



Spectrum Society

FOR COMMUNITY LIVING

POLICY & PROCEDURES MEETING

MAY 25, 2020



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REASONS FOR CHANGES

- Staff and people we support make suggestions for improvements
- Governments change laws and regulations
- Health & Safety Committee suggests changes
- CARF changes accreditation standards
- Debrief of Incidents leads to recommendations for change

PERSONNEL POLICIES: – CODE OF CONDUCT



- Expanded clause on conflicts of interest to include steps for reporting an alleged conflict of interest.
- Added to section on bullying and harassment statement that bullying and harassment are not acceptable and will not be tolerated, and that the bullying and harassment policy will be reviewed annually as required by WorkSafe.
- Added clauses on staff use of drugs and alcohol from Policy #15. Expanded clause on staff taking prescribed treatments that could impair their job performance to say that staff will report to HR (not the supervisor) and that HR will review the employee's ability to safely perform their job.

PERSONNEL POLICIES: P03:WORKFORCE COMPOSITION



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- Personnel Policy #3 – Classes of Employees – Renamed Workforce Composition
 - Aligns with new CARF Standards
 - Added introductory clause describing the composition of Spectrum’s workforce.
 - Removed “probationary employee” clause (repeated in Personnel Policy #6 – Probationary Period).

PERSONNEL POLICIES: P04: REQUIREMENTS FOR EMPLOYMENT



- Remove clause about reimbursing employees for expenses incurred in meeting the requirements for employment to align with other related policies.
- Added “by the province” to fingerprinting clause, to clarify that this would be required by the province and not by Spectrum if applicable.
- Added to clause on Class 4 license that the Society will reimburse up to \$150 for Class 4 renewal if a Class 4 license is a requirement of employment.
- Expanded clause on Non-Canadian Status to say work permits that state restrictions in Healthcare will not be considered for employment until the necessary steps are taken by the person to remove this restriction.

PERSONNEL POLICIES:
P05: JOB DESCRIPTION



- Replaced clause on live-in roommates with salaried caregiver description.
- Added clause – all job descriptions and employment contracts will follow the approved format and be reviewed by HR.

PERSONNEL POLICIES: P08: PAYMENT OF WAGES



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- Added new wage grid – effective April 2020.

Position	Start	1,500 hours	3,000 hours	4,500 hours
Asleep Night	14.60/hr	14.70/hr	14.80/hr	14.90/hr
Awake Night	15.95/hr	16.95/hr	17.70/hr	18.50/hr
CSW	19.00/hr	19.75/hr	20.50/hr	21.50/hr
Manager	23.50/hr	24.25/hr	25.25/hr	26.25/hr

- Low Wage Redress – Recruitment and Retention
- Clarified description of Key Worker role.
- Pandemic Pay

PERSONNEL POLICIES: P09: HEALTH AND WELFARE BENEFITS



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- Removed description of MSP premiums, which were discontinued December 31, 2019 and replaced by an employer health tax.
- Replaced summary of contribution rates with link to Guide for Plan Members on MPP website (which includes current contribution rates).
- Addition of Virtual Doctor Appointments (May 1, 2020)
- Notice of premium rebate – 50% reduction in dental premium for April, May 2020 due to closure of dental offices

PERSONNEL POLICIES: PI0: EMPLOYEE SAFETY



- Expanded clause on communicable diseases to include that Spectrum adheres to government guidelines regarding the prevention and reporting of communicable diseases, and that employees will follow any guidelines set by government or health authorities in the event of an outbreak.

PERSONNEL POLICIES: PI I: HOURS OF WORK



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- Expanded clause on working extra hours to clarify overtime / non-overtime.
 - Employees who choose to work additional relief hours will be paid at their current hourly rate. These additional shifts are not considered overtime.
 - Employees who are required to extend their hours of work or come in to work on their days off due to a shortage of staff or other emergency may be paid overtime with prior approval of the supervisor.
- Added clause on working from home.
 - Approval in advance, safety considerations, securing private information, monitoring

PERSONNEL POLICIES: PI 2: STATUTORY HOLIDAYS



- Added clause – supervisory and administrative personnel will take statutory holidays off, unless otherwise approved
- Added clause – coordinator will review and approve staffing levels to be maintained on statutory holidays, based on program needs and budget

PERSONNEL POLICIES:
PI 4: STAFF ACCOMPANYING ON VACATIONS



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- Clarified that for staff supporting an individual who has funded 24-hour hourly support, pay will be consistent with the typical scheduled hours of support.

PERSONNEL POLICIES: P21, P22: MATERNITY AND PARENTAL LEAVE



- Personnel Policy 21 – Maternity Leave
 - Added clause stating it is the employee’s responsibility to confirm their eligibility for Employment Insurance maternity benefits and to apply for benefits.
 - Added link to Government of Canada website (maternity benefits page).
- Personnel Policy 22 – Parental Leave
 - Added clause stating it is the employee’s responsibility to confirm their eligibility for Employment Insurance parental benefits and to apply for benefits.
 - Added link to Government of Canada website (parental benefits page).

