



Kootenay Society for Community Living

EMPLOYEE HANDBOOK - UNION

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SECTION 1

Our History

KSCL started as a parent initiative in the 1950's and was later incorporated in 1976. In the late 70's, parents advocated and started the Silverbirch school, which was later transferred to the school district in 1978. In the early 80's, KSCL, with financial assistance from BC Housing, purchased 2 homes, Prince and Silverbirch. Both homes had 4 residents that had come from the closing institutions (Tranquille in Kamloops and Woodlands in Vancouver) and from local families. By the 90's KSCL started their existing day program, now called Community Options. The 2 homes and day program are still in operation today. Today, KSCL currently runs residential homes, day programs and also administers home share contracts in Castlegar, Nelson, Grand Forks, Trail, Creston and throughout the West Kootenay.

Our Programs

Residential Services

Staffed Residential Services: Each home is operated by KSCL and support is provided by staff 24 hours a day. The program is designed to maximize their independence and participate as fully as possible in their home and in the community.

Supported Living: A residential option where individuals living independently in the community with assistance in daily living. The individual controls the home through ownership, lease, or rental. There is hourly support through 1:1 staffing.

Shared Living – Home Share: A residential option in which individuals share a home with someone who is contracted to provide ongoing support. The home is the primary residence of both the individual being supported and the person offering support.

Adult Services

Adult Day Program: A program for adults eighteen years of age and older that includes life skills, community access, volunteering, recreation and leisure at multiple sites in their communities. This service can include 1:1 services or group.

Adult Social Group: Self-Advocates plan weekly social activities and community events.

Youth Services

Youth Program: A recreational program that promotes life skills development, community inclusion and individualized programming for children and teens between the ages of 12-18 years of age.

Employment Services

Employ Me!: Employment Services provides opportunities for individuals to obtain real work for real pay. Services include job development, jobsite training and job supports.

Family Services

Family Support Program that is a community and home-based program with the goal to develop a support system that is based upon the strengths and needs of the families.

Respite

Respite provides families with a break from the challenges of caregiving. Families can use this service in the manner that best suits their unique circumstances. The service may be delivered in the family home, the home of a respite provider, or within the community.

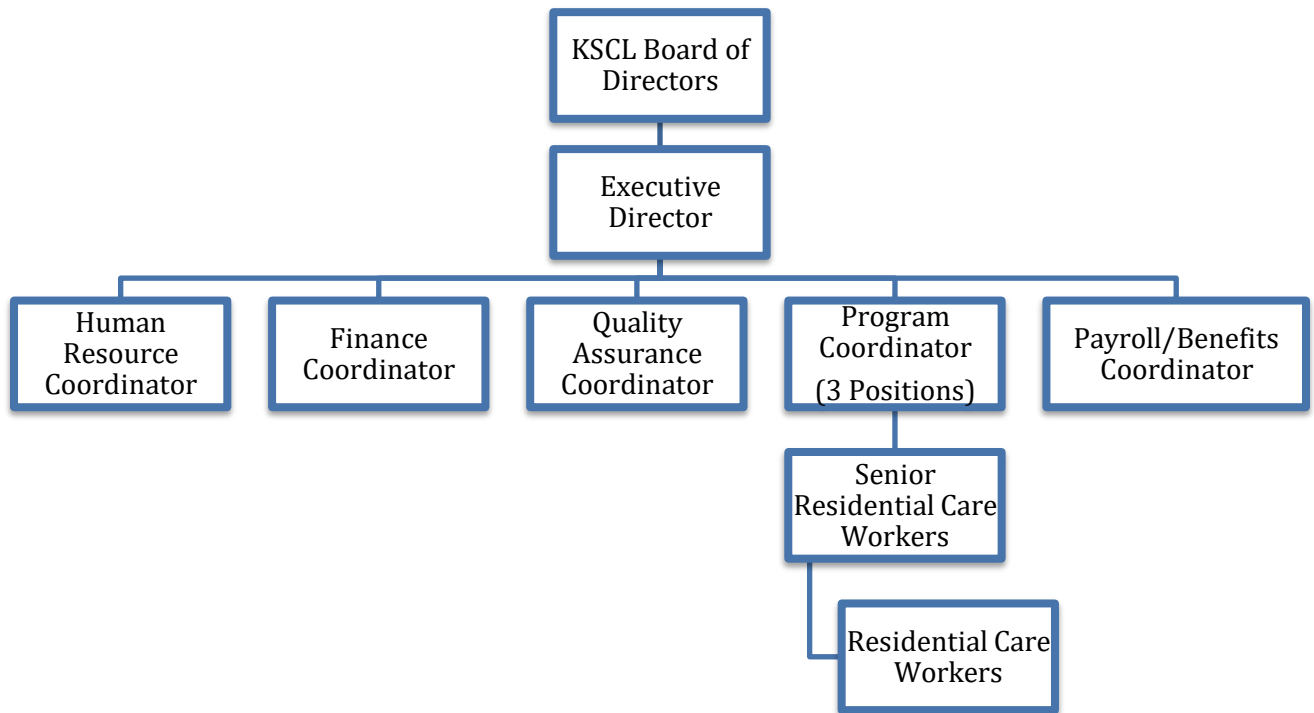


Our Vision, Mission and Values

The Strategic plan is aligned with KSCL’s Vision, Mission and Values to ensure the proposed actions move KSCL closer to realizing our Vision and are compatible with it’s Mission.

VISION	MISSION STATEMENT	VALUES
What do we intend to achieve?	How will we achieve our vision?	What will guide our actions?
Be the leading inclusive service provider in Community Living	We will give support, advocate, and provide services for people which empower them to make choices and be included in their Community	<ul style="list-style-type: none">• We involve individuals & their family in service/program planning.• We welcome and respect everyone’s involvement.• We are responsive to person’s unique strengths, needs, desires, dreams.• We recognize all individual have the ability & potential to grow & develop.• We focus on teaching skills and knowledge to guide individuals to be independent.

How We are Organized



Managerial Roles at KSCL

The following job descriptions are only very general guidelines and duties can overflow from one role to another - cooperation between all employees is the key.

The Executive Director has operational responsibility for the services provided by KSCL. The E.D. is accountable for all facets of all programs and to oversee in accordance with the philosophy and goals of the Board. Responsibilities include: quality of service delivery, budget control, resource management and the relationships which KSCL has with all stakeholders.

The Program Coordinators are responsible for their assigned departments & those employees specifically. In addition, they are required to develop and maintain good external relations with health care professionals, government agencies, community employers and planners, general contractors, suppliers, and other related agencies. By their support of the SRCWs, the Coordinators are essential to ensuring the realization of the personally identified goals of the individuals through planning with the staff, individual(s) and their network. They are a key to ensuring the beliefs, values and philosophy of the KSCL are understood and used to guide KSCL operations throughout their area of responsibility.

The Human Resource Coordinator is responsible for hiring, training, and the development of all KSCL employees based on identified needs from the Program Coordinator and the Executive Director. In addition, they manage all employee absences (WCB, sick, paid/unpaid etc.) and are involved in any necessary counselling or corrective actions.

The Quality Assurance Coordinator is responsible for maintaining records, documentation and systems. Surveys, CARF updates, Collective Agreement changes, website maintenance, newsletters etc. are all implemented and maintained by the Quality Assurance Coordinator.

The Finance Coordinator is responsible for all financial transactions including accounts payable, receivable, invoicing and budget variances. The Finance Coordinator will reimburse employee expenses not covered at a site. (i.e. mileage, insurance upgrades etc). The Finance Coordinator is also in charge of all KSCL technology (i.e. computers, cell phones etc.).

The Payroll & Benefits Coordinator is responsible for payroll, benefit administration and maintaining employee files. All compensation questions regarding hours or earnings on a pay cheque are to be directed to the Payroll Coordinator.

The KSCL Board of Directors consists of up to 10 members, which includes a President, Vice-President, Treasurer, Secretary and other Directors. Board members are elected by the KSCL Membership at the annual general meeting each June. The Board meets regularly with the E.D. to provide governance of KSCL.

Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) is an independent, non-profit organization that reviews and grants accreditation services nationally and internationally. The CARF standards are rigorous, so those services that meet these standards are among the best available. KSCL satisfies each of the CARF Accreditation conditions, demonstrates substantial conformance to the standards, and uses continuous quality improvement practices.

In November 2017 CARF awarded Kootenay Society for Community Living a 3-year accreditation in the following program(s)/service(s):

1. Community Employment Services: Employment Services
2. Community Employment Services: Job Development
3. Community Housing
4. Community Integration
5. Employee Development Services
6. Family Services
7. Host Family/Shared Living Services
8. Services for Children and Youth: Childhood Adolescent Services
9. Governance Standards Applied



SECTION 2

Requirements of Employment: Joining KSCL and Maintaining Employment

When you join the Kootenay Society for Community Living Team our goal is to make you feel as welcome as possible. As an employee, there is a lot of information given to you when you first arrive, so in this section we will try to explain things as much as we can.

We would like to support our employees to give them the best experience possible. We also want to encourage you to give us as much feedback as possible to help make the agency be the best that it can be.

Orientation Meeting

Once you have been hired you will receive a new hire package. You will then be contacted by the Human Resource Coordinator to attend an Orientation meeting at the Administrative Office. At this meeting we will go over:

- Information about what KSCL offers you immediately upon your hire. This includes training, wage information etc.
- Payroll documentation including: New Employee Form, an email address, TD-1 Forms, and a voided cheque or a printout from your bank so direct deposit can be arranged.
- The Initial Orientation Form in which we will discuss everything from the History of KSCL to OH&S information.
- Your membership into the Union - CUPE Local 3999. We will discuss who the local Union Representative(s) is/are and how you can reach them.

Employee Documentation/Certification

KSCL adheres to the *Community Care and Assisted Living Act and Residential Care Regulations* regarding employee documentation. This, along with KSCL standards, comprises:

Violence Prevention Training

KSCL requires either a current MANDT Certificate or Non-Violent Crisis Intervention Training. If upon hiring you do not have either, you will be required to complete the on-line Violence Prevention Modules offered in the following link through Interior Health:

<https://www.interiorhealth.ca/sites/Partners/WHResources/Pages/ViolencePrevention.aspx>

MANDT Training

KSCL requires all employees to have MANDT training. KSCL has an in-house MANDT trainer, so the course is provided to all employees at no cost.

