

Policy and Procedures Minutes

Wed. June 20, 2007

Attendances: Ernie, Kevin, Dave, Sarah L., Michelle, Allison, Lisa, Sarah R., David, Susan, Sterling, Jen, Kyla

1. Introductions: Ernie reviewed the purposes and actions of the Policy & Procedures Committee and everyone introduced themselves.
2. Review of rates: On our annual calendar of Policy activities, we review Spectrum rates at the June Meeting. Because funding arrived in March / April and we reviewed and established new wage grids, the only rates to review were the mileage rates. See breakdown of mileage costs. Mileage was set to 41¢/km last year to reflect increased costs and because that is what the union was paying. That price was based on 86¢/L for gas at the pumps. With the rising cost of gas prices we will seek out having a 45/km and this can be reviewed again next year.
3. Review of benefits – In looking at the overall costs and projected costs, Sun Life wants to increase an overall of 12%. The insurance company foresees the amount claimed to increase therefore wants to see this increase.

LTD – is an employee paid benefit. This is so that the employee does not get taxed on the benefit should they require LTD coverage. Currently this would put a staff's income while on LTD to approximately 60% of their wages, if Spectrum were to pay for the coverage; this would drop down to about 40% of their wages.

Every couple of years Spectrum shops around for different insurance companies to keep the best possible rates and options for the staff.

Last year Sun Life's rate decreased for Spectrum. Rate changes would be in effect July 1, 2007.

There has been one other possible insurance carrier proposal so far and it was a slightly lower cost and adds benefits to the LTD plan. When shopping around for other insurance carriers, Spectrum asks for quotes on the same package we already have.

If we switched over then we would need to have every employee who has benefits to complete new forms.

What would we want to know about any new insurance company?

- that they have direct payment cards
- online admin options
- previous claims payment experience (how quickly did the member get reimbursed for the claim, courteous staff...?)

Staff are asked to call Sun Life directly for any specific questions related to coverage. It is also now possible to submit some claims online.

What would staff want to see more coverage of? Optical. Is there anything that staff would want to leave out of coverage?

Premium Assistance was explained and confirmed that a person does not need to reapply every year. This assistance is for anyone who is eligible for benefits and makes under \$28,000 gross per year; based on last years taxable income.

If we could save \$2700 in benefits costs would employees rather see us get rid of the \$27/month payment from staff for MSP? Or to increase Spectrum RSP contribution? Or another alternative?

Ernie will get proposals throughout the rest of the week. Ultimately the cost of LTD at an increase of 19.7% is what Spectrum is trying to control. Our cost to staff is currently under the average cost and with the projected increase it will be within the average range of cost to staff (between \$4-7).

By the end of the month there will be a memo out to let everyone know if Spectrum will be switching or not.

Review of Policy and Procedures Manual Page 18-19, #9 Health and Welfare Benefits. While doing this review it was noted that many staff may not be aware of Interlock, Ernie will put a link on the website for Interlock and we can hand out brochures or add this information to an upcoming memo to all staff.

4. Spectrum got the government to commit to the wage increase which took effect April 2007. The contracts stated that Spectrum can use the lump sum to address the increased costs of service providers. The amount given is 1.6% of funding from last year which is approximately \$80,000 in total they are giving to Spectrum. Spectrum wants to give this to the employees. All of the \$80,000 will be used for the lump sum to Spectrum employees.

Proposed way of dividing up this lump sum. Employees who were here and still working as of March 31, 2007 will be entitled. Then possibly dividing up by the total number of hours worked, fulltime or part time status, or overall gross income for the year previous to March 31, 2007.

Timeline for pay out is projected to be on the July 31, 2007 pay day. Estimated amount for someone who is CSW start rate, at full time hours would be approximately \$600.

Spectrum is still waiting for the money from the government from the pay increase and is currently using about \$16,000 per month to cover the cost.

5. Policies needing revision – Susan – Spectrum received a 3 year accreditation from CARF last May. Spectrum completes a report every year to give to CARF on the progresses of recommendations and follow up. On May 2009, CARF will be back to do the second survey and this will be as time consuming as the first visit. Spectrum will now need to show evidence of the plans that were carried out, not just the idea of a plan. Every year CARF puts out another manual and luckily there doesn't seem that there will be too many changes this time. So from that Spectrum's manual will probably have just a few additions rather than having to re-print so soon.

This is what Susan will and has been working on:

Going through the policy minutes from previous year, Get the manager & HR input for policies. Job descriptions, specifically the awake and asleep overnights. Susan will draft the revisions in the summer of the policy manual and in October the policy committee will review them. By November the revisions can be distributed.

Example of revision: Driver's abstract is now a requirement as directed by CARF. Anyone who is required to drive during their shift is required to have a copy of their abstract and license in their personnel file. Now that this has started Spectrum needs to decide on what is accepted? What is not accepted? Is one speeding ticket okay? 2 or 3 tickets? What types of infractions will make an impact on staff?

Ex.2 Looking for more clarity on calling in sick but especially within the ABI program.

6. Recruitment strategies. Why has this been such a challenge?
 - relief get on as permanent at a house
 - some programs do not have open positions and relief may be less likely to want to work there when there is not a potential for permanent employment
 - sometimes it's the nature of relief, they may have more than one job
 - houses sometimes self sustainable with their current permanent staff

Possible strategies to recruit:

- Billboard person on the side of the road
 - Incentives \$100 to staff who brings in another staff member
 - Encourage those that want more hours to train at other houses
 - Handout to all Spectrum staff to hand out to their friends/peers to come and work for Spectrum, here's why...
 - Have something on the website about criteria for staff, can be transferable skills
 - Jobfairs
 - Got to schools, talk about upside of relief (can work it around your schedule)
 - Mass emailing through SFU site (students often get emails saying things like "we're looking to recruit...and these are the benefits...")
 - Job posting boards (SFU)
7. Calling in sick – People call in sick to the house and get replace but the manager doesn't necessarily know who is working then.
All houses should have the calling in sick protocol clearly stated for all staff to know. This does need to be written as a team as every house/team is different.

Talk about things such as: If you get sick in the night and you work the morning shift, what do you do? Do you need to speak to a person rather than leaving a message? Is the roommate willing to be involved in finding coverage?

8. Next Policy meeting is October 24, 2007