PERSONNEL POLICIES: P29: PROGRESSIVE DISCIPLINE



- Expanded clause on suspension to state that the Executive Director will be involved in any decision to suspend an employee.
- Replaced “discharge” with “termination” and clarified that the Executive Director will approve any decision to terminate employment.

PERSONNEL POLICIES: P32: EMPLOYEE ASSISTANCE



This clause is being deleted

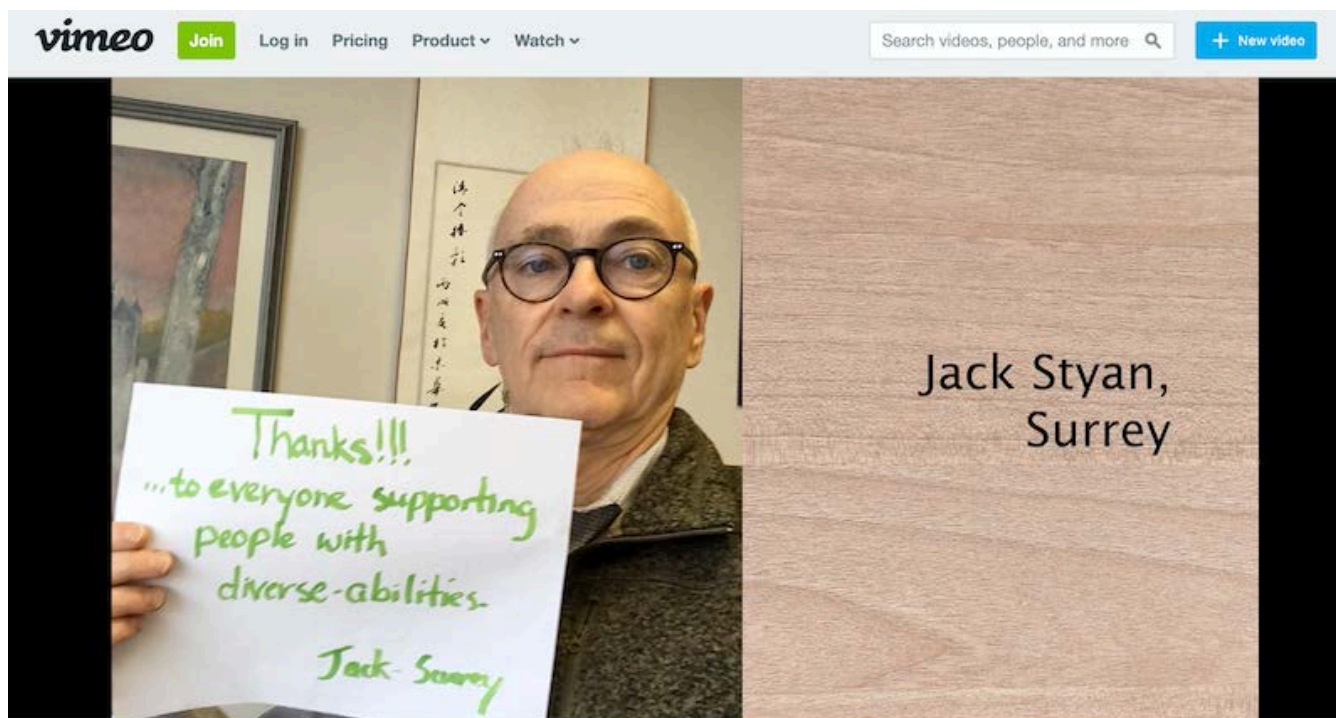
- Clause on employee assistance plan is repeated in other policies
- Clauses relating to employees with life threatening illness contradict policies stating that employees should not come to work if they are ill. If the illness is not contagious, then human rights legislation prohibits discrimination on the basis of health conditions. Adherence to human rights legislation is covered in the Code of Conduct.

PERSONNEL POLICIES: P36: SUCCESSION PLANNING - NEW



- Succession planning identifies which employees within the organization could move into key positions and considers how to develop employees to fill leadership positions. Succession planning includes consideration of the long term leadership requirements of the organization, as well as the stability of the organization during short-term emergencies.
- A Succession Plan will be developed and approved by the Board of Directors and reviewed annually.

CLBC APPRECIATION FOR
SUPPORT WORKERS
[HTTPS://VIMEO.COM/414053109](https://vimeo.com/414053109)



Thank You Support Workers - A message from CLBC staff

More from Community Living BC

Autoplay next video

SPECTRUM POLICIES: POLICY 00.2 PRIVACY POLICY



- Added to clause on retention of employee information: Information pertaining to complaints and investigations will be retained for 7 years.