If, upon hiring, you do not have the proper MANDT certificate or if it is not current, it will be your responsibility to get the initial certification; KSCL will not pay your time to take the course. If you have the correct and current MANDT certification KSCL will reimburse you for your time to attend the course.

Criminal Record Search Certification and Re-Certification Requirements

KSCL complies with the funder's *Criminal Record Check Policy: Service Delivery*. This policy requires that anyone working with vulnerable adults directly, or who has, or may potentially have, unsupervised access to vulnerable adults through their work, be cleared for such work based on a criminal record check through the Ministry of Public Safety and Solicitor General (MPSSG). Under this policy, if an employee or potential employee refuses to complete a criminal record check or the

required re-check they cannot be permitted to work with or have unsupervised access to vulnerable adults. KSCL cannot hire you unless we have clearance through the MPSSG.

Criminal Record Check Procedure

You will be asked to fill out the Criminal Record check form and will have to sign it. You will then give the form to the KSCL office – not to the RCMP. The cost of the form will be your responsibility. Once cleared, you will be asked to remit the form every 5 years'. If you do not consent to the initial check or to the re-check you will not be hired or you will be terminated. KSCL must comply with the law.

Having a record related to one of the listed offences does not automatically mean you will not be allowed to work at KSCL. The adjudicator will determine the risk based on a full review of the circumstances. If, however, MPSSG makes a determination of "risk", then you cannot work at KSCL.

It is your responsibility to inform KSCL of any changes to your criminal record that may happen during your employment.

Physician's Declaration/Medical Information

In your new hire package that you received is a Physician's Declaration. The completed form must be received prior to beginning your employment. A record of applicable vaccinations received must also be included. You are responsible for any costs incurred.

First Aid Certificates

KSCL requires the "Emergency First Aid – Community Care" course offered through St. John Ambulance; "Standard First Aid with CPR C" course offered through Red Cross; or an approved equivalent.

If, upon hiring, you do not have the proper certificate or if it is not current, it will be your responsibility to get the initial certification; KSCL will not pay your time or cost of the certificate. If you are hired with the correct and current certification KSCL will reimburse you for 100% of the cost of the renewal course and you will be paid for your time to attend the course.

The Human Resource Coordinator reviews all certificate expirations each month. We will send you an email confirming that your Certificate is set to expire and will give you dates that we are hosting renewals at the office. We will endeavor to give you as much notice as possible, but it is ultimately your responsibility to make sure all certificates remain current.

If you fail the course, you will be responsible for all costs of repeating the program.

TB Clearance

A negative TB test is a required for employment. Any cost in obtaining this test is your responsibility.

Food Safety Training

Licensing requires all employees at KSCL to participate in Food Safety training. While the Foodsafe Certification Program is ideal, it is not the only program that KSCL recognizes. If your current Foodsafe certificate is expiring, please connect with the Human Resource Coordinator to complete an online educational program.

Driver's License

All staff that drives KSCL vehicles must have a valid driver's license. Class 4 licenses are required for all locations.

If you hold a Class 5 license, you can start the Class 4 license process. You generally have a twelve month grace period from your hire date and/or a 3 month grace period when your status changes (i.e. you obtain a permanent or temporary position) to submit a copy of your Unrestricted Class 4 license to the Human Resource Coordinator. KSCL understands that obtaining the license is a difficult process, the tests leave little margin for error, and preparation and study are needed. We also understand that booking a road test can require a wait period. Given these considerations, we recommend you begin the process as soon as you can and communicate to the Human Resource Coordinator your progress and efforts toward license completion.

Upon successful completion of the written test you receive an Interim "Learners" license. Upon successful completion of the road test and medical form, you receive a Permanent "photo" license. Please give the Office copies of both the Interim and the Photo licenses. You will be responsible for all costs associated with obtaining the initial Class 4 Driver's License.

License Completion Follow-up

It is your responsibility to make sure that your employee file is kept up to date including photocopies of renewed driver's licenses.

License Renewals

Class 5 - When your Class 5 license expires, it is your responsibility to renew your license. You will need to bring a copy of the renewed license as soon as possible

Class 4- When your Class 4 license expires, it is your responsibility as a KSCL employee to renew your license.

Through Motor Vehicles, there is an age medical examination schedule that is required for Class 4 drivers:

- at time of application,
- every 5 years for drivers 18 to 45 years of age,
- every 3 years for drivers 46 to 65 years of age,
- every year for drivers 66 or older.

KSCL will reimburse the processing fee for the medical examination for Class 4 renewal upon submission of receipts to the Finance Coordinator. If you have had a recent complete medical examination, check with your doctor to see if you can obtain a copy that will comply with motor vehicle requirements and may cost you less money. If you are covered under any Extended Medical Plan (KSCL or other) we will require you to submit your receipts through the plan before

we will provide reimbursement. Please submit this repayment information along with applicable receipts to the Finance Coordinator.

Reimbursement for Use of Personal Vehicles

When authorized by your SRCW, we will reimburse you for the use of your personal vehicle on KSCL business at a rate determined by the Collective Agreement or the actual expenses or a prior agreed amount. You must not use your personal vehicle where a KSCL vehicle is available unless absolutely necessary or asked to do so by your SRCW. If you do use your personal vehicle to transport supported individuals, or for any other KSCL business, you are asked to comply with the following:

- You must have submitted a valid Driver's Abstract.
- You must have a valid Driver's License.
- You must have appropriate insurance coverage before using your vehicle. Our insurance representatives suggest that everyone should carry at least \$3 Million in third party public liability. If you are using your personal vehicle to provide transportation to supported individuals or for work at KSCL more than 6 times per month you are required to have appropriate business insurance. KSCL reimburses permanent employees who are required to use their personal vehicle up to \$100 for this additional insurance. Reimbursement procedures are available through your SRCW.
- Moving violations and tickets will *be* paid for by *the* person driving *the* vehicle at the time they are incurred. KSCL does not reimburse for fines.
- You are required to record all mileage on the "Mileage Log" available through your SRCW, giving details of the date, destination and purpose of travel. Reimbursement for mileage will be paid with a cheque issued by the Finance Coordinator. Any trip longer than normal must be authorized in advance by your SRCW or the Manager on call as transportation budgets are limited. Reimbursements are for business use only and do not include travel costs to or from work.

Other Reimbursement Requests

If you incur expenses while performing duties for KSCL, bring it to your SRCW's attention. Each expenditure will be reviewed on an individual basis. If an expenditure is approved a detailed receipt (from the till) will be required.

When Documentation is not Received or Renewed

If we do not receive your documents or if you have let your documentation expire despite our friendly reminders, our policy is to request that you:

- make immediate arrangements to submit the required documentation

to Management and notify the Human Resource Coordinator that it is on its way. If the Human Resource Coordinator does not hear from you after a reasonable period this may be followed by,

- a written warning giving you a designated grace period. If you still have not taken the appropriate action this may be followed by,
- written confirmation of a designated suspension from work without pay. If the documents are still not received this may be followed by, termination of your employment with the KSCL.



SECTION 3

The Work Environment

At the Kootenay Society for Community Living we aim to provide you with a workplace that reflects mutual respect, a commitment towards high ideals and a feeling of comradery.

We recognize that whether you work full time, part time or casual relief your work environment makes up an important part of your life. As an employee you should feel your contribution is valued.

As an employer our goal is to listen and respond to your needs and to work together with you to ensure fairness and equity for all our employees and to foster an environment where diversity is valued.

This section outlines many of the guidelines and policies that affect your employment with us. These include guidelines for your conduct as a KSCL employee, opportunities we provide for discussion about your performance and our sick leave policy and policy for other leaves of absence.

Please read on to understand more about these guidelines and policies.

Respect in the Workplace

KSCL is committed to creating and maintaining a safe, respectful and harmonious work environment where the dignity and inherent rights of all people are valued.

You have the right by law to work in an environment that is free from harassment and discrimination. You also have an obligation, as a KSCL employee, to treat your fellow workers, individuals supported and their networks with respect at all times.

Respect in the workplace is one step toward helping ensure that our workplace is a comfortable place for all of us. In order to work toward this goal, we promise to treat all complaints of disrespect in the workplace seriously.

Bullying and Harassment

KSCL has a comprehensive Bullying or Harassment Policy and Procedure. If you feel that you or someone else has been subject to any Bullying and Harassment or if you require further information, please refer to the procedures in the above mentioned Policy.

What Will KSCL Do to Maintain a Respectful Workplace?

At KSCL we are all responsible for role-modeling appropriate workplace behaviour. SRCW's and Program Coordinators set an example for a respectful work culture and must deal with situations of harassment or discrimination immediately on becoming aware of them whether or not there has been a complaint.

- KSCL will take all reasonable steps to prevent and deal with harassment.
- KSCL will investigate all complaints of disrespectful conduct in the workplace.

General Expectations

You are responsible for reading, understanding and following the policies and procedures of the Kootenay Society for Community Living. A copy of the KSCL Policy and Procedure manual is located at all of our sites, at the Administration building and online via ShareVision (a web-based outcomes management system).

You are also responsible for maintaining a working knowledge of and following any requirements set out in any relevant legislation (including the *Community Care and Assisted Living Act – Residential Regulations*, and other applicable legislation). Check with the SRCW's at each site for copies of documents to see what legislation applies to your work location. You may also ask a Program Coordinator at the Administration office.

You are responsible for ensuring your actions at all times uphold the dignity and worth of the individuals you support. You are also expected to use your knowledge, position and abilities for purposes consistent with the best interests of those individuals in accordance with the philosophy, goals, beliefs and values of the Kootenay Society for Community Living.

As teamwork is essential to the quality of support you provide, you are expected to cooperate with your team, utilizing the effectiveness of a team approach in fulfilling your responsibilities.

You are required to treat the property of others and of the KSCL with care and respect.

You are obligated to report immediately any incidents you witness of abuse or suspected abuse or disrespect of supported individuals.

You will find yourself involved in a disciplinary process if you do not meet the above expectations.

Casual Employee - Acceptance of Shifts

As a Casual Employee, once you have accepted a shift it is your shift, you cannot cancel it. We realize that there are some circumstances in which you may not be able to work an accepted shift (i.e. you get sick immediately prior etc.). However, if you accept a shift and then something comes up for you personally, you cannot just call to cancel it. You can call the SRCW of the site to see if they are able to fill it, but if are unable to do so you will be obligated to work the shift.

Confidentiality and Non-Disclosure

As a KSCL employee you are entrusted with information about individuals supported, their representative and the Kootenay Society for Community Living. We require you to maintain confidentiality with regard to all of this information.

