

501.0	GUIDING PRINCIPLES	501.0
Application: All Employees		References: NSDRC Board Policy BC Employment Standards Act BC Human Rights Code Canadian Charter of Rights and Freedoms

POLICY:

The North Shore Disability Resource Centre (NSDRC) adheres to applicable legislation and the Collective Agreement with bargaining unit members in the development and implementation of Employment Policies and Procedures.

The NSDRC’s Employment Policies and Procedures are also guided by the Association’s Mission, Vision and Values Statements.

Mission: Working for a community for all.

Vision: Communities that value inclusion and are committed to creating opportunities for all.

Values Statements: We recognize the value of each person.
We believe we all have the same rights.
We believe family and friends are important.
We believe in the value of people working together.
We believe diversity enriches the community.

REASONS FOR POLICY:

Guiding principles and relevant legislation ensure that the NSDRC’s Employment Policies and Procedures are consistent with the Association’s purpose and community standards.

PROCEDURES:

1. The guiding principles and related documents are referenced in the development and revision of Employment Policies and Procedures.

505.0	EMPLOYEE RIGHTS	505.0
Application: All Employees	References: BC Employment Standards Act BC Human Rights Code Canadian Charter of Rights and Freedoms Collective Agreement	

POLICY:

As an equal opportunity employer, the NSDRC adheres to the laws and regulations set out in the BC Human Rights Code and the Canadian Charter of Rights and Freedoms. The NSDRC does not discriminate in any manner. Employees also have the right to work in an environment free of harassment.

The NSDRC Board of Directors gives specific direction to the Executive Director.

Board Governance Manual: Policy Type: 3.0 Executive Limitations**Policy Title: 3.6 Employee Rights**

The Executive Director will manage the NSDRC in a way that ensures the rights of employees to fair, equitable and respectful treatment, including, but not limited to:

Grievances by employees receive fair internal hearing through procedural safeguards.

The decision-making process within the NSDRC is open and conducive to an atmosphere of trust.

Employees and candidates for employment will not be judged on other than their position's relevant qualifications and/or job performance.

Candidates for employment within excluded and management positions will be considered on the basis of affirmative action in that every effort will be made to hire people with disabilities. In the event that a person with a disability and an individual who does not have disability are equally qualified for a position, the person with a disability will receive priority consideration.

Worksites and equipment are safe and employees are prepared for prompt action in case of emergency or disaster.

REASONS FOR POLICY:

The NSDRC recognizes that our most important assets are motivated, capable and satisfied employees. Employment Policies and Procedures reflect best practice in the area of employee supervision and support. The NSDRC also recognizes that employment conditions must be competitive with other regional non-profit human service organizations.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. The rights of employees and related documents are referenced in the development and revision of Employment Policies and Procedures.

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506.0	MANAGEMENT RIGHTS	506.0
Application: All Employees		References: BC Employment Standards Act Collective Agreement

POLICY:

The management and direction of employees is vested exclusively in the NSDRC as the employer and is subject only to the restrictions expressed in the Collective Agreement or applicable legislation. In the exercise of this right, the NSDRC seeks input from major stakeholders affected by management decisions.

REASONS FOR POLICY:

The NSDRC as an employer is the fixed point of responsibility for the supervision of employees.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. Employees report to the Executive Director or their designate. Line staff positions report to a Program Manager or Director.
2. The NSDRC determines if a vacant position is to be filled.

513.0	CONFLICT OF INTEREST	513.0
Application: All Employees		References:

POLICY:

Employees must not place themselves in a position of conflict of interest related to their employment with the NSDRC.

REASONS FOR POLICY:

The primary mandate of the NSDRC is to meet the identified needs of the participants and other stakeholders. Situations may arise where an employee’s actions, or potential actions, conflict with this mandate.

