For those employees that are taking multiple courses, the service commitment would be added at the end of the previous service commitment if the first one has not been completed. For example:

- An employee's workshop cost \$500 on January 1. This employee has a service commitment of 5 months, ending June 1. This employee was reimbursed another \$500 on May 1. This employee now has an additional 5 month

commitment that begins on June 1 when the first one is finished. Overall, this would equal a 10 month commitment.

If an employee leaves before the service commitment is over, that employee will owe a portion of the money back to the agency. For example:

- An employee's workshop cost \$500 on January 1. The employee has a service commitment of 5 months, ending June 1. This employee leaves The Society effective April 1. The employee has worked 3 months, however will owe \$200 for the remaining two months that he didn't work. The \$200 will be taken off the final pay cheque.

Expenses for training can include the cost of the course, food allowance, mileage and hotel and air flight, if applicable.

Food allowance will be at a rate of \$10 for breakfast, \$15 for lunch and \$20 for supper. The Society does not pay for an employee's travel time. Compensation for participation outside of regular work hours will be considered on a case-by-case basis. An agreement between the employer and employee must be reached before attending.

Receipts for reimbursement must be submitted within 2 months from the date the training occurred or finished.

ENTITLEMENTS/PERKS

Absence Requests

Where possible, all requests for absence should be submitted 2 weeks in advance. However, it is recognized this timeframe is not always possible. The Employee should have their request into their supervisor as soon as possible.

Springboard Centre can only allow a maximum of three ratio employees off at once. For example, five people may be booked off if there are enough clients off as well. In the event that there are already three ratio employees off, the additional employee may be granted time off if a relief staff can be found to replace him/her.

In the event that the absence request is denied, the employee will be given the opportunity to appeal the decision to the Chief Executive Officer, or designate, if the employee so chooses.

Vacation (HR0015)

All Springboard Centre employees start earning vacation at a rate of 6% each year, or approximately 3 weeks per year. At the beginning of the employee's fourth year, it increases to 8% (4 weeks) and at the beginning of the 8th year it increases to 10% (5 weeks). Employees earn a portion of their vacation time at the end of each month and can access it as they earn it. At no time will an employee be allowed to use more than what they have currently earned.

Employees are also able to carry forward up to a year's worth of vacation time into the following year.

Any unpaid time by the employee does result in a loss of vacation time earned as well.

Sick Leave (HR0011)

All employees are currently entitled to 12 paid sick days per year. Sick time is earned at the end of each month. Any employee not on probation can access this time as it is earned. Probationary employees must wait until they have successfully completed their probation before they can start using their sick time. At no time will an employee be allowed to use more than what they have currently earned.

Employees are also able to forward up to a year's worth of sick time into the following year, however no fulltime employee shall have more than 90 hours (12 days sick time) at any given time. This amount of time is prorated for part-time employees.

Any unpaid time by the employee does result in a loss of sick time earned as well.

Leave of Absences (HR0006)

All employees are expected to meet the timelines of requesting any leave as outlined in Policy HR0006.

Employees that are requesting a General Leave without Pay must use any accrued Time in Lieu and Vacation Time before they can have an unpaid leave.

Vacation time or Sick time will not be earned for the days that an employee is on a General Leave without Pay. A General Leave without Pay is defined as any absence unpaid by the Springboard Centre.

Employees that have worked a minimum of 3 months have the ability to apply for extended leave of absences without pay to a maximum as outlined in the policy. These days do not have to be sequential but may occur at various times.

The amount of leave is as follows:

- Over three months but under 1 year of employment = 5 days unpaid leave of absence
- Over 1 year but under 6 years of employment = up to a maximum of 6 weeks of unpaid leave of absence minus any unpaid leave used in the first year. This will renew every five years starting the 6th year of employment.

Once an employee uses all of allowed unpaid absence, he/she must work the defined minimum time in order to be allowed to access further unpaid leave of absences. An employee will not be able to go above and beyond the allotted unpaid leave of absence without permission from the Chief Executive Officer.

Any leave without pay in excess of 20 business days, will result in a change in the employee's status in relation to annual increments, and annual performance reviews. Leaves of absence 5 days or more, will affect personal day entitlements (see Policy HR0007). A letter will go to each employee stating the changes as they occur.

Any unpaid leave of more than 5 days, the employee will be responsible for the complete payment of benefits (agency and employee cost). Upon approval of any unpaid leave, a payment plan will be completed for these costs.

For leaves that are medical in nature or WCB related, please see Policy HR0048 Extended Benefits.

Time In Lieu

Springboard Centre does not pay out overtime to its employees at any time. Instead an employee will earn Time in Lieu (or time off with pay) equal to the amount extra worked, to use at a later date. Time in Lieu (TIL) may be acquired by having to stay late with clients, completing training outside of work hours, or by special approval of the Chief Executive Officer.

Time in Lieu will be used before vacation time can be accessed. Should an employee leave Springboard and have TIL earned, it will be paid on the employee's final pay check.

Perks

Springboard Centre offers many perks to its employees. These are broken down as follows:

After probation has been completed (3 months)

- The employee is eligible to be included in a paid time off draw.
- 2.0 Hours off on the morning of the employee's birthday (non-negotiable)
- Springboard Centre offers an excellent Health Benefits program and pays approximately 75% of the cost.

After one year of employment

- Tuition assistance for any employee taking courses related to his/her work at Springboard (see the Coordinator for more details if interested)
- After working 12 months in a row without a break in pay, the employee earns 2 personal days that must be used within the year earned. Unpaid absences of 5 or more days will result in this earning period to begin anew with the exception of those on a WCB Leave. Those who return from WCB will just have the date offset by time they were off.

EMPLOYEE CONCERNS

Workplace Wellness Committee (WWC)

The intent of this committee is to provide Springboard Centre employees an additional means to bring forth their concerns and questions in regards to relevant issues. It will help provide a closer link between the management and the frontline employee.

The WWC will work towards the attainment of the following goals:

1. To provide employees a voice in regards to personnel policies and procedures.
2. To create a safe working environment in regards to occupational health and safety.
3. To provide educational and social opportunities for all employees as a whole.
4. To allow the employees the ability to submit solutions to agency issues and concerns to Management and Leadership.

The WWC will not listen to issues regarding:

1. Personal and professional disagreements with employees. It is expected that the employees will utilize the appropriate process in regards to these issues.
2. Employee Performance contracts and Disciplinary Actions that have been issued.
3. Client Services Policy and Procedures, such as abuse, restrictive procedures, medication administration and programming.

The committee is comprised of the Coordinator, a representative from the management team and 4 Community Disability Services Workers (elected by their peers). Employees may take their concerns or suggestions to a representative to be discussed at the next WWC meeting. Alternatively, the WWC periodically hosts a satisfaction survey as well as Open Forum meetings. The focus of these meetings is to discuss what is working at Springboard as well as what is not. Every issue should have a possible solution identified.

Grievance Procedure (HR0020)

If an employee feels that they have a grievance based on any difference concerning the interpretation, application, administration or alleged violation of personnel policies or conditions of employment, the employee can do so by following this process:

1. The employee is encouraged to discuss the area of concern with his/her supervisor on an informal basis, but is not required to do so before filing a grievance.
2. The employee can make a formal written grievance to his/her supervisor within five (5) working days from the date the concern arose. Written Grievance should be as detailed as possible, including what the area of concern is and why it is an area of concern for the employee.
3. If the grievance involves the supervisor, then the grievance would be directed to the next level of Management.
4. The supervisor will provide a written response to the employee within five (5) working days.

5. If the employee is unsatisfied with the written response, he or she may direct a written response to the next level of Management. This process can be repeated until the employee has given written grievance to the Board of Directors. The Board of Directors will respond in writing within (20) working days.

Note: An employee who does not receive a written response at any stage of the grievance process within five (5) working days may proceed to the next level of appeal. All documentation regarding the grievance will be maintained in a confidential grievance file by the Chief Executive Officer, or designate.

Note: Levels of Management are as follows:

1. Assistant Manager
2. Manager
3. Coordinator
4. Chief Executive Officer
5. Board of Directors

Personal Problem Solving Strategy

This strategy is to be used when an employee is having personal conflicts with another staff member. These are conflicts that are not related to the work being done at Springboard.

When an employee is experiencing this:

1. Talk to the staff as soon as possible
2. Do it in a private setting
3. Stay calm and talk about the issue
4. Problem solve on how it can be resolved

Remember that sometimes people don't realize what they are doing and don't let it get to the point that it effects the work being done at Springboard.

Work Related Issues

When an employee notices that somebody is doing something that he/she thinks is incorrect such as not following the client's protocols or not taking breaks when scheduled, the employee should follow this process:

1. Talk to the person as soon as possible and in private (not around clients and other staff) and discuss what has been noticed.
2. Be respectful when addressing this.
3. Get and receive clarification.
4. If there is still an issue, seek the AM of that room. The AM can answer all questions or at the very least go away to get the answer and come back to inform the employee.
5. If needed the AM will also go to the other staff involved to ensure clarity is provided to that person as well.
6. If the issue is still not resolved, then the employee can go to the Manager.
7. Let the Manager know which AM the issue was discussed with, what directions were given and what still needs to be clarified.
8. The Manager will then talk to all parties involved and gather information required for making a decision.

Discrimination/Harassment (HR0010)

The Society will make every effort to ensure that no employee or client is exposed to discrimination/harassment based on race, ancestry, place of origin, color, religion, ethnic origin, citizenship, creed, handicap, gender, sexual orientation, age, marital status, or position.

Harassment is defined as any conduct that creates an intimidating, uncomfortable, humiliating, or offensive environment. Harassment can include but is not limited to:

- Verbal or physical abuse, threats, derogatory remarks, humor, innuendo or taunts related to any employee's race, religious beliefs, color, gender, physical or mental disabilities, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.
- Displays of pornographic, racist or offensive signs or images
- Humor that results in awkwardness or embarrassment
- Unwelcome invitations or requests whether indirect or explicit
- Promises of favors or advantages for giving in to the unwelcome demands or threats of revenge for refusing to do so.

Sexual harassment is any unwelcome sexual behavior that adversely affects, or threatens to affect, directly or indirectly, a person's job security. Working conditions or prospects for promotion or earnings. It can be perpetrated by a supervisor, coworker or external stakeholder. Sexual harassment is unwanted, often coercive, sexual behavior directed by one person towards another. It is emotionally abusive and creates an unhealthy, unproductive atmosphere in the workplace. The behavior does not need to be intentional in order to be considered sexual harassment. Sexual harassment can include but is not limited to:

- Suggestive remarks, sexual jokes, or compromising invitations
- Verbal abuse
- Visual display of suggestive images
- Leering or whistling
- Patting, rubbing or other unwanted physical contact
- Outright demands for sexual favors
- Physical assault

Discrimination and harassment is not tolerated by the Society and all complaints will be investigated immediately. Employees who experience or witness discrimination or harassment of any kind should report it immediately.

Regardless of the outcome of any harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or supervisors. This includes dismissal, demotion, unwanted transfer, and denial of opportunities within the Society as a result of their having made a complaint or having provided evidence regarding the complaint.

If you are being harassed:

1. Tell the harasser that their behavior is unwelcome and ask them to stop.

2. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response), if you do not report it immediately
3. Make a complaint. If, after asking the harasser to stop their behavior, the harassment continues, report the problem to one of the following individuals:
 - a. Manager
 - b. Coordinator
 - c. Chief Executive Officer

All concerns relating to discrimination and harassment will be dealt with confidentially as reasonably possible

An employee's identity, or the circumstances regarding any concern or complaint, will not be disclosed unless disclosure is necessary for the purposes of conducting an investigation, taking disciplinary action or must be disclosed to the appropriate authorities, or is otherwise required to be disclosed under the law.

GENERAL SAFETY

Orientation (HR0008)

All new employees must be orientated to the agency. The orientation process includes:

- checklist of items to be explained throughout the three month probationary period
- one week of shadowing with a designated AM and/or employee before working with individuals
- a copy of the employee handbook
- access to policy and procedures manual and safety handbook (located in staff room)
- completion of any mandatory training

Training

Mandatory Training (See Policy HR0046 – Employee Training and Development)

Employees working directly with clients are required to have the following mandatory training:

- First Aid with a CPR component
- Back Care and Lifting
- Non Violent Crisis Intervention (NVCI/CPI)
- Abuse Protocol
- Foundations (is employee does not possess community disability education)
- Class 4 License

All training is established to ensure the safety of the individuals as well as the staff. Further discussion will be detailed for each section of training.

Non-Violent Crisis Intervention (NVCI or CPI)

This is mandatory training for all staff that have direct support with the individuals in our service. The purpose of the training is to provide strategies for recognizing when an individual is becoming upset and how to interact with the individual at that time. In the event of aggression, NVCI also teaches strategies to physically intervene while maintaining the safety of the individual as well as the staff.

Instruction for this course is completed by a CPI certified instructor. Certification in the course occurs every two years.

All staff should be using the "supportive stance" at all times when working with any individual.

First Aid/CPR

This is mandatory training for all staff that have direct support with the individuals in our service. The purpose is to ensure staff know how to treat injury and medical emergencies as they occur. All frontline staff are required to have Emergency level

First Aid while two administration staff have Standard level First Aid. This is a requirement of Occupational Health and Safety.

All instruction in First Aid must be completed by a certified instructor. Certification in the course occurs every three years.

First Aid supplies are located in the medication room as well as kits on each of Springboard Centre's vehicles.

Back Care and Lifting

This is in-house led training conducted by a Springboard Centre employee. Training is based on Occupational Health and Safety Standards. This training reviews the importance of back care, general safe lifting techniques of both objects and individuals, and training on the overhead patient lift in the bathroom and the hoier hydraulic lift. All staff receive training in back care and lifting a minimum of once per year.

All lifting of individuals should be completed using a mechanical lift. In the event that a mechanical lift is not available, a two-person lift is acceptable. The two-person lift must be one of the techniques outlined in the back care and lifting training.

In one of the bathrooms, there is a height adjustable change table. This is beneficial for lifting or transferring an individual onto the table. The height can then be adjusted once more so that the staff member does not have to complete the personal care in a bent over position.

Cleaning Supplies

All cleaning supplies are locked up in designated spaces. This is for the protection of the individuals.

Cleaning supplies are clearly labelled, including directions on how to mix the chemicals appropriately with water. There is also a fact sheet on each cleaner that is purchased through a supply company. These fact sheets explain what to do in the event that the chemical gets into someone's eye or ingested.

An eye flush bottle with distilled water is located in the medication room.

Dress Code (See Policy HR0003 – Dress Standards)

Aside from maintaining a professional appearance, the following dress code guidelines were put into effect in order to address some safety concerns.

- Close-toed shoes ensure that staff's feet are better protected from equipment and individuals
- Shoes that require a fastener around the ankle and no more than ½ inch heel are for staff's safety when having to follow an individual around and in some cases run after that person.
- Earrings that dangle no more than ¼ inch are to ensure that an individual cannot grab an earring and pull it out.

- The requirement for short fingernails is to avoid any scratches to individuals when having to physically intervene as well as for hygiene purposes.

Emergency Evacuation/Fire Drills

Once every three months, staff are trained in the evacuation of the individuals. Training includes a review of the processes and expectations, as well as a participation in a fire drill. Fire drills are conducted by a designated staff member. This member also documents the drill noting any issues or concerns that may need to be addressed.

General Maintenance and Cleaning

Any building maintenance items should be reported to the Coordinator as soon as they are noticed, so that repairs can be arranged in a timely manner. Any damaged program equipment should be reported to the designated Manager or Assistant Manager immediately as well. Program equipment that can no longer be used due to damage will be reported to the Coordinator for repair or replacement.

Springboard Centre employs a cleaning company in order to complete the general care of the agency. Bathrooms are cleaned daily by this company. In order to help with proper cleaning each day, staff must ensure that chairs are stacked at the end of the day, tables are wiped down, and any items such as paper or toys are picked up and put away. Any mats on the floor should be picked up at least once a week for the cleaners.

During winter, the property managers are responsible for the clearing of snow and ice in the parking lots and on the sidewalks, however Springboard Centre has provided a snow shovel and ice melt to be used as necessary to prevent any falling of staff and individuals. Staff can access these as they are needed.

Once a month, a morning is scheduled for employees to complete a more thorough cleaning of the rooms, program equipment and SBC vehicles.

SBC Vehicles

Inspections and Maintenance

Springboard Centre has vehicles that are used for the transportation of staff and individuals for programs happening away from the facility. These vehicles are registered with Alberta Transportation which requires each vehicle to undergo a Commercial Vehicle Inspection every 6 months. These inspections ensure that the vehicle is in proper working order. If a vehicle does not pass this inspection, then it cannot be driven until the appropriate repairs are made.

Weekly and Daily checklists are completed for each van to ensure that it is in running order before it can transport any staff and individuals. Any problems and/or maintenance work is reported to the designated staff member for follow up.

Driver Orientation

All staff that are identified to obtain a Class 4 license must achieve the requirements as set by the Alberta Licensing. This includes a knowledge test, a medical examination and road test. These all ensure that the employee is equipped to safely drive the agency's motor vehicles.

Once an employee has obtained a Class 4 license, he/she must then undergo an orientation process at Springboard Centre. This orientation includes a general overview of the vehicle, how to use the wheel chair tie down systems, and time to drive the vehicle in order to become accustomed to the size of the vans. Once an employee has completed the in-house training, then they will become a regular driver for the agency.

For safety reasons, Springboard Centre tries to limit all outings to be within a 15 minute drive from the agency. This was established in the event that something happened during the outing (lost client, vehicle broke down, etc), Springboard could send somebody to assist immediately and not affect the individual's lunch time or end of day pick up times. Springboard also tries to send 2 drivers on each outing.

Staff Injury (HR0050)

Staff Incident Reports

Springboard Centre employees are expected to report all injuries, no matter what the cause, by completing a Staff Incident Report. These reports are monitored in regards to identifying maintenance concerns if identified as well as monitoring how often a client is injuring employees. Recommendations may arise from these reports.

First Aid kits are located in the medication room.

Workers Compensation

Springboard Centre also has Worker's Compensation insurance in the event that an employee is injured at work. When an employee is injured at work, they must:

- Inform a supervisor immediately (who in turn ensures the Coordinator is informed ASAP)
- Complete a staff incident report and submit to the Coordinator
- Complete a WCB employee form and submit to the Coordinator
- Seek medical attention immediately or ASAP if not a severe incident

The Manager will complete a WCB employer's form. Both will be submitted to WCB regardless of if the staff member missed work due to the injury, in the event that complications arise at a later date because of this injury.

Workplace Wellness Committee

The Workplace Wellness Committee reviews all staff injury reports and WCB reports. The purpose is to identify any practices that would decrease the chance of the injury occurring again.

Universal Precautions

Universal Precautions are a simple set of effective practices designed to protect staff and individuals from infection. These practices are used when caring for all individuals regardless of any diagnosis.

