

## Policies and Procedures Meeting Minutes

November 16, 2011

Present: Ernie, Susan S, Morgan, Patrick, Geraldine, Amber, Andrej, Anne Lise, Jen, Dea, Irene, Anjine, Edris, Sherri.

1. Introductions were made around the room and an Agenda was developed with representatives forwarding issues, questions and ideas from their teams.
2. Agenda Items: Policy Revisions, Accreditation, Sharevision Access, Training Resources, Wellness, Stat Day Average Hours, Leadership Plan Criteria, Participation at the P&P, Minimum Wage, Vacation Support, Calling in Sick, Relief Availability.
3. Policy Revisions: Policy updates come from a number of sources:
  - a. Policy & Procedure Meeting discussions and suggestions
  - b. Changes in Government Policies
  - c. Changes in CARF Accreditation Standards
  - d. Risk assessments and reviews of our services
  - e. Strategic Planning.

From all these sources, we look for the clearest way to change a policy or add a policy so that everyone understands what is intended and there is no duplication or conflicts among policies.

These are the Policy Updates being proposed:

Policy 00.2: "Privacy Policy (Personnel)" – replaced "employees" with "personnel" (to include volunteers and sub-contractors)

Policy 1: "Eligibility, Intake and Exit Procedures"

- renamed this policy "Service Scope and Access" to align with accreditation language

- added an overview of our 4 CARF service categories – Community Housing, Supported Living, Shared Living, Community Inclusion – and procedure for referrals, entry into service, reasonable accommodations, transitions and exits

Policy 5: "Working with Families"

- removed two clauses that are redundant (covered by other policies):

~~"Unless mutually agreed by the Program Coordinator and the family, family members will not be used as additional or relief staff."~~

~~"Unless approved by the Manager, family members will not administer medications, drive Spectrum vehicles or have access to confidential records."~~

Policy 6: "Facilitating Friendships"

- removed three clauses that are redundant (covered by other policies):

~~"Friends will not be used as additional or relief staff, without the agreement of the Program Coordinator and the friend."~~

~~“Unless approved by the Manager, friends will not administer medications, drive Spectrum vehicles or have access to confidential records.”~~

~~“Key Workers will assume responsibility for ensuring friends are kept informed of relevant successes, problems and social events they might like to attend.”~~

#### Policy 9: “Levels of Support and Supervision”

- updated this clause:

“Spectrum employees personnel (employees, volunteers and sub-contractors) will be expected to adhere to these guidelines at all times.”

- removed two clauses that are redundant (covered by other policies):

~~“Individuals will be afforded opportunities to interact with non-disabled members of the community, and to participate in typical activities within the mainstream of the community.”~~

~~“The Society encourages and supports the use of generic community supports whenever and wherever possible.”~~

- added clause on natural supports:

“The purpose of staff support is to augment and enhance natural supports, not replace them. The Society promotes the use of natural supports to enhance the quality of life of persons served. Natural supports include family, friends, and unpaid others who play a significant role in offering support to the individual.”

#### Policy 12: “Personal Funds”

- updated one clause:

~~“Funds that are held “in trust” for an individual, and are administered by Spectrum, will be segregated in a separate account for accounting purposes.~~

Where Spectrum holds responsibility for the person’s funds (ie. in a trust account), the Society’s accountant will ensure that written guidelines are in place that address:

- How the person served will give informed consent for the expenditure of funds;
- How the person served will access the records of their funds;
- How funds will be segregated for accounting purposes;
- Safeguards in place to ensure that funds are used for the designated and appropriate purposes;
- How interest will be credited to the account of the person served [unless the organization is subject to guidelines that prohibit interest-bearing accounts];
- How monthly account reconciliation will be provided to the person served”

#### Policy 13: “Petty Cash”

- updated one clause:

~~“Each staffed residential and day program~~ community housing and supported living location will have a petty cash float which will be kept in a secure area.”