Conflict of Interest situations include, but are not limited to, the following examples:

- being supervised by a family member, spouse/spouse equivalent or sexual partner
- be paid by an organization or an individual to provide a service similar to the one provided by the Association
- receiving service from the Association within the same program that you are working in
- acting as an advocate for a participant receiving support from the NSDRC
- working privately for a participant or families while working with the same participant through your employment with the NSDRC
- being a relative of the person you provide direct service to
- behaving in a manner that would bring the NSDRC into disrepute, or compromise the integrity of the NSDRC in the perception of the public

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. If a situation of conflict of interest arises before or after employment is accepted, the employee is required to inform their Program Manager/Director, in writing.
2. If the Program Manager/Director/co-worker becomes aware of a potential conflict of interest, they are required to inform the Director of Human Resources and/or the Program Manager/Director.
3. The Program Manager/Director discusses potential conflict with the Director of Human Resources.
4. The Program Manager/Director will provide the employee with a written response, within three (3) business days, determining if the situation is a violation of the Conflict of Interest Policy.
5. If a conflict of interest is determined to exist, the Program Manager/Director, the Director of Human Resources and employee meet to discuss the conflict of interest and any remedial action that must be taken.

514.0	CRIMINAL RECORD SEARCH & REFERENCE CHECKS	514.0
Application: All Employees		References: Criminal Record Review Act

POLICY:

Employment with the NSDRC is contingent upon the applicant completing Criminal Record Search and two to three reference checks depending on the outcome of the first two references.

If the applicant is hired for the position, the Criminal Record Search will be filed under the in the N:/personnel file. The applicant is responsible for the full cost of the Criminal Record Search. An applicant can provide a Criminal Record Search results dated up to five (5) years prior to the hire date.

If an applicant refuses to complete a Criminal Record Search or provide at least three (3) reference checks they will not be considered for employment.

Employment is contingent upon the results of the Criminal Record Search and the reference checks results.

Types of crimes that would potentially impact NSDRC employment offer, but are not limited to: murder, rape, robbery, aggravated assault, sexual abuse, burglary, larceny-theft, motor vehicle theft, general theft, fraud, corruption.

For existing employees, who have passed probation, the Criminal Record Search is repeated every five years. The fee will be paid by NSDRC.

REASONS FOR POLICY:

Employees of the NSDRC are in a position of trust. The NSDRC has a legal, contractual and moral obligation to ensure the safety and well-being of the participants we support. Adherence to the Criminal Record Review Act requires specific processes be followed. Reference Checks are used as an additional safety measure.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. Applicants must provide three (3) professional references on the date of their interview.
2. The Program Managers conduct applicant reference checks.
3. If at least two (2) references checks are good, the Program Manager verbally offers the applicant the job.
4. Applicant completes the Employee/Applicant Consent to a Criminal Record Check in the Employment Application package and provides two (2) forms of ID to the interviewer for verification, at least one of which is government issued displaying Name, DOB, Signature and Photo. The completed consent form, copies of the verified ID and Criminal Record Check payment authorization are submitted to the Administrative Assistant.

514.0	CRIMINAL RECORD SEARCH & REFERENCE CHECKS	514.0
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5. The Administrative Assistant processes the form as per Criminal Record Review Program (CRRP) procedures. Forms submitted directly to CRRP by applicant will not be processed.
6. The applicant is responsible for the payment of the Criminal Record Check either through a link provided directly by CRRP or through payroll deduction.
7. The Criminal Record Search will take 3-5 business days. If it is not received within that time frame the Administrative Assistant will follow up.
8. Employee with a valid Criminal Record Search result dated within the last five (5) years can choose to complete the "Sharing – Consent to a Criminal Record Check". They are not required to pay.
9. For further information on the applicant process, please review the information in the following link: <http://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>.
10. If the Criminal Record Search results are acceptable, an orientation is scheduled.
11. If there are discrepancies the Administrative Assistant brings them to the attention of the Director of Human Resources for final decision.
12. The Administrative Assistant saves Criminal Record Search results electronically in the N:/personnel file.
13. If an employee is convicted of an offense subsequent to a Criminal Record Search and Review, the employee must immediately report the charge or conviction to their Director/Program Manager.
14. An employee who fails to notify the NSDRC of new convictions or outstanding charges is subject to disciplinary action up to and including dismissal.
15. The NSDRC will take immediate action to ensure that there is no risk posed to the participants we support.

516.0.2	TUBERCULOSIS TESTING	516.0.2
Application: Bargaining Unit Members		References: BC Community Care Facilities Act

POLICY:

All employees are required to be tested for tuberculosis (TB) by a medical practitioner at the time of hire.

Employees with a positive TB test result will maintain employment, provided that approval is received from appropriate external authorities.

Employees can receive TB tests at any BC Community Care Facilities.