Universal Precautions includes the use of the following techniques:

- Hand washing before and after personal care
- Use and disposal of non-latex gloves
- Disposal of personal incontinence wear (double bagged if it includes blood and feces)
- Use of disposable masks and aprons
- Disinfecting all surfaces after personal hygiene
- Disinfecting surfaces touched by a person that suspected of having an infection
- Hand sanitizers are conveniently located throughout the building

Working Alone

Staff should never be in a situation that they are working alone with an individual while out in the community. Staff must always be paired with at least one other staff and individual when going out and the staff must be in line of sight with each other. Staff also have agency cell phones in the situation that they get separated from their group however this should rarely happen if following protocols.

In house, staff will find themselves in situations that they are alone with an individual in a room or office. At times like this, staff should ensure that any doors are left completely or partially open. When alone with an individual in a room, staff must also be aware of their own positioning. Do not allow the individual to block the exit out of the room. For the staff's own safety, ensure that there is an "escape route" in case a behavior of concern happens.

CLIENT SAFETY

Abuse Protocol (See Policy CS0004 – Client Abuse)

Within an employee's first three months of employment, he/she will receive training in the abuse protocol and Springboard's policies and procedures surrounding this protocol. These protocols are put into place to protect the staff and individuals involved. This training will be reviewed with all staff once per year.

Behaviours of Concern (See Policy CS0019 – Restrictive Procedures and Policy CS0020 – Planned Behavioural Approaches)

Springboard Centre offers services to adults with moderate to severe developmental disabilities, who may also have mild to moderate behavioral challenges. This means that many of the individuals in our services have behaviors of one kind or another. For some this is manifested by withdrawal or refusal to participate in programs or requests, however for others this may be aggressive behaviors such as physical harm to self, others and/or property damage.

a. Procedures

In order to ensure the safety of all individuals and staff, staff receive training in Non-Violent Crisis Intervention (please refer to this section of the manual for more information). Staff also receive training on Positive and Restrictive Procedures through an in-house training session. This training highlights the different approaches staff can take in response to a behavior of concern. All staff that have completed this training and successfully passed a test, receive a certification of completion.

Staff may be required to use an emergency restrictive procedure (ER), a procedure where a staff restricts the rights and/freedoms of an individual, in response to a behavior of concern where the individual has put themselves or others in harm's way. When an ER is completed, staff must complete an ER form identifying the behavior and what was done in response. This ER is reviewed by a Manager, the Coordinator, and a committee to ensure that all actions were appropriate. In the event that the actions were not deemed appropriate, training will occur.

Behaviors of concern that are fairly common and expected will result in either a Planned Positive Procedure (PPP) or a Planned Restrictive Procedure (PRP). Both describe the steps staff should take in order to support the individual before a behavior occurs. The PRP also describes the steps staff will take in addressing a behavior when it occurs. The PRP is approved by a committee as well as the individual and/or guardian. These plans are also reviewed on a regular basis to ensure effectiveness and to determine continuation with the plan. When a PPP or PRP is approved, all staff are trained prior to it being put into place.

Staff who have never worked before with an individual that has any behaviors of concern, will be trained prior to their first time with this individual. This training will include shadowing with a designated employee. Staff that do not feel that they have received enough training can request more. This request should be done prior to giving support to the individual.

b. "Hands" and "Order" Calls

Staff are also instructed in the use of the "hands" and "order" calls. These were put into place so that staff can get support immediately based on the level of need.

- "Hands" is a non-emergency call for help. This is generally used for asking for assistance because the staff cannot leave the client alone but requires something from another place. This call is when the staff needs somebody soon but not urgent. Staff are expected to pass their individuals off safely and go see what help is needed.
- "Order" calls are for emergency situations whether medical or behavior in nature. It can also be used when the safety of somebody is in jeopardy. This call is when the staff needs somebody immediately. Staff are expected to pass their individuals off safely and go see what help is needed.

- In in both circumstances please identify where the help is needed. For example, yell "Order in room 4". Both calls should be loud. Do not call "hands" or "order" in a normal talking voice.

Client Injury

Client Incident reports are completed in the following conditions:

- Any unusual marks or bruises noted on the client
- Any visible injuries noted after an incident occurred
- Any suspected injury that may arise after an incident occurred

All incident reports are reported to the guardian within 24 hours of the incident.

Line of Vision (See Policy CS0015 – Missing Clients)

All individuals must be in the line of sight of the staff that is working with him/her. This means that at all times, the staff member should be able to see the individual no matter where they are. This can include the use of the hallways mirrors set up in the corners of certain areas. Some individuals can have their space respected by using these mirrors to monitor, however other individuals will have clear outlines of how close staff need to be at all times. In many cases this is within one arm's length, especially for individuals that have behaviors. If the individual is able to use the washroom independently, then staff must monitor the bathroom door to ensure the individual does not leave without being noticed.

In the community, staff must be at least within arm's reach of the individual. Depending on the individual, this distance can be adjusted appropriately depending on the location of the program. Line of sight does not mean that it is okay that the staff can see the individual on the other side of the park, for example.

When a staff is assigned an individual(s) for program, it is the responsibility of the employee to carry the individual's picture ID card. This must be carried. If there are no pictures of the client remaining, please inform the appropriate Assistant Manager. When a staff member goes on a break, they must ensure that the individuals they have are passed off for somebody else to watch. This means that the picture ID is passed on to the staff that is taking over this responsibility. A staff member cannot leave for a break until this is done. The responsibility of carrying the individual's picture ID is an important part of maintaining the line of vision process.

Medication

Clients attending SBC may require medication throughout their day. SBC ensures only staff trained in medication administration can administer medication to clients. In order for clients to receive medication at SBC the following is required:

- Consent form outlining each medication, dosage, administration, and must be signed by the guardian
- A Doctor's order outlining each medication, dosage, administration, and signed by the doctor
- Medication is brought in original packaging and sealed, including a prescription label

- SBC does not support clients who require injectable medication other than Epi-pens.

SBC administers over-the-counter medications as needed. This includes such items as pain relief (Advil, Tylenol), sunscreen, insect repellent and polysporin for cuts and scrapes. Any over the counter medication must be sent in by the guardian or residence as well as the guardian must sign consent for SBC to give them. The guardian also takes responsibility for ensuring any over-the-counter medications and any herbal medications that they wish their individual to take, will not interact with other medications the individual is currently taking.

Assistant Managers and Managers complete specific medication training in order to administer medication at Springboard. In turn, if medications are pre-packed, they will ensure the assigned staff knows the proper procedures in order to give the medication and complete documentation afterwards. A Manager is responsible for completing medication checks daily to ensure that medications are given in a timely manner.

All medications for clients are secured within a locked room that clients do not have access to. If a medication must be with a client due to life threatening reasons, or a medication is pre-packed for administration that day, it must be secured on the staff member at all times. It must never be left out or unattended.

If staff require medication at work, it must be secured either by being locked up in the staff's locker, or secured inside the medication room. If the medication is due to life-threatening causes, the employee must ensure that it is secured on their person at all times.

Outings

Procedures

All staff members going on an outing are required to gather the following from the front reception:

- Agency cell phone
- Emergency client information card

The staff member must also carry a photo ID of the individual (same one used when assigned clients for in-house programs). The staff member taking the client out must also ensure they have any pre-packed medication before leaving.

All staff and individuals must remain with their groups while on an outing. See Line of Vision for more information.

Risk Assessments

For every venue that Springboard accesses as part of their programs, a risk assessment must be completed prior to going there. A designated staff member will go to each venue and evaluate the following:

- Accessibility
- Safety concerns

- Weather restrictions
- Identify if not safe for particular clients

Once completed these are reviewed and approved based on the information gathered. These risk assessments are renewed every two years or as the venue undergoes renovations.

Swimming Pools

Swimming occurs at a venue that has licensed lifeguards on duty. Each individual that attends a swimming program has a protocol to be followed. If a staff member is new to taking an individual swimming, the staff member is trained to the protocols either through shadowing or hands on.

Personal Hygiene

All individuals have protocols written on how to support them while completing personal care. These are located in the individual's binder in his/her home room. Staff are to follow these as outlined. When completing personal care, staff are expected to follow all safe lifting and transferring techniques. Staff are also expected to always use Universal Precautions as well.

In each change room, there are little carts that include gloves, wet wipes, toilet paper and garbage bags so that staff do not need to go looking for these items. They are stocked at least once per week. If staff use up any of the supplies, they are expected to refill the cart.

One bathroom has a mechanical change table that can be adjusted in height for lifting and transferring the individual. The table can then be raised to ensure a proper height for the staff to complete the personal care. There is a rail on the table to be used to ensure that the individual does not fall off. The table also has examination paper to be rolled out before placing the individual on the table. This reduces the amount of potential contamination due to bodily fluids. After the hygiene is completed, the staff are expected to dispose of the incontinent garment and examination paper as appropriate. Incontinent garments with feces are double bagged and taken directly outside and placed into a garbage can outside of the room 4 door. Incontinent garments with only urine can be disposed of in the garbage can in the bathroom.

For client and staff protection, during the first month of probation new employees are not allowed to assist with completing personal hygiene care with clients. During the second and third month of probation, the employee will learn and assist in client's personal hygiene care. Once completed probation, the employee may complete personal hygiene care alone, based on the client's protocols.

POLICIES AND PROCEDURES

POLICY STATEMENT

Section: Administration
Emergency Evacuation

Policy #: AD0006
Page: 1 of 1

Effective Date: June 14, 2016

Replaces: AD0006 – 05/16/2013

Rationale:

The Society wants to ensure the safety of the employees and clients at all times through the implementation of an emergency evacuation plan.

Policy Statement

To ensure the safety of the clients and staff in the case of an emergency evacuation, the procedure must be posted in a variety of locations.

Staff must be familiar with the evacuation procedure and the locations of the daily Attendance Record and Schedule. Training and/or practice drills will occur every three months. Documentation will be reviewed and retained by the designated Coordinator.

Springboard Centre will also maintain a continuity plan to address situations where the cause of evacuation may result in the Society being closed for a prolonged period of time.

POLICY STATEMENT

Section: Administration
Fire Prevention and Safety

Policy #: AD0007
Page: 1 of 1

Effective Date: June 14, 2016

Replaces: AD0007 – 05/16/2013

Rationale:

To ensure the safety of the clients and employees, the Society will follow a Fire Prevention and Safety Plan.

Policy Statement

To ensure the safety of all clients and employees, Springboard Centre for Adults with Disabilities will meet all current municipal, provincial, and federal regulations for fire safety.

Springboard Centre's facilities are to be inspected annually by a Calgary Fire Prevention Bureau Officer.

Approved fire extinguishers must be located in convenient, visible and accessible areas, and are to be checked annually by certified personnel.

The Emergency Evacuation Procedures must be conspicuously posted and clearly understood by all personnel.

Neither candles nor an open flame are permitted within the Springboard Centre facility.

Quarterly fire drills and safety inspections, along with their documentation, and fire equipment maintenance will be the responsibility of the Chief Executive Officer as delegated to the acting fire marshal and other personnel as he/she deems necessary.

In addition, the Chief Executive Officer is responsible to see that all Springboard Centre staff members are trained in responding to fire alarms, evacuation procedures, and procedures for holding fire drills and location of fire extinguishers and alarms, and the first aid kits

POLICY STATEMENT

<u>Section:</u>	Organization Public Statements/Communication/ Media Contact	<u>Policy #:</u> <u>Page:</u>	AD0008 1 of 1
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Effective Date: June 16, 2016

Replaces: AD0008 – 04/25/2013

Rationale:

The Society wishes to present a consistent image in the public, therefore public statements require approval.

Policy Statement

Any employee, volunteer or practicum student of Springboard Centre for Adults with Disabilities who makes a public statement expressly or implicitly on behalf of the Society must obtain prior approval from the Chief Executive Officer. Board members should consult with the Board Chairperson and/or Chief Executive Officer prior to making a public statement.

If an employee chooses to make a personal/private view known through a public statement, he/she will clearly state that the opinion expressed is his/hers alone and not that of the Society.

Confidentiality of information acquired through association with Springboard Centre for Adults with Disabilities must be maintained.

All publications, advertising, notices, posters, exhibits or displays prepared for public use must be approved by the Chief Executive Officer prior to planning, implementation, distribution, or display.

All contact initiated by the media with Springboard Centre for Adults with Disabilities personnel must be referred to the Chief Executive Officer or the Board of Directors.

Only the Chief Executive Officer, designate, or Chairperson of the Board of Directors for Springboard Centre may authorize press releases and media contact on topics related to the agency.

Media contact or involvement must always be documented. The confidentiality of both client and employee information will be strictly observed unless the appropriate releases have been obtained.

Contact with the media is intended to:

1. Raise public awareness about the strengths, needs, and accomplishments of individuals with disabilities.
2. Inform the public about the programs and services offered by Springboard Centre for Adults with Disabilities.

Promote Springboard Centre for Adults with Disabilities' fund raising efforts

POLICY STATEMENT

Section: Society Resources
Minimum Age

Policy #: AD0010
Page: 1 of 1

Effective Date: April 3, 2013

Replaces: AD0010 – Nov 1, 2006

Rationale:

The society wishes to minimize the risk to any visitors to the society's facilities.

Policy Statement

No one under the age of fourteen (14) shall be given entrance to any of the society's facilities without prior consent by the Chief Executive Officer.

POLICY STATEMENT

Section: Administration
Occupational Health and Safety

Policy #: AD00011
Page: 1 of 1

Effective Date: June 16, 2016

Replaces: AD0011 – 05/16/2013

Rationale:

The Society believes that all clients and employees are entitled to have services provided in a safe work environment.

Policy Statement

Springboard Centre is committed to preventing occupational injuries and illnesses and expects managers and supervisors at all levels to be responsible and accountable for injury and illness prevention. Management is committed to resolving health and safety challenges in a co-operative approach with employees, to evaluating and controlling risks to employees and clients, to participating in workplace inspections, to monitoring and improving health and safety performance.

Springboard Centre requires that all employees shall regard safety as a priority in all employment related activities and they shall not endanger the health and safety of themselves or others in the workplace. Employees are expected to be familiar with prescribed safety requirements and policies pertaining to their jobs, to report safety hazards or contraventions to their supervisors, and to support employee and management initiatives for improving [workplace health and safety](#) conditions. All employees will receive a

copy of the Springboard Centre safety manual upon their first day of employment as well as appropriate training will occur on a regular basis.

Springboard Centre provides Workers Compensation coverage for injuries that occur while performing work responsibilities.

Employees will follow approved procedures in regards to reporting staff injury and damage of the facility and equipment.

Right to Refuse Work Performance

A staff may refuse to work or to do particular work at a work site if the staff believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person.

Failure to abide by the legislative standards as outlined by Occupational Health and Safety or by appropriate policies may result in disciplinary action.

The following policies address health and safety in specific areas:

- HR0003 – Dress Standards
- HR0042 – Use of Intoxicating Substances
- SR0002 – Maintenance and Repairs
- SR0003 – Use of Society Property
- AD0006 – Emergency Evacuation
- AD0007 – Fire Prevention and Safety
- CS0031 – Incident Report (Client Related)

PROCEDURE

Section: **Administration**
 Occupational Health and Safety

Relates to Policy #: **AD0011**
Revised: June 16, 2016

Procedure:

Staff Injury

Complete documentation of all extraordinary situations, including injuries and accidents involving staff must be reported to the Chief Executive Officer or designate, within 24 hours accompanied by a properly completed Incident Report Form. All staff injury incident reports are reviewed by the Workplace Wellness Committee. Any suggestions for improvement or action steps will be brought forward to the Leadership team and action plans developed.

Any injury that was obtained while on duty may also be reported to the Alberta's Worker Compensation Board. This will be completed by the Coordinator or designate, within 72 hours of the time that the injury was reported by the employee. All WCB reports are investigated immediately by the Workplace Wellness Committee. Any suggestions for improvement or action steps will be brought forward to the Leadership team and action plans developed.

All Health and Safety policies and procedures are reviewed and evaluated every year by the Leadership and Management Teams together with a representative from the WWC. Updates and changes are presented to the staff once a year or as necessary.

A report should be submitted to WCB if the accident results in, or is likely to result in:

- lost time or the need to temporarily or permanently modify work beyond the date of accident,
- death or permanent disability (amputation, hearing loss, etc.),

- a disabling or potentially disabling condition caused by occupational exposure or activity (poisoning, infection, respiratory disease, dermatitis, etc.),
- the need for medical treatment beyond first aid (assessment by physician, physiotherapy, chiropractic, etc.) or
- incurring medical aid expenses (dental treatment, eyeglass repair or replacement, prescription medications, etc.).

Reporting Facility or equipment concerns/damage

Staff shall complete the Building/Van Maintenance report when reporting damage or equipment needing repairs immediately upon discovering the concern. This is submitted to the designated Coordinator who will explore the concern and arrange repairs as required, in a timely manner.

Right to Refuse Work Performance

- An employee who refuses to work or to do particular work shall promptly report the refusal and the reasons for it to the worker’s employer or supervisor or to another person designated by agency;
- Management shall immediately evaluate the prevailing conditions and take necessary measures to correct/remedy the existing condition in compliance with the regulations and standards of the Occupational Health and Safety Code and Act;
- Until the condition is remedied, the worker who reported it may continue to refuse to work or to do particular work to which the dangerous condition may relate;
- The agency shall not request or assign another worker to do the work until the employer has determined that the work does not constitute a danger to the health and safety of any person or that a dangerous condition does not exist;
- On completing an inspection, the Society shall prepare a written report of the refusal to work, the inspection and action taken, if any;
- If management decides that an unsafe/dangerous condition is not present, the manager shall inform the employee of that decision and that the worker is no longer entitled to refuse to do the work;
- All reports/findings/recommendations are reviewed by the WWC and shared to the staff in the next staff meeting. Management shall conduct necessary training sessions when deem necessary in order to further enhance health and safety conditions.

POLICY STATEMENT

Section: Client Services
Client Abuse

Policy #: CS0004
Page: 1 of 2

Effective Date: June 14, 2016

Replaces: CS0004 – 12/09/2014

Rationale:

The Society believes that every individual has the right to be safe and free from abuse and abusive situations.

Policy Statement

Under NO circumstances will Springboard Centre for Adults with Disabilities condone or tolerate abuse of individuals with disabilities. Springboard Centre employees, members and volunteers are prohibited from using any method of care or treatment (including Corporal Punishment) that, in any manner undermines the self-worth of Springboard Centre clients. Springboard Centre defines abuse as when a person misuses their authority by acting in a way that causes harm or potentially causes harm to the individual.

Physical Abuse: includes any physical acts of assault, or threats of, such as slapping, pushing, kicking, punching, injuring with an object or weapon, or exposure to aversive substances. It also includes deliberate exposure to severe weather, inappropriate use of medication and unnecessary physical restraint.

Sexual Abuse: includes sexual assault (touching of a person's sexual features without consent) or sexual harassment (any conduct, comment, gesture or contact of sexual nature likely to cause offence or humiliation to an individual).

Emotional Abuse: includes rejecting, ignoring, criticizing, insulting, threatening, harassing, degrading, humiliating, intimidating, or terrorizing a person. Also included are acts or omissions that cause or are likely to cause conduct, cognitive, affective or other mental disorders, emotional stress or mental suffering. It is also considered to be emotional abuse when there is the removal of decision-making power when the individual member is competent to make his/her own decision.