#### Policy 17: “Spectrum Vehicles”

- updated two clauses:

~~“Only employees drivers with a valid Class 5 license and an approved driver’s abstract will be allowed to drive Spectrum vehicles.”~~

~~“You must file a report with the Police Department at the police station if the damage is over \$300 for any car accident.”~~

Policy 18.1: “Conflict Resolution (Plain Language)”

- replaced references to “staff” with “supporters.”

Policy 19: “Complaints Policy”

- updated two clauses:

~~“Rights to advocacy and support: complainants~~ both the complainant and the person about whom the complaint is being made have the right to be accompanied at all stages in the complaints process by an advocate or support person, and to be treated with fairness and impartiality. Any person about whom a complaint is being made has a right to due process, which includes respect for his or her privacy and confidentiality of information. Information about the complaint should not be discussed by either party outside of the complaints process, except on a “need to know” basis.”

“Wherever possible, complaints should be dealt with at the source, following the steps outlined in Spectrum’s “conflict resolution” procedure. If the complaint cannot be dealt with to satisfaction at the source, the Executive Director shall designate a third party who shall have responsibility for hearing, reviewing and resolving the complaint. The designated third party should not have a direct line of responsibility over the area, person or subject of the complaint.

(i) The designated third party will meet individually with the complainant and the person about whom the complaint is being made, to gather information from both parties and gain as full an understanding as possible about the situation. He/she may conduct additional research or interview others as appropriate to corroborate the statements of either party.

(ii) The designated third party will review the available evidence and provide a written response to the complainant, copied to the Executive Director, outlining the actions to be taken to resolve the complaint, a timeframe for resolution of the complaint, and any further investigation that may be required.”

Policy 19.1: “Complaints Policy (Plain Language)”

- added one clause:

“Everyone involved has a responsibility to be truthful and to show respect for each other. We will work together to find a fair solution.”

Policy 23: “Risk Management”

- updated one clause:

~~“When should a risk assessment be done? A risk assessment should be completed anytime a person or individual is faced with a situation or activity that presents a real or potential hazard, for example:~~

**Personal vulnerabilities and safeguards:** Ensuring the safety and well-being of persons served is a top priority of Spectrum’s risk management activities. In addition to organizational and programmatic safeguards, it’s also important to look at each person’s unique vulnerabilities and apply a safeguarding lens to person-centred planning, building in specific strategies that make sense for the person. This is especially important during times of transition or when faced with changes to the person’s support needs, for example:

- Upon intake, and reviewed / updated annually thereafter or start-up of a new service;
- Changes to an individual’s living arrangement or care requirements;
- Changes in behaviour;
- Changes to funding or staffing levels within a program;
- Introduction of an activity that is not normally part of Spectrum’s regular operations;
- Legislative or contractual changes

For more information on developing personal safeguards, please refer to the CLBC document, **Addressing Personal Vulnerability through Planning.** [hyperlinked]

Policy 24: “First Aid”

- Staff should tell St. John Ambulance to charge their first aid course fee to Spectrum Society for Community Living (no longer to “Legend Account”)

Policy 25: “Critical Incident Reporting”

- CIR forms are now completed electronically. The form is available on the Spectrum website.

Personnel Policy 2: “Management Responsibility”

- added clauses on the Board and Committees of the Board:

“(a) Board of Directors

As a registered non-profit society, Spectrum is governed by a Board of Directors who are elected by the membership of the Society at the Annual General Meeting. Board members are volunteers and are not allowed to receive any remuneration for their services. Employees of the Society are not permitted to sit on the Board.

Spectrum’s Constitution and Bylaws are the legal documents that guide all the work of the organization.