REASON FOR POLICY:

The NSDRC has an obligation to protect the health and welfare of both the participants and employees. The Community Care Facilities Act requires all employees working in licensed programs to undergo a testing process.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. TB testing requires two separate appointments. During the first appointment, the employee will receive an injection (needle under the skin) and at the second appointment, between 48 and 72 hours later, the same area will be examined. If the employee is unable to receive a needle, they may be given a chest X-ray.
2. If the area examined is within the negative reaction parameters, the employee submits the Tuberculosis Form to the Program Manager.
3. If the area examined shows a positive reaction, a chest X-ray will be ordered.
4. If the chest X-ray is suspicious, further investigation by a medical practitioner is required.
5. If an employee has a positive skin test and the chest X-ray confirms that the person does not have active tuberculosis, employment with the NSDRC is maintained provided that approval is received from appropriate external authorities.
6. If active TB is recorded, the employee may not be able to work in a facility regulated by the BC Community Care Facilities Act.

Location of TB testing facilities:

BC Centre for Disease Control - Chest Clinic
655 West 12th (Corner of Ash and 12th), Vancouver
8:30 a.m. – 4:15 p.m. Monday, Tuesday, Wednesday
No appointment required

North Shore Health Region
132 West Esplanades
North Vancouver
604-983-6700 by appointment

528.1	HARASSMENT OF EMPLOYEES	528.1
Application: Non-Unionized Employees		References: BC Human Rights Code

POLICY:

The NSDRC does not tolerate harassment of employees and adheres to applicable legislation.

REASONS FOR POLICY:

It is the responsibility of the NSDRC to ensure employees and the people we support work and live in a harassment free environment. Provincial legislation outlines specific requirements that Employers must meet to protect employees and people we support from harassment.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. The complainant should first discuss their concerns with the person(s) involved, if possible.
2. If the complainant cannot resolve the issue or is unable to meet with the parties involved, they submit a written complaint to the Director of Human Resources within 30 days of the latest alleged occurrence.
3. The Director of Human Resources investigates the complaint within 15 business days of receipt of the complaint. For more information refer to Collective Agreement.
4. Until resolution is achieved, the Director of Human Resources may take measures to separate the complainant and the alleged harasser(s).
5. If an alleged harasser(s) is removed from the worksite, pending the outcome of the investigation, no loss of wages will result.
6. If either the complainant and/or the alleged harasser(s) are not satisfied with the report of the Director of Human Resources, they may access the Issue Resolution process. For more information read **Employment Policy 610.1 or 610.2 Employee Issue Resolution**.
7. If an employee is aware of incidents of harassment related to themselves, other employees or people we support they have an obligation to bring the matter forward for resolution.
8. Failure to report observed or suspected harassment will result in disciplinary action.

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537.1	DISCIPLINE	537.1
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Application: Non-Unionized Employees	References: 600.1 Dismissal from Employment
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POLICY:

The NSDRC uses a progressive discipline model to address unsatisfactory job performance.

When disciplinary action is undertaken, employees are entitled to know the full reasons for such action, and are entitled to fairness and consistency.

REASON FOR POLICY:

The NSDRC is committed to performance improvement through proactive employee support practices.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. The NSDRC may begin performance correction at any level based on the seriousness of the concern and the impact the employee's actions have on the participants, people we support or other employees.
2. The Director/Program Manager, in consultation the Director of Human Resources, undertake investigations in cases of serious performance concerns to allow employees to explain their behaviour.

Performance Correction (Non-disciplinary):

3. Prior to beginning a formal process, the Director/Program Manager may have an informal conversation with the employee to outline issues of concern and strategies to address the concerns.
4. Documentation of the discussion may be in the form of notes, a memo or a performance plan. These documents are not filed in the employee's personnel file.

Performance Plan (Non-Disciplinary):

5. The Director/Program Manager designs a plan outlining the performance concerns, expected performance and timelines and provides to the employee for discussion.
6. The plan is linked to the employee's job description and forms part of their performance support.
7. The Director/Program Manager establishes a schedule of meetings to monitor progress and provide training resources to assist the employee in attaining the performance outlined in the plan.

Verbal Warning:

8. The Director/Program Manager provides a verbal warning with an outline of the performance concern, expected performance and timelines. The discussion also includes consequences for failure to improve.

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537.1	DISCIPLINE	537.1
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9. Documentation is in the form of a letter of the items discussed. A copy is given to the employee and a copy is placed on the personnel file.