Exploitation: includes taking advantage of a person, including but not limited to money and possessions (taking, spending or selling without informed guardian consent), as well as persuasion to do things that are illegal or not in the individual's best interest.

Negligence: includes failure to provide or make available necessities that are not limited to but may include such things as food, clothing, shelter, hygiene, medical care, protection from hazardous environments, and support or supervision appropriate to the person's age, development or situation.

Inappropriate Use of Restrictive Procedures: includes the use of restrictive procedures that are outside the parameters of the Creating Excellence Together Certification Standards (withholding a person's possessions, using medications outside of the approved planned approach).

<u>Section:</u>	Client Services	<u>Policy #:</u>	CS0004
	Client Abuse	<u>Page:</u>	2 of 2

Springboard Centre for Adults with Disabilities adheres to the Abuse Prevention and Response Protocol as outlined by the Alberta Human Services and the Protection of Person's in Care Act of Alberta (PPC). All staff will be trained on Springboard's abuse policy and protocol as part of his/her orientation process and review will occur regularly.

The Abuse Reporting Protocol manual will be located in Springboard Centre's library for access by all employees and stakeholders.

Springboard employees who witness or suspect an abusive situation are to stop the abuse immediately, ensure the safety of the alleged victim, and contact the Chief Executive Officer immediately. If the abuse is suspected to be criminal in nature, the Chief Executive Officer, or designate, will inform the police immediately.

The Chief Executive Officer will inform the guardian within 24 hours of becoming aware of the incident. PDD must be contacted within one working day of becoming aware of the incident, providing a preliminary report with basic information. The Chief Executive Officer will initiate an internal review, seeking support from PDD if needed. Within 30 days of the allegation, the Chief Executive Officer will provide PDD with a written final report. When applicable, the Chief Executive Officer will report abuse allegations to the PPC office. The Board of Directors and the insurance agent will be informed by the Chief Executive Officer as deemed necessary.

An employee who is alleged to have committed an abuse will be removed from contact with any vulnerable persons and automatically suspended with pay during the internal review being completed by the Chief Executive Officer.

Documentation of all abuse allegations, investigations and determined action plans are kept securely filed by the Chief Executive Officer.

All Springboard employees who fail to report an incident of client abuse are liable for disciplinary action as reflected in the Reprimand Schedule, including termination and the possibility of criminal charges being laid.

POLICY STATEMENT

Section: Client Services
Client Information Release

Policy #: CS0008
Page: 1 of 1

Effective Date: April 25, 2013

Replaces: CS0008 – November 1996

Rationale:

The Society recognizes that everybody has the right to private and confidential records, as maintained by the agency.

Policy Statement

Client information is strictly confidential, and may only be shared within the confines of the program within which the individual is involved. Authorization for any Client Information Release resides with the Chief Executive Officer. Confidential information secured by Springboard Centre for Adults with Disabilities will not be released to external sources without a properly completed Release of Information Form, which has been signed by the client, or when appropriate, the client's guardian.

The Release will detail what specific information will be given, to whom it is given; when information is to be released; for what purpose and when it expires.

A Release Form must also be signed to obtain permission for public viewing of photographs and films.

Forms: [Release Form](#)

POLICY STATEMENT

Section: Client Services
Missing Clients

Policy #: CS0015
Page: 1 of 1

Effective Date: June 14, 2016

Replaces: CS0015 – 05/16/2013

Rationale:

In the event of a missing individual, the Society wants to ensure quick and safe recovery of that person.

Policy Statement

Springboard employees must know the whereabouts of their clients during those periods of time that the clients are involved in programs and services provided by the Society. When a client is noticed to be

missing, employees must make every effort to search for the client, and offer what assistance they can to ensure the safety of the client. Employees will follow outlined procedures.

When this situation occurs, employees must submit a completed Incident Report to the Chief Executive Officer within 24 hours. The Chief Executive Officer will contact the Board Chairperson and Alberta Human Services if emergency services were accessed in the search from the missing client.

PROCEDURE

Section: **Client Services**
 Missing Clients

Relates to Policy #: **CS0015**
Revised: **June 14, 2016**

Procedure:

Line of Vision

It is an expectation that all employees are assigned specific clients throughout the day. The employee working with the client will carry the client's ID card. The employee is also expected to have the client within his/her line of sight at all times. The specific distance is determined on a case by case situation determined by medical and behavioral needs.

For lunch and breaks, staff are expected to pass their client(s) to another employee for responsibility. The ID card must be passed to the employee as well. This indicates who is responsible for the client at that time. Employees will not go on lunch or take breaks until this procedure has been followed. Upon return, the employee will take responsibility for the assigned client(s) and obtain the ID cards from the previously responsible employee.

Failure to maintain line of vision may result in disciplinary action. Refer to Policy HR0021 – Disciplinary Process.

Client is missing

1. Secure all other clients.
2. Search the venue and surrounding area of where the client went missing.
3. Ensure that the Chief Executive Officer, or designate has been advised of the situation immediately.
4. Determine where the client was last seen, what he/she was wearing, and the client's last known disposition (i.e., angry, confused, hungry, tired, etc.). Inform security, depending on venue.
5. After a thorough search has been completed, obtain the client's Emergency Card and contact the police, describing the client and relevant circumstances. At this time, the Chief Executive Officer, or designate will notify the guardian.
6. Be prepared to remain involved, either in person or by telephone, after Springboard Centre has closed for the day and after the transference of follow-up responsibility to the Chief Executive Officer.
7. In the event that Alberta Human Services needs to be notified, this can be done by calling (403) 297-5011. If it is after hours, an afterhours emergency contact number is provided on the automated answer. A critical incident report will also need to be completed and sent to Alberta Human Services within 24 hours.

POLICY STATEMENT

Section: Client Services
Responsibility to Clients

Policy #: CS0017
Page: 1 of 1

Effective Date: November 1996

Replaces Policy 2.18

Rationale:

The Society believes that it and its employees are responsible for the welfare of individuals accepted into its program in accordance with the Society's constitution, bylaws and policies.

Policy Statement

Springboard Centre for adults with Disabilities shall strive to safeguard the legal rights and physical safety of its clients at all times while ensuring that their needs are met in a competent and accountable fashion. Springboard Centre aims to provide the highest possible quality of service to its clients.

POLICY STATEMENT

Section: Client Services
Sexual Harassment

Policy #: CS0018
Page: 1 of 1

Effective Date: November 1996

Replaces Policy 2.19

Rationale:

The Society believes that all individuals deserve to be in an environment that is free from discrimination and harassment.

Policy Statement

Springboard Centre for Adults with Disabilities will make every reasonable effort to ensure that all staff and clients are protected from sexual harassment. Individuals who commit such an offense will be subject to disciplinary action depending on the severity of the incident, including termination and criminal charges.

POLICY STATEMENT

Section: Client Services
Restrictive Procedures

Policy #: CS0019
Page: 1 of 3

Effective Date: June 14, 2016

Replaces: CS0019 – 07/29/2013

Rationale:

The Society believes that all employees will use methods of treatment or care that are based on respect for the dignity, individuality and worth of each person and the preservation and protection of fundamental human rights.

Policy Statement

Springboard Centre utilizes Restrictive Procedures as outlined by the Alberta Council of Disability Services and Alberta Human Services.

The definition of a restrictive procedure is an act that restricts the rights, freedoms, choices or self-determination of an individual. It is a response to a situation or behavior of concern that restrains an individual's normal range of movement or behaviour and/or limits access to events, relationships, privileges or objects that would normally be available to that individual.

Restrictive procedures are to be used in response to a behaviour or action of concern. Behaviours, or actions of concern, include behaviors of such intensity, frequency, or duration that the physical safety of the individual or others is likely to be placed in jeopardy, and/or the consequences of the behaviors are likely to seriously impact activities of daily living and/or quality of life.

Springboard Centre acknowledges a preference to avoid the use of restrictive procedures and will endeavor to employ positive approaches to behaviour management. Springboard Centre will ensure that any use of a restrictive procedure is in the client's best interest, is respectful of the client's rights, is competently planned (in the case of non-emergency interventions), implemented, documented and evaluated, and is a model of professional and ethical practice.

Restrictive procedures will be implemented only:

- a) after non-restrictive interventions have proven unsuccessful or
- b) where failure to implement an emergency restrictive intervention would pose a greater and immediate risk to the wellbeing of the client, other persons or property.

We further acknowledge that there may be times when actions of concern may be of a nature that the individual or others are at immediate physical risk. In such a case, the following guidelines, which are normally practiced, do not apply:

- a) Positive Procedures will precede the use of restrictive procedures, and
- b) The least restrictive intervention will be used prior to the use of "more" restrictive measures
- c)

Section: **Client Services**
Restrictive Procedures

Policy #:
Page:

CS0019
2 of 3

Positive Procedures may include a variety of practices. These include but are not limited to:

1. Role modeling
2. Verbal Praise
3. Verbal Prompts
4. Choice Making
5. Development of functional communication systems
6. Altering the physical environment to help achieve success
7. Teach appropriate skills to meet the needs that the behavior of concern met

8. Switching the employee that is providing support at that time.
9. Physical Prompt – light physical touch in order to gain the attention or prompt movement of the client

Restrictive Procedures that are outlined for usage at Springboard Centre are as follows:

1. Verbal Directive – stating in a firm tone what is expected of the client in direct response to a behaviour of concern e.g., “Stop hitting”.
2. Arm, leg or body block – utilizing a part or all the employee’s body in order to restrict movement of the client.
3. Response Cost – the removal of an item that the client normally has access to
4. Planned ignoring – the withdrawal of attention to the client in response to a behaviour of concern
5. Physical Hold – any physical grasping or interference with of an individual’s person meant to limit or stop mobility or movement
6. Physical Escort – physical guidance of another individual
7. Exclusion I – directing an individual to leave a certain area as a direct result of a behaviour or action of concern
8. Exclusion II – directing an individual to a specific area as a result of a behavior or action of concern
9. Exclusion III – directing an individual to a specific area and restricting the ability to leave at will
10. Mechanical Restraint – this takes various forms such as helmets, splints, or special seatbelts and is only to be used on special approval from the committee responsible for reviewing these plans.
11. Chemical Restraint – this includes any medication, generally mood altering that is used to limit or erase a certain behaviour of concern and is only to be used with medical guidance from a physician or psychiatrist, and on special approval by the committee responsible for reviewing these plans.

Springboard Centre does not condone the practice of any restrictive that can be described as abusive, neglectful, exploitive or inappropriate as per the Protection of Persons in Care Act and the PDD Abuse Prevention and Response Protocol. Examples of such practices includes actions that purposely cause physical pain, extended isolation, corporal punishment, food deprivation, and the presentation of noxious substances such as washing an individual’s mouth with soap.

Springboard Centre identifies both anticipated and unanticipated behaviors. The definition of an anticipated behavior is a behaviour that has been identified by the agency’s qualified person, as being an action of concern for that client that are likely to recur. An unanticipated behaviour is unpredictable and puts somebody or property at risk. It is looked at from an “emergent” point of view.

Unanticipated Behaviors

Springboard Centre recognizes that all behaviors or actions of concern may not be predictable. Springboard promotes the use of the less restrictive intervention first but understands that the situation may require more restrictive measures to be utilized immediately i.e. individual stepping out into traffic or individual harming another person.

Section: **Client Services**
Restrictive Procedures

Policy #:
Page:

CS0019
3 of 3

When a restrictive procedure is utilized for unanticipated behaviors, the staff member implementing the procedure must complete an Emergency Restrictive form. Also outlined in Policy CS0020 – Planned Behavioural Approaches. This report details the behaviour in question, the actions taken, and the notification given to guardians and residences. This form is then reviewed by an internal committee to ensure that the use of the emergency restrictive was necessary and to ensure that the rights of the individual were protected as well. An action plan is then created in collaboration with the internal review committee and the individual's team at Springboard.

The timelines for this documentation is as follows:

1. Emergency Restrictive Report to be written within 24 hours of occurrence. This document makes note of the following:
 - a. Antecedent information
 - b. Positive Procedures utilized
 - c. Restrictive Procedures utilized and reasons for use
 - d. Perceived cause of behavior
 - e. Committee review and recommendations
2. Manager reviews report within 48 hours of occurrence and contacts guardians and/or residences, accordingly.
3. Coordinator review report within 2 weeks of occurrence.
4. Committee reviews report within 2 months from date of occurrence.
5. Any plans of actions identified will be developed and passed on to relevant stakeholders within 2 weeks from Committee review.

Training

All staff members are trained on the use of Restrictive procedures during their probationary period. All staff will receive training in Non-Violent Crisis Prevention/Intervention as well. If a staff is deemed to have misused a restrictive procedure, disciplinary action may result. Misuse of restrictive interventions may also fall under the PDD Abuse Protocol, and may therefore be deemed as abusive.

POLICY STATEMENT

<u>Section:</u>	Client Services Planned Behavioural Approaches	<u>Policy #:</u>	CS0020
		<u>Page:</u>	1 of 2

<u>Effective Date:</u>	June 14, 2016	<u>Replaces:</u>	CS0020 – 07/29/2013
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Rationale:

The Society believes in ensuring the dignity and safety of clients, as well as the safety of its employees, when addressing anticipated behaviours of concern.

Policy Statement

Springboard Centre identifies both anticipated and unanticipated behaviors. The definition of an anticipated behavior is a behaviour that has been identified by the agency's qualified person, as being an action of concern

for that client that are likely to recur. An unanticipated behaviour is unpredictable and puts somebody or property at risk. It is looked at from an “emergent” point of view.

Through the monitoring of Incident reports and Emergency Restrictive reports, the Society’s qualified person in conjunction with the appropriate review committee, will determine whether more formalized intervention is required. This will typically arise when a behaviour of concern occurs more than four times in one month or six times in two months. At such time a baseline will be established and a functional assessment completed. Based on the results of the baseline, the individual will be placed on a formalized plan. Based on the intensity and frequency of the noted behaviors either a Planned Positive Procedure or a Planned Restrictive Procedure will be implemented. Any behaviours that require a restrictive intervention more than 20% of the time would indicate the need to implement a Planned Restrictive Procedure.

A Planned Positive Procedure (PPP), examines the positive steps for addressing the behavior, both proactively as well as in response to the behavior of concern. Restrictive interventions, which would be used infrequently, must still be documented on an Emergency Restrictive report, and must be continuously reviewed by the agency’s committee.

A Planned Restrictive Procedure (PRP) identifies two main strategies:

- Positive practices, or interventions, that will be utilized to address the behavior in a non-restrictive fashion. This may be in response to the behavior of concern or may be used proactively as well. (as outlined in the plan); and
- Restrictive strategies to be implemented when the behavior occurs

The Planned Restrictive Procedure (PRP) also contains information on the assessment, training strategies for staff, resources required and informed consent. The PRP is developed by Springboard Centre employees and approved by the guardian, the Society’s qualified person, and the committee responsible for reviewing these plans. For the first year of implementation, the data is reviewed quarterly by the Designated Committee with a formal review at the end of the year. After the first year, reviews will occur every six months. Amendments may occur at any of these reviews, with informed consent from the client and/or guardian.

Discontinuation of a Planned Restrictive Procedure is at the discretion of the Designated Committee based on established criteria and in consultation with the client and/or guardian.

<u>Section:</u>	Client Services	<u>Policy #:</u>	CS0020
	Planned Behavioural Approaches	<u>Page:</u>	2 of 2

At times a physician or psychiatrist, may prescribe medication to be given in response to a behaviour of concern while it is occurring. These medications will follow the same documentation process as described in Policy CS0024 – Medication Administration. A Chemical Restraint form will also be completed. This form will include:

- a. Name and dose of medication
- b. Name of prescribing doctor
- c. Description of circumstances under which the medication will be administered
- d. Consent from client and/or guardian

A client that has been placed on a Chemical Restraint will also have a Planned Restrictive Procedure in place in order to address the behaviour of concern prior to the use of a chemical restraint.

Policy Statement

The rights of adults with developmental disabilities to be treated fairly are guaranteed by the Canadian Charter of Rights and Freedoms, the Individual Rights Protection Act of Alberta, and Springboard Centre's Client Choice Policy (Policy CS0022). Springboard Centre respects The Charter of Consumer Rights in Services developed by people with a developmental disability who use services at the Vocational Rehabilitation and Research Institute (1994).

Springboard Centre strictly prohibits the use of corporal punishment and employee conduct which undermines the client's self worth.

PROCEDURE

Section: **Client Services**
 Client Rights

Relates to Policy #: **CS0021**
Revised: **June 10, 2016**

Procedure:

In order to ensure that the Rights have been adopted are congruent with the beliefs and practices of the agency and its stakeholders, a review of this policy and the Charter of Consumer Rights will be conducted every 5 years.

Springboard Centre will send every client and/or guardian in its services, as well as the Board of Directors, a copy of the Charter and ask for any feedback that the stakeholder may have. All feedback provided from stakeholders will be reviewed.

See Appendix 5 – Charter of Consumer Rights

POLICY STATEMENT

Section: **Client Services**
 Client Choice

Policy #: **CS0022**
Page: **1 of 1**

Effective Date: November 1996

Replaces Policy 2.22

Rationale:

The Society is committed to promoting a client's right to make informed choices and experience the inherent risks in doing so.

Policy Statement

Appropriate amounts of service and support will be provided to the client to facilitate informed choice making.

In the event that a guardian's decisions and choices are in conflict with those of the client, Springboard Centre will endeavor to support the client's choice, providing their choice does not put them or others in physical, legal or emotional jeopardy.

Springboard Centre strives to develop and maintain effective communication and working relationships with the client and guardian to support choices the client makes

POLICY STATEMENT

<u>Section:</u>	Client Services Medication Administration	<u>Policy #:</u>	CS0024
		<u>Page:</u>	1 of 2

<u>Effective Date:</u>	June 22, 2016	<u>Replaces:</u>	CS0024 – 09/23/2009 CS0025 – 03/2004 CS0026 – 03/2004
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Rationale:

Springboard Centre wants to ensure safe and responsible practices when administering medication.

Policy Statement

General Guidelines:

Administration of medications at Springboard Centre is viewed as an important responsibility.

Medication will only be administered by staff that possess current certification in an approved Medication Administration course. These staff must also complete an in-house practicum before delivering medications to clientele, which includes an orientation of Springboard Centre's Medication Administration Policies and Procedures. Staff will maintain documentation of Medication Administration on a daily basis. The only exception to this will be in the event that medications must be prepacked for outings. Other staff may be responsible for administering but only after the staff has received training on how to administer the medication and what to do in the event of an error.

A review of the medication policies and procedures will occur annually.

Clients/parents/guardians/residential caregivers are advised of Springboard Centre's requirements for the administration of medications at time of admission or as policy amendments occur.

All prescription medications must be identified with a pharmacy label in sealed packaging from the pharmacy, a copy of physician's orders and written consent from the legal guardian of the client. A copy of the physician's order may not always be available. In these circumstances, the pharmacy label will be accepted as the physician's order. Over the Counter medications will not require physician's orders but must be in original packaging and must have signed guardian consent before administration can occur.

