



Spectrum Employee News

June 2013

Leadership Planning at Spectrum

We often get feedback on the excellent quality of our leadership team. Spectrum's coordinators and program managers take the mission, mandate and vision of our organization and translate it into action, every day, with teams of people all over the lower mainland who are supporting individuals and families with very diverse needs. The highly individualized nature of our services means that front line staff are often working on their own. Strong leadership not only ensures the best possible services to those we support, it also ensures that our staff get the support they need and that they stay connected to their colleagues, team members and Spectrum as a whole.

Our current strategic plan (2010-13) focuses on building and empowering personal networks that support the leadership of individuals and those closest to them – family, friends, significant others. How do our traditional notions of leadership align with this vision, and how might we need to shift our thinking about the role of those in leadership positions, if the point is to support people to be leading their own lives? How many leaders do we need? These are some of the questions we've been exploring.

In April 2013, the number of people served by Spectrum dropped by about 20% with the loss of Acquired Brain Injury contracts from the Fraser Health region due to the re-tendering of those services to one regional provider. The number of people served by Spectrum is currently about the same as it was in 2007, but the number of people in leadership positions at Spectrum has increased by about 40%. This increase reflected a trend in recent years toward managers supporting fewer people and working more line shifts, and has resulted in administrative costs exceeding the available funding. We will be clarifying our vision for these manager positions, together with individuals, families, staff and other stakeholders over the next year as we develop Spectrum's strategic plan for 2014-17. One thing is clear: the current structure is not sustainable.

In May, we began a review of Spectrum's leadership, to assess what's working well and where the gaps are currently. We met with all of the managers and coordinators to begin this discussion and to introduce some proposed changes to how we define leadership positions





and allocate hours and wages to these positions. These changes were reviewed by the policy committee, circulated for all staff to give feedback on, and have now been approved by Spectrum's Board. Some of the key changes are:

1. Managers working line shifts – historically, managers worked about 50% of their time on administrative duties and 50% providing direct support to individuals. That ratio has become widely varied across positions, with some managers now working 100% admin and others working 10% admin and 90% direct support, but all being paid the same rate. The revised policy provides a guideline for manager positions going forward, including limiting the number of direct support hours that will be paid at the manager rate.
2. As we revisited the concept of a “Key Worker” we realized that currently the majority of persons served do not have key workers, and so our practice is different from the stated policy that everyone has a key worker. While existing key workers will continue in their current roles, in any upcoming transitions for staff, teams or the individual, the need for them to have a key worker will be reviewed.

Our goal with these changes is to ensure more equitable workloads and pay across similar positions, and to make sure we're utilizing the capacity of Spectrum's leaders to support both the needs of those we serve and the needs of the organization for effective and efficient leadership, while recognizing the work of great teams who are often carrying out the choices of the person they are supporting, with the kind of accountability that we all strive for. Thanks!

For more information on these policy revisions, and to view the complete list of Spectrum policies, click here:

<http://www.spectrumsociety.org> -> Join Our Team -> Policies & Procedures



Aaron, Susan and Ernie



Spectrum Email

If you haven't accessed your Spectrum email account yet, contact personnel@spectrumsociety.org. It's important that your Spectrum email be used when corresponding about all Spectrum related topics.

If you have your Spectrum email info but haven't yet activated your account, go to www.spectrumsociety.org → Webmail Access (linked below).

Health & Safety Committee Updates – June 2013!

We are pleased to announce and welcome **Jodi Bell** and **Geraldine Cadaoas** to the Health and Safety Committee! They join Naomi Holmes, Rachel Suri and Mary Vanwells at monthly meetings to discuss strategies to keep employees safe at work.

Voice your questions, concerns or issues regarding Health & Safety procedures or unsafe working conditions to Spectrum's Health and Safety Committee by emailing us at: safety@spectrumsociety.org

How do I find out more about Spectrum's Health and Safety Committee?

Visit Spectrum's homepage, click on 'Human Resources' and then click 'Health & Safety' on the menu to the left. View announcements, informational links, meeting minutes, upcoming events, contact information, and much more!



Keeping Cool in the Summer Heat!

June 21st marks the first day of Summer!

It's important to stay cool in the summer heat in order to avoid dehydration and overheating, which can cause heat exhaustion or heatstroke.

The following are some tips to help you stay cool this Summer.



Stay Cool

- Stay inside or in the coolest place possible.
- Close the curtains in rooms that get a lot of sun.
- Take cool showers or baths and splash yourself several times a day with cold water, particularly your face and neck.

Drink Fluids Regularly

- Drink fluids regularly even if you're not thirsty - - water is the best.
- Try to eat more cold food particularly salads and fruit which contain water.

Applying sun tan lotion with a minimum SPF of 30 and wearing a hat are some other great ways to protect yourself in the sun! Contact your doctor, pharmacist or HealthLink BC (811) if you are worried about your health during a heatwave, especially if you are taking medication or have any unusual symptoms.

Injury Reporting

Below is some information about when and how to report an injury incurred while working as per WorkSafeBC's policy.

• When to Report an Injury

A reportable injury is an injury arising out of and in the course of employment, or which is claimed by the worker to have arisen out of and in the course of employment, where one of the following conditions is present or subsequently occurs:

- The worker loses consciousness following the injury.
- The worker is transported or directed by a first aid attendant or other employer representative to a hospital or other place of medical treatment, or is recommended by such persons to go to such place.
- The injury is one that obviously requires medical treatment.
- The worker has received medical treatment for the injury.
- The worker is unable or claims to be unable by reason of the injury to return to his or her usual job function on any working day subsequent to the day of injury.





- The injury or accident resulted or is claimed to have resulted in the breakage of an artificial member, eyeglasses, dentures or a hearing aid.
- The worker or WorkSafeBC has requested that an employer's report be sent.

Where none of the conditions listed above are present, an injury is a minor injury and not required to be reported to WorkSafeBC unless one of those conditions subsequently occurs. However, it is important to report EVERY injury to your manager/coordinator, to ensure that all necessary precautions are being taken to prevent further injury going forward.

How to Report an Injury

- Report your injury to your employer as soon as possible.
- Seek medical attention for your injury. If you need an ambulance or transportation from your workplace to your doctor's office or the hospital, your employer is required to pay those costs. Be sure to tell your doctor that your injury is work related.
- Report your injury to WorkSafeBC as soon as possible. If you miss work as a result of your injury, please call our Teleclaim Contact Centre (1 888 967-5377). If a WorkSafeBC staff member asks you to complete a Worker's incident and injury report or an Application for Compensation and Report of Injury or Occupational Disease (Form 6) at any time it is important that you do so and submit it as soon as possible.



Alternatively, instead of having your doctor complete the above WorkSafe forms, you can complete Spectrum's Employee Injury/Accident Report form.

The form can be found on Spectrum's website within Human Resources → Forms:
<http://spechome.sharevision.ca/OHS/SharedDocuments/EmployeeInjuryReportForm.pdf>

The completed form then gets sent to the Disability Management Institute (DMI) who then communicates on behalf of Spectrum with WorkSafe and the injured employee.



Have a Health and Safety Issue You Would Like to Report?

Voice your questions, concerns or issues regarding Health & Safety procedures or unsafe working conditions to Spectrum's Health and Safety Committee by emailing us at:
safety@spectrumsociety.org