Written Warning:

10. The Director/Program Manager provides a Written Warning letter to the employee that outlines performance concerns, expected performance and timelines in which to improve. The document includes consequences for failure to improve.

11. The Written Warning letter is provided to the employee and a copy is filed on the personnel file.

Suspension:

12. If after a progressive discipline process the employee's performance has not met the outlined expectations the employee will be suspended without pay for a period of time, determined by the Director/Program Manager.

13. Examples of reasons for suspension include, but are not limited to, refusal to comply with verbal or written warnings; and harassment or abuse of other employees, participants or people we support.

14. The length of suspension is determined by the seriousness of the event, the employee's explanation and previous work history.

15. The Suspension letter is provided to the employee and a copy is filed on the personnel file.

Dismissal:

16. Please see **Employment Policy 600.1 Dismissal from Employment** for more information.

17. The NSDRC reserves the right to dismiss an employee for reasons of, but not limited to, unsatisfactory job performance, violation of the employment contract or acts contrary to the principles and ethics of the NSDRC.

541.0	PREVENTION OF ABUSE OF PARTICIPANTS	541.0
Application: All Employees		References: BC Community Care Facilities Act 700.0 Abuse/Neglect Reporting 536.1 and 536.2 Employee Investigation 537.1 and 537.2 Discipline

POLICY:

People using services provided by the NSDRC have a right to an environment that is free from abuse or neglect.

An employee alleged to be involved in the abuse or neglect will be removed from the worksite until the matter is investigated by the NSDRC and/or an external authority and resolved.

The NSDRC makes every effort to complete an internal investigation within 14 days of receipt of the allegation of abuse or neglect.

If an employee suspects that abuse or neglect has occurred they are obligated to report and follow-up on their concerns.

REASON FOR POLICY:

Employees are in a position of trust and authority and have legal and moral obligations to protect the participants from harm.

Employees need to be aware of potential power imbalance inherent in the employee-participant relationship.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision.

PROCEDURES:

1. An internal investigation will be conducted upon receiving an allegation of abuse. Refer to **Policy 536.1** or **536.2 Employee Investigation** for further information.
2. Every effort will be made to ensure confidentiality throughout the investigation process.
3. An internal investigation may not be conducted if an external investigation is initiated.
4. If an investigation determines an employee has engaged in the abuse or neglect of a participant; or failed to report such occurrences, the employee is subject to appropriate disciplinary action, up to and including dismissal. Refer to **Policy 537.1** or **537.2 Discipline** for further information.
5. Refer to **Policy 700.0 Abuse Reporting and associated Policies** for further information on the obligation of employees to report suspected abuse or neglect.

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542.0	CODE OF ETHICAL CONDUCT	542.0
Application: All Employees		References: NSDRC Code of Ethical Conduct for Employees

POLICY:

Employees, Practicum Students and Volunteers adhere to the North Shore Disability Resource Centre's (NSDRC) Code of Ethical Conduct.

REASONS FOR POLICY:

The Code of Ethical Conduct for employees, practicum students and volunteers provides a frame work for ethical practice in the delivery of supports and services.

The NSDRC recognizes that many ethical decisions are required when supporting people and working with other employees. The following Code of Ethical Conduct provides a basis for resolving ethical questions and dilemmas by establishing guidelines for responsible behaviour.

While the statements in the Code of Ethical Conduct provide specific direction in addressing some ethical problems, situations may also require employees to combine these statements with sound judgment, and knowledge of the core values expressed in the Association's Mission, Vision and Values Statements. Code of Ethical Conduct reflects core values. These core values recognize the importance of respect, equality, family and support networks, employees, collaboration and diversity.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision.

PROCEDURES:

1. Employees, practicum students and volunteers receive the NSDRC Code of Ethical Conduct during the NSDRC Employee Orientation.
2. Employees, practicum students and volunteers are required to indicate acceptance and agreement of the Code by signing **Form 542.0A NSDRC Code of Ethical Conduct**.
3. Allegations of violations of the Code of Ethical Conduct are addressed through **Policy 605.0 Service Quality Complaints**.

