**Policy # FCSS-0038.14**

**FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)**

**RIMBEY COMMUNITY HOME HELP SERVICES (RCHHS)**

**POLICY**

**NAME: RIGHTS AND RESPONSIBILITIES OF STAFF**

**DEPARTMENT: ADMINISTRATION**

**EFFECTIVE DATE: MAY 21, 2014**

FCSS/RCHHS STAFF have the right to:

1. Safe work conditions.
2. Be treated with respect.
3. Receive appropriate training and orientation.
4. Supervision by qualified team leader.
5. Express grievances when dissatisfied and have explanation of agency conflict resolution in process.
6. Receive fair treatment from the agency;
7. Know the plan for their work & task schedules.
8. Have access to safe tools and equipment to do their work.
9. Know the current pay grid and method for advancement.
10. Know and understand their scope and limitations of services.
11. Know hours agency is open and how to contact agency.
12. Access to professionals in the field or program you work in.
13. Be notified of any changes to care plans prior to arriving at work.
14. Have access to learning opportunities.
15. Contribute to agency growth and expansion.
16. Work in a fair and supportive environment.
17. Be protected from client and family contact outside of work.
18. Be protected from verbal, physical abuse and sexual advances while at work.
19. Request clients do not smoke; partake of alcohol or drugs prior or during their visit.

FCSS/RCHHS STAFF have the responsibility to:

1. Notify their supervisor of any changes regarding their availability to work 48 hours in advance of their scheduled shifts.
2. Keep current certificates, vehicle insurance, CRC, performance evaluations on file.
3. Protect their reputation by always behaving in a manner that reflects professionalism and integrity.
4. Present in clean, tidy, presentable fashion at all times.
5. Prepare for, read and understand the assignments and care plan.
6. Report to supervisor any problems.
7. Check in with supervisor by 3:30 the day of your shift for any updates or changes.
8. Submit timesheets daily, weekly by Friday at 3 p.m. and by 3 p.m. the last day of the month.
9. Request advances in writing by the 10th of the month up to 65% of funds earned to date in that month.
10. Report any changes or concerns of service recipients to supervisor immediately.
11. Report incidents in writing within 24 hours of event.
12. Keep healthy both physically and mentally, know when you need a break.
13. Know and abide by all agency policy and procedures.
14. Attend learning opportunities.
15. Contribute to agency growth and expansion.
16. Protect the reputation and integrity of the agency.
17. End relationships with clients once care has ceased.
18. Be respectful of relationships and personal boundaries.
19. Not engage in unethical or questionable relationships with clients or their families.
20. Not make contact with clients outside of work assignments.
21. Follow the care plan and ensure you have recorded exactly what you have done and not check off items that you did not do. (Don’t follow the checks above or beside, read each care plan item and ensure you understand and have performed the correct task.

Failure to comply with these rights and responsibilities may result in verbal, written reprimand or termination of employment.

Revised/Reviewed Date: ***May 30, 2019***

This policy shall be reviewed at the discretion of the Board but at least annually.