

# SPECTRUM SOCIETY FOR COMMUNITY LIVING

## Working with Staff:

### Information for Families and Caregivers

Spectrum Society supports individuals living in a variety of community settings, including private homes, staffed homes, and various subsidized and supportive housing (eg BC Housing). Each situation is unique. Spectrum staff provide support for anywhere from a few hours a week to 24 hours a day. The hours of support, staff schedule and activities the staff are expected to perform are determined in consultation with the person, the family and the funder and documented in the job description. As the employer, Spectrum is accountable to our staff to follow fair and consistent practices that satisfy legal requirements and align with our stated values and personnel policies. As the service provider, Spectrum is accountable to our funder to manage the support hours and ensure that support aligns with the scope of service and the terms of our funding contracts.

#### **Personnel Policies and Procedures**

Spectrum has a number of policies related to working with staff. Please refer to the Personnel Policies on our website:

<https://sscl.sharevision.ca/public/PolicyDirectory/Forms/public1.aspx?RootFolder=%2Fpublic%2FPolicyDirectory%2FPersonnel%20Policies&FolderCTID=0x012000340555509924B04CB35B48FD54D5740B&View=%7bF96A7711-C5E5-4512-BCD8-099668E9A46B%7d>

#### **Workplace Safety**

Respecting the privacy and sanctity of the person's home is paramount. Any time staff are going into a person's home we expect that they will show respect for the space, and for whoever else is sharing the space. At the same time, we have an obligation to ensure staff safety while they are in the person's home. This includes:

- Knowing ahead of time who else will be in the home
- Knowing ahead of time about any safety risks – eg if someone is ill
- Having the necessary materials and equipment to do their job safely
- Being fully trained on any new tasks to an agreed upon standard
- Having access to emergency supplies, including a telephone
- Being treated with respect at all times

WorkSafe requires employers to monitor the safety of any location where staff are working and to ensure that safety measures are in place. Staff have a right to refuse unsafe work or to leave if they feel unsafe.

#### **Hiring Staff**

As the employer, Spectrum is responsible for hiring staff. We encourage individuals and families to provide input to hiring decisions, and to refer people for employment opportunities if you know someone who is interested in supporting your family member.

- Applicants must be legally allowed to work in Canada and must pass a criminal record search

- Interviews are done by our HR department or by the manager, with input from the individual and family as desired
- All new employees must meet the conditions of employment outlined in our Personnel Policies
- The final decision to hire any new employee rests with Human Resources

### **Supporting and Directing Staff**

Our service is our people. Spectrum staff assist individuals to pursue the activities and goals that are important to them. Staff work as a team, in collaboration with families and professional supports. The manager is the point of contact for the team and provides support and direction to the staff. An important part of the manager's job is supporting the staff, individually and as a team, to feel confident in their role and valued as team members.

- Spectrum staff report to the manager
- The manager schedules staff and approves any schedule changes or time off requests
- The manager is responsible for providing feedback to staff on their performance
- If the individual, family or caregiver have concerns about staff, please speak to the manager
- All new staff have a three month probationary period
- Any changes to staff duties will be reviewed by the manager and communicated to staff by the manager

### **Resolving Conflict**

Conflict is a normal part of human relationships. How we deal with conflict is key to maintaining a healthy relationship. Please refer to the Conflict Resolution policy for more information.

- Anytime there is a misunderstanding or disagreement, please let the manager know
- If the conflict is with the manager, please speak to the coordinator or to HR
- Our goal is to deal with conflicts as soon as possible and find solutions that work for everyone
- Maintaining open, honest and respectful communication in all our interactions will help to minimize conflicts and make it easier to resolve conflicts when they arise

### **End of Employment**

There are many reasons why staff might leave their position, or leave Spectrum. They might resign for personal reasons, or they might be asked to leave because they aren't a good fit for the individual or team. Whatever the reason, any time staff are considering leaving or there is a decision to end employment, HR must be involved from the very beginning through to the end of employment, to ensure that all of our legal obligations as an employer are met.

- HR reviews any requests for change of employment status, including ending employment
- Only the Executive Director can make the decision to terminate employment

### **Teamwork**

We encourage and support teamwork at all levels of the organization. We all benefit when people come together and share their knowledge and skills. Our goal is for each staff member to develop the competencies and confidence to be the best they can be, for the individuals, for their team, and for their own personal and professional development. We are better together.