543.0.4	SHAREVISION	543.0.4
Application: All Employees	References: Policy 209.0 Confidentiality of Information Policy 209.0.1 Freedom of Information Policy 209.0.2 Electronic Records Management Policy 209.0.3 Participants Confidentiality Policy 209.0.4 Employee Confidentiality Policy 543.0 Communication Systems Policy 859.0 Record Keeping - Participants	

POLICY:

ShareVision is a person centered information software employee’s use to record work related information using Internet Explorer as the preferred internet browser.

ShareVision user accounts are managed through ShareVision security and ShareVision permissions by the designate employee.

The NSDRC provides the necessary computer hardware and support at all Program sites.

Employees, working in offsite locations, use remote location access.

All employees have a ShareVision account and log into the ShareVision site with their user ID and password.

New employees receive from the Administrative Assistant and the Program Manager, the required training and support needed to access and use the NSDRC’s ShareVision site.

Employees are responsible for safeguarding their personal ShareVision password. Using another employee’s user name to log into the ShareVision site is strictly forbidden.

In the event that the internet is not accessible, employees are authorized to complete required records using hard copy forms or templates available at the program sites.

As soon as possible the written records are entered into the ShareVision site as directed by the Program Manager.

Employees respect the confidentiality of information pertaining to participants, their support networks and other employees on ShareVision.

Use of ShareVision is consistent with the NSDRC’s professional reputation, standards, policies and procedures.

REASONS FOR POLICY:

ShareVision is becoming the NSDRC’s primary communication strategy, tool set and methodology for creating, managing and distributing information, and for connecting the participants with information. Clear policies and procedures, training and support are necessary to ensure employees conform to the NSDRC’s standards and practices as ShareVision users.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

543.0.4	SHAREVISION	543.0.4
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PROCEDURES:

1. Designated Administration employees manage ShareVision user accounts permissions. Changes to an employee's program site will result in changes to the employee's permission group(s).
2. Upon hire of a new employee, the designated Administration employee creates a new ShareVision user account, temporary password and applies the appropriate ShareVision permissions relevant to the employee's program site.
3. New employees by the Administrative Assistants an orientation to ShareVision and are trained at their program sites by the Program Manager on how to navigate within ShareVision using a variety of resources (training modules housed on ShareVision, etc.).
4. On the first day of orientation to ShareVision the new employee changes their temporary password to a password of their choice.
5. At applicable Program sites, an employee logs into ShareVision at the start of the work day and verifies they have read all current communication log entries by first selecting the "Initial Log" page link and checking the "Initial" box to the left of each communication entry.
6. An employee working from remote sites log into the NSDRC ShareVision site and initial communication log entries as directed by Program Manager.
7. An employee logs off the NSDRC's ShareVision site when leaving the computer and logs on as many times as necessary in the course of a working day, to record or read information in ShareVision.
8. An employee uses the lists and communications systems in ShareVision as directed by their Program Manager.
9. In the event of the internet going down at a program site, as a first step an employee refers to: "**TROUBLE SHOOTING GUIDELINES FOR THE INTERNET**" as posted at program sites.
10. If an employee is not able to resolve the internet connection, the employee contacts the Program Manager and uses hard copy forms to complete their records. Hard copy forms are available at each program site. Employees complete an Internal Incident Report (NSDRC) located on the ShareVision program site page when the internet connection is restored.
11. An employee inputs hard copy records into ShareVision as directed by the Program Manager.
12. In an emergency situation, an employee located at Residential Services program sites, contacts the Program Manager in person or by cellular phone. On weekends and statutory holidays, contact the On Call Program Manager is contacted via cell at **604-831-9179**. In an emergency situation, A Community Based Services' employee will contact their designated Program Manager by phone or email.
13. Upon termination of employment the Administrative Assistants (CBS and Residential Services) delete the employee's user account from the NSDRC's ShareVision collection site.
14. Please refer to **Program Policy 859.0 Record Keeping - Participants** for more information.

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545.0	CONFIDENTIALITY OF INFORMATION	545.0
Application: All Employees		References: Freedom of Information and Protection of Privacy Act Policy 209.0 Protection of Privacy Policy 520.0 Personnel Records Policy 700.0 Abuse - Neglect Reporting

POLICY:

Employees respect the confidentiality of information belonging to the people we support, their parents/guardians and friends, and other employees.

When the people we support are under the age of 19, the information belongs to their parents or guardian.