Confidentiality for KSCL Employees

The Kootenay Society for Community Living is committed to maintaining the privacy and protection of personal information for all employees and supported individuals of the society. All information collected from employees is directly for the purpose of employment and information collected from supported individuals is specific for continuity and quality of service required. The Human Resource Coordinator is responsible for the organization's compliance regarding updated legislation of the Personal Information and Privacy Act; therefore, all queries, requests, objections or complaints can be directly referred to the Human Resource Coordinator at 250-365-2624 ext # 4.

- Any and all confidential information pertaining to the KSCL or to employees of KSCL (i.e. telephone numbers etc.) and/or your work team must be treated as confidential by all employees as that is a legislated requirement.
- KSCL will not give anyone your information unless you have given us written consent. An example would be if your bank wanted employment verification for a loan or mortgage; you would have to give a Coordinator at the Administration office written consent to release this information to your bank.

Please see the KSCL Policy and Procedure Manual – Section 100 - Confidentiality and Release of Information.

Communication and Social Media

KSCL operates in an ever-expanding world of electronic technology and these electronic systems include our computers and networks where applicable, the voice mail system, email, and access to the Internet. This applies to the use of these communication tools either at work or remotely (e.g. working at home). As a KSCL employee, you may be entrusted with access to all or part of our electronic systems. Increasingly, you may find yourself using these systems as part of your day-to-day employment activities. Electronic systems improve the quality of service we provide to those we support both directly and indirectly through functions such as: education and entertainment, accountabilities, scheduling, record keeping, written communication, etc.

Please see the KSCL Policy and Procedure Manual: Section 103 - Communication and Social Media for more information.

Employees' Response to Legal Actions

Legal actions could arise from circumstances where KSCL, as an organization, had made a decision or taken measures that resulted in the Society being placed under legal scrutiny. In such a situation it is possible that you, as an employee of the Society, could be required to participate in a legal process.

Please see the KSCL Policy and Procedure Manual: Section 103 - Subpoena/Legal Requirements.

Attendance and Punctuality

You are required to be at work regularly and to be on time. Permanently scheduled shifts are to be worked on a regular basis, and only in extenuating circumstances and with prior approval from the Administration Office, may permanent shifts be covered by another KSCL employee. Frequent absence or lateness adversely affects the individuals you support and your team members. Because your team and supported individuals rely on you, if you are absent without notice or are frequently late, we will initiate progressive discipline. As a fiscally responsible organization, KSCL monitors attendance via ComVida.

Any medical, dental or personal appointments should be scheduled outside of your working hours. If this is not possible, you must communicate and clear any absence of this nature with your SRCW as far in advance as possible.

Unable to Make a Shift or Calling in Sick

If you are going to be late for a shift or know you will be unable to report for a shift, you must notify the Manager on Call at (250) 365-9861 as soon as possible so relief coverage may be arranged. Once the Manager on the emergency cell phone has been notified, it is your responsibility to call the site directly.

Personal Calls At Work

In general, making or receiving personal phone calls at work is discouraged, except for occasional cases where it is important to arrange an appointment or check on an urgent family matter. In these circumstances, you are expected to keep the length of the personal phone call to a reasonable minimum. Residential or Day Program phones are not to be used by employees for long distance personal phone calls, except in the case of extreme emergencies.

Attendance at Meetings

Staff meetings for each site are held at intervals and provide an opportunity to communicate directly with your team members. The frequency of these meetings will vary depending on the needs of the supported individuals and team members. Permanent employees may be required to attend staff meetings and are compensated for their time. Casual employees at KSCL are welcome to attend any staff meeting at any site they accept shifts at but are not compensated for their time.

Appearance and Dress

In your role as a KSCL employee, what you wear and how you are groomed reflects on the individuals you support. You are expected to appear for work neatly groomed and wearing clean clothing. Your clothing, hairstyle and all aspects of your appearance should be chosen so they do not focus undue attention on employees and supported individuals. Ask your SRCW if you have any questions about what is appropriate.

Footwear & Health and Safety

As it is important to ensure the health and safety of the individuals we support and the KSCL employees, you are required to wear appropriate footwear while at work and take responsibility for the safety of your feet. What is determined as “appropriate” may vary from location to location and circumstance to circumstance. If you have a question concerning footwear, you should talk to your SRCW at the site.

Employees providing direct support should not wear flip flops, open-toed sandals, high-heeled or wedge-heeled shoes while you are supporting. When you are working outdoors, sturdy and protective footwear is required.

The Health and Safety policies will strictly be enforced and if found in violation will be noted on any WorkSafeBC claim.

Please see the KSCL Policy and Procedure Manual: Section 102 - Health and Safety Policies

Smoking & Substance Abuse

KSCL must be in compliance with both Licensing and WorkSafeBC requirements for smoking in the workplace. The work location (or “Premises” as termed by Licensing and WSBC) is defined as the whole property as identified on the site plan submitted as part of the Application for License in the case of licensed homes. In addition, it includes outside areas adjacent to the building or structure ordinarily used in the course of providing services.

Please see KSCL Policy and Procedure: Section 102 - Smoking & Section 103 - Substance Use, Abuse and Impairment

Children at the Workplace

While KSCL employees are working on shift, it is not acceptable for their children to be at the workplace and in the care of the employee.

Financial Responsibilities

You are responsible for maintaining the highest integrity with regards to the management of the supported individual's personal funds and house operating funds. You are accountable for the individual funds in your care, unless stated otherwise. It is not acceptable under any circumstances for you to borrow or to misuse these funds. Paying for staff meals or other staff expenses is not an appropriate use of an individual's personal funds. Such expenses should come from the house budget or paid for personally and reimbursed by KSCL with an expense form. Any such action will result in immediate disciplinary action, up to and including termination.

Communication

KSCL always wants to promote open communication and also wants to ensure that you have access to all important information. The following are ways that we do this:

- Through our Newsletter
- Emails to your worksite and your personal email
- Executive Director Monthly Communication emails
- Payroll notifications on your payslips
- The KSCL website – www.ksclcastlegar.net
- The Joint Occupational Health and Safety Committee (JOHSC)
- Open Door Policy
- If you have questions or concerns you can contact anyone on the Administrative team or if it's an emergency, you can call the emergency cell phone at 250-365-9861 24 hours per day 7 days per week.

Complaints and Resolving Our Differences

KSCL Complaint Brochure

KSCL has a complaint Brochure that outlines:

1. Who can make a complaint
2. What can the complaint be about
3. How to make a complaint
4. What happens after you make a complaint
5. After a decision is made

This Brochure can be found at the KSCL Administrative Office. Please note that making a complaint will not result in retaliation or barriers to service. Making a complaint does not always mean a decision or action will be changed to your liking. You may meet with the Complaints Reviewer to discuss your complaints if you wish.

Resolving Our Differences

KSCL has a Conflict Resolution Policy and Procedure that must be followed anytime you have a conflict.

Please see KSCL Policy and Procedures Manual – Conflict Resolution.

Progressive Discipline

The goal of progressive discipline at the KSCL is to correct unsatisfactory work performance. You will be given a clear outline as to what will happen if your work performance does not improve in accordance to our outlined expectations. See our Policy and Procedure for more detailed information.

Please see KSCL Policy and Procedure: Section 103 - Discipline

Rights and Respect

Rights of Supported Individuals

Every person supported by KSCL shares the same rights as any Canadian citizen. These rights are outlined in the Canadian Charter of Rights and Freedoms and the BC Human Rights Code.

Respect in the Workplace

The Kootenay Society for Community Living is committed to creating and maintaining a respectful, harmonious work environment where the dignity and inherent rights of all people are respected.

Respect for Property

The homes and properties of the supported individuals must be maintained at standards equal to or above those in their community. You are expected to treat the belongings of individuals receiving support with respect and keep appliances, furniture and clothing in good condition, having them clean and repaired when necessary.

You are not permitted to use the homes of supported individuals or the Day Programs for storage of your own personal property.

You are not permitted to use KSCL vehicles for personal use.

If you are not familiar with laundry procedures, particularly in the use of bleach, ask for instructions before assisting with laundry.

Household activities present an excellent opportunity for you and those you support to interact meaningfully through shared activities. Wherever appropriate, you should try to encourage individuals to develop skills necessary to participate in some of the household and property maintenance activities you are regularly engaged in.

Supporting Individuals at the Home of Employees

When KSCL employees are on shift, individuals are not to be supported at the home of the employee. Visits of this nature must be discussed with and approved by the Program Coordinator.

Exceptions to be Approved by a Program Coordinator

All exceptions to the above guidelines are to be approved by a Coordinator or the Manager on Call and will be reached through consensus with the individual and their family members.

Referrals to KSCL

The Administration office receives referrals to support an existing or new individual from Community Living BC or the Ministry for Children and Families Development. Requests for services can also come directly from an individual's families or caregivers, which is re-directed to the funding agency.

When a referral is made to KSCL, a profile is provided from the funding agency containing all pertinent information about the individual. This information is used to help evaluate numerous details about how we can support them.

A discussion may then take place between the Program Coordinator and the Family Member(s) to review the profile to determine which supports would best suit the individual's needs. A review will also be done to determine if there is adequate funding to ensure KSCL employees are adequately trained and that there is enough staffing time available to meet the needs as well.

In the case of a Homeshare referral, a series of visits will be scheduled. The first visit could include the referred individual, their family/network and the Program Coordinator. The Program Coordinator would then determine if there is a current provider that would be a fit for the individual or if a new provider needs to be recruited.

Individuals Health & Safety

Positive Behaviour Support & Safety Planning

KSCL has a commitment to provide Positive Behaviour Support and Safety Planning for every individual we support as outlined in the Guide for Service Providers published by Community Living BC. The commitment is supported by Senior Management and evidenced by: our approach to support, safety planning, emergency use of restraints, complaints and dispute resolution, consent and rights of individuals. All of these areas are covered in this Handbook. KSCL has a commitment to the Mandt System "Putting People First", which is provided to employees for crisis prevention and intervention training. The Mandt System is based on positive behaviour support. In addition, we comply with external policies and service standards as directed by our funder, those legislated requirements monitored by Community Care Licensing and accreditation standards as required.

Emergency Procedures

Each work location has safety measures in place at KSCL. Many of these safety measures are outlined in the regulations under which KSCL is licensed. You are responsible to be aware of emergency procedures for any location where you are working, before you work any regular shift alone. A copy of all emergency procedures is kept at the work location in the red Emergency Binder for quick reference. If you have any questions, ask your SRCW.