Medications must be secured at all times at Springboard Centre. This may include being stored behind a locked door, or carried on the employee's person, where it is not accessible by any other person.

Guardians are responsible to ensure that any non-prescribed medications (e.g., over the counter or herbal remedies) will not have any contraindications with each other or any prescribed medication that the client is taking.

<u>Section:</u>	Client Services Medication Administration	<u>Policy #:</u>	CS0024
		<u>Page:</u>	2 of 2

EPI-PENS:

Springboard Centre staff are not allowed to administer injection medication with the exception of EPI-PENs (epinephrine) for allergies. All staff will receive training on how to recognize the symptoms of anaphylaxis and the administration procedure for an EPI-PEN.

The EPI-PEN must be carried with the client at all times through the use of a fanny pack or back pack that has easy accessibility for staff only.

Client Self Administration:

All clientele whom express an interest in becoming self-administered for medications must be assessed for competency. Based upon this assessment, a training tool will be developed in order to help the client reach his/her goal. This assessment will occur on an annual basis.

Self-administration of medication will be monitored and documented by Springboard Centre staff to ensure that stated administration procedures are correctly adhered to.

POLICY STATEMENT

Section: Client Services
Incident Reports (Client Related) **Policy #:** CS0031
Page: 1 of 1

Effective Date: June 14, 2016 **Replaces:** AD0011 – 05/16/2013

Rationale:

The Society recognizes that it is important to track all extraordinary situations for the safety of the clients.

Policy Statement

Complete documentation of all extraordinary situations, including injuries and accidents involving clients must be reported to the Chief Executive Officer or designate, within 24 hours accompanied by a properly completed Incident Report Form. Guardians will be informed of an incident within 48 hours of occurrence by the Manager, or designate. Upon review by the Manager and/or designated Coordinator, a plan of action may be created in order to prevent future occurrences from happening

POLICY STATEMENT

Section: Financial
Paydays **Policy #:** F0012
Page: 1 of 1

Effective Date: March 21, 2016 **Replaces:** F0012 – 01/26/2009

Rationale:

It is important for employees to be able to plan their personal budget.

Policy statement

Employees will receive their remuneration semi-monthly; no later than the 15th and the second last business day of each month. It will be by automatic deposit.

PROCEDURE

Section: Financial
Paydays

Relates to Policy #: F0012
Revised: May 16, 2013

Procedure:

Payroll and Timesheets

Payroll is processed twice a month with pay dates on the 15th and the second last business day of the month. Should the 15th fall on a weekend, the pay date will be the Friday before.

All employees will fill out a timesheet, identifying days worked and days absent as well as the corresponding code. Time sheets are submitted to the Manager on the date stated on the timesheet. Those that do not complete a timesheet may not get paid until the following pay period.

The first paycheck of any new staff will only include pay up to the day worked at the time that timesheets are due. The remainder of the days will be reconciled in the next pay period.

If the termination date of an employee is after the processing day of payroll, the employee will only be paid up to the date actually worked. Once employment is complete days not paid will be reconciled as well as any outstanding vacation and/or TIL.

Payroll Advance

Criteria:

The employee must have passed their probation period.

Amount:

Only the equivalent of one week's pay will be advanced at any given time. An employee can only have two advances in a twelve-month period.

Process:

If an employee wishes to have an advance on payroll, that employee will:

1. Fill out a requisition form, completing the Advance amount.
2. Take the requisition form to the Chief Executive Officer for consideration.
3. If the CEO approves it, he/she will sign it and give to the designated Coordinator.
4. The Coordinator and staff will complete an employee deduction form which notes that the advance will be paid back on the pay period following the issued advance.

Paying Back the Payroll Advance:

As noted in #4 of the process, the employee deduction form must be completed. Any advances issued will be deducted off of the payroll following the pay period that the advance was issued. The amount must be paid in full at this time.

POLICY STATEMENT

Section: Financial
Expense Claims

Policy #: F0013
Page: 1 of 1

Effective Date: March 21, 2016

Replaces: F0013 – 05/29/2006

Rationale:

The Society wishes to ensure staff receives reimbursement for expenses they incur while performing Society approved business.

Policy Statement

Employees must complete the Society's authorized expense form when seeking reimbursement for their business expenses (i.e. mileage, parking).

Mileage will be calculated based on CRA prescribed rates.

All claims for mileage and other work related expenses must be approved by the employee's supervisor. The approved form must be forwarded to the Accounting Department with timesheets

PROCEDURE

Section: Financial
Expense Claims

Relates to Policy #: F0013
Revised: May 29, 2009

Procedure:

Approved expenses incurred by the individual for Society purposes, will be reimbursed within three weeks of submission as an additional amount on the employee's pay cheque. Expense claim forms must be approved by their supervisor and submitted to Accounting.

Employees that have approved limits of expenditures, as per policy F0001, are considered to have pre-approved authorization of expenses by their supervisor within those named limits. This will cover all expenses occurred by the individual including parking and mileage. Any expenses that exceed the individual's limit must have approval from the appropriate supervisor.

POLICY STATEMENT

Section: Human Resources
Abandonment of Position

Policy #: HR0001
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.1

Rationale:

In order to provide quality programming to our clients, the Society is obligated to provide consistent staffing to those programs.

Policy Statement

Employees who are absent for three (3) days without communication with the Centre as per policy HR0011, will be considered to have abandoned their position with Springboard Centre for Adults with Disabilities. Such employees will be deemed to have resigned without notice. Exceptions will be made in mitigating circumstances.

Form: [Employee Termination Form](#)

PROCEDURE

Section: Human Resources
Abandonment of Position

Relates to Policy #: HR0001
Revised: April 14, 2015

Procedure:

If an employee does not show up for work and does not make any contact with Springboard Centre, the following process will be implemented on the first day of absence:

1. At 10:00 a.m. Springboard Centre will call the employee to determine why he/she is not at work.
2. If unable to reach or no response from the employee by 12:00 p.m., Springboard Centre will contact the employee's emergency contacts to find out if know why the person is away from work.
3. After the three day period has elapsed, Springboard Centre will send a registered letter to the last known address of the employee, stating that the employee has abandoned his/her position and is no longer employed with the Society.

POLICY STATEMENT

Section: Human Resources
Termination of Employment

Policy #: HR0002
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.18

Rationale:

The Society is committed to following fair and equitable personnel practices that abide by the principles outlined in the Alberta Human Rights, Citizenship and Multiculturalism Act and Alberta Employment Standards Code.

Policy Statement

1. All notices of resignations are to be submitted in writing to the employee's supervisor, preferably one month prior to resignation.
2. Alberta Employment Standards Code shall prescribe termination by employer.
3. In certain instances termination may be immediate and without notice. These instances may include:
 - a. breach of confidentiality,
 - b. drug or alcohol intoxication during working hours,
 - c. theft,
 - d. abuse of co-workers and/or clients,
 - e. Failure to report any witnessed incident of client abuse.
 - f. Court convictions that relate to acts of violence, assault, sexual misconduct and drug related offences.
4. Termination may occur after unsatisfactory completion of the disciplinary process

All employees will be expected to settle all outstanding accounts, return assigned keys, Society property/books/supplies etc. prior to receiving their final pay cheque

PROCEDURE

Section: Human Resources
Termination of Employment

Relates to Policy #: HR0002
Revised: April 14, 2015

Procedure:

Just Cause

The policies outlined herein do not prevent immediate suspension, with or without pay, or dismissal for just cause.

Before dismissal, the Supervisor and the Chief Executive Officer will undertake a careful review of each case before just cause is determined. If circumstances appear to warrant dismissal for just cause, the employee will be suspended pending an investigation. Under certain circumstances as determined by the Chief Executive Officer, termination may be immediate.

Resignations

All resignations must be submitted in writing to the employee's immediate supervisor who is responsible to forward it to the Designated Coordinator at least two weeks prior to the intended date of termination. A longer period of notice is requested if possible to minimize program disruption.

Final Pay

If the termination date of an employee, who has resigned, is after the processing day of payroll, the employee will only be paid up to the date actually worked. Once employment is complete, days not paid will be reconciled as well as any outstanding vacation and/or TIL.

POLICY STATEMENT

Section: Human Resources
Dress Standards

Policy #: HR0003
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.3

Rationale:

Employees of Springboard Centre must dress mindfully in order to maintain client and personal safety as well as model appropriate behavior.

Policy Statement

Employees must dress and groom in a professional manner consistent with their position.

PROCEDURE

Section: Human Resources
Dress Standards

Relates to Policy #: HR0003
Revised: May 16, 2013

Procedure:

Appropriate dress includes:

- Clothing in good repair
- Tops with no less than 1 inch straps ops that cover cleavage and torso
- Shorts and skirts that fall no higher than mid-thigh
- Footwear that fastens around the ankle and has heels of no more than ½ inch
- Closed toe shoes

Inappropriate dress includes:

- Clothing with logos and/or text that may offend others
- Earrings that dangle more than ¼ inch from the earlobe
- Other jewelry will be assessed based on the team's level of risk
- Fingernails cannot extend past the tips of the fingers when viewed from the palm side.
- Visible undergarments (such bras and underwear)

POLICY STATEMENT

Section: Human Resources
Employee Attendance & Absenteeism

Policy #: HR0004
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.4

Rationale:

In order to provide quality programming, the Society must ensure adequate staffing levels.

Policy Statement

Springboard Centre for Adults with Disabilities' employees are responsible to work as scheduled unless prior permission for time off or leave has been given.

Excessive absenteeism unrelated to illness or disability will be subject to disciplinary action.

POLICY STATEMENT

Section: Human Resources
Individual Overtime Agreement

Policy #: HR0005
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.6

Rationale:

The Society is obligated to comply with employment standards regulations.

Policy Statement

New employees will be required to complete an [Individual Overtime Agreement](#) as per Employment Standards regulations.

POLICY STATEMENT

Section: Human Resources
Leaves of Absence

Policy #: HR0006
Page: 1 of 3

Effective Date: January 25, 2016

Replaces HR006 – 10/01/2014

Rationale:

The Society acknowledges that periodically staff members require time away from work to attend to personal concerns.

Definitions

Immediate Family:

- Spouse/Common Law Partner (as defined by Revenue Canada), child, siblings, parent, grandparent, the corresponding stepfamily members, or the corresponding in-laws.

Child:

- child of whom the employee is the natural parent,
- a person under the age of 18 who is wholly dependent on the employee for custodial support,
- a child of the employee's spouse/life partner, or
- an adopted child of the employee and/or his/her spouse/life partner.

Policy Statement

Any employee that has completed their probationary period may be granted, upon written request, a leave of absence for a specified length of time under the following categories.

BEREAVEMENT LEAVE: Granted with pay up to four (4) days to an employee in the event of a death in the employee's immediate family.

FUNERAL ATTENDANCE: Granted with pay up to (1) day for immediate family or for pallbearer duties.

CARE OF EMPLOYEE'S IMMEDIATE FAMILY: Granted with pay up to two (2) days per fiscal year for the purpose of providing assistance, care or making arrangements for the care of the immediate family member who is ill, or for care of dependents in the event of an illness.

EDUCATIONAL LEAVE: May be granted for a negotiated period of time upon written request.

COURT LEAVE OF ABSENCE

At times staff members will be required to appear in court. If the court appearance is because of society related business or the employee was a witness to an incident and the court has requested his/her attendance, this will be paid time.

If the appearance is strictly personal in nature, the staff member can use time in lieu, vacation or leave of absence without pay, in this order.

In the case of Jury Duty, the Society will pay for the day of Jury Selection, however if the employee is selected for Jury Duty, the Society will not pay for days absent.

<u>Section:</u>	Human Resources Leaves of Absence	<u>Policy #:</u>	HR0006
		<u>Page:</u>	2 of 3

GENERAL LEAVE WITH PAY: May be granted upon written request under the following circumstances:

- Administration of an estate: two (2) days per year
- Moving household effects upon a change of address for the employee: one (1) day per year (after six consecutive months of employment)
- Attend formal hearing for Canadian Citizenship
- Other circumstances as approved by the Chief Executive Officer

GENERAL LEAVE WITHOUT PAY: May be granted upon written request. Requests will be evaluated based upon society need and the following guidelines:

- Only employees that have passed their probation will be considered for leaves. Exceptions can be made at the discretion of the Chief Executive Officer.
- Employees that have worked for the Society more than three months but less than one year may be considered for an unpaid leave up to five (5) days.
- Employees that have worked for the Society for one (1) year but less than six (6) years may be considered for an unpaid leave up to six (6) weeks within that five year period of time.
- Access to six (6) weeks unpaid leave will renew every five years starting the sixth year of employment with the Society.
- Direct supervisors may grant leave of up to five (5) days.
- Chief Executive Officer may grant leaves exceeding five (5) days.
- The Society cannot guarantee the wage or position of employees who return from general leaves without pay of longer than six (6) weeks.
- Vacation time and sick time is not accrued during the period of an unpaid leave.
- An employee who is receiving benefits at the time of his/her leave may remain on the benefit package for a period of three (3) months at the discretion of the benefit provider provided that the employee assumes payment for all premiums.

SABBATICAL LEAVE: Once an employee has worked for the Society for five (5) years, the employee may be considered for up to a full year of unpaid leave of absence, to be taken at one time. Once used, an employee will have to be employed with the Society for another five (5) years from the date the leave ended before the Sabbatical can be accessed again. An employee must apply in writing to the Chief Executive officer four (4) weeks prior to the intended start date.

An employee who is receiving benefits at the time of the sabbatical leave may remain on the benefit package for the term of the leave at the discretion of the benefit provider provided that the employee assumes payment for all premiums.

MATERNITY LEAVE: Unpaid, job-protected leave granted to birth mothers who have completed 52 weeks of continuous service with the Society. Criteria for qualifying, length and when to provide notice are outlined by Alberta Employment Standards Maternity Leave and Parental Leave. See Appendix 1 for details.

All full time employees may be granted upon written request up to two (2) Employee Personal Days per year with the prior approval of their Supervisor. Employees are eligible for these paid days off after 12 months of consecutive employment with Springboard Centre.

Employee Personal Days will be granted in full day increments only. Employee Personal Days may not be carried from year to year. Under no circumstance is an employee or ex-employee entitled to payment in lieu of Employee Personal Days.

Forms: [Employee Absence Form](#)
[Managerial Absence Plan](#)

POLICY STATEMENT

<u>Section:</u>	Human Resources Orientation	<u>Policy #:</u>	HR0008
		<u>Page:</u>	1 of 1

<u>Effective Date:</u>	October 1, 2006	<u>Replaces</u>	3.9
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Rationale:

In order for employees to succeed at their position it is imperative that new employees receive an orientation.

Policy Statement

Within five working days of starting a new position, all employees will receive an orientation that includes: an overall view of the Society; fire evacuation procedures; instruction on how to complete and submit time sheets; how to request vacation and report sick time, as well as specific job duties.

Each supervisor will expand the above list to include specifics for each position.

POLICY STATEMENT

<u>Section:</u>	Human Resources Reference Check Response	<u>Policy #:</u>	HR0009
		<u>Page:</u>	1 of 1

<u>Effective Date:</u>	February 23, 2015	<u>Replaces:</u>	HR0009 – 10/01/2006
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Rationale:

The Society wishes to ensure that when a reference is requested, the affected employee will be aware of the nature and content of the information that will be shared.

Policy Statement

It is recognized that periodically the society may be asked to provide a reference for a past or current employee. The Society will provide information based on the last completed performance appraisal,

and/or other documents relating to performance that are located in the personnel file. In addition, information discussed and agreed to during an exit interview may be provided.

Only employees designated by the Chief Executive Officer can provide references.

PROCEDURE

Section: Human Resources
Reference Check Response

Relates to Policy #: HR0009
Revised: May 16, 2013

Procedure:

Managers, Coordinator and the Chief Executive Officer are the only employees that may provide reference checks on behalf of the Society. They will ensure that only information that is documented will be shared.

POLICY STATEMENT

Section: Human Resources
Discrimination, Harassment, and
Work Place Violence

Policy #: HR0010
Page: 1 of 2

Effective Date: February 22, 2016

Replaces HR0010 – Oct 1, 2006

Rationale:

The Society believes that all employees deserve to work in an environment that is free from discrimination, harassment and violence.

Policy Statement

The Society will make every effort to ensure that no employee or client is exposed to discrimination/harassment/violence based on race, ancestry, place of origin, colour, religion, ethnic origin, citizenship, creed, handicap, gender, sexual orientation, age, marital status, or position.

Harassment is defined as any conduct that creates an intimidating, uncomfortable, humiliating, or offensive environment. Harassment can include but is not limited to:

- Verbal or physical abuse, threats, derogatory remarks, humour, innuendo or taunts related to any employee's race, religious beliefs, color, gender, physical or mental disabilities, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.
- Displays of pornographic, racist or offensive signs or images
- Humour that results in awkwardness or embarrassment
- Unwelcome invitations or requests whether indirect or explicit
- Promises of favours or advantages for giving in to the unwelcome demands or threats of revenge for refusing to do so

Sexual harassment is any unwelcome sexual behaviour that adversely affects, or threatens to affect, directly or indirectly, a person's job security, working conditions or prospects for promotion or earnings. It can be perpetrated by a supervisor, coworker or external stakeholder. Sexual harassment is unwanted, often coercive, sexual behaviour directed by one person towards another. It is emotionally abusive and creates an unhealthy, unproductive atmosphere in the workplace. The behaviour does not need to be intentional in order to be considered sexual harassment. Sexual harassment can include but is not limited to:

- Suggestive remarks, sexual jokes, or compromising invitations
- Verbal abuse
- Visual display of suggestive images
- Leering or whistling
- Patting, rubbing or other unwanted physical contact
- Outright demands for sexual favours
- Physical assault

Violence is defined as the intentional use of physical force or power, threatened or actual, against oneself, another person, or against a group or community, which either results in or has a high likelihood of resulting in injury, death, psychological harm, maldevelopment, or deprivation, which includes domestic violence. This has been identified as a potential work place hazard.

Discrimination, harassment and the act of violence are not tolerated by the Society and all complaints will be investigated immediately. Employees who experience or witness discrimination, harassment or violence of any kind should report it immediately.

The policy is not intended to discourage a worker from exercising the worker's rights pursuant to any other law, including the Alberta Human Rights Act.

<u>Section:</u>	Human Resources Discrimination, Harassment And Work Place Violence	<u>Policy #:</u>	HR0010
		<u>Page:</u>	2 of 2

Regardless of the outcome of any harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or supervisors. This includes dismissal, demotion, unwanted transfer, and denial of opportunities within the Society as a result of their having made a complaint or having provided evidence regarding the complaint.

If you are being harassed:

1. Tell the harasser that their behavior is unwelcome and ask them to stop.
2. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response), if you do not report it immediately.
3. Make a complaint. If, after asking the harasser to stop their behavior, the harassment continues, report the problem to one of the following individuals:
 - a. Manager
 - b. Coordinator
 - c. Chief Executive Officer

All concerns relating to discrimination and harassment will be dealt with confidentially as reasonably possible.