Employees are permitted to verbally share confidential information with members of the NSDRC program staff team, when relevant to the provision of program supports, and when conducted in a private setting such as a staff meeting.

Please note that the principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing.

REASON FOR POLICY:

All information related to people we support, families and employees is private. Confidential procedures ensure that privacy is respected.

DEFINITIONS: Refer to Glossary of Definitions located in Volume I Association Structure and Supports for further information.

PROCEDURES:

ACCESSING INFORMATION BELONGING TO PEOPLE WE SUPPORT

1. Verbal information, written documentation or photographic material about an adult person we support is confidential and belongs to them. Any person who wants access to the information must seek the permission of the people we support. This permission is to be formally documented in the care plan or file of the person. Refer to **Policy 209.0 Protection of Privacy** for more information.
2. Verbal information, written documentation, or photographic material about a child receiving service from the NSDRC is confidential and belongs to their parents or guardians. Any person who wants access to the information must seek the permission of the parent/guardian. This permission is to be formally documented in the child's care plan or file. See **Form 209.0 A Consent to Obtain/Release Information** for more information.
3. When documentation refers to several people we support, each person we support must be asked for permission. This permission must be documented by completing a **Form 209.0 A Consent to Obtain/Release Information** and filing the original in the care plan or file each person we support.
4. People we support have a right to access NSDRC information about themselves. This includes all documentation by employees about people we supports: log books, journals,

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545.0	CONFIDENTIALITY OF INFORMATION	545.0
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reports, charts, etc. No people we support files may be removed from the Association Office, the group homes, or any other work site. Photocopies may be made of information requested by people we supports or parents/guardians.

5. If a family member, friend or advocate who is not a legal guardian, requests information about an adult person we support, the person is asked to seek permission from the people we support and their approval is documented on the **Form 209.0 A Consent to Obtain/Release Information**.
6. Information or reports concerning a people we support received by the NSDRC from other agencies may be released with permission from the people we support or parent/guardian.
7. The NSDRC releases personal information to external authorities upon receiving a completed **Form 209.0 A Authorization of Access to Information**. Refer to **Policy 209.0 Protection of Privacy** for more information.

ACCESSING EMPLOYEE INFORMATION

8. All information about an employee belongs to the employee. Refer to **Policy 520.0 Personnel Records**, **Policy 545.0 Confidentiality of Information**, and **Policy 209.0 Protection of Privacy**.

DISCLOSURES OF ABUSE, NEGLECT OR WRONGDOING

9. The principle of confidentiality does not apply to disclosure of alleged abuse, neglect or wrongdoing. It is the employee's responsibility to adhere to **Policy 700.0 Abuse / Neglect Reporting**. For disclosures of employee wrongdoing, other than abuse, the employee has a duty to report to the Program Manager.

STORAGE OF INFORMATION

10. Information is handled in a confidential manner and stored in a secure location. Please see related Program Policies for more information about records storage etc.
11. Refer to **Policy 520.0 Personnel Records** for more information about employee records.

546.0	CONDUCT AND BEHAVIOUR	546.0
Application: All Employees	References: 130.0 Code of Ethics 528 Harassment of Employees 541.0.1 Sexual Contact with Participants 610.1 Employee Issue Resolution	

POLICY:

Employees are expected to conduct themselves in a professional, courteous, and respectful manner.

REASONS FOR POLICY:

Employees of the NSDRC are supporting people with disabilities. We must be sensitive to the fact that our actions and behaviours have an effect on the participants, their families and friends and co-workers. Professional, courteous, and respectful behaviour is ethical conduct and contributes to a healthy, productive, and safe environment for the participants and other employees.

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision for further information.

PROCEDURES:

1. If participant, family members, external professionals and community members have concerns regarding the conduct of an employee they are directed to use the procedures provided in the appropriate Program Policy regarding Complaints Resolution.
2. Employees with concerns regarding the conduct of a co-worker (for example, gossip, etc.), use the procedures provided in **Employment Policy 610.1 Employee Issue Resolution**.
3. Potential or actual sexual relationships between an employee and a participant directly must be disclosed or reported immediately. Please see **Employment Policy 541.0.1 Personal Relationships with Participants**.
4. Observation or suspicion of abuse or neglect must be reported immediately according to the procedures given in **Employment Policy 541.0 Abuse of Participants** and the applicable **Emergencies & Incidents Policy 700... Abuse Reporting**.
5. Experience or observation of behaviours constituting harassment are reported and investigated following procedures provided in **Employment Policy 528.1** or **528.2 Harassment of Employees**.