In the case of any emergency, you must first attend to the immediate needs of the supported individual(s) while another KSCL employee contacts the appropriate emergency service. If you are the only person on shift, removing the supported individual(s) from danger is your first priority.

Once medical attention has been obtained, inform the SRCW and KSCL emergency cell phone. Confirm who will contact the family members.

Internal Response for Emergencies

KSCL always has a 24/7 Manager on Call. By dialing 250-365-9861, you will be connected to one of the Coordinators or the Executive Director who is on-call. This internal service is provided as support to give you direction and guidance in the event of an emergency while you are at work. This person is not available to work shifts. SRCWs and employees are provided with training and resources that will, in most cases, enable you to solve problems. The Manager on call will often need your help to determine solutions. They may ask about Personal Care Plans/Supports to help you resolve any problems that may arise.

Vehicle Use & Safety at KSCL

Your Responsibilities as an employee

The KSCL owns and operates a number of vehicles to provide safe, efficient and economical transportation for supported individuals. Vehicles owned by the KSCL are assigned to a specific location but may be shared with other locations.

In addition, you may use your own vehicle at work to provide safe, efficient and economical transportation for supported individuals. The KSCL reimburses you if you use your own personal vehicle on authorized KSCL business.

Please see KSCL Policy and Procedure: Section 103 - Transportation & Use of KSCL Vehicles

Critical & Reportable Incidents

An integral part of providing transparent services is being accountable to the people we support, family and other stakeholders. We report all incidents as either:

1. Critical or;
2. Reportable

Incident reporting training is completed through the KSCL Competency Training Program upon hire and is done annually as well. This ensures everyone knows when and how to report any incident that may occur.

Please see KSCL Policy and Procedures – Section 102:

1. *Incident Reporting – Critical Incident Report*
2. *Incident Reporting – Report Event*

Administration of Medication

As a KSCL employee, in order to ensure the health and safety of the individuals you support, you are responsible to administer medication according to the KSCL policies and procedures.

Please see KSCL Policy and Procedures: Section 100 - Medication Administration

Emergency Procedure

In the event of a medication emergency, such as an adverse reaction call 911 immediately. In the event of a medication error such as incorrect dose or medication given to the wrong person, immediately call Poison Control for information and guidance. Then, if applicable, call the Pharmacist, for further information. Next, report the incident to your SRCW, who will inform the Program Coordinator. If you can't contact your SRCW, call the KSCL emergency cell phone.

Poison Control1-800-567-8911
KSCL Emergency Cell.....250-365-9861

Yearly Performance Reviews

After you have successfully completed your probationary period you will be asked to discuss your performance with the Human Resource Coordinator on an annual basis. This annual performance discussion is in addition to the regular coaching provided to you by your SRCW or Program Coordinator as well. If there is any time you do not feel you are receiving enough feedback about your performance please feel free to ask your SRCW and encourage their input and/ or input from your co-workers.

Performance reviews during your probation period with KSCL are conducted at regular intervals. While casual, these intervals are generally around 300 and 500 hours. While posted in permanent or temporary position this is usually 90 days in the position.

Any discussion of your performance as an employee with the KSCL will be approached in a positive manner, with a focus on your strengths and accomplishments. You and the Human Resource Coordinator will reflect on your past achievements and set mutually agreed upon goals for the future. There is also an opportunity for you to give feedback and to bring up any ideas or concerns.

When You End Your Employment with KSCL

Our goal is to keep all of our employees with us for a long time. However, we realize there may be many reasons why an employee might choose to leave. If you decide to leave, the following information will help to make things go as smoothly for you as possible.

What You Need to Do

- We ask you to provide written notice to the Human Resource Coordinator at least two weeks in advance. This can be done through an email or a personal letter.
- If you are an SRCW, we ask you to give the Human Resource Coordinator one month's written notice. This can be done through a personal letter.
- Submit your final timesheet to the Payroll Coordinator as soon as possible so your final documents can be completed.
- Return all keys, KSCL property and submit complete accounts for all money for which you have been responsible prior to your last day of work.
- Participate in an Exit Interview so we can better our Employment experience for future employees.

Benefits, MSP and Pension Plan

- If you are on benefits your coverage is cancelled effective the date of termination. With regard to Life and Dependent Life insurance, you will have 31 days following the date of termination for conversion of these policies. If you choose to continue a policy, it is your responsibility to contact the benefits carrier and inform them of your decision within the specified period. It may be to your advantage to continue this coverage, so we urge you to get in touch with the carrier. Forms are available at the office for conversion of Life and Dependent Life insurance.
- If you are enrolled in MSP, coverage ends the last day of the month in which you are employed by KSCL. You are responsible for arranging further coverage under MSP.
- If you are registered in the Municipal Pension Plan contact the MPP and Employee Services to determine how your funds will be treated.

Final Pay Cheque and Record of Employment

Your final paycheque, which includes any accrued vacation pay, lieu bank pay and your Record of Employment, will be mailed to you. There may not be a direct deposit for your final paycheque. Alternatively, you can make arrangements with the Payroll Coordinator to obtain all final documents from the Office.

References

You can contact the Human Resource Coordinator if you require a written employment reference when you leave.

Exit Interviews

We want to make sure we understand your reasons for leaving and give you the opportunity to provide us with constructive feedback about your work experience at KSCL. We ask that you help us understand how effective our employment policies are so that we can make any changes necessary. The Human Resource Coordinator will contact you to see if you are willing to participate by choosing one of the following options:

- We will mail an employee exit survey for you to complete and return to us.
- The Human Resource Coordinator will conduct the employee exit survey over the phone with you at the time we call or arrange a time to do so with you at your convenience.
- If you prefer, we will arrange a mutually convenient time for you to participate in a Farewell Interview at the Office, or by telephone, with a Coordinator.

Alternatively, you may contact a Coordinator at any time to provide us with your feedback.

Involuntary Resignations

Involuntary resignations refer to termination by the KSCL and may be due either to dismissal by KSCL or as a result of reorganization or downsizing following loss of funding, or the move or death of an individual we support.

In the case of reorganization or downsizing:

- efforts will be made to find you another position within KSCL but if a position is not available,
- you will be given written notice and,
- your Record of Employment and final paycheque including any accrued vacation or lieu banked will be mailed to you or you can make arrangements with the Payroll Coordinator to pick up your final documents at the Office.
- If requested, the Human Resource Coordinator will provide a written employment reference to you.

If you have been dismissed by the KSCL:

- Your Record of Employment and final paycheque including any accrued vacation pay and lieu banked will be mailed to you or you can make arrangements with the Payroll Coordinator to pick up your final documents at the Office.

- Any request for a reference should be directed to the Human Resource Coordinator.



SECTION 4

Getting Paid

It is our responsibility, as your employer, to ensure you are paid accurately and on time. The Payroll Coordinator is dedicated to doing just that. This person works diligently in a very fast-paced work environment to make sure everything goes smoothly. You can rely on the Payroll Coordinator to give you any information you may need in as timely manner as possible.

Please read on to learn about how you are paid and about what is required of you so we can provide you with the very best service.

Pay Procedures and Information

The following describes our pay procedures, what you are required to do and how you can best request information if you have questions about your pay.

What You Need to Do

- When you start work we will ask you to complete forms and provide the information necessary for the processing of paycheques, benefits and income tax information. This is generally done at your New Employee Orientation meeting.
 - We cannot pay you without your name, address, social insurance number and birth date.
 - It is your responsibility to ensure the Payroll Coordinator is informed of any change to this information. You can leave a message with changes to information at 250-365-2624 ext #6 or by email at payroll@teamkscl.ca.
 - In addition, we ask that any change of name, address or telephone number be reported to the Payroll Coordinator immediately.
- Statutory Deductions:
 - We need you to complete and submit accurate TDI Federal and Provincial Forms to the Payroll Coordinator. This information is used for the purposes of calculating income tax deductions. Again, this is generally completed initially at your New Employee Orientation meeting and then only if your tax information changes.
 - If your tax credit changes at any time, (for example, if you are claiming tax credits for tuition and you stop your schooling), you must submit another TDI (Federal and Provincial) to the Payroll Coordinator in a timely manner to reflect this new information.

Pay Days

You will be paid every two weeks. Each pay period begins on a Friday and ends on the Thursday two weeks later. Timesheets for the pay period are due no later than 11:00 a.m. on the day the period ends (i.e. Thursday). Payday for the period is the Friday of the next week, unless the regularly scheduled pay day lands on a statutory holiday. If this is the case, pay day will be moved to Thursday.

A payroll schedule is printed and posted at all KSCL locations and it outlines in detail each pay period for the current year. This schedule includes information as to the timing of any applicable statutory holiday pay and benefits premium deductions.

Recording Hours of Work on Timesheets

KSCL Payroll Timesheets are printed for each work location and can be obtained from the SRCW at that location. You are responsible for completing a timesheet for each location you work at indicating the hours you have worked, and any scheduled hours missed due to personal illness or vacation or lieu used/banked during the pay period. You are asked to complete and sign your timesheet at the work location when submitting for payment. It is necessary to include your full name, pay period number and dates. It is important you complete timesheet information accurately as any willful falsification could result in immediate dismissal from the KSCL.

At the end of the pay period you are asked to submit your timesheet to the SRCW who will approve it and submit it to the Payroll Coordinator before the deadline on the designated Thursday. You are asked not to submit your timesheets to the Office without the SRCW's signature, as the Payroll Coordinator will not be able to process your paycheque. Late submission of timesheets will result in a delay in payment.

Method of Payment

We use direct deposit to your bank account as our method of payment. At your New Employee Orientation meeting you will be asked to supply us with a void cheque or a printout from your bank with your Direct Deposit savings account number.

If you change banks or accounts, you must provide the Payroll Coordinator with a new void cheque or savings account printout at least one week prior to payday. **KSCL does not release pay in advance of payday.**

The KSCL Wage Scale and Pay Raises

You will be paid in accordance with the wage grid in Appendix A, unless otherwise specified. Pay raises are processed by the Payroll Coordinator every two weeks. Pay raises happen in accordance with the CUPE Collective Agreement. KSCL tries to follow the same pay raise schedule for both union and non-union sites but this is not always guaranteed.

When You have Questions

Ask your SRCW first to answer questions you may have about pay procedures or your pay. If there is a question your SRCW cannot answer, contact the Payroll Coordinator at 250-365-2624 ext # 6.