An employee's identity, or the circumstances regarding any concern or complaint, will not be disclosed unless disclosure is necessary for the purposes of conducting an investigation, taking disciplinary action or must be disclosed to the appropriate authorities, or is otherwise required to be disclosed under the law.

If the harassment is an external stakeholder towards a Society employee, the Society will make every effort to rectify the situation.

In the event of client to employee discrimination and/or harassment, refer to Policy CS0003 – Client Termination.

PROCEDURE

Section: Human Resources
Discrimination, Harassment
And Work Place Violence

Relates to Policy #: HR0010
Revised: July 28, 2015

Procedure:

Dealing with a complaint:

1. Once a complaint is received, an investigation will begin immediately.
2. Both the complainant and the alleged harasser will be asked to document the event in question and clarifying questions may be asked at this time.
3. Any witnesses will also be asked to document their observations of the event. All information will be kept in confidence.
4. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file if the complaint has been made in good faith, whether the complaint has been upheld or not.
5. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint in the file of the alleged harasser.

POLICY STATEMENT

Section: Human Resources
Sick Leave

Policy #: HR0011
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0011 – 10/01/2006

Rationale:

The Society may be requested to grant a short leave of absence to employees who require such, for illness or medical appointments.

Policy Statement

Sick leave entitles staff to time away from work in the event of illness or medical appointments.

All permanent full time employees will accumulate sick leave at a rate of 7.5 hours per month, up to a maximum of ninety (90) hours. Part time employees will accumulate sick leave at a rate prorated to the full time equivalent. Once an employee reaches the maximum hours they are allowed to accumulate, the employee will not earn any further sick leave. When that employee has used any accrued sick leave, they will begin to accrue on the monthly basis, up to the identified maximum amount of hours.

No employee may go into deficit status regarding sick leave. Any sick leave taken that exceeds what is currently accrued will be unpaid unless the employee has signed an Entitlement Usage form that allows the Society to access time in lieu or vacation in absence of any sick leave accrual.

Staff members who have not yet passed their probation will not be eligible to access their accumulated sick leave. If a staff member does not come to work due to illness during his/her probationary period, the

time will be unpaid unless the employee has signed an Entitlement Usage form that allows the Society to access time in lieu or vacation in absence of any sick leave accrual.

Relief staff members are not eligible for sick leave accumulation.

After three days of sick leave a doctor's certificate may be requested. The employee may be required to obtain a second medical opinion from a professional approved by the Society. An employee may be required to provide documented proof of attendance of any medical related appointment.

Accrued sick time cannot be paid out to the employee if it is not used. The total amount of sick leave that is accrued at the end of the fiscal year will be carried forward into the following fiscal year.

Form: [Employee Absence Form](#)

PROCEDURE

Section: Human Resources
Sick Leave

Relates to Policy #: HR0011
Revised: July 28, 2015

Procedure:

In the event of illness, the employee must make contact with the Society each and every day that they will be absent unless they have doctor's orders to be absent from work longer than one day. Contact must be made before 7:45 am to explain the reason for not reporting to work as expected, and the amount of time expected to be off.

If an employee becomes ill at work and wishes to leave, he/she must notify their supervisor.

When an employee calls in sick and does not have access to any sick time, the employee has the option of being paid by either using time in lieu or vacation time, as per his/her signed Entitlement Usage form. The employee may access up to 7 days of time in lieu or vacation time per fiscal year when they do not have any access to paid sick time, based on consent given in the Entitlement Usage Form.

Any unpaid, unapproved time may result in disciplinary action. See Policy HR0021 – Disciplinary Process for further details.

In the event of an employee requiring sick time for an appointment, the employee must notify their supervisor as soon as possible before the appointment. The employee will fill out an Absence Form stating the following:

- Current date
- Employee Name
- Date the employee will be absent
- Total Time in hours

Employees will submit the form to the designated Manager who will then process the form. The Manager will approve based on Society needs. If the request cannot be accommodated, the employee will be informed. The employee can either attempt to change the appointment date or request an exception from the Chief Executive Officer.

Relief employees are not eligible for paid sick leave.

Sick time will not be accrued for any unpaid time, regardless of the reason for the unpaid time. Employees that are on WCB (Worker's Compensation) also will not accrue any sick time during this period.

POLICY STATEMENT

Section: Human Resources
Smoking

Policy #: HR0012
Page: 1 of 1

Effective Date: October 1, 2006

Replaces 3.22

Rationale:

The Society wishes to ensure a healthy workplace for staff and clients.

Policy Statement

Smoking will not be allowed within sight of the clients or in any facility that is implied to be an extension of Springboard Centre.

Smoking while providing transportation to clients is strictly prohibited.

PROCEDURE

Section: Human Resources
Smoking

Relates to Policy #: HR0012
Revised: Sept 29, 2006

Procedure:

Employees may smoke on approved breaks only; out of sight of the clients and 3 meters from the door of any public buildings (as per City of Calgary bylaw).

POLICY STATEMENT

Section: Human Resources
Use of Personal Technology

Policy #: HR0013
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0013 – 10/01/2006

Rationale:

In order to provide quality programming for clients, the Society must manage the number of distractions during programming.

Policy Statement

Employees are not allowed the use of any personal technology device during work hours unless they are on an approved break.

Personal technology devices must be stored away and are not allowed to be with the employee unless the employee is on an approved break. Use of these technologies is restricted to the staff room, board room and outside.

Employees are not allowed to store clients' personal information or pictures on the employee's personal technology device.

Exceptions to this policy are at the discretion of the Chief Executive Officer.

PROCEDURE

Section: Human Resources
Use of Personal Technology

Relates to Policy #: HR0013
Revised: December 2, 2014

Procedure:

Incoming calls

Reception employees will take messages of all personal phone calls made to Society employees during business hours. Employees may collect messages and return phone calls during approved break periods, in areas of the Centre where programming will not be disrupted. These areas are the staff room, board room or outside.

In the event of an identified emergency, the employee will be contacted immediately.

The only exceptions to the policy are phones being used for Society purposes. Currently they are:

- Chief Executive Officer
- Coordinator
- On-Call cell phone
- After Hours cell phone

POLICY STATEMENT

Section: Human Resources
General Holidays

Policy #: HR0014
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0014 – 10/01/2006

Rationale:

The Society wishes to adhere to Alberta Employment Standards Code. However, in the granting of general holidays the employer currently surpasses the standards.

Policy Statement

The following days will be observed as general paid holidays:

New Year's Day	Family Day	Good Friday
Easter Monday	Victoria Day	Canada Day
Heritage Day	Labour Day	Thanksgiving Day
Remembrance Day	Christmas Day	Boxing Day

When the general holiday falls on a Saturday or Sunday, the Chief Executive Officer will determine which day it will be observed with a minimum of two weeks notification to the employees.

Any holiday proclaimed to be of general observance by the municipality, the Government of Alberta or the Government of Canada shall also be recognized.

The Society entitles employees who have worked 30 shifts to a day off with pay for General Holidays based on their regular scheduled hours for that day. Part time employees will be entitled to a day off with pay, based on their regular scheduled hours for that day, if they would have originally been scheduled to work that day. The part time employee must have also met the 30 shift criteria. Relief employees will be paid based upon the qualifying criteria set by Alberta Employment Standards.

Only those employees who have attended/work their scheduled day before and after the General Holiday, or who are on approved paid absence will receive the paid holiday benefit.

PROCEDURE

Section: Human Resources
General Holidays

Relates to Policy #: HR0014
Revised: December 2, 2014

Procedure:

A regularly scheduled employee qualifies for general holiday pay when they have completed 30 shifts with the agency. The employee must have worked their scheduled shift before and the shift following the general holiday. The only exception to this is if the employee is on pre-approved paid leave. If an employee calls in sick, he/she will not qualify.

Relief employees will be paid if they have worked 5 out the last 9 weeks on that day. For example, if the General Holiday is on a Monday. The employee must have worked at least 5 Mondays in the previous 9 weeks to qualify. If the employee does qualify, they will be paid the average of hours they work on that day.

If the General Holiday is unpaid, this will also affect the employee's earnings for sick time and vacation time as these are based upon a percentage of paid time.

POLICY STATEMENT

Section: Human Resources
Vacation Entitlement

Policy #: HR0015
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0015 – 10/01/2006

Rationale:

The Society recognizes that all employees require adequate time away from work, in order to maintain a high quality of service and work-life balance.

Policy Statement

Unless otherwise stated in an employee's letter of offer, all employees will be eligible to accrue vacation annually at the following rates:

- Upon commencing employment - 6% of their regular scheduled hours
- Upon commencing 4th year of employment - 8% of their regular scheduled hours
- Upon commencing 8th year of employment - 10% of their regular scheduled hours

All relief employees will receive vacation pay at a rate of 6% paid on each pay cheque.

General Statements

No more than one year's accumulation of vacation time may be carried over from one fiscal year to the next.

Vacation days are not earned by employees who are away on Worker's Compensation or Unpaid Leave of Absence. If an employee becomes ill or injured during their vacation period, the employee may apply to have paid sick leave instead of using vacation accrual. In order to qualify the employee must have a doctor's note for the period that is being requested. Approval of this time is at the discretion of the Chief Executive Officer.

Every effort will be made to accommodate the employee's request for vacation time, however, the requirements of the society for appropriate staffing levels will be considered first.

No employee may go into deficit status regarding vacation time.

The vacation year will be based on the anniversary date of employment.

Vacation will only be paid out if the employee terminates employment with the society, is granted an extended leave, or a Record of Employment is issued.

An employee with accumulated time in lieu will use this time before vacation time.

PROCEDURE

**Section: Human Resources
Vacation Entitlement**

**Relates to Policy #: HR0015
Revised: December 2, 2014**

Procedure:

Employees in their probationary period will be eligible to access any earned vacation time as they earn it. Other benefits will be accessible after the employee has successfully completed his/her probationary period as outlined in the applicable policies.

When there is conflict about vacation requests, i.e. all employees request the same date. Mutual agreement will be attempted. If this is unsuccessful, date of request will be the first factor considered followed by seniority.

Requests for vacation time during July and August should be submitted during the months of January and February of that year for processing in early March. Approval is based on seniority of those who submitted requests before February 28. After February 28, approval will be based upon date of request.

Requests for vacation time during December and January should be submitted during the months of May and June of that year for processing in early July. Approval is based on seniority of those who submitted requests before June 30. After June 30, approval will be based upon date of request.

All requests for vacation must be submitted on the Absence Form to the designated Manager at least two weeks before the requested date. The Manager will approve based on Society needs. If the request is not granted, the form is returned to the employee. If the request has not been approved, the employee may request an exception from the Chief Executive Officer.

Vacation time will not be accrued for any unpaid time, regardless of the reason for the unpaid time. Employees that are on WCB (Worker's Compensation) will also not accrue any vacation during this period, as WCB covers the cost of all vacation earned during that period.

The Society permits 10% of frontline employees to be off on vacation at the same time. Exceptions can be made with the Chief Executive Officer for approval. All other employees will be granted vacation based upon the Society's needs.

Unpaid time of a full scheduled day will result in the reduction of vacation accrual hours at the end the month for each full day unpaid. Any unpaid time less than a full scheduled day will not result in a reduction of vacation accrual hours.

POLICY STATEMENT

Section: Human Resources
Exit Interview

Policy #: HR0016
Page: 1 of 1

Effective Date:

Replaces New

Rationale:

The Society is committed to continuous improvement.

Policy Statement

Every effort will be made to conduct an exit interview with all terminating employees. This may be in the form of a written or oral interview. All documented responses will be kept separate from the personnel file.

Relevant Forms: [Exit Interview Form](#)
[CDSW2 Exit Interview Form](#)

PROCEDURE

Section: Human Resources
Exit Interview

Relates to Policy #: HR0016
Revised: May 17, 2013

Procedure:

All employees have the right to participate in an exit interview during their last week of employment. Either the Chief Executive Officer or resigning employee may request an exit interview. Exit interviews can be conducted by the immediate supervisor, coordinator, or the Chief Executive Officer, as requested by the employee.

POLICY STATEMENT

Section: Human Resources
Confidentiality

Policy #: HR0017
Page: 1 of 1

Effective Date: November 1, 2006

Replaces 1.2

Rationale:

Information acquired through a professional/client relationship is considered confidential. All of the Society’s board members, employees, volunteers, and practicum students are obligated to safeguard any confidential information acquired through their association with the Society.

Policy Statement

All of the Society’s board members, employees, volunteers, and practicum students will sign an Oath of Confidentiality, pledging to maintain the strictest confidentiality at all times regarding to matters relating to clients served by the Society and their families.

Limits to confidentiality

- A.) Under the following circumstances, the Society shall assume a protective stance to assure the safety of clients and staff who may be endangered by a client:
 - a.) A client is threatening suicide, or other grave self-injury
 - b.) A client is threatening to harm others
- B.) The Society is bound to submit case records and/or testify in court as required by a subpoena.
- C.) According to the Alberta Freedom of Information and Protection of Privacy Act.

Form: [Oath of Confidentiality](#)

POLICY STATEMENT

<u>Section:</u>	Human Resources Position Abolishment	<u>Policy #:</u>	HR0018
		<u>Page:</u>	1 of 1
<u>Effective Date:</u>	February 23, 2015	<u>Replaces:</u>	HR0018 – 11/01/2006

Rationale:

The Society wishes to ensure the security of all employee positions while also maintaining the flexibility to respond to changing organizational needs.

Policy Statement

Whenever possible, the Society will consider the following when implementing a necessary position abolishment:

- The Chief Executive Officer will manage position abolishment first through attrition
- Offer the employee an equivalent position should one be available
- Take seniority into account when determining which employee will be affected and in what order
- The Chief Executive Officer will seek legal advice as warranted

The Chief Executive Officer shall inform the Board of Directors of potential position abolishment.

POLICY STATEMENT

Section: Human Resources
Employee Performance Evaluations

Policy #: HR0019
Page: 1 of 1

Effective Date: May 27, 2013

Replaces HR0019 – Nov 1, 2006

Rationale:

Springboard Centre for Adults with Disabilities is committed to the concept of ongoing performance appraisals of its employees as a means to provide and receive feedback and to facilitate the highest level of quality services to its clients.

Policy Statement

Written performance evaluations will be completed two (2) weeks prior to the end of a new hire's three month probationary period.

For the first three years of employment, employees will have annual performance evaluations based on their start date. This will also occur for the first three years of beginning a new position within the agency.

An employee that has been here longer than three years, in the same position, will have performance evaluations completed every three years. However if at any time concerns arise with an employee's performance, performance evaluations will return to being completed annually.

Forms: [AM Appraisal](#)
[CDSW Appraisal](#)
[Probation Appraisal](#)
[Leadership Team Appraisal](#)
[Manager Appraisal](#)
[Other Appraisal](#)
[Appraisal Procedure](#)

PROCEDURE

Section: Human Resources
Employee Performance Evaluations

Relates to Policy #: HR0019
Revised: September 8, 2015

Procedure:

There will be a standard format for each position that indicates if basic standards have been met, identifies achievements, and outlines future growth areas. When necessary, timelines and support or training required to meet future goals will be stated.

Performance evaluations may not reflect any negative information that has not previously been brought to the attention of the employee in question. Any area requiring improvement must state specifically what is expected of the employee and a defined time period in which improvement or correction in conduct or performance is required.

When applicable, every effort will be made to solicit feedback from the employee, supervisors, and peers.

Each performance evaluation must be signed and dated by the employee, and his/her supervisor. The original performance evaluation will be placed on the employee's personnel file. Signed copies will be provided to the employee and the immediate supervisor.

An employee may appeal their performance appraisal by submitting a completed appeal form to their appraiser's supervisor. Appeals will be considered if:

1. The employee feels that the review is unjust or unfair
2. The employee feels that he/she has been evaluated incorrectly in one area
3. The employee feels that there was no prior notice of the deficit in question.

Forms: [Performance Appraisal Appeal Procedure](#)
[Performance Appraisal Appeal Form](#)

POLICY STATEMENT

Section: Human Resources
Employee Grievances

Policy #: HR0020
Page: 1 of 1

Effective Date: November 1, 2006

Replaces 3.24

Rationale:

The Society is committed to following fair and equitable personnel practices that abide by the principles outline in the Alberta Human Rights, Citizenship and Multiculturalism Act and Alberta Employment Standards Code.

Policy Statement

Grievance is defined as any difference concerning the interpretation, application, administration or alleged violation of personnel policies or conditions of employment. All employees have the right to present a grievance. Grievances shall be presented promptly after the occurrence of the event that gave rise to the grievance.

Form: [Employee Appeal Form](#)

PROCEDURE

Section: Human Resources
Employee Grievances

Relates to Policy #: HR0020
Revised: September 8, 2015

Procedure:

If an employee feels that they have a grievance based on any difference concerning the interpretation, application, administration or alleged violation of personnel policies or conditions of employment, the employee can do so by following this process:

6. The employee is encouraged to discuss the area of concern with his/her supervisor on an informal basis, but is not required to do so before filing a grievance.
7. The employee can make a formal written grievance to his/her supervisor within five (5) working days from the date the concern arose. Written Grievance should be as detailed as possible, including what the area of concern is and why it is an area of concern for the employee.
8. If the grievance involves the supervisor, then the grievance would be directed to the next level of Management.
9. The supervisor will provide a written response to the employee within five (5) working days.

10. If the employee is dissatisfied with the written response, he or she may direct a written response to the next level of Management. This process can be repeated until the employee has given written grievance to the Board of Directors.
11. The Board of Directors is the final level of grievance that an employee can access internally. The Board of Directors will respond in writing within (20) working days.

Note: An employee who does not receive a written response at any stage of the grievance process within five (5) working days may proceed to the next level of appeal. All documentation regarding the grievance will be maintained in a confidential grievance filed by the Chief Executive Officer, or designate.

Note: Levels of Management are as follows:

6. Assistant Manager
7. Manager
8. Coordinator
9. Chief Executive Officer
10. Board of Directors

Personal Conflicts

Personal conflicts between employees are expected to be dealt with between the two parties involved in private settings in a professional manner. Springboard Centre will not involve itself in these circumstances unless it becomes a performance issue. However, Springboard Centre will provide a mediator in order for the two people to talk to each in a calm safe environment when needed.

POLICY STATEMENT

<u>Section:</u>	Human Resources Disciplinary Process	<u>Policy #:</u>	HR0021
		<u>Page:</u>	1 of 1

<u>Effective Date:</u> January 25, 2016	<u>Replaces:</u> November 1, 2006
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Rationale:

The Society is committed to following constructive and fair practices when its supervisors, at any level, must express dissatisfaction with a subordinate's work.

Policy Statement

All supervisors will follow a progressive disciplinary process in the event of an employee's unsatisfactory performance. The severity of the action of concern will determine the level of disciplinary process utilized.

PROCEDURE

Section:	Human Resources Disciplinary Process	Relates to Policy #:	HR0021
		Revised:	May 6, 2016

Procedure:

The responsible supervisor must meet his/her employee in person to discuss any expression of dissatisfaction concerning the employee's performance. This discussion will be detailed on the Supervision form, and will outline the expectations of performance, the action steps proposed and the timelines for reassessment of performance; no longer than one month.