SPECTRUM POLICIES: POLICY 3 STRATEGIC PLANNING



- Added business functions to the performance measures for the annual Outcomes Report.
- Policy 3.1 – Quality Assurance – NEW – In Progress
 - New policy outlining Spectrum’s quality assurance framework, including description of the performance measurement and management system.

SPECTRUM POLICIES: POLICY 9 – LEVELS OF SUPPORT AND SUPERVISION



- Added clause – any changes to support or supervision requirements will be reviewed by the coordinator and documented on the Service Plan.
- Added clause – individuals requiring mobility or physical support, or assistance with personal care, will have written guidelines in place; any changes to guidelines to be reviewed by the supervisor before being implemented.

Policy 10 – Bathing and Personal Care Guidelines

- Added clause on asking permission before assisting with personal care and following the individual's lead as much as possible.

SPECTRUM POLICIES: POLICY 12 – PERSONAL FUNDS



- Expanded section on accountability for personal funds to include documenting this in the Service Plan.
- Added to clause on managing personal funds that the Society will have written guidelines to address how funds will be returned to the person upon transition / exit.
- Added to clause on supporting individuals to manage their own personal funds that the person or their legal representative will take the lead and be personally involved in any financial transactions.
- Added to clause on supporting individuals to manage their own personal funds that Spectrum personnel are not permitted to receive, deposit, withdraw or hold onto funds on behalf of an individual without approval of the person or their legal representative, and a Director.

SPECTRUM POLICIES: POLICY 13 – PETTY CASH



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- Added detail about electronic submission of receipts and reimbursement.

Policy 15 – Drugs and Alcohol

- Removed clauses on staff use of drugs and alcohol (moved to Code of Conduct).

Policy 18 – Conflict Resolution

- Expanded conflict resolution steps to include contacting HR or a Director if you feel your concerns have not been resolved after following the steps outlined.

SPECTRUM POLICIES: POLICY 25 – CRITICAL INCIDENT REPORTING



- Clarified reporting responsibilities for staff, supervisor and coordinator.
- Expanded clause on follow-up of CIRs to include debrief with Mandt trainer Susan Wilson for any incidents involving injury to an individual, staff or caregiver.

SPECTRUM POLICIES: POLICY 28 – ABUSE



- Expanded clause on reporting allegations of abuse to include that the supervisor will immediately report any allegations to the Executive Director.
- New clause states that the Executive Director will determine who should speak to the alleged abuser and victim, or any third party, about the allegation. No-one should speak to the alleged abuser or victim, or to any third party, about the allegation unless directed to do so by the Executive Director.

SPECTRUM POLICIES: POLICY 30 – PREVENTION OF COMMUNICABLE DISEASE



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- Added clause – an employee or individual who has or may have a communicable disease should stay home until cleared by a doctor to resume work or other activities.
- Added clause – employees will be provided with PPE and appropriate training if they are supporting someone who is known to have a communicable disease.
- Added section on Covid-19 and link to Exposure Control Plan.

SPECTRUM POLICIES: POLICY 31 – UNIVERSAL PRECAUTIONS



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- Changed handwashing instruction from 30-60 seconds to 20 seconds.
- Updated section on masks to include wearing masks when in very close personal contact or supporting someone who is showing signs of potentially infectious illness (fever, new or persistent cough).
- Added instructions for putting on / taking off gloves and masks.
- Replaced bleach with disinfectant solution (eg. Clorox, Lysol) for cleaning bathrooms.

SPECTRUM POLICIES: POLICY 33 - MEDICATIONS



- Replaced Community Housing residences with staffed residences for clauses on carding, self-administration and storage of medications.
- Replaced annual review of medications with regular monitoring of medications by the individual's physician or prescribing practitioner.

SPECTRUM POLICIES: POLICY 34 – EMERGENCY PREPAREDNESS



- Removed list of non-emergency phone numbers and replaced with link to E-Comm website.
- Added clause on emergency preparedness for sites that are not owned or operated by the Society.

Policy 35 – Missing Person

- Replaced clauses on calling other Spectrum residences with calling the supervisor, emergency cell or Spectrum office for assistance with searching for a missing person.

SPECTRUM POLICIES: POLICY 36 – SUPPORTING INDIVIDUALS WHO ARE ILL



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- Removed “if they wish to” from this sentence:
 - For minor illnesses (colds, flu, headaches), individuals will be supported to stay home from work or other activities, ~~if they wish to.~~
- Replaced Nurselink with HealthLink – 811.



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**SPECTRUM POLICIES:
POLICY 40.1 –
FLOOD**

- Added to list of flood prevention tips: Install leak detectors, water sensors or automatic shut-off valves



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SPECTRUM POLICIES AND PROCEDURES

- Thank you for your suggestions for keeping our policies clear and simple, while supporting quality services.