Employment Verification Letters

The Payroll Coordinator can provide you with a letter of employment verification including your hire date, average yearly income and/or pay rate. We ask you give as much notice as possible. You can leave a detailed message or send an email to the Payroll Coordinator requesting a letter of employment verification.

Statutory Holidays

Under Employment Standards you are entitled to payment for 10 statutory holidays during the year. As per the CUPE Collective Agreement we will also pay you for 2 additional holidays, Boxing Day and Easter Monday.

Therefore, KSCL recognizes and pays the following 12 holidays, all of which we refer to as statutory holidays:

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

How KSCL Pays for Statutory Holidays

Every KSCL employee who works on a statutory holiday will be paid at the rate of one and one-half (1.5) times their regular rate for hours worked, regardless of how many days they have worked prior to the stat or when they began employment.

In accordance with the Employment Standards Act and the Collective Agreement, KSCL will pay every permanent employee an average day's pay if they have worked 15 of the 30 days immediately before the statutory holiday; this is paid whether or not a permanent employee works on the statutory holiday or not.

Even though the KSCL policy outlined exceeds the B.C. Employment Standards Act, some of you may not meet the eligibility requirements for statutory holiday pay.

Statutory Holiday Pay is paid on all hours worked from the beginning of the stat (midnight) to the end of the stat (midnight).

KSCL Paid Sick Leave & Attendance

KSCL requires you to attend work regularly, to be on time and to fill shifts to which you have committed.

Paid Sick Leave

If you are a permanent full time or permanent part time employee the KSCL will provide you with paid sick leave in accordance with the policy and procedures. If you are not eligible for paid sick leave, please contact Employment Insurance. Casuals are not eligible for Sick Leave.

KSCL - General Sick Leave Benefits

Permanent employees who have completed their probationary period will accrue sick leave credits at the rate of one day per month to a maximum of 156 days. Upon completion of their probationary period, an employee will be credited with sick leave back to the employee's starting date.

- Each sick leave day will be compensated at 80% of the employee's regular rate of pay.
- All sick leave credits are cancelled when an employee's employment is terminated.

If You Are Absent from Work

In all cases when you need to be absent from work due to illness/injury please follow the KSCL Policy and Procedure.

Please see KSCL Policy and Procedures Manual: Section 103 - Attendance and Absenteeism.

Vacations

Vacations play an important role in achieving a balance in your life. They are vital to your health and well-being and we encourage you to take your vacation time on a yearly basis.

Please see KSCL Policy and Procedures Manual: Section 103 - Employee Vacations.



SECTION 5

Health and Safety

Your health and safety is our concern as well as your own. We try to provide you with as safe a work environment as possible and, along with general training in safety procedures, have arranged for some special training in back care and food safety.

We have a Health and Safety Program that includes a formal Joint Occupational Health and Safety Committee whose mandate is to review all workplace accidents, injuries and critical incidents for recommendations for prevention and correction. We provide you with information on Worker's Compensation and how to report an injury so your claim can be processed properly.

We also provide you with information on what to do if you are involved in a motor vehicle accident, whether driving for work or on your own time. In addition we provide you with some general information about communicable diseases and stress the importance of following Universal Precautions at all times in your daily routines. We will also show you how to access LifeWorks once you secure a permanent position. LifeWorks is available 24/7 with confidential support and resources to help you manage issues related to work, life and everything in between.

We are always looking for ways to improve our safety record so please contact us if you have any concerns or suggestions. This can be done through your representative of the Joint Occupational Health and Safety Committee, your SRCW or appropriate Coordinator at the Administrative office.

Health and Safety for Employees at KSCL

KSCL Health and Safety Policy Statement

The KSCL Occupational Health and Safety Program is documented in its entirety in each location's KSCL Occupational Health and Safety Program binder. For the purposes of this handbook, we include the KSCL Health and Safety Policy statement, an overview of the program, including employer and employee responsibilities, and the terms of reference and duties of the KSCL Joint Occupational Health and Safety Committee.

Included also are flowcharts reporting and recording employee injuries and incidents.

For further information concerning the KSCL JOHS Committee, ask your SRCW or contact the Program Coordinator at any time.

The Kootenay Society for Community Living wants its workplace to be a healthy and safe environment. To achieve this, The KSCL will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The KSCL is responsible for providing all employees with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All employees and service contractors are required to work safely and to know and follow KSCL guidelines for safe work procedures.

Employer's responsibilities include:

- Establishing the health and safety program.
- Conducting an annual review in January of each year.
- Training all employees (SRCWs, RCW's, and Program Coordinators.)
- Providing a safe and healthy work environment.

Supervisor (SRCW's and Coordinator's) responsibilities include:

- Providing a health and safety orientation to new employees.
- Providing ongoing training to employees.
- Taking part in inspections and investigations.
- Reporting any safety or health hazards.
- Correcting unsafe acts and conditions.

Employee's Responsibilities include:

- Learning and following safe work procedures.

- Correcting hazards or reporting them to supervisors.
- Participating in inspections and investigations where appropriate.
- Using personal protective equipment where required.
- Helping to create a safe workplace by recommending ways to improve the health and safety program.

Employee's Rights include:

- The right to know about hazards in the workplace
- The right to participate in health and safety activities in the workplace
- The right to refuse unsafe work without getting punished or fired

An Overview of the KSCL Joint Occupational Health and Safety (JOHS) Program

An Occupational Health and Safety Program (OHS) is a requirement of WorkSafeBC, (formerly Worker's Compensation Board). The Kootenay Society for Community Living employs more than 50 people and is, therefore, required to have a Joint OHS program.

Please refer to each site's Occupational Health and Safety binder as well as the Site Specific binder for more details.

The Kootenay Society for Community Living Joint Occupational Health and Safety Committee (KSCL JOHSC)

A joint committee is made up of Board Member(s), employee and employer representatives working together to identify any health and safety problems and make recommendations to the employer on health and safety issues. The joint committee advises the employer on the OHS program and any other required programs and monitors their effectiveness. To be successful, the committee must operate in an atmosphere of cooperation and commitment to health and safety in the workplace. Joint committees must meet at least once a month.

Please see the P&P Manual (Health and Safety Section) for all current OH&S information

The Kootenay Society for Community Living Joint Occupational Health and Safety Committee Terms of Reference

Name of health and safety committee: The Committee shall be known as the **KSCL Joint Occupational Health and Safety Committee (KSCL JOHSC)**.

Constituency:

The committee comprises three employer representatives and their alternates and employee representatives for the KSCL sites and their alternates (not to be less than 3 people). These incumbents change from time to time and the list of current names and how to access them is available in the KSCL OH&S Binder.

Purpose of the Committee

It is a joint committee made up of employee and employer representatives consulting in a cooperative spirit to identify and resolve safety and health problems in support of the KSCL Health and Safety Program.

Duties and Functions of the Committee

- Identify situations that may be unhealthy or unsafe for employees and advise on effective systems for responding to those situations.
- Consider and expeditiously deal with complaints relating to the occupational health and safety of employees.
- Consult with employees and the employer on issues related to occupational health and safety and occupational environment.
- Make recommendations to the employer and the employees for the improvement of the occupational health and safety of employees and compliance with regulations and monitor their effectiveness.
- Make recommendations to the employer on the educational programs promoting the health and safety of employees and compliance with the regulation and monitor their effectiveness.
- Advise the employer on programs and policies required under the Regulation for the workplace and monitor their effectiveness.
- Advise the employer on proposed changes to the workplace or the work processes that may affect the health or safety of employees.
- Ensure that incident investigations and regular inspections are carried out as required by the Regulation.
- Participate in inspections, investigations and inquiries as provided by the Regulation.
- When necessary, request information from the employer about:
 - Known or reasonably foreseeable health or safety hazards to which employees at the workplace are likely to be exposed.
 - Health and safety experience and work practices and standards in similar or other industries of which the employer has knowledge.
 - Carry out any other duties and functions prescribed by the Regulation.

Records

The committee will keep accurate records of all matters that come before it. The committee will maintain copies of its minutes for a period of a least 2 years from the date of the joint health and safety committee meeting to which they relate (first aid records will be kept for at least 10 years; education and training related records will be kept for at least 3 years after the training session.)

Meetings

The committee will meet monthly. Special meetings, if required, will be held at the call of the co-chairs. A quorum shall consist of a majority of members. The committee will add procedures it considers necessary for the meetings.

Agendas and Meeting Reports

An agenda will be prepared by the co-chairs and distributed to members prior to the meeting.

A report of the meeting will be prepared as soon as possible after the meeting and will be made available to the employer, KSCL Joint Health and Safety Committee members, employees and the Workers' Compensation Board.

A copy of the report of each meeting will be posted promptly, in a place readily accessible to the employees for whom this committee is responsible.

Composition of the Committee

- The committee shall consist of a member from each worksite
- Up to 3 employer representatives.

Recommendations to the Employer will meet these Guidelines

- Directly related to health and safety.
- Doable (reasonably capable of being done).
- Complete (employer will not need more information to make a decision).

Assistance in resolving disagreements within committee

If the joint health and safety committee is unable to reach agreement on a matter relating to the health or safety of workers at the workplace, a co-chair of the committee may report this to the Workers' Compensation Board, which may investigate and attempt to resolve the matter.