At times, the performance issue may result in a disciplinary action. Although these levels are listed in a progressive order, the severity of an action of concern will determine the level utilized.

Disciplinary action may include any one, or a combination of:

- a. First Conversation – general conversation to discuss the issue at hand and discussion around what needs to change to avoid the situation from occurring again. Timelines may be established depending on nature of action of concern. This is documented in supervision notes.
- b. Second Conversation- general conversation to discuss the issue at hand. Also outlines what happens next if the action of concern continues. This is documented in supervision notes.
- c. Verbal Reprimand – Conversation that outlines the issue, the expectation that the policy and procedure will be followed immediately and ongoing and that further actions of concern will result in further disciplinary action. Documented as meeting minutes and placed in Personnel File.
- d. Written Reprimand – Written letter and meeting that outlines the issue, the expectation that the policy and procedure will be followed immediately and ongoing and that further actions of concern will result in further disciplinary action. Copy of letter is placed on Personnel File.
- e. Suspension with or without pay – This could be implemented at any time depending on the severity of the action of concern.
- f. Termination of Fulltime Employment – This will usually occur after the written reprimand has been completed and the action of concern still persists. However, depending on the severity of the action of concern, termination may mean severance from employment or a change in position in the agency (i.e. fulltime to relief).

All employees have the right to appeal the assignment of any part of the disciplinary process.

Suspension

The Chief Executive Officer, or designate, has the authority to suspend a staff member for the remainder of the day with pay as long as it is with clear guidelines on its usage, such as drug/alcohol abuse, client or staff abuse, insubordination (direct non-compliance or certain circumstances if identified previously).

Upon returning to work by a staff who has just served a period of suspension, he/she shall be met by a Manager and/or Coordinator to review the incident that led to the suspension. Pointers are to be identified on how to avoid a recurrence and how the staff can be supported to be successful.

Likewise, separate individual meetings may be conducted by management among involved staff in order to debrief on the matter and to support and remind the staff of existing policies and procedures of the agency.

Lateness

All employees are expected to be ready for work at the start of their shift. This means that employees are in the designated areas at start time. Being in the building before start time but not at the designated space (i.e. in staff room at 7:45 and walking into meeting in room 2 at 7:46) is considered late.

SBC will handle lateness in the following way:

- Lateness of three times in one month or five times in a 3 month period will result in a conversation.
- Next lateness that occurs within 30 days of the last occurrence results in a verbal reprimand.
- Next lateness that occurs within 30 days of the last occurrence results in a written reprimand.
- Next lateness that occurs within 30 days of the last occurrence results in an unpaid suspension.
- Next lateness that occurs within 30 days of the last occurrence results in termination.

Lateness that exceeds 30 minutes will be deducted from the employee's time sheet.

Once an employee has started the disciplinary process, any lateness will be deducted from their time sheet in 5 minute increments, rounded up to the nearest five minutes.

If an employee has a lateness that occurs more than 30 days but less than 90 days from the last occurrence, the process is taken back one step from last disciplinary action given.

If an employee goes 90 days without any lateness from the last occurrence, the process will start anew.

If an employee has not shown up to work and has not made any contact by 1200, a courtesy call will be made to ensure the employee is okay. The receptionist will be directed to do this by either a Manager or a member of the Leadership Team. If the receptionist cannot reach the employee, a call will be made to his/her emergency contact. Emergency contact numbers can be obtained through a Leadership Team member.

Absence Processes

When a staff takes unapproved unpaid absences the following process will be put into place:

- One occurrence within a three month period will result in a conversation
- Two occurrences within a three month period will result in a second conversation.
- Three occurrences within a three month period will result in verbal reprimand.
- Four occurrences within a three month period will result in a written reprimand.
- Five occurrences within a three month period may result in termination of full time employment.

Definition: One occurrence is defined as unpaid absence within two consecutive days.

Management and the CDSW2 will start at the second conversation (Step 2) of this process.

These absences will be tracked with each payroll. Any unapproved unpaid absences will be identified to the supervisor. If more than one occurrence happens within the pay period, then the supervisor will skip one step and move on to the next.

An employee must go six months without further infractions to start this process anew. If an infraction occurs after 3 months but less than six months, the CDSW employee will start at the second conversation (step 2). For Management and CDSW2, infractions that occur after 3 months but less than six months, will start at verbal reprimand (Step 3).

In order to reduce occurrences of unpaid, unapproved absences, the employee may access vacation and/or time in lieu as per the entitlement usage form he/she has signed. CDSW staff may access up to a maximum of 7 days of vacation and/or TIL for sick time (if they are out of any earned sick entitlements).

Management and CDSW2 can access up to a maximum of 5 days. Typically access to use the vacation and/or TIL when the employee does not have sick entitlements earned, renews with the fiscal year. However if the employee is in the disciplinary process, he/she cannot access vacation and/or TIL for sick time until they have gone a full six months without any further infractions.

If the absence is due to body mechanics, such as back problems, the staff may be asked for a functional assessment by a medical professional to determine capabilities.

All probationary employees will have their absence rate reviewed before the end of their probationary period. This will be one factor to determine whether an employee has passed probation.

Line of Vision

It is an expectation of all employees that if they are assigned certain clients, they will keep that client within their line of sight at all times. The staff assigned to the client should have the Client ID card on him/her at all times. At scheduled break times, staff are expected to assign their client(s) to another staff member and pass the Client ID card onto that staff.

In the event that this process is not followed, the following procedures will be implemented:

- The first occurrence will result in a conversation with appropriate training.
- The second occurrence will result in a conversation with action plan.
- The third occurrence will result in a verbal reprimand.
- The fourth occurrence will result in a written reprimand.
- The fifth occurrence will result in an unpaid suspension.
- The sixth occurrence will result in termination.

If an employee goes three months without any further infractions from the last disciplinary action will result in moving back one step. No infractions in six months from the last disciplinary action will result in a clean slate.

Failure to Meet Timelines

If a staff member does not meet schedule timelines, the following will occur:

- The first occurrence will result in a conversation and given applicable training.
- The second occurrence will result in further conversation.
- The third occurrence will result in a conversation and action plan.
- The fourth occurrence will result in a verbal reprimand.
- The fifth occurrence will result in a written reprimand.
- The sixth occurrence will result in an unpaid one day suspension.

No infraction in three months from the last disciplinary action will result in a clean slate.

Directive Refusal

Any refusal that is stated as a safety issue will be addressed immediately. If it cannot be solved with a Manager, then the Coordinator or Chief Executive Officer will be brought in.

1. The first time an employee refuses to complete a directive, there will be a provision of information as to why that employee needs to complete the task. If it is resolved immediately, there will not be any disciplinary action.
2. If the employee still refuses to complete the task, it will be stated that this is an expectation for them to complete. If they do complete at this time, documentation will occur in a supervision note.
3. If the employee still refuses to complete the directive, a one day unpaid suspension will occur.
4. The second time that employee refuses to follow a directive; there will be a provision of information as to why that employee needs to complete the task. If the employee continues to refuse, a written reprimand and one day unpaid suspension will occur immediately.
5. The third time the employees refuses to follow a directive, termination may occur.

If an employee goes three months without any further infractions from the last disciplinary action will result in moving back one step. No infractions in six months from the last disciplinary action will result in a clean slate.

Failure to meet Job Requirements

If an employee fails to meet the assigned job requirements then the following process will be put into effect:

- The first occurrence will result in a conversation and given applicable training.
- The second occurrence will result in a conversation and action plan.
- The third occurrence will result in a verbal reprimand.
- The fourth occurrence will result in a written reprimand.
- The fifth occurrence will result in an unpaid one day suspension.
- The sixth occurrence will result in termination.

If an employee goes three months without any further infractions from the last disciplinary action will result in moving back one step. No infractions in six months from the last disciplinary action will result in a clean slate.

Insubordination

This is defined as implied failure or refusal to recognize or submit to the authority of a superior. Examples of insubordination are actively challenging or criticizing a superior's orders, interfering with management, showing open disrespect toward a supervisor, making threats or using coercion or physical violence, and using abusive language or making malicious statements.

The first occurrence of insubordination will result in a paid suspension for the remainder of the day by the Manager and/or Coordinator. Upon return to the agency the next day, the Manager, Coordinator and employee will meet and further disciplinary action may occur.

The second occurrence of insubordination within a 6 month period may result in termination.

Unprofessional Conduct

Unprofessional conduct includes actions such as arguing in front of staff and clients, yelling, threatening, name calling, and physical aggression towards one another (pushing, slapping, hitting, etc).

If a conversation turns into an argument but not quite yelling, however it is making other clients and/or staff tense or uneasy, the staff involved will receive a verbal reprimand plus additional training on how to handle the situation better.

When an occurrence of unprofessional conduct goes beyond the arguing (as defined above) the following disciplinary actions will be put in place:

1. The staff members involved will be separated and document what happened including what happened and who observed it. Written statements will also be obtained from witnesses.
2. The staff members involved will then receive an immediate unpaid suspension for the remainder of the day. If this occurs after 1:15 pm, they will also receive the next day unpaid as well.
3. Any unpaid suspension for this matter will also have the condition that if the unprofessional conduct reoccurs within one year, the employee will be terminated.

If the unprofessional conduct includes physical aggression, and it can be verified as to who started the physical altercation, that employee will be immediately terminated.

Class 4

Class 4 License Requirement (and subsequent class licenses)

Reasonable goal dates to obtain class 4 license are set at time of employment.

1. If goal date is not met and no attempt has been made, there will be a follow up meeting with Manager and a 2nd goal date will be set. This will be considered a first conversation.
2. If 2nd goal date is not met and there is no attempt has been made, there will be a follow up meeting with Manager. Staff will submit a written action plan stating how they will obtain their class 4 license and a 3rd goal date. This will be considered the second conversation.
3. If 3rd goal date is not met and no attempt has been made, there will be a follow up meeting with Manager. Staff may be suspended for 1 day without pay. Staff will submit a 2nd written action plan stating how they will obtain their class 4 license and a 4th goal date.
4. If 4th goal date is not met and no attempt has been made, there will be a follow up meeting with Manager. Staff may be terminated from employment.

Note: If you are having difficulty meeting your goal please see submit to the designated manager a request for an extension in writing before your set goal date. This will be approved by the CEO or designate. Acceptable reasons for requesting an extension are booked off for holidays over the period that the goal date is due, and unexpected absences such as bereavement leave. Lack of money is not a factor as an employee can request a payroll advance if needed.

This process does not reset.

Failed tests for Class 4 License (and subsequent class licenses)

Medical Exam:

If a Doctor deems a staff unfit to obtain a class 4 license staff must request a Doctor's note excusing them from this requirement. The Doctor's note must be submitted to Management.

If a Doctor deems a staff unfit to obtain a class 4 license for a specific time frame staff must request a Doctor's note stating the time frame and when they can begin. The Doctor's note must be submitted to Management.

Knowledge and Driving Test:

If the employee is failing the knowledge and driving test, the following process will be implemented:

- If failed, the employee must attempt again within one month
- If after six months, with monthly attempts, the employee is still not successful, the employee will receive one day of unpaid suspension. The employee is expected to attempt the test again within one month.
- For every six months that the employee fails after the monthly attempts, an increasing amount of unpaid suspension will occur as follows:
 - 2nd six month period – 2 days unpaid suspension
 - 3rd six month period – 3 days unpaid suspension
 - 4th six month period – 4 days unpaid suspension

Sleeping on the Floor

Staff who report to work are expected to constantly be interacting and engaging with their clients and are to remain alert at all times as it may pose a safety concern to self and to others.

SBC will handle sleeping on the floor in the following way:

- a. any staff found to be sleeping while on the floor, who has been employed with the agency for less than six (6) months, will be terminated immediately;
- b. any staff found to be sleeping while on the floor, who has been employed with the agency for more than six (6) months, will be placed on immediate suspension without pay for a day. A stern conversation will be provided him/her upon return to work with the condition that a repetition of the infraction may result to termination.

In anticipation of a staff, currently in a disciplinary process, who performs unsatisfactorily across different performance issues, a point system has been created to serve as a guide. The difference in points allotted for each performance issue is based on the importance/severity of performance issue.

Performance Issue	Points/Occurrence/Level
Lateness	0.50
Absence	0.50
Line of Vision	1.0
Failure to meet timelines	1.0
Failure to meet job responsibilities	1.0
Directive refusal	1.0 up to level 2

The points are totaled each time an unsatisfactory performance issue is reported.

Total points	Action taken
Total of 3 points	Verbal reprimand (general performance evaluation)
Total of 3.5	Written reprimand (general performance evaluation)
Total of 4.0	Suspension for one (1) day without pay
Total of >4	Possible termination

An employee who goes three (3) months without any further infractions from the last disciplinary action will result to moving back one step. No infractions in six (6) months from the last disciplinary action will result in a clean slate.

If a staff unsatisfactorily performs only under one performance issue, he/she shall be dealt with according to what has been outlined in the policy.

Other performance issues such as the Directive Refusal, Insubordination, Abuse, Harassment and Unprofessional Conduct are dealt with on an individual basis but will be considered in the point system as deemed necessary

New Hires

New employees will have three months to obtain the identified level of license required at that time. Failure to meet this deadline may result in not passing the probationary period.

POLICY STATEMENT

<u>Section:</u>	Human Resources Hiring (recruitment)	<u>Policy #:</u>	HR0022
		<u>Page:</u>	1 of 1

Effective Date: November 1, 2006

Replaces

4.14

Rationale:

The Society is committed to providing equal opportunities for all qualified individuals by actively recruiting and selecting qualified personnel.

Policy Statement

The Society's human resource practices must adhere to all relevant provincial and federal laws and support the principles advocated in the Human Rights, Citizenship and Multiculturalism Act.

The Society must actively recruit, employ and promote qualified individuals without discrimination on the basis of race, ancestry, place of origin, colour, religion, ethnic origin, citizenship, creed, handicap, gender, sexual orientation, age or marital status.

The Society will recruit and select personnel based on objective qualifications such as education, skill, specialized training, professional credentials, and past experience.

POLICY STATEMENT

<u>Section:</u>	Human Resources Employment Posting	<u>Policy #:</u>	HR0023
		<u>Page:</u>	1 of 1

Effective Date: November 1, 2006

Replaces

New

Rationale:

The Society will make every effort to support the development and advancement of its employees, while ensuring that the best candidate is selected.

Policy Statement

All job competitions must be posted internally seven (7) working days before the closure date. These postings must be made in a location easily accessible to all employees.

External advertising may occur concurrently. The Coordinator responsible for the posting will determine the appropriate locations for the posting.

POLICY STATEMENT

Section: Human Resources Applications (Including Resumes) **Policy #:** HR0024
Page: 1 of 1

Effective Date: November 1, 2006 **Replaces** New

Rationale:
It is important for the Society to ensure confidentiality of applications.

Policy Statement

All applications will be securely retained for one year, after which they will be shredded.

The successful applicant's resume or application will be filed in her/his personnel file.

POLICY STATEMENT

Section: Human Resources Probationary Period **Policy #:** HR0025
Page: 1 of 1

Effective Date: November 1, 2006 **Replaces** 3.13

Rationale:
The Society wishes to ensure adequate time to evaluate new employee's appropriateness for the position.

Policy Statement

A standard probationary period will be three months. It is understood that throughout all probationary periods, employees will be provided with adequate training and support.

Each employee will be evaluated at the completion of the probationary period.

PROCEDURE

Section: Human Resources
Probationary period

Relates to Policy #: HR0025
Revised: April 3, 2007

Procedure:

New hires will be granted permanent status if their evaluation is satisfactory. If the evaluation is unsatisfactory the individual's employment will be terminated. As per Labour Standards Law, new hires may be terminated without notice during their qualifying period.

Employees in their probationary period will be eligible to access any earned vacation time as they earn it. All other benefits (Illness days listed in Policy HR0011 or leaves listed in Policy HR0006) will be accessible after the employee has successfully completed probation.

In the event that the employee is placed on an extended probationary period by the Society, the employee will still be able to access all entitlements after he/she has completed the initial three months.

POLICY STATEMENT

Section: Human Resources
Interview

Policy #: HR0026
Page: 1 of 1

Effective Date: November 1, 2006

Replaces New

Rationale:

The Society is committed to being consistent in its hiring practice.

Policy Statement

Every effort will be made to have at least two Society employees present at all interviews.

All interviews will follow a format that adheres to all relevant municipal, provincial and federal laws. All candidates for the same vacancy will be interviewed using the same format and will be given the same interview questions and time period.

Forms:

[Administrative Assistant](#)

[Accountant](#)

[Assistant Manager](#)

[CDSW](#)

[CDSW2](#)

[Coordinator](#)

[Manager](#)

[Relief](#)
[STEP Admin Assistant](#)
[STEP System Analyst](#)
[Application forms](#)

POLICY STATEMENT

Section: Human Resources
Letter of Offer

Policy #: HR0027
Page: 1 of 1

Effective Date: November 1, 2006

Replaces 4.22

Rationale:
When a job offer is made, the conditions of employment will be clearly outlined.

Policy Statement

A letter of offer will be presented to the successful candidate. It will include: the name of the candidate's initial supervisor, job title; rate of pay; start date; benefit eligibility; hours of work; any mandatory educational or membership requirements; probationary and/or qualifying period, termination date if applicable; and any special agreement that was made at the time of hire.

The candidate will sign the letter to signify acceptance. The signed letter will be filed in the employee's personnel file.

All offers of employment are contingent on a Criminal Records check and the signing of all mandatory forms.

POLICY STATEMENT

Section: Human Resources
Reference Checks

Policy #: HR0028
Page: 1 of 1

Effective Date: November 1, 2006

Replaces New

Rationale:
It is important to obtain all relevant information about a potential staff member before offering that person a position.

Policy Statement

Every effort will be made to obtain information that will verify the candidate's ability and skill for the position. Whenever possible, a minimum of two professional reference checks will be conducted.

The candidate will be informed in advance of any reference checks.

In the event of a negative reference, the candidate will have an opportunity to respond to the comments. All referents must be informed in advance that the information may be shared.

Forms: [CDSW Reference Form](#)
[Assistant Manager Reference Form](#)
[Manager Reference Form](#)

PROCEDURE

Section: Human Resources
Reference Checks

Relates to Policy #: HR0028
Revised: May 17, 2013

Procedure:

Managers, Coordinators and the Chief Executive Officer are the only employees that may provide reference checks on behalf of the Society. They will ensure that only information that is documented will be shared.

Written documentation of unsuccessful candidates' reference checks will be stored in a sealed envelope. Successful candidates written documentation of reference checks will be stored in his/her personnel file in a sealed envelope.

POLICY STATEMENT

Section: Human Resources
Verifying Qualifications

Policy #: HR0029
Page: 1 of 1

Effective Date: November 1, 2006

Replaces New

Rationale:

The Society wishes to ensure that all mandatory credentials are met.

Policy Statement

Where specific credentials are mandatory for the position sought, the candidate will provide copies of required documents. These copies will be filed in their personnel file.

