

Changes to Spectrum policies and procedures (2020)

Policy 00.2 – Privacy Policy (Personnel)

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

Policy 3 – Strategic Planning

- Added business functions to the performance measures for the annual Outcomes Report.

Policy 3.1 – Quality Assurance – NEW – In Progress

- New policy outlining Spectrum’s quality assurance framework, including description of the performance measurement and management system.

Policy 9 – Levels of Support and Supervision

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

Policy 10 – Bathing and Personal Care Guidelines

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

Policy 12 – Personal Funds

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

Policy 13 – Petty Cash – Under Review

Policy 15 – Drugs and Alcohol

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

Policy 18 – Conflict Resolution

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

Policy 25 – Critical Incident Reporting

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

Policy 28 – Abuse

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

Policy 30 – Prevention of Communicable Diseases

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

Policy 31 – Universal Precautions

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

Policy 33 – Medications

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

Policy 34 – Emergency Preparedness

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

Policy 35 – Missing Person

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

Policy 36 – Supporting Individuals who are Ill

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

Policy 40.1 – Flood

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