Code of Conduct

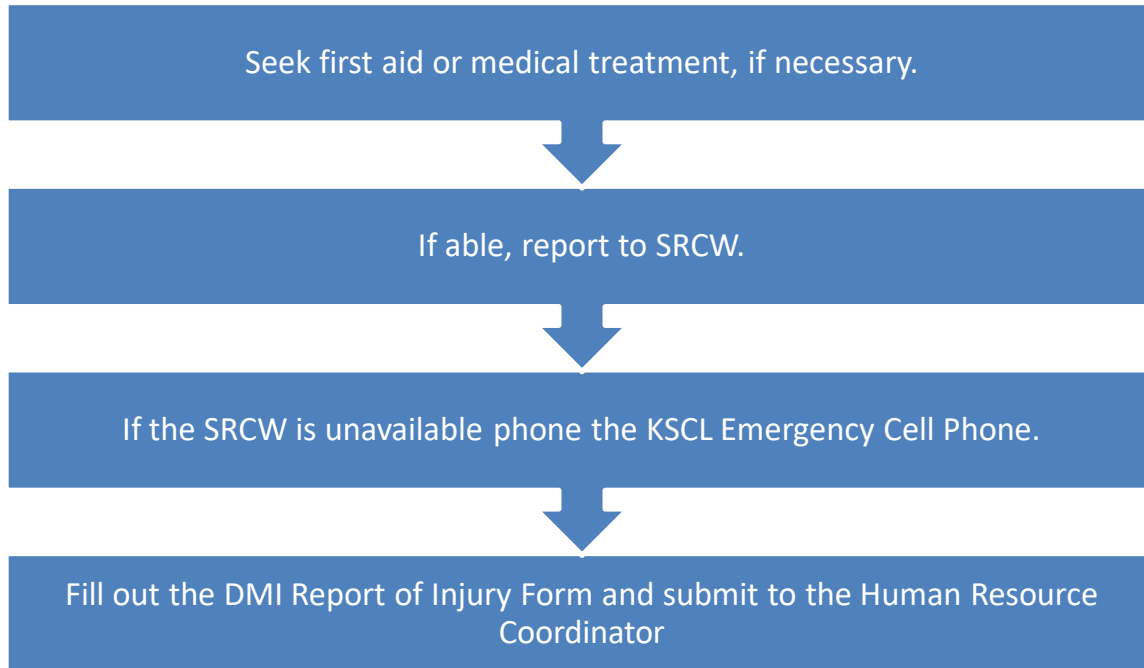
- Confidentiality/Privacy: In the course of their work committee members will be privy to confidential information about employees and the individuals KSCL supports. By signing these Terms of Reference all members commit to keeping this information absolutely confidential.

- Conflict of Interest: These may arise from time to time in the course of the committee's work. By signing these Terms of Reference all members agree to bring forward for discussion any actual, potential or suspected conflicts of interest. The situation will be discussed and the decision for action agreed by majority. The committee's decision will be final.

Amendments

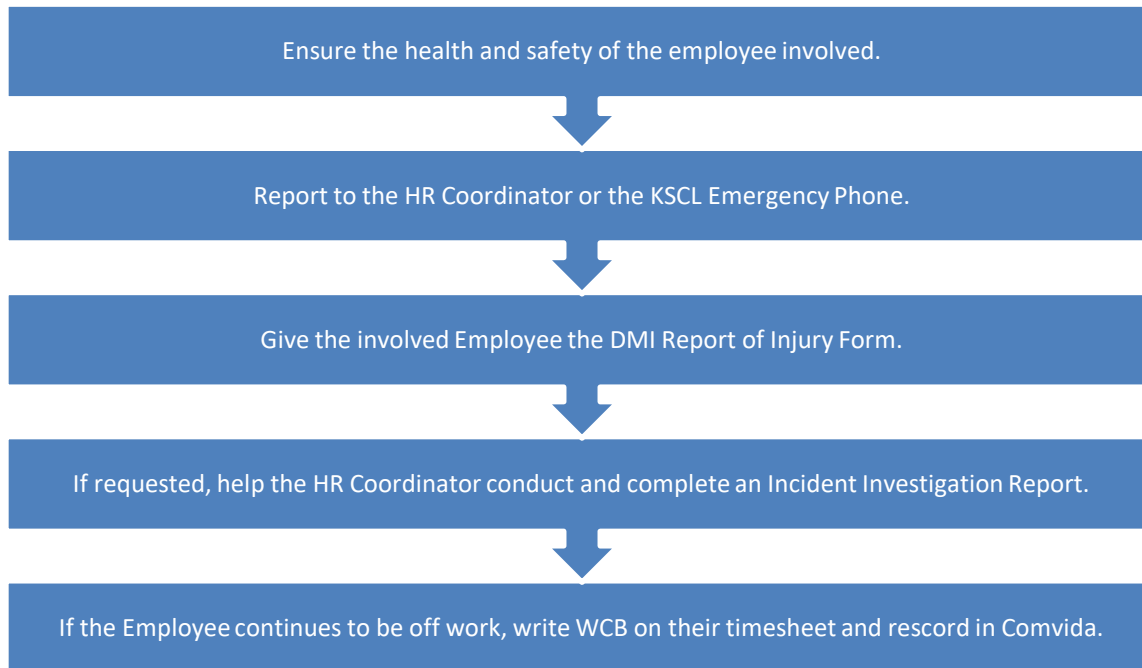
These terms of reference may be amended by vote of the committee members.

**Employee's Duties Flowchart-Injury
or Incident** When an incident or near
miss occurs, the employee will
immediately, (day of injury);

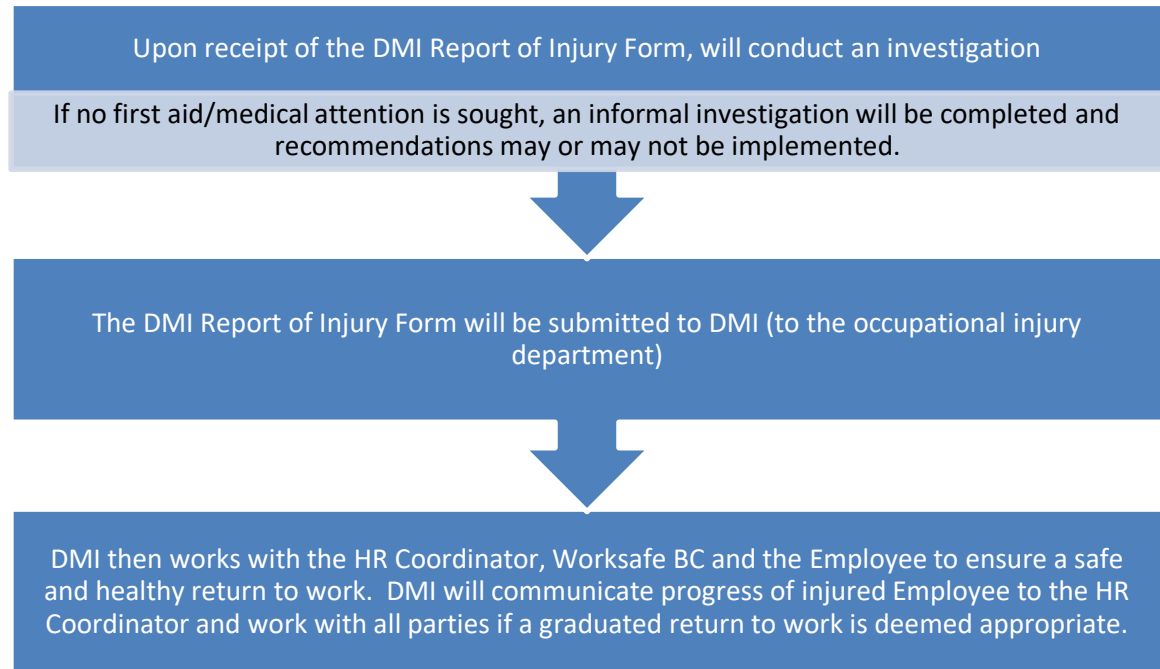


SRCW Duties Flowchart-Injury or Incident

When an incident or near miss occurs, the SRCW will immediately (day of injury);



Human Resource Coordinator Duties Flowchart-Injury or Incident When an incident occurs, the HR Coordinator will immediately, (day of injury);



General Safety Precautions

Safety depends on us all. As a KSCL employee you are responsible for the safety of the individuals you support as well as your own safety and that of your co-workers. Although some safe work practices may seem to be just common sense, by applying them in your daily routines you may prevent accidents from occurring. If you work in a residence you need to employ safe work practices while still maintaining the happy and relaxed spirit common to any busy household. Likewise, if you work in a Day Program, safe work practices are essential. The following lists are by no means exhaustive. However, at least these safe practices should be followed at all times; together with others unique to your workplace which will be outlined by your SRCW:

- Walk, don't run.
- Keep electrical cords and obstructions out of hallways.
- Do not indulge in horseplay-it is potentially dangerous.
- Watch where you are going at all times.
- Be extremely careful of wet floors.
- Immediately pick up anything that is dropped on the floor and clean up any spills.
- Always disconnect electrical appliance before cleaning the appliance.

In addition, you should:

- Familiarize yourself with fire and emergency procedures for all locations where you work. Check with your SRCW(s) for the location of emergency supplies. Each location has a copy of Emergency Response Plans and Procedures and you should familiarize yourself with this document. You may be given specific responsibilities in case of an emergency.
- Ask instructions before using any equipment with which you are not familiar.
- Immediately correct any unsafe practice, unsafe environment, or defects in equipment which may lead to an accident or potentially cause injury. Report to management any condition that cannot be corrected. This is in the interests of your own personal safety, the safety of supported individuals and your co-workers.
- Ask your SRCW for guidelines and training before working alone with individuals who may have complex needs.
- Ask your SRCW for instructions on how to apply proper lifting and transferring techniques for supported individuals. Never lift more than you can handle.

Health and Safety Initiatives

We are constantly looking at ways improve workplace safety at the KSCL.

Back Care Training

Training in general principles of back care and lifting is available through the KSCL, and session dates and times are circulated in advance. If your SRCW requests it, we will arrange to provide you and your work team with a customized back care training session. The session will take place at your work location and will allow you to ask specific questions. The session focuses on:

- preventive back care maintenance
- anatomy of the back and posture
- staying fit
- safe work positions
- moving/positioning in bed; lifts and transfers
- repositioning in wheelchair
- single pivots; standing pivots; 2 person pivots
- body mechanics
- solving your specific back care concerns

Ask your SRCW to call the Program Coordinator if you and/or your work team are interested.

Response for Emergencies

Calling the KSCL emergency cell phone you will be connected to a Manager on call. This internal service is provided as a support to give you direction and guidance in the event of an emergency while you are at work. This person is not available to work shifts. SRCWs and employees are provided with training and resources that will, in most cases, enable you to solve problems. Each team will have an emergency plan worked out specific to their particular needs.

WorkSafeBC Compensation

If your claim is accepted, how are you compensated

You are covered by the Workers' Compensation Act for work missed due to injuries or accidents that happen while you are at work or for illnesses that are work-related. As legislated, the KSCL pays the full cost of this plan.

If you are injured at work the KSCL will pay you 100% of your scheduled daily wage for the day of injury (for which Workers' Compensation is not paid) provided the claim is accepted by WorkSafeBC. Between the second day of injury and your claim being accepted by WorkSafeBC, KSCL does not pay wages or sick time.

If your claim is accepted and you continue to be absent due to your injury or illness, the benefit WorkSafeBC will pay you is equal to 90% of your net earnings based on your "normally" scheduled work week as reported to WorkSafeBC. Workers' Compensation Plan also covers medical and rehabilitation services.