PROCEDURE

Section: Human Resources
Verifying Qualifications

Relates to Policy #: HR0029
Revised: Oct 23, 2006

Procedure:

New hires will submit photocopies of their degrees, diplomas, etc. to the designated coordinator for placement in his/her personnel file.

POLICY STATEMENT

Section: Human Resources
Criminal Records Check

Policy #: HR0030
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0030 – 11/01/2006
HR0043 – 01/01/2007

Rationale:

The Society's employees are in a position of trust: providing services to vulnerable people, as well as having access to capital assets and cash. It is imperative that the Society must take all reasonable steps to adequately protect its clients from harm and the Society from negative publicity or possible legal action.

Policy Statement

All employees, Board members, and volunteers will undergo or supply a current (completed within six months) criminal records check. Applicants are to be advised of this requirement prior to receiving a job offer. No staff member is to pass their probationary period before the Society has received the results of their criminal check. The cost of the initial criminal records check will be paid by the person undergoing the check. The completion of the criminal records check will be monitored as part of the orientation process.

All employees will be required to complete a criminal records check every 4 years. The cost of this criminal check will be paid by the Society.

If any report returns with any concerns, the Chief Executive Officer will exercise discretion in regards to continued employment.

If at any time after an employment commences, an employee is convicted of a criminal offence, this must be immediately disclosed to the Chief Executive Officer, who will then exercise discretion in regards to continued employment.

PROCEDURE

Section: Human Resources
Criminal Records Check

Relates to Policy #: HR0030
Revised: May 17, 2013

Procedure:

Criminal Records Checks are completed on every employee and volunteer upon involvement with the agency, **this must include a vulnerable sector check**. The employee or volunteer will provide a written response to any concerns arising from a criminal records check. The Chief Executive Officer will then make a written determination in regards to continued employment. One copy of each response will go to the candidate; the original documents will be filed with the individual's application information.

POLICY STATEMENT

Section: Human Resources
Personnel Files

Policy #: HR0031
Page: 1 of 2

Effective Date: February 23, 2015

Replaces: HR0031 – 11/01/2006

Rationale:

An employee history must be created and maintained for all employees in order to meet employer obligations to the law and the employee.

Policy Statement

A personnel file will be maintained for each employee
The file will contain the following sections:

1. Personal Information
 - a. Name, address, date of birth, two emergency contacts
 - b. Date of Commencement of Employment
 - c. Resume and Reference Checks
 - d. Immunization Records (voluntary disclosure)
 - e. Relevant emergency medical information such as allergies or medications (voluntary disclosure)

2. Orientation/Security Clearance
 - a. Consents and Waivers
 - i. Oath of Confidentiality
 - ii. Entitlement Usage Agreement
 - iii. Code of Professional Conduct
 - iv. Individual Overtime Agreement
 - b. Orientation Checklists and Final Probationary Review
 - c. Criminal Records Check

3. Correspondence
 - a. Letter of Offer
 - b. Extended Leave Requests
 - c. Letter of Commendation or Reference
 - d. Employment Changes
 - e. Exit Interview
 - f. Letter of Resignation/Termination
 - g. Grievance Records
 - h. Any other pertinent correspondence

4. Education & In-Service Certifications
 - a. Confirmation of Post-Secondary Education (Certificates/Diplomas/Transcripts)
 - b. In-service Certificates
 - c. Association Memberships

Section: **Human Resources**
 Personnel Files

Policy #:
Page:

HR0031
2 of 2

- d. Driver's License Copies
- e. Driving Record Summaries
- f. Driver Orientation checklists
- g. Information regarding changes to driving status

5. Financial
 - a. Schedule of Remuneration
 - b. Benefit Elections and Change Notices
 - c. Banking Information

- d. Federal and Provincial Tax Forms
 - e. Consent for Deduction form
 - f. Record of Employment
6. Performance Appraisals & Actions
- a. Performance Appraisals
 - b. Documentation regarding Disciplinary Actions

Records such as the accrual and usage of vacation, sick leave, time in lieu, personal days, leave of absences, as well as Records of Employment are stored electronically.

Personnel files are to be kept physically secure and confidential. The Chief Executive Officer, Coordinators and Managers will have access to designated personnel files as needed to carry out their day to day work or management of direct reports.

PROCEDURE

Section: Human Resources
Personnel Files

Relates to Policy #: HR0031
Revised: December 2, 2014

Procedure:

An employee may have *supervised* access to review and photocopy the contents of his/her file upon request. An employee may request that corrections be made or a notice of the employee's objections recorded and placed in the file.

Personnel files will be retained for seven years from the date the employee leaves the employment of the Society.

Employees are required to immediately inform the Society of any change in their

POLICY STATEMENT

Section: Human Resources
Job Descriptions

Policy #: HR0032
Page: 1 of 1

Effective Date: January 25, 2016

Replaces HR0032 – 11/01/2006

Rationale:

The Society believes that it is important for all employees to fully understand their roles and responsibilities.

Policy Statement

All positions will have a written job description.

The Board will approve the job description for the Chief Executive Officer.

The Chief Executive Officer will approve all other job descriptions within the Society.

The job description will include: job title, qualifications, reporting relationship, and general responsibilities. Specific duties will be outlined by the supervisor.

See Appendix 3 for Job Descriptions of each position.

POLICY STATEMENT

Section: Human Resources
Re-Employment of Past Employees

Policy #: HR0033
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0033 – 01/07/2007

Rationale:

The Society wishes to encourage valuable employees to return after an interruption of employment.

Policy Statement

After an absence of eighteen (18) months or less, a former employee who is re-employed by the Society will be eligible to return at the appropriate salary grid level of the hired position. This re-employed employee will be required to complete a three (3) month probationary period. They will qualify for all entitlements at the accrual rate identified when they left employment. Both salary and entitlements will take into consideration previously accrued seniority with the Society.

Employee's returning after an absence of more than eighteen (18) months will be hired using procedures outlined in Policies HR0022 Hiring (Recruitment) and HR0049 Salaries and Wages. This re-employed employee will qualify for all entitlements as outlined in the Society's policies for new employees.

PROCEDURE

Section: Human Resources
Re-Employment of Past Employees

Relates to Policy #: HR0033
Revised: February 11, 2015

Procedure:

After an absence of eighteen (18) months or less, a former employee re-employed by the Society will be eligible for the following:

- To return at the wage they were earning at the time they originally left employment. The time that they have worked at the agency will be taken into consideration to determine when the next increment will be earned. For example, an employee that worked 1 year and 4 months when they left employment will only have to work 8 months before being eligible for the next increment.
- To earn vacation at the time the rate they were earning when they left employment. The increase in vacation rate as per policy, will take into consideration the time that has already been worked at the agency previously.
- To access sick time as it is earned.

Although the employee must complete the three month probationary period, if they were receiving benefits when they left employment, the rehired employee will be able to receive benefits effective their rehire date.

An employee that had not finished their probationary period at the time they left employment with the Society will have to complete the remainder of a three month period in order to be eligible to access sick time and to be placed on the benefit plan. For example, an employee that worked 2 months when they left employment will only have to work 1 more month before being able to access earned sick time and extended benefits.

See HR0049 Salaries and Wages for employees returning from extended unpaid leaves, moving from relief to full time and WCB leaves for information on how this affects salaries.

POLICY STATEMENT

Section: Human Resources
Qualifying Period

Policy #: HR0034
Page: 1 of 1

Effective Date: January 25, 2016

Replaces: HR0034 – 01/01/2007

Rationale:

The Society wishes to ensure adequate time to evaluate an employee's appropriateness for their new position within the organization

Policy Statement

A standard qualifying period will be three months for a permanent employee who has changed positions within the Society. It is understood that throughout all qualifying periods, employees will be provided with adequate training and support.

Each employee will be evaluated at the completion of the qualifying period. If a permanent employee does not meet the requirements of the new position, he/she will be given an opportunity to return to his/her original position, should it remain vacant.

POLICY STATEMENT

Section: Human Resources
Release of Employee Information

Policy #: HR0035
Page: 1 of 1

Effective Date: January 1, 2007

Replaces 3.17

Rationale:

The Society is obligated to comply with federal and provincial privacy legislation.

Policy Statement

Release of employee information requires the consent of the employee in question unless otherwise required by law.

Employees will be notified of any disclosure of personal information.

POLICY STATEMENT

Section: Human Resources
Employee Personal Property

Policy #: HR0036
Page: 1 of 1

Effective Date: February 22, 2016

Replaces: HR0036 – 02/23/2015

Rationale:
The Society wishes to ensure employees are aware of their responsibility in regards to personal property.

Policy Statement

Springboard Centre is not responsible for any theft, loss, or damage that occurs to employees' personal property which is brought onto the Society's premises or while attending external activities. Employees should take necessary precautions to protect their personal effects from theft, loss, or damage while on Springboard Centre premises, or traveling on Society business.

Damage to personal possessions required by employees to perform their duties (e.g. eyeglasses) may be covered by Worker's Compensation Board, or in limited cases, through the discretion of the Chief Executive Officer.

Employee prescription medications and any related equipment must be secured in a locked area as per Policy CS0024 Medication Administration. Lifesaving medication that requires immediate administration may be carried by the employee, as long as it is secure and not accessible by a client.

If an employee wishes to utilize personal items for the facilitation of activities, this must be cleared by the Chief Executive Officer or designate prior to its use. Springboard will not cover the cost of any replacements that need to be made should the item be damaged in the course of its use.

POLICY STATEMENT

Section: Human Resources
Subpoenas

Policy #: HR0037
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0037 – 01/01/2007

Rationale:
The Society must be apprised of all Springboard Centre business, and in particular, items of legal consequence.

Policy Statement

Any employee, volunteer, or Board Member served with a subpoena in any way related to the Society must immediately inform the Chief Executive Officer.

POLICY STATEMENT

Section: Human Resources
Use of Personal Vehicles

Policy #: HR0038
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0038 – 01/01/2007

Rationale:

The Society must protect itself and its employees when personal vehicles are used for Society purposes.

Policy Statement

The Society may authorize the use of a personal vehicle when a Society vehicle is not available, or if attending to Society business offsite and the employee will not be returning to the facility.

Accident deductibles, tickets, violations, etc. incurred by employees while using a personal vehicle for Society purposes are the responsibility of the driver.

In the case of an accident, the driver/vehicle's personal auto liability policy will be considered the in-force and liable policy.

- The Society is not responsible for any physical damage to an employee's vehicle.
- The driver/vehicle's personal auto insurance provides primary insurance and must include adequate liability coverage, as defined by the Society's insurance company.
- Employees must have their own collision and comprehensive physical damage coverage.

Mileage accrued through the use of private vehicles will be paid at an established rate set by the Chief Executive Officer. This will be documented and approved on the employee's time sheet.

At no time will an employee of the Society transport a client in his/her personal vehicle.

Exceptions to any of the above conditions are acceptable only in the event of an emergency and with the prior approval of the Chief Executive Officer or designate.

POLICY STATEMENT

Section: Human Resources
Conflict of Interest

Policy #: HR0039
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0039 – 01/01/2007

Rationale:

The Society wishes to establish principles of conduct to guide employees and board members so as to avoid entering, or appearing to enter, into a position where personal interests might actually be or construed to be in conflict with those of the Society.

Policy Statement

A conflict of interest is defined as any situation in which an employee or board member has competing motivations or responsibilities (real or perceived) and, where the resolution of such could be detrimental (real or perceived) to the Society, its operations or its clients.

'Conflict of Interest' may include but is not limited to:

1. any disclosure or use of information about the Society and/or clients for the benefit, advantage or profit of either the employee, board member or an outside party;
2. where an employee is involved in a personal relationship (ie; co-habiting, regular dating, etc) with his/her immediate supervisor, or anyone with whom there is a reporting relationship
3. an employee cannot be supervised by the employee's family member
4. where an employee is involved in a personal relationship (ie; co-habiting, regular dating, etc) with a client and/or a client's family member
5. any position or financial interest, direct or indirect, held in any outside concern that competes, negotiates or does business with the Society
6. the receipt of gifts, monetary rewards, payments, services or special privileges that are dispensed to, received or solicited from any outside business that competes, negotiates or does business with the Society
7. any other matter or interest outside of the Society which may compromise an employee's ability to act in the best interest of the Society or the clients;
8. an employee engaging in any non-Society related activity with a client which results in a personal financial gain, unless gainfully employed by another agency to do so. However, an employee that is responsible for the primary care of the individual, such as in a supportive roommate environment, will be considered to be in a conflict of interest.
9. solicitation by employees or board members of personal gifts from clients and/or their families. Acceptance of unsolicited gifts of a value under \$50 is acceptable. A personal gift that is more than \$50 must be approved by the Chief Executive Officer.

POLICY STATEMENT

Section: Human Resources
Hours of Work

Policy #: HR0040
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0040 – 01/01/2007

Rationale:

Employees must be aware of and adhere to the conditions related to hours of work.

Policy Statement

The normal work week will be 37.25 hours for all full-time equivalent positions.

It is expected that periodically additional hours may be required. The employee will accrue these additional hours at a one-to-one ratio to be taken back as paid lieu time at a mutually agreed upon time as per Policy HR0005 Individual Overtime Agreement and the Alberta Employment Standards Code.

Employees must obtain prior approval from the designated Coordinator if requesting time in lieu for any hours worked beyond their normal hours of work that are not at the request of the Society. Employees are encouraged to avoid accumulation of time in lieu whenever possible by consulting with their supervisor to determine possible work load adjustment.

Office Closure

At times due to bad weather, power outage, health emergency etc. it may be necessary to close the Society's buildings. All closures will be at the discretion of the Chief Executive Officer or his/her designate. Every attempt will be made to contact all clients and staff in the event of closure. If it is the Society's decision to close, employees will be paid as outlined in the Business Continuity Plan.

PROCEDURE

Section: Human Resources
Hours of Work

Relates to Policy #: HR0040
Revised: July 7, 2015

Procedure:

Breaks

According to Employee Standards, Springboard needs to provide a ½ hour lunch break and 1 – 15 minute break per day for its employees for anybody working more than 5 hours. Springboard will continue to schedule 15 minute breaks in the afternoon for all employees from a whole day outing program, however circumstance may arise that this may not happen. In these cases Springboard Centre will ensure that at least one 15 minute break occurs.

According to Employee Standards, Springboard needs to provide a half hour lunch break and one 15 minute break per day for its employees for anybody working more than 5 hours. Currently, Springboard Centre provides a 15 minute break in the morning and a 45 minute lunch break, of which, 15 minutes is paid in lieu of the 15 minute break in the afternoon, including relief staff.

Modified Hours of Work

Employees can request for modified hours up to a maximum of 3 months.

Criteria:

- Employee must have been employed for a minimum of 6 months to be eligible
- Allowed modified hours:
 - In the morning – earliest start time will be 8:45 am and latest start time will be 10:00 am
 - In the afternoon – earliest time to leave will be 2:45 am.
 - The exact hours requested may be adjusted based on the needs of the society.
- The reduction of hours will count towards the allowed unpaid leave time (see Policy HR0006 – Leave of Absences)
- An employee may request up to 3 months of modified hours in a 12 month period. The 12 month period begins the first day modified hours start.
- The employee may request another 3 months of modified time only when:
 - The 12 month period has ended and;
 - The employee has worked a minimum of 6 months from the last day of the last requested modified hours. This six months may be offset if an employee has any extended unpaid leaves during that time.
- After the employee has completed 3 months of modified hours, they can use their vacation and/or TIL in its place in order to extend the modified hours. They cannot go into further unpaid time if they use up their entitlements.
- Modified hours will reduce the hourly amount of vacation and sick time that the employee earns each month.
- Missing training due to modified hours, does not preclude the employee from having performance issues addressed.

To apply for modified hours, the employee must submit a letter in writing stating what hours of work they are requesting to be at work, including the start and end date. Upon review, the decision will be shared with the employee and follow up letter will be issued, with a copy placed on the employee's personnel file.

POLICY STATEMENT

<u>Section:</u>	Human Resources Practicum Students	<u>Policy #:</u>	HR0041
		<u>Page:</u>	1 of 1

Effective Date: January 25, 2016 **Replaces:** HR0041 – 01/01/2007

Rationale:

The Society endeavors to provide practical and educational placements for students in field related post-secondary programs.

Policy Statement

The Society offers practicum experience for students dependent upon the following:

- a. adequate supervision can be provided
- b. written outline of the student's goals is provided
- c. the practicum doesn't negatively impact programs/services

Current employees will not be placed in the Society for his/her practicum.

No students will receive financial reimbursement for his/her practicum.

Practicum students must comply with personal/academic reference checks, a criminal records check, and a personal interview. All students will adhere to the Society's policies. Practicum students may be subject to disciplinary action, including termination of association, under warranted circumstances.

Practicum students will be required to follow the contract established between Springboard Centre for Adults with Disabilities and the student's academic supervisor.

The Society considers practicum supervision to be a regular part of managerial positions; consequently compensation received for practicums will be retained by the Society.

POLICY STATEMENT

<u>Section:</u>	Human Resources Use of Intoxicating Substances	<u>Policy #:</u>	HR0042
		<u>Page:</u>	1 of 1

Effective Date: January 1, 2007 **Replaces** New

Rationale:

The Society wishes to ensure the safety of all clients and staff.

Policy Statement

Alcohol and other intoxicating substances, illicit or prescribed, will not be permitted in any facility that is implied to be an extension of Springboard Centre for Adults with Disabilities, including events sponsored by the Society.

Any staff member providing services on behalf of the Society that is noticeably intoxicated will be immediately suspended with pay, pending investigation.

POLICY STATEMENT

Section: Human Resources
Volunteers

Policy #: HR0044
Page: 1 of 1

Effective Date: January 1, 2007

Replaces

New

Rationale:

The Society recognizes that volunteers are valuable assets and respects their role within the organization.

Policy Statement

The Society will not utilize volunteers to replace a paid position.

All volunteers will be assessed for their interest area and skills.

All volunteers will sign a confidentiality agreement; undergo a Criminal and Records Check.

All volunteers will be provided an orientation and any training that is required.

A volunteer will never be left alone with clients, will be adequately supervised at all times and not placed at undue risk.

Volunteers can be terminated with one weeks notice or immediately for just cause.

Form: [Oath of Confidentiality](#)
[Practicum Checklist](#)

POLICY STATEMENT

Section: Human Resources
Outside Employment

Policy #: HR0045
Page: 1 of 1

Effective Date: January 1, 2007

Replaces

New

Rationale:

The Society wishes to protect the employees from conflict with their duties at Springboard Centre.

Policy Statement

It is recognized that staff members may desire to be employed outside Springboard Centre. Employees may take such employment, unless the employment:

- a. Causes an actual or apparent conflict of interest
- b. Is performed in such a way as to appear to be an official act of the Society
- c. Unduly interferes with regular duties

- d. Involves the use of Society premises, equipment or supplies unless such use is authorized in writing

In the event that an employee has employment outside the Society, s/he must abide by the following standards:

1. All private business transactions between employees and Society clients are prohibited.
2. Employees may not accept private employment offers from clients or their representatives that arise as a result of their employment with the Society.
3. Employees may not accept referrals to their private business from parties who refer to them for Society services.
4. Absolutely no Society materials or resources may be used to conduct private business.
5. All private business transactions must be conducted outside of work hours.
6. The Society prohibits the use of its name in any employee advertisements for their private practices or businesses.