552.0	THEFT	552.0
Application: All Employees	References: Policy 548.0 Acceptance of Gifts or Cash Policy 536.1/536.2 Employee Investigation	

POLICY:

Suspected employee theft from employees, people we support or the NSDRC will be reported to the appropriate authorities, which may include funders, licensing and local law enforcement.

If an internal investigation has determined an occurrence of theft, the employee(s) involved will be subject to discipline up to and including dismissal.

REASONS FOR POLICY:

Employees are in positions of trust with the monies and possessions of the people we support, program cash, equipment and access to other employee's valuables. Employee theft is a betrayal of trust.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. If an employee suspects theft from people we support, refer to the appropriate Program Policy regarding Abuse Reporting. Theft is considered an act of abuse.
2. Employees are not to request the loan of money or other goods from the people we support, or their families. Refer to **Policy 548.0 Acceptance of Gifts or Cash**.
3. Theft from program petty cash, food, house account monies or other program items, etc, is not tolerated and if proven, will result in disciplinary action up to and including dismissal.
4. If an employee suspects theft from program monies or resources, they are to inform the Program Manager immediately and complete an **Internal Incident Form**.
5. Employees suspected of theft may be suspended pending further investigation, following the procedures outlined in **Policy 536.1** or **536.2 Employee Investigation**.

Employment Policies and Procedures

September 9, 2019

556.0	TIMESHEETS	556.0
Application: All Employees		References: 557.0 Pay Periods 558.0 Pay Advances 559.0 Pay Distribution 571.0 Wage Payments 849.0 Program Expenses BC Employment Standards Act Collective Agreement

POLICY:

Employees are responsible for completion and submission of timesheets for actual hours worked for as per the NSDRC Payroll Schedule.

Employees are responsible for using the approved NSDRC systems for management of timesheets and submission.

Program Managers/Directors review and approve Timesheets.

Shift changes only occur when directed by Program Manager.

Timesheets submitted past the due date of the Payroll Schedule are processed the next pay period.

Employees who fail to submit their timesheet or do not use the approved submission mechanisms are subject to discipline up to and including dismissal.

For Community Based Services: Timesheets may be presented to the participant, their parent or guardian; or authorized representative for verification of dates and hours worked.

REASON FOR POLICY:

Timesheets are a mechanism to provide information to the Payroll and Benefits Administrator to document hours worked and monies owed. This information is essential for the accurate calculation of wages, deductions, benefits, seniority, etc.

Timesheets allow Program Managers/Directors to monitor and verify hours worked by employees for tracking and budget maintenance.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision.

PROCEDURES:

1. Employees submit claimed hours electronically in Dayforce HCM. Employees receive Dayforce HCM training during hiring orientation.
2. Employees complete timesheets in DayForce HCM according to the Payroll Schedule.

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Employment Policies and Procedures

September 9, 2019

556.0	TIMESHEETS	556.0
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3. Employees login to Dayforce HCM after each shift to record the day, hours and pay code worked in each position (participant, residential or other location) AND/OR confirm worked scheduled hours as applicable.
4. Employees request time away from work (bereavement, jury duty, sick, unpaid leave and vacation time) by completing the My Time Away section in DayForce HCM for prior approval by Program Manager. When this is not possible, employee records time away from work as a Payroll Adjustment.
5. Employees approved for reimbursement of mileage record kilometers in Dayforce HCM.
6. Employees direct all questions or concerns regarding days or hours worked to the Program Manager prior to submitting hours on Dayforce HCM.
7. If an employee does not complete the timesheet in DayForce by the Payroll Schedule deadline, the Payroll and Benefits Administrator processes the timesheet in the next pay period.

COMMUNITY BASED SERVICES

8. It is the employee’s responsibility to complete an Incident Report immediately for any changes regarding their hours of work (e.g. shifts cancellation less than 24 hours, no show or illness of person supported). The employee claims cancelled hours as regular and enters a comment.
9. Shift changes only occur when directed by the Program Manager.
10. Employees approved for reimbursement of mileage record kilometers from the time the participant enters the employee’s vehicle until the time the participant gets out of the vehicle at the drop-off location.
11. Hours claimed will be randomly confirmed with participant, parent/guardian or authorized representative for verification of dates and hours worked.