The Human Resource Coordinator/DMI will follow up

The Human Resource Coordinator or the Disability Management Institute may contact you, your SRCW and any witnesses to ask any necessary questions about the injury or your claim. It is important everyone cooperate promptly as the KSCL is responsible for meeting WorkSafeBC reporting deadlines for your claim to be processed.

The Human Resource Coordinator may offer you a Modified/Alternate Work offer. Once you receive the offer you will need to accept or decline the offer, sign the form and return it to the HR Coordinator.

If you continue to be away:

- ♦ you are advised to continue to see your doctor who will submit another report to WorkSafeBC, and
- ♦ once you miss 20 work shifts, you must pay your portion of the costs of benefits (if you are on KSCL Group Benefits) on a monthly basis to the Financial Coordinator. In the event payment is not received, benefits may be cancelled.

Please be advised that your seniority hours, vacation pay and sick bank do not accrue during your absence.

WorkSafeBC Graduated or Accommodated Returns to Work

As you get better, it may be possible for us to accommodate your safe return to work on a graduated basis or to modified or different duties for a specified period of time. If this appears feasible, the Disability Management Institute will contact you, or you may feel free to contact them during your absence from work so we can discuss if this plan could be an option in your particular case.

Full Return to Work

Prior to scheduling your full return, we will need the completed Occupational Fitness Assessment Form clearing your return to work, full-time, full-duties or medical confirmation from your doctor to WorkSafeBC.

Time Off Paid by WorkSafeBC

Please note that when you are off work due to a work-related injury and being paid by WorkSafeBC, this compensation does not constitute "wages" as defined by Employment Standards. Therefore, your total earnings are affected as well as such calculations as qualify you for statutory holiday pay.



SECTION 6

Learning and Growing with the KSCL

At the KSCL we are committed to helping you acquire the knowledge and skills needed to do your job well. We recognize the importance of ongoing training, development and education to your growth both as a person and an employee. We encourage you to participate in the various workshops and learning experiences we have made available.

We offer a mix of courses ranging in short in-services to workshops that may last several days. Some are designed and facilitated by people within KSCL and others are offered by external consultants. Currently, Management, with input from employees like you, look at the effectiveness of the learning opportunities, promote continuous improvement, and look into new and exciting initiatives.

As always we encourage your feedback and ideas for continued improvement to learning and growing at the KSCL. You can contact the Human Resource Coordinator or use the Suggestion box found on our website: www.ksclcastlegar.net. We welcome any input. Please read on to see what the KSCL offers you.

Learning Opportunities

Finding Out What is Offered

You are welcome to explore workshops both offered through the KSCL (in-house) and workshops or courses available from outside agencies, organizations and post-secondary schools (external opportunities). Memos/Emails are regularly circulated at your work location highlighting upcoming events. Ask your SRCW about opportunities available to you.

Our Featured Workshops and Seminars

You are encouraged to sign up in the various KSCL workshops that are offered. If you find a workshop that you are interested in let your SRCW know. If the SRCW is able to book you into the workshop, they will let you know. The workshops are focused on your specific needs as a Residential/Community Support Worker.

We offer you a variety of seminars and workshops that you can take over a period of time. Some workshops and training are led by long-term KSCL Employees who are experienced in leading groups. Some workshops/trainings are provided by individuals or companies that are contracted by KSCL. Classroom size is kept to a reasonable number so everyone has an opportunity to get involved. Prior approval by your SRCW/Coordinator is required if paid time is involved. You may receive a certificate upon course completion.

Please note that it is your responsibility to make sure that all required certificates are kept current. While KSCL offers the training, it is up to you to make sure you are signed up for a course prior to the expiration of a required certificate. If you do not sign up and your certificate expires, you will not be able to work or accept shifts until you show the HR Coordinator a valid certificate. KSCL will not pay overtime for anyone to obtain their certification so please make sure that you are signed up for an appropriate course. If you are experiencing trouble with this, please contact the HR Coordinator to help you.

The seminars and workshops that KSCL provides with In-House Trainers are:

Competency Based Training

As a new employee you are required to attend this seminar. "Competency Based Training" is a one day presentation that incorporates activities, videos and dialogue. The purpose of these experiences is to ensure employees have ample opportunity to discuss, understand and reflect upon: KSCL values and approaches to support, health and safety information and conflict resolution techniques. The seminar is a requirement for new KSCL employees, and longer-term employees are required to attend every 2 years as a refresher.

The Mandt System (Crisis Prevention and Intervention)

This is a very interactive two day session (one day session for recertification), which focuses

on:

- non-verbal and verbal preventative techniques
- personal, physical safety techniques
- strategies to consider when non-violent, physical intervention is needed

If an employee is unable to take the MANDT training in a timely fashion, they will do online Violence Prevention Modules which can be found at:

http://www.heabc.bc.ca/Page4270.aspx#.WH_FcVMrKpo

In-Service and Team Sessions

We have resources available to you in the form of in-service workshops that can be offered at your work location or at a staff meeting. Also, if there is a particular topic you believe would be appropriate to feature at a staff meeting, you can discuss this with your SRCW or contact the Program Coordinator. Some interesting "mini-workshop" topics may include: nutrition and fitness (Lifestyle seminars), lifting techniques, money management, planning for your retirement, or exploring work and communication styles.

Some of the mini-workshops we offer include:

- Team Building
- Back Care/Injury Prevention
- Team in-services expanding on topics

Other issues can be customized to meet your team's specific needs.

Mini-workshops and work location sessions must be arranged through your SRCW and the Program Coordinator. Speak with your SRCW or call or email the Program Coordinator if you have any suggestions.

We also provide online training for dementia and also have links to "Conversation Matters" which have small videos on:

- Abuse
- Person-Centered Support
- Accessibility and many more topics

To get access to any of the above trainings please connect with the SRCW or Program Coordinator.

The seminars and workshops that KSCL provides with Contracted Trainers are:

First Aid

See Section 2 for more information on First Aid courses.

External Contractors

From time to time KSCL hires external contractors to provide workshops centered on supporting individuals with a multitude of disabilities, conflict resolution techniques, team building etc.

KSCL also sends employees to workshops and trainings that we aren't the hosts of. If you are interested in attending a workshop contact the Program Coordinator or your SRCW to discuss.

Job Postings at KSCL

Postings

When any position becomes available (Permanent Full or Part Time or Temporary Positions), the HR Coordinator creates a posting which is sent to all sites and all current employee email addresses. Most postings are initially posted internally and if necessary, may end up being posted externally as well. The posting is also put on the KSCL website www.ksclcastlegar.net. Instructions on how to apply should be detailed at the bottom of the posting. Postings are awarded as per the Collective Agreement.

Schedule Changes

When a schedule needs to change KSCL will follow the Collective Agreement as to how to implement the change and how much notice we are required to give. KSCL will always strive to give as much notice as possible.



SECTION 7

All About Benefits and What We Offer You at the KSCL

We recognize the world we live in is becoming increasingly complex and can at times be more stressful than we are able to handle. In recognition of this we have provided LifeWorks, an Employee Assistance Program for you and your immediate family. The program we provide is designed to be preventative in nature, as we believe many problems can be successfully resolved if help is sought early on. This service is confidential and is available through the Extended Health package.

At the KSCL we are also able to offer extensive benefits coverage to our full-time employees. If you are covered by KSCL Group benefits we encourage you to understand exactly what your coverage is and use the plan to your best advantage. As an employer we know employees' needs may change so we continue to look at ways to respond to your needs in the benefits we offer.

We know planning for retirement is a goal for many of you. The KSCL is proud to be an employer member of the Municipal Pension Plan since April 2010. For all KSCL employees (permanent full-time, permanent part-time and casual employees) hired on or after April 1, 2010, once enrollment eligibility has been met, enrollment in this valuable defined benefit plan is mandatory.

Finally, without you, we cannot achieve the mission and goals of the Kootenay Society for Community Living. To show our appreciation in a more personal way, we recognize long-term employees both personally and/or at our annual Christmas Party. We also host an annual Employee Appreciation party to show how much we appreciate all KSCL staff.

Please read on to see what we offer you at the KSCL.

Benefit Plan

We are pleased to be able to offer permanent full and part time KSCL employees an extensive Group Insurance Benefits package. In addition, KSCL is an employer member of the Municipal Pension Plan which is available to all KSCL (permanent full-time, permanent part-time and casual) employees, should they meet eligibility requirements.

The following describes in general terms our Group Insurance Benefits, the Municipal Pension Plan and how you become eligible for each. For more detailed information about *these* benefits, please refer to your Group Benefits Booklet, MPP Plan Member's Guide which are available to you from the Payroll Coordinator.

The following information (and what is contained in the written materials) is only a summary of what is contained in the Group Benefits and the Municipal Pension Plan master contracts with the KSCL. As such, this information may be subject to change and/or inaccuracies. Only the master contracts are binding documents.

KSCL Group Benefits: What Your Benefits Are

The KSCL pays 100% of the premium costs of the following Group Insurance Benefits:

- Basic Life Insurance
- Accidental Death and Dismemberment Insurance / Accident and Serious Illness
- Long Term Disability (for union employees only)
- Extended Health Insurance *[To be eligible for this benefit) you and your insured dependent(s) must have provincial health coverage (MSP).]*
- Dental Insurance
- Medical Services Plan of BC (MSP)

Some of the above benefits have expirations based on age. Consult the benefit handbook for these terminations.

Benefits for employees on Long Term Disability are terminated at age 65, when their LTD expires. Several insurance carriers provide your LTD benefits, Group Insurance Benefits and Pension Plan.

Some General Information about Your Benefits

Our agreement with our benefits carriers is that KSCL employees cannot have dual coverage (a plan that is equal to or greater than KSCL's plan). If you are enrolled in another Group Benefit plan you must provide documentation that the other plan provides less than the KSCL plan. Life and LTD coverage is provided regardless of dual coverage.

The term spouse is used to denote wife, husband, or common-law partner (any gender).

Dependents include your spouse/common-law partner or dependent children of you or your spouse/partner. Common-law spouses (of any gender) are eligible as dependents provided they have been living with you for 12 consecutive months.

If you are absent from work for any reason other than illness, injury, maternity leave, parental leave or paid vacation you are considered to be on an unpaid leave and your benefits coverage is affected. You are responsible to pay for 100% of the premiums after your 20th missed work shift. Please check your benefits booklet for details. If you have any questions contact the Payroll Coordinator.