(i) Roles and Responsibilities of Spectrum’s Board

Spectrum’s Board of Directors is responsible for:

- Defining Spectrum’s vision and mission;
- Approving Spectrum’s strategic plan and annual goals;
- Approving all policies for the organization;
- Evaluating how well Spectrum meets its goals;
- Hiring and evaluating the Executive Director;

- Approving Spectrum’s operating budget and appointing the auditor;
- Identifying and managing risks;
- Leadership and successorship planning;
- Reporting on Spectrum’s services and assets;
- Ensuring all legal requirements of the Society are met and maintained;
- Dealing with any formal complaints against the Society;
- Guiding its own actions as well as the actions of members, committees, and staff.

The Board is responsible for all actions and decisions made on behalf of Spectrum Society. The Board has delegated authority to the Executive Director to make the day to day decisions in order to run the organization and oversee its services.

(ii) Committees

Spectrum’s Board of Directors has the authority to set up committees to help fulfill its responsibilities. People who are not on the Board may be asked to sit on the committees to give advice and share information.

Board committees may not speak or act for the Board unless they are given special permission to do so. This authority will be carefully defined so it does not interfere with the powers of the Executive Director.

Board committees do not have any authority over staff. Board committees usually do not have direct involvement with staff.

Spectrum’s Board is responsible for all decisions and actions made by Board committees.”

Personnel Policy 8: “Payment of Wages”

- Timesheets must be submitted to payroll by 10:00 a.m. (not noon) on the specified date on the payroll schedule.

Personnel Policy 9: “Health and Welfare Benefits”

- added clause about Municipal Pension Plan:

“iv. Municipal Pension Plan (MPP)

- The MPP is a defined benefit pension plan for public sector employees. Spectrum and its employees began participating in the MPP on July 9, 2010. Employee and Employer contributions are set by the MPP Board and were 6.99% for employees, 6.88% for Spectrum on July 9, 2010.
- Employees active on July 8, 2010 have the choice to participate in the MPP or to remain in the Group RRSP.
- All employees who start employment after July 9, 2010 will be enrolled in the MPP as soon as they become eligible.”

- updated one clause:

“(h) Retirees Accessing Benefits

Employees who retire from Spectrum and are members of the Municipal Pension Plan will have health benefits provided by the MPP. Employees who retire and are not members of the MPP can opt to continue on benefits, at their own expense. Employees who are approaching retirement should contact the benefits administrator to discuss this option.”

Personnel Policy 14: “Staff accompanying individuals on vacation”

- added one clause:

“The above guidelines apply to individuals who are receiving 24/7 support from Spectrum. If the person receives less than 24/7 support, the staffing provided for vacations will be adjusted according to the needs of the individual and their vacation plan.”

Personnel Policy 25: “Travelling expenses”

- mileage rate increased to .50/km

- added one clause:

“(c) Employer Bus Pass Program: Employees can purchase monthly bus passes through payroll deduction and receive a 15% discount on the monthly purchase price.”

These policy revisions are also reviewed by the Board of Directors.

4. Accreditation – every 3 years, CARF sends two or three surveyors to review our services and ensure we provide services according to international standards and measure our performance and make adjustments based on those evaluations. This year, survey will be in April or May.
5. Wellness – will begin in new year with email resources, website, walking challenge, resources for team meetings.
6. Leadership Plan Criteria – Are there criteria for when a leadership plan can be developed – for who, what will it include, where will it be documented. Good suggestion for future policy.
7. Participation at the P&P – Some discussion about who should be attending these meetings – identifying ways to ensure everyone gets representation, suggestions around regional representation, representation by role (CSW, supervisor, Shared Living provider, self-advocate, parent). Survey suggested to get everyone’s input.
8. Minimum Wage – Government has announced three increases to minimum wage - \$8.75/hr on May 1, 2011, \$9.50/hr on November 1, 2011 and \$10.25/hour on May 1, 2012. The April 2011 wage increases were adjusted to cover the November 1 increase. New funding will be required to cover the May 1, 2012 increase to night rates.
9. Next Meeting: February 15<sup>th</sup>, 2012 – (postponed to March 21, 2012).