

Policies and Procedures Committee

Meeting Minutes – August 10, 2011

Present: Sherri K, Anjine P, Gerri C, Khakima I, Patrick J, Morgan T, Paul T, Kelly N, Irene S, Rob F, Jenn Y, Ernie B.

Agenda was developed based on issues Ernie brought to the meeting and issues and ideas brought by program representatives.

1. Introductions: People introduced themselves.
2. Hours of Work: We discussed the issues raised when employees work too many hours:
 - a. Relief staff don't get shifts and the program is vulnerable when one employee gets sick or goes on vacation.
 - b. People don't get balanced access to available relief shifts.
 - c. People lose faith in established protocols and policies if they are not followed reliably.

Next steps:

- a. Review program relief protocols with managers. Each program has a relief protocol that meets the needs of the individuals served and the team. Managers should review the practices of the team to ensure the protocol is followed.
- b. HR will work with managers to ensure relief lists have staff available, and that relief staff get adequate shifts to stay involved with the program.
3. Municipal Pension Plan (MPP): We have now been participants in the MPP for one year. Employees over 62 years are vested now. Employees younger than 62 years of age are vested after two years of contributions.
 - a. First mailing – annual employee report – was received by employees in July. There is very little information yet on these statements for employees not vested. Once we are vested, there will be information on how much pension we can expect at retirement.
 - b. Employee and Employer rates increased on July 1, 2011.
 - i. Employee rates are reviewed every three years when the MPP conducts an actuarial review of the Pension Plan to ensure that there are sufficient funds in the Plan to provide the pensions for all members. Employee rates increased from 6.99% of earnings to 7.80% of earnings.
 - ii. Employer rates are reviewed every year and are based on both the actuarial review and the demographics of the employer – what are the ages and sex of the employees in the plan? This year, Spectrum's rate increased from 6.88% to 7.79%.
 - c. The MPP website has information for employees:
 - i. http://www.pensionsbc.ca/portal/page/portal/pen_corp_home/mpp_home_page
 - ii. email questions to mpp@pensionsbc.ca
 - iii. phone questions to 1-800-668-6335 (toll-free)
4. Job Descriptions / Titles: As part of the Better Networks project, we have been talking about the roles of our employees and the roles of friends and families. One discussion focused on what the people who provide personal support should be called. The generic "staff" seems pretty impersonal. The industry

standard is 'CSW or Community Support Worker' but for some people does not speak to the role played in the person's life. Some alternatives were brainstormed:

- a. Manager: alternatives were: Coach, Advisor, Facilitator, Team Leader
- b. CSW: Supporter, Connector, Facilitator, Person to Hang Out With, Staff, Partner, Advocate, Direct Support Professional (DSP is the generic U.S. title), "Friend/Staff" (used by Diana to identify the friends in her life who are also staff).

Paul gave examples where "staff" was used less positively in the community – people assuming he required a "staff" to be with him at all times. Paul also suggested there is confusion in the roles and responsibilities of roommates vs staff and that this could be clarified for individuals and their families.

Ernie also provided an overview of the three different live-in roles:

- Contracted Caregiver
- Salaried Caregiver
- Unpaid Roommate

These descriptions also need to be improved and added to the policy manual.

Job Descriptions and titles will be reviewed with the policy committee in the next six months.

5. Team Meetings: We reviewed the policy 11c Hours of work:

<http://www.spectrumsociety.org/PolicyDirectory/Personnel%20Policies/P11.0.Hours.of.Work.pdf>

Some representatives expressed concern about 2 hour meetings that don't comply with the policy. Ernie explained the practice that had been discussed with the managers – that if the team agrees, shorter meetings can be scheduled. Ernie will review the practice with HR and Coordinators and confirm that meetings should be scheduled to be four hours in length, or, if shorter, staff should still be paid 4 hours and provided with time to do additional work at the office or home. Representatives gave suggestions of activities that have been interesting and helpful at team meetings including providing presentations, staff training and team building activities. Representatives also recommended having the Coordinator attend meetings occasionally to ensure teams are comfortable contacting other people in the organization.

6. Scheduling Employee Vacations: There is an annual process of submitting vacation requests before March 31, each year for approval by April 30th, and many employees use this to ensure they can plan ahead for their annual vacations. The policy is silent on the question of how many people can be on vacation at one time from a location as HR and the manager discuss the availability of relief and the need for stability on the team. The idea with getting approval well in advance though, is to allow HR and the manager to get relief staff trained and available to allow people to take vacations. Policy Reps suggested teams discuss vacation plans in January so that team members can plan collaboratively and not overlap.
7. Canadian Military Reservists – there are federal laws regarding leaves of absence that must be provided by employers for employees who are members of the Reserves. Rob will forward a package to HR so that we can ensure our policies are in compliance.
8. Privacy of Personal information, and Personnel Information: One representative asked about how to discuss concerns with neighbours when the individual has not consented to sharing information. We suggested he talk to the individual about the neighbour's questions and assist him in sharing information where it would be helpful. One representative asked about how to balance participation by family members in team meetings with team discussions of personnel issues. Some representatives gave

examples of teams that had split meetings – half for team issues and personnel discussions and half for participation of individuals and families to discuss the concerns of the individual.

9. Approval of New activities for individuals (by manager, by team, by family): All the activities we participate in with an individual are covered by the person's Support Plan, more or less. An outline of what will be happening on a daily, weekly, monthly and annual basis is established and employees assist individuals with these activities. New activities should fit within the outline established. If a new activity is outside of typical experiences for the individual, then the manager should be consulted and the family and friends may also be consulted.
10. Employer Bus Program – 15% discount available for all Spectrum Employees on Translink Bus Passes. Application is available here: <http://www.spectrumsociety.org/File/BusPassSpectrumEmployee2011.pdf>
 - a. Payment is deducted from paycheque before the month of purchase – March 31 for April Bus Pass.
 - b. One year commitment is required, but purchases are monthly.
 - c. Form is submitted to Payroll at the office.
11. Wellness Programs – Consultant – former Spectrum Employee Kate Milne of Cardea Health – will meet with a small committee and discuss wellness options for Spectrum: Volunteers for group are:
 - a. Morgan, Anjine, Gerri and Sherri.
 - b. Watch for more information in September.
12. Pets at homes: Policy reviewed: <http://www.spectrumsociety.org/PolicyDirectory/General/16.0.Pets.pdf>
Staff who bring pets to a home or program location must have manager approval and are responsible for all actions and/or damage caused by the pet.
13. Vacation time: Can it be divided up? Yes, it is divisible.
14. Leadership Plans: A tool available to managers and coordinators to help interested individuals develop their leadership skills. There is currently no documentation of leadership plans and their use in the policy manual. This will be reviewed.
15. Inclusive Participation in the Policy Committee: People appreciated Paul's participation in the meeting. Paul said we could work at making less boring, less about policy. ☺
16. Next Meeting set for November 16, 2011 4pm at the office.