If you are travelling out of province as an active employee (that is, you are receiving vacation pay) and are covered under our Group benefits, the Out-of-Province Emergency and Travel Assistance Benefit has a 6 month limit. Your 6 months coverage starts on the day you and/or your insured dependent departs from BC. To be insured for this benefit you and your insured dependent must have provincial health care coverage (MSP). It is your responsibility to arrange for any additional coverage you and your dependents may require.

The benefits provided to KSCL employees will be subject to the terms of the insurance contracts between the KSCL and the Insurance Carrier(s). Only the master insurance contract(s) is the binding document and those may also be subject to change. The KSCL is not responsible for payment or nonpayment of claims by the insuring carrier.

Eligibility Requirements if You are Hired to the KSCL as a Permanent Full Time Employee

- If you are hired to the KSCL as a permanent full time employee and you do not have equal to or greater coverage through another plan, you and your dependents are eligible for group benefits on the first day of the month following the successful completion of your 3 month probationary period. For example, if you were hired on September 3rd, you and your dependents would be eligible for benefits on January 1st of the following year, assuming you have successfully completed the probationary period.
- If your probationary period is extended your benefits eligibility date will be adjusted accordingly. As each case is different, the Payroll Coordinator will advise you of any extension to your wait period for benefits.

Eligibility Requirements if Your Status changes to Permanent Full Time

If you are a casual employee, and your status changes to permanent full or part time, you and your dependents are eligible for benefits when you have successfully completed your 3 month probationary period.

- The Payroll Coordinator will confirm your benefits eligibility date with you as each case is different depending on the circumstances. The following is an example of benefits eligibility:
 - If you complete your 3 month probationary period, you and your dependents would be eligible for benefits on the first day of the following month. For example, if your status changed to PFT on September 3rd, your benefits eligibility date would be January 1st of the next year.

Whether you are hired to the KSCL PFT or your status changes to PFT

- In all cases, any absence from work in excess of 2 weeks is a break in continuous service which will result in an extension to the wait period for benefits eligibility. Depending on the nature and length of your absence, the Payroll Coordinator will advise you of the extension to your wait period.

What You Need to Do

If you are hired as a full time employee you will be given information about our Group Insurance and the Municipal Pension Plan at your New Employee Orientation meeting. It is essential you complete the Enrolment for Group Insurance and return it to the Payroll Coordinator within 30 days. If you do not return the forms within 30 days, the benefit company will require a physical examination etc. and your eligibility may be denied. Be sure to name your designated beneficiaries and sign the form.

If your status changes to permanent full time the Payroll Coordinator will give you the enrolment forms for benefits coverage. Please complete the enrolment forms immediately (within 30 days) so your benefits coverage can start as soon as you become eligible.

For Extended Health claims and The Out-of-Province Emergency and Travel Assistance benefit you and your insured dependents must have provincial health care coverage (MSP). Enrolment in MSP is your own responsibility. (See MSP below).

Whether you start as a full time employee or your status changes to full time, check with the Payroll Coordinator before using any services to ensure your coverage has commenced and contact them if you have any questions at all about your eligibility.

Please remember to notify the Payroll Coordinator when there is any change in dependent insurance. (e.g., birth of child, marriage, divorce).

Read your *KSCL* Group Benefits booklet carefully to ensure you understand your coverage thoroughly and use your benefits to your best advantage.

When Coverage Stops

If you leave *KSCL*, or your status with us changes from permanent full time to less than 20 hours per week, or you resign and are re-hired to casual, your benefits coverage will cease. Consult your Collective Agreement for more information regarding the termination of benefits. If you elect to continue a policy, it is your responsibility to contact the benefits carrier and inform them of your decision within the specified period. It may be to your advantage to continue your insurance, so we encourage you to get full details from the carrier to make the most informed decision.

Municipal Pension Plan

The Municipal Pension Plan (MPP) is a defined benefit plan, where your pension is based on your age, your years of pensionable service and the average of your highest five years of salary (not necessarily your last five years). It is not based on your contributions to the plan or on the investment performance of the plan's assets. The advantage of this kind of pension plan is that your pension is paid for your lifetime, and may continue for the lifetime of your spouse or other designated beneficiary (depending on the option you choose at retirement). The Kootenay Society for Community Living became an employer member of the MPP on April 1, 2010.

How do I become a member of the MPP?

Full-time, permanent employees are immediately enrolled in the MPP – enrollment is mandatory.

Part-time, casual and temporary full-time employees are eligible to enroll if they complete two years of continuous employment and, in the previous calendar year, earned at least 35% of the year's maximum pensionable earnings (YMPE). For 2019 the YMPE was \$57,400 and 35% of that is \$20,090.

Remember, once a contributor to the MPP with *KSCL*, always a contributor regardless of any status change within the *KSCL*.

What if I am currently a member of the MPP with another employer?

Under MPP rules, whether or not you meet the eligibility rules for *KSCL* employees, you are mandatorily and automatically enrolled with the MPP.

One very important thing to note is that once you are eligible to join if you choose not to enroll at that time, while you may choose to enroll at a later date, you forfeit your right to be able to purchase past service you have had with *KSCL*.

Each application to purchase past service is reviewed by the MPP to ensure it meets all of the

purchase requirements found in the Plan Rules as sometimes members don't meet some of the other purchase requirements.

For Employees hired on or after July 8, 20 10

The following are the MPP eligibility rules:

1. You are already contributing to the plan through another MPP employer. (enrollment is then mandatory)
2. You become a permanent full-time employee (whether it's at KSCL or another MPP eligible employer). (enrollment is mandatory)
3. You have worked in a continuous full-time capacity with the same employer for 12 months. (enrollment is mandatory)
4. You have been employed on a continuous basis (casual, part-time or temporary) and have:
 - a. Completed 2 years of continuous employment and
 - b. Earned at least 35% of the Year's Maximum Pensionable Earnings (YMPE) in each of 2 consecutive years.
 - c. If both of the above criteria are met then enrollment is optional.

How much does it cost me? How much does it cost my employer?

As a member of the Municipal Pension Plan, you contribute to this plan through automatic deductions from your salary. The rate is updated annually.

The KSCL also contributes to the Municipal Pension Plan on your behalf. Employers contribute at a rate based on the number of employees, their salaries, ages and occupations. The rate is updated annually.

What does a pension plan give me?

If you become "vested," the plan will give you a lifetime pension, starting when you retire. After your death, depending on what kind of pension option you choose at retirement, the plan may continue to pay pension benefits to your spouse (if you have one) for their lifetime or to another beneficiary for a set period, or it may pay a lump-sum payment to your estate.

When do I become eligible to receive a pension?

You are "vested" in the Municipal Pension Plan (which means you are entitled to a pension commencing at earliest retirement age 55 or later) after you have accumulated two years of contributory service. You are also vested if you accumulate any contributory service after age 60.

When can I retire?

Earliest retirement age for most Municipal employees is 55.

How can I find out what my pension might be when I retire?

You can use the online pension estimator found on the Municipal Pension Plan website at www.pensionsbc.ca to estimate what your pension might be based on your current personal information.

How do I combine service and earnings with more than one MPP employer to qualify for membership in the plan?

Employees may use service with one or more MPP plan employers to qualify for enrollment. KSCL is not aware of your service with another MPP employer therefore the obligation is yours to inform us if you are in fact employed by another MPP employer. You will do this by signing the MPP Declaration of Employment form. We will then help you in determining your eligibility.

For more information you may call the Payroll Coordinator. Also, please visit www.mpp.pensionsbc.ca

Counselling Options

Available if You are on KSCL Group Insurance Benefits

If you are covered by the extended health benefits provided by our benefits plan you can receive confidential counselling from a registered psychologist. Refer to your Group Benefits Booklet or contact the benefits carrier for more information. Working together, KSCL and your extended health benefits can provide long-term support where required.

Counselling Available to You through BC Medical Services Plan

Anyone and/or their dependents, upon referral by their physician, can receive confidential counselling from a psychiatrist if they are covered by the BC Medical Services Plan (MSP). The full cost of psychiatric counselling is covered by MSP.

KSCL Employee Recognition

Without you we would not be able to fulfill the mission of the KSCL and provide the best support to the individuals we serve. We try to show how much we value you and are constantly looking for ways to improve this. A few of the ways in which we recognize your contribution to the KSCL are described below.

Service Recognition Awards

At the annual Christmas party, long-term full time and part time employees are honoured for

their contribution to the KSCL and supported individuals. If you have been with us for five, ten, fifteen or twenty years or more you will receive a monetary gift for years of service.

Awards of Distinction

Each year our employees are given an opportunity to recognize their peers. The 3 awards that are available are:

1. The Rising Star: The Rising Star Award recognizes an individual with less than 5 years' experience at KSCL who demonstrates great achievements, accomplishments, early success, commitment and promise as a future leader in the social service sector. This trailblazer "lights the community on fire."
2. The Hero: The Hero award recognizes someone who goes the extra mile to make a difference in our services at KSCL.
3. The Leader: The Leader Award recognizes an individual with more than 5 years' experience at KSCL. This individual is in a leadership role and mentors a team in order to achieve a common goal.

Christmas Party

All employees are invited to attend our annual Christmas event. Past events have included dinner and dancing-we are always looking for new and fun ideas. This is a festive evening for all who attend and offers a great chance to make new friends within the KSCL.

Employee Wellness Program

KSCL offers all employees (permanent full-time, part-time and casual) \$30 per year for any program, workshop, class, equipment etc. that promotes wellness. A discount in the initiation fee and monthly dues at a local fitness facility is offered to all our employees. We encourage you to take advantage of this discount whenever your lifestyle permits. Please submit this expense on a KSCL expense form to the Finance Coordinator.

Employee Appreciation

KSCL hosts an annual employee appreciation recognizing all of the dedication and hard work that all employees have brought to the organization over the year. Each year something different is planned and is offered to all KSCL employees. Some of the events that have been held include:

- Employee Appreciation nights – In the past this was: casino nights, paint nights, massages, pizza party
- Each house gets a budget per month for recognition
- Gift Cards for exceptional jobs well done

- Provide “bursaries” (helped pay for) courses to further their education and supported time off to complete the CCSW course

We tried to encompass everything that a new employee would like to know when they begin their employment with the Kootenay Society for Community Living. If there is something you feel we missed or think we should add please contact the Quality Assurance Coordinator at the Castlegar Administration office.