POLICY STATEMENT

Section: Human Resources
Employee Training and Development

Policy #: HR0046
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0046 – 01/01/2007

Rationale:

The Society considers on-going training and development essential in order to provide the highest quality service for the Society's clients. We encourage our personnel to attend and participate in relevant educational upgrading, in-services, and conference opportunities.

Policy Statement

Employees wishing to participate in employee development opportunities will submit a written request to their supervisor. Every effort will be made to accommodate requests for training. Expenses and time paid will be agreed upon before training occurs.

Employees working directly with clients are required to have the following mandatory training:

- First Aid with a CPR component
- Back Care and Lifting
- Non Violent Crisis Intervention (NVCI/CPI)
- Abuse Protocol
- Foundations (when applicable)
- Class 4 Alberta Operator's License

New employees are required to obtain these requirements within three (3) months of their commencement date. Employees will be responsible for the initial cost of obtaining mandatory training, however the Society will reimburse approved expenses upon successful completion, according to the schedule as outlined in the procedures.

Regularly scheduled increments in salary or wages may be withheld if certifications are not kept current. The Society monitors all mandatory training and will inform the employee when renewal is due.

PROCEDURE

Section: Human Resources
Employee Training and Development

Relates to Policy #: HR0046
Revised: December 9, 2014

Procedure:

Mandatory Job Requirements

Mandatory Job Requirements are any training/certifications/licenses that the Society deems an employee has to obtain. This currently includes.

- First Aid with a CPR component
- Back Care and Lifting
- Non Violent Crisis Intervention (NVCI/CPI)
- Abuse Protocol
- Foundations (when applicable)
- Class 4 License
- Assistant Managers and Managers are required to obtain Medication Administration training

The Society will provide time in lieu for all employees who attend training/required components outside of work hours. Costs are typically paid by the employee and upon successful completion, the employee can submit the receipts with a copy of the certification/license for reimbursement. With every reimbursement there is a service commitment. Please see the section entitled Service Commitment for further details.

Non-mandatory Training, including conferences

Non- mandatory training is defined as any training that the employee has requested to attend.

Obtaining a Class 4 License

The Society will provide time off during work hours for employees to obtain a class 4 License as long as the employee makes arrangements before the date and there are not too many employees already off the floor. The breakdown of provision of time is as follows:

- Medical – 2.5 hours
- Knowledge test – 1.5 hours
- Road Test – 2 hours

Any time exceeding these, will be made up by the employee through use of vacation and/or time in lieu.

The Society will also reimburse the cost of obtaining the class 4 license once it has been obtained and all original receipts have been submitted. An original receipt will detail the cost, what it was for, and the name of the agency the cost occurred at. The Society will pay up to a maximum of \$250 for obtaining the license and will only cover the cost of successful attempts. Reimbursement will occur after van orientation has been completed or the employee has passed probation, whichever comes first.

All staff members that achieve their class 4 license will be given a \$50 bonus upon proof of completion. Each driver will also receive a Safe Driver's Bonus once per year of \$100 for not having an accident or driver concerns. If this does occur, then the date of accident will mark when the bonus comes into effect for the following year.

First Aid/CPR

Health and Safety Standards require that there be one emergency and one standard first aid person on site at all times. All staff have emergency level first aid. The position of Reception and all Assistant Managers will be the designated Standard First Aid people.

Foundations

All new employees that do not have education in the community disability field will be expected to complete the Foundations course over the first eighteen months of employment. The employee will be expected to pay the cost of each module and will be reimbursed upon each module's successful completion. These costs will also factor into the service commitment. See Service Commitment for further details.

Course Drop Out

If an employee drops out of a course paid by the agency within the first month, the employee will be charged a \$50 fee. If there was not an ability to replace that person in the course, the full course cost would be charged to the employee.

Expense Reimbursement for out of town Workshops

Springboard will reimburse meals at the cost of \$50 per day.

Hotel costs and air flight will be negotiated with the agency for reimbursement. These costs will also factor into the service commitment. See Service Commitment for further details.

Tuition Costs (Conferences) and Service Commitment

Springboard Centre will assist all employees in furthering their education when it relates to the work being completed at the centre, provided they have been a permanent employee with the agency for a minimum of one year. However with each cost, the employee must agree to a term of service with the agency or pay a component back. Please see Service Commitment for further details.

In order for an employee to qualify for the tuition cost, the employee must formally submit a request in writing, including how the course(s) will benefit themselves and the agency. Once approved by Springboard Centre, then the employee must submit a course outline of each course they are seeking reimbursement for. Springboard Centre will then determine if the course meets its requirements. If it does, then Springboard Centre will require that the employee submit a receipt for the cost of the course as well as proof of grade (GPA). Springboard Centre will reimburse those approved courses with a grade of 70% or higher (equivalent GPA for that specific educational institute).

An employee can only receive up to a maximum of \$2000 for reimbursement in a one year period (from the date that the first reimbursement occurs). Submissions for reimbursement must occur within 3 months of completing the course.

Service Commitment

For each \$100 that Springboard Centre pays for an employee to attend training/workshops/conferences, the employee must commit to one month of service. This commitment starts the day of the training/workshop, if Springboard Centre is paying for the costs directly, or it starts on the date that the employee was reimbursed for the cost.

If the employee voluntarily leaves employment before the commitment has been satisfied, he/she must reimburse Springboard Centre a portion of the cost, pro-rated to the length of time the commitment has been satisfied.

If the employment is terminated by the employer, any commitment from training/workshops that were deemed mandatory will be forgiven and the employee will not be required to reimburse the Society. However any training that occurred that was not deemed mandatory, must be paid back pro-rated to the amount of service commitment completed.

If the employment is terminated by the employer, and the employer has received receipts and proof of completion on any mandatory training prior to the termination, the employer will reimburse the costs. Any service commitment resulting from this will be forgiven.

POLICY STATEMENT

Section: Human Resources
Employee Recognition

Policy #: HR0047
Page: 1 of 1

Effective Date: January 1, 2007

Replaces New

Rationale:

The Society wishes to acknowledge the contribution of long term employees to the overall success of programs and services.

Policy Statement

The Society will formally recognize long service by providing a token of appreciation to staff members.

PROCEDURE

Section: Human Resources
Employee Recognition

Relates to Policy #: HR0047
Revised: October 27, 2015

Resignation Recognition

- a. 5+ years = staff/client tea and a silver photograph frame engraved with dates of employment
- b. Regular staff for 6 months or more = cake
- c. Student/s hired, under a term contract, cake
- d. Anything less will be a mention at the staff meeting

Life Event Recognition

- Length of service – 5 years = \$25 gift certificate Sports Bag, 10 yrs = \$50 gift certificate and Portfolio Bag; 15 yrs = \$75 gift certificate and engraved pen; 20 yrs = \$100 gift certificate and Clock.
- Funeral = \$50 from Golden Acres for spouse, parents and children.
- Birth = \$50 Gift Certificate for the employee
- Weddings = \$35 gift certificate from home outfitters
- Birthdays = 2.0 hours off paid
- Illness/Hospitalization = 3 days hospitalization or two weeks illness – Bouquet (candy, balloon or flower)
- Citizenship – Day off for court and announcement at Staff meeting.

POLICY STATEMENT

Section: Human Resources
Extended Benefits

Policy #: HR0048
Page: 1 of 1

Effective Date: January 25, 2016

Replaces: HR0048 – 01/01/2007

Rationale:

The Society realizes that employees require benefits beyond basic compensation.

Policy Statement

After three months of continuous employment all permanent employees who work a minimum of 22.5 regularly scheduled hours per week will be eligible for the Society's benefit package. Relief staff are not eligible for the extended benefit package.

The plan includes extended health, dental, long-term disability, life insurance and critical illness.

If the employee is covered by a spousal plan, s/he may opt out of extended health care coverage. Life insurance, critical illness and long-term disability coverage is mandatory.

An employee who is receiving benefits at the time of a medical leave may remain on the benefit package for a period of three (3) months provided that the employee assumes payment for all premiums.

An employee who is receiving benefits at the time of a WCB leave will remain on the benefit package for a period of one (1) month paid by the Society; a subsequent two (2) months may be available provided that the employee assumes payment for all premiums.

An employee who is receiving benefits at the time of a maternity or parental leave may remain on the benefit package for the length of the leave provided that the employee assumes payment for all premiums.

For general leave without pay and benefits, refer to Policy HR0006 – Leave of Absence.

POLICY STATEMENT

Section: Human Resources
Salaries and Wages

Policy #: HR0049
Page: 1 of 1

Effective Date: February 23, 2015

Replaces: HR0049 – 01/01/1997

Rationale:

The Society wishes to ensure fair and equitable wages for all its employees.

Policy Statement

Salaries and wages paid to the employee of the Society are set by the Chief Executive Officer according to specific job categories and an employee's experience and education.

PROCEDURE

Section: Human Resources
Salaries and Wages

Relates to Policy #: HR0049
Revised: February 11, 2015

Salary Enhancements

These may occur at the discretion of the Society.

Calculation

In the event that dollars are allocated for a salary enhancement, the Society will utilize the following procedure to calculate each employee's amount:

- Society will look at the total earnings of the employee for the last three years, taken from the T4 of that year
 - 25% of the earnings from three years ago

- 30% of the earnings from two years ago
- 100% of the earnings from the past year
- A percentage is then compiled with the total earnings of all employees
- Each employee then receives that percentage of the total amount being given as a salary enhancement.
- Employees that do not have any earnings based on their hiring date will receive a base amount per month of employment
- Relief employees will receive a base amount per shift completed in the last three month prior to the salary enhancement being issued.

Eligibility

In order to qualify for the salary enhancement, employees must be:

- Actively employed at Springboard; or,
- Returning in the pay period following the date the monies are issued.
- Relief employees must have done a minimum of 5 shifts in the last three months to qualify

Factors that affect the amount of the bonus received

- Wage
- Length of time with the Society
- Any unpaid time (LOA, WCB, unpaid sick time)
- Position

Staff returning from WCB and extended unpaid leaves (more than 20 business days)

If there has been a grid change during the period of the absence, the employee will be placed on the grid level that is closest to the pay that he/she received prior to the absence, without losing any pay. For example, an employee left at level 6 at a wage of \$17.75. On the new grid Level 5 is now \$17.95 and Level 6 is 18.48, the employee will be placed on level 5 and will move to level 6 when the employee receives their next annual increment.

Relief staff moving into a full or part-time position

An employee that was permanent prior to moving to relief and then came back to a permanent position in less than 18 months will:

1. Receive pay based on where they were previously on the grid (if pay grids have changed, see Staff returning from WCB and extended unpaid leaves)
2. Be placed on benefits immediately, if he/she had completed initial probationary period as a permanent employee
3. Have access to vacation and sick time immediately, if he/she had completed initial probationary period as a permanent employee
4. Have previous time worked as permanent staff and any relief hours worked equated to a full time equivalent, which will establish the anniversary and increment date.

An employee that was permanent prior to moving to relief and then came back to a permanent position after 18 months will be treated as a new hire. Hours worked in the past 18 months will be equated to a full time equivalent to determine remainder of probationary period and increment date.

If an employee has solely been a relief staff for Springboard Centre, the employee will be treated as a new hire. Hours worked in the past 18 months will be equated to a full time equivalent to determine remainder of probationary period and increment date.

POLICY STATEMENT

Section: Human Resources
Incident Reports (Staff Related)

Policy #:
Page:

HR0050
1 of 1

Effective Date: June 1, 2016

Replaces:

New

Rationale:

The Society recognizes that it is important to track all extraordinary situations for the safety of its employees.

Policy Statement

Complete documentation of all extraordinary situations, including injuries and accidents involving staff must be reported to the Chief Executive Officer or designate, within 24 hours accompanied by a properly completed Incident Report Form. All staff injury incident reports are reviewed by the Workplace Wellness Committee. Any suggestions for improvement or action steps will be brought forward to the Leadership team and action plans developed.

Any injury that was obtained while on duty may also be reported to the Alberta's Worker Compensation Board. This will be completed by the Coordinator or designate, within 72 hours of the time that the injury was reported by the employee. All WCB reports are investigated immediately by the Workplace Wellness Committee. Any suggestions for improvement or action steps will be brought forward to the Leadership team and action plans developed.

Any injury or incident that has the potential of causing serious injury to a person shall be reported by the Coordinator or designate to the Director of Inspection of the Occupational Health and Safety Services pursuant to Section 40 of the Occupational Health and Safety Act.

Forms: [Incident Report Form](#)
[WCB Forms](#)

Effective Date: November 1, 2006

Replaces

New

Rationale:

The Society wishes to maintain a safe and comfortable work environment for clients and staff.

Policy Statement

The use of perfumes, perfumed products, and scented decorative items will be prohibited in Springboard Centre unless approved for program use by the designated coordinator.

PROCEDURE

Section: Society Resources
Scent Free

Relates to Policy #: SR0001
Revised: May 30, 2010

Procedure:

Employees will refrain from wearing perfumes and scented products while on duty at Springboard Centre. Employees will refrain from using any kind of scented decorative items at Springboard Centre.

Clients will be discouraged from wearing perfumes and scented products while at Springboard Centre. Scented sunscreens and insect repellents will be phased out as replacement is necessary. Clients will refrain from using any kind of scented decorative items at Springboard Centre

Existing programs that use scented products will phase out the use of those products as replacements become available and necessary. Use of scented products in new programs will occur with approval by the designated coordinator.

Scented Air Fresheners and cleaning products will be phased out of use as alternatives become available and necessary.

POLICY STATEMENT

Section: Society Resources
Use of Society Property

Policy #: SR0003
Page: 1 of 1

Effective Date: June 14, 2016

Replaces: SR0003 – 04/02/2013

Rationale:

The Society wishes to maintain equipment and facilities intended for Society business.

Policy Statement

Springboard Centre for Adults with Disabilities discourages the use of its equipment and facilities for personal use by Springboard employees. Employees must obtain permission from the Chief Executive Officer prior to the personal use of any Springboard Centre property.

Any damage to the Society's property must be reported to the designated Coordinator within 24 hours from the time the damage occurs and/or discovered.

Section: Society Resources
Use of Society Property

Relates to Policy #: SR0003
Revised: June 14, 2016

Procedure:

Agency Cell Phones are for agency business only. All employees that go out into the community should have an agency cell phone on them. Two staff going out together can have one phone to share between them as long as none of the clients with them are apt to run away from the staff.

The only time cell phones will be used for taking pictures will be in the event of an accident of some sort.

The Agency cell phones will be programmed with all the numbers for the other Agency Cell Phones, including On-Call and the Agency's main line. Staff's personal phone numbers should not be programmed in the phones.

POLICY STATEMENT

Section: Society Resources
Break and Entry

Policy #: SR0005
Page: 1 of 1

Effective Date: May 16, 2013

Replaces: SR0005 - Nov 1, 2006

Rationale:

The Society wants to ensure that the facility is protected and secure from theft.

Policy Statement

Springboard Centre maintains an alarm/security system on its premises in order to protect its facility. If the system is activated by a break-in, the police will automatically be notified by our security company.

Any employee first on the scene after a break-in at Springboard Centre for Adults with Disabilities' facility shall:

1. Secure all clients
2. Immediately contact the police (if the silent alarm/security system has not already done so)
3. Avoid handling or moving any objects before the police arrive
4. Contact the Chief Executive Officer
5. Submit an incident report form within 24 hours
6. Contact guardians and caregivers as necessary

The Chief Executive Officer shall notify:

1. The Board of Directors
2. The Landlord(s)
3. Springboard Centre's insurance company
4. PDD Calgary Region Community Board (as applicable)

In the event of an actual break-in during staffed hours, 'heroic action' is to be avoided. Primary consideration is to be given to the safety and well being of the clients and staff. Police are to be contacted with as many details of the incident as possible only once it is safe to do so.

CHARTER OF CONSUMER RIGHTS

AS AN ADULT WITH A DEVELOPMENTAL DISABILITY AND AS A CONSUMER OF SERVICES, I HAVE THE RIGHT TO:

Be treated as an adult human being

- be treated in a fair way
- be treated with respect
- not be teased, called names or hurt in other ways
- have friends
- go out and have fun
- have someone to love
- get married
- have children
- take care of my own money
- have control in my own home

Laws that protect me (like the Canadian Charter of Rights and Freedoms)

- not be discriminated against for things like being female or male, the country my family comes from, my skin colour, my religious beliefs, who I choose to love or my disability
- get fair wages
- get the same things as everyone else who does the same job (for example, coffee and lunch breaks, medical benefits, vacation time and maternity leave)
- get the same medical services and care as other people

Make informed choices and decisions I my life

- make decisions and choices based on my feelings, beliefs and what is important to me
- be told enough things to help me decide (make an informed choice)
- take chances (risks) once I know what might happen
- decide what I do on my own time
- decide what I do with my own things
- decide how I plan for my future (what goals I set and what I want to talk about when I plan)
- choose to live on my own or with others
- decide who comes into my home
- choose the services I use
- have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things
- make mistakes
- change my mind
- decide to stop using a service
- choose when I need support

Support

- get help, if I need it, with things like finding a place to live, making a budget and learning what I need to learn
- have staff and other supporters (like family and friends) who treat me nice (kind, polite and with respect)
- have supporters who are helpful
- not be told off by supporters
- hear good things, not just bad things, about myself from supporters
- have enough money from the government to buy the services and support I need
- get help with making decisions (from my guardian and others), if I need it
- get help with taking care of money (from my trustee and others), if I need it
- have a say even if I need help making decisions

Speak for myself and to be listened to

- speak my mind and give my opinions
- talk about my rights
- show my feelings
- make complaints if I am not happy
- say “no”

- disagree with people
- have people listen to me when I talk
- have people try to understand me

Access

- get services in my community
- have good special (accessible) transportation, if I need it
- use seating for people with a disability on regular transportation, if I need it
- get around easier if I use a wheelchair (for example, ramps, curb cuts)
- be part of and have access to the community (things like jobs and recreation)
- go to school and to get the training I need to learn new things

Privacy

- spend time alone, if I want
- have people get my O.K. to go into my locker at work
- use the telephone without someone listening to what I am saying
- have the choice of going out without telling others where I am going
- have things my doctor knows about me be kept between us, unless I need help to understand

Safety and protection

- feel safe when I use services
- feel safe when I am out in the community
- not be hurt, attacked or have my things taken from me
- learn how to take care of myself

Good services

- have service providers I can count on
- be helped when it's my turn in line
- be given the same service as everyone else
- ask questions if I need to know more
- get a different doctor if I want
- ask another doctor to check what my doctor said (get a second opinion)
- have doctors and dentist explain to me (not just my parents, staff and others) why I need to have something done, what it will cost and what will happen if I get it done
- say "no" to medical care once I know what will happen if I say "no"

I ALSO KNOW THAT EVERYONE ELSE HAS RIGHTS, SO I WILL

- not do things that take away other people's rights
- treat other people the way I want to be treated
- be a responsible adult

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