CASUAL/RELIEF EMPLOYEES

12. Casual employees must select casual in Dayforce HCM.
13. Permanent employees claim top-up hours as regular hours in Dayforce HCM.

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584.0	AUTOMOBILE INSURANCE COVERAGE	584.0
Application: All Employees		References: Motor Vehicle Regulations Act Form 584.0A Letter of Permission

POLICY:

All vehicles used to conduct NSDRC business carry and maintain appropriate insurance coverage in accordance with Provincial Legislation; this includes business and third party liability coverage.

Employees using personal vehicles to conduct NSDRC business are responsible for the cost of insuring their vehicle in accordance with Provincial Legislation to include business and third party liability coverage.

Employees using a non-owned vehicle to conduct NSDRC business obtain written permission from the vehicle owner.

Employees are not permitted to transport their family members or friends while on duty, in any manner.

The NSDRC assumes no responsibility for the costs of a non-NSDRC owned vehicle, this includes but is not limited to, insurance, maintenance, and damage caused as a result of theft or accident(s).

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure vehicles used to conduct NSDRC business are insured in accordance with Provincial Legislation.

PROCEDURES:

1. Employees using personal vehicles to conduct NSDRC business contact their insurance broker to obtain the appropriate insurance coverage for the vehicles use.
2. Employees using a personal or non-owned vehicle to conduct NSDRC business, submit a copy of the vehicles insurance to the Director/Program Manager at the time of insurance renewal.
3. If an employee uses a non-owned vehicle to conduct NSDRC business (e.g. family member, friend's, participants, people we support family member, etc), the employee obtains written permission to use the vehicle from the vehicle owner.
4. Letter of Permission is signed and dated by the vehicle owner and returned to the NSDRC with a copy of proof of insurance attached. Refer to **Form 584.0A Letter of Permission for Use of a Non Owned Vehicle** for further information.
5. Documents are submitted to the appropriate Director/Program Manager for review and filed on the employees personnel file.
6. Letter of Permission is updated annually by the employee and the vehicle owner at the time of insurance renewal.
7. Documents may be dropped off at the NSDRC Administration Office or, mailed to 3158 Mountain Highway North Vancouver BC V7K 2H5 or, faxed c/o the appropriate Director/Program Manager at 604-985-7594.
8. Vehicle owners notify the Director/Program Manager to any changes regarding their vehicle insurance coverage.

585.1	MAINTENANCE OF QUALIFICATIONS	585.1
Application: All Employees	References: Policy 533.0 Performance Reviews Policy 585.0.1 First Aid Registration Policy 585.0.2 Nonviolent Crisis Prevention Registration	

POLICY:

Employees are required to have and maintain valid First Aid, Cardiopulmonary Resuscitation (CPR), Crisis Prevention Intervention (NCPI) certificates and a BC Driver's License 5 (if required) as well as provide a Driver's Abstract at each annual performance evaluation meeting and provide copies of Criminal Record Search(es) (CRS) every five years.

The Finance Manager is required to maintain a CPA designation and the Program Manager (Infant Development Program) is required to maintain a degree in a field related to Child Development or Child and Youth Degree from a University.

The Executive Director/Director is to contact/verify with the direct source (i.e. CGA Association/ Register, University, etc.) regarding any job that requires designations or degrees.

Newly hired employees are required to obtain qualification certificates/designations/degrees on their own time and at their own expense.

Employees are responsible for keeping their qualifications/designations valid according to the following requirements:

- First Aid / CPR recertification every 3 years, at courses provided external to the NSDRC
- NCPI annual recertification, at courses provided by the NSDRC
- BC Driver's License Class 5, if required as per the Motor Vehicle Act
- BC Driver's License Class 4 (Restricted), if required
- CRS renewal every 5 years

The NSDRC will reimburse for the cost of courses required to maintain qualifications with prior approval of the Director/Program Manager.

Maintenance of a valid BC Driver's License is at the expense of the employee.

The Employer will reimburse post-probationary employees the following incurred fees for the BC Driver's License Class 4 (Restricted), if required:

- 1) ICBC License Renewal Fee - \$75
- 2) ICBC Medical Form Processing Fee - \$28
- 3) Medical Form Fee Difference - BCMA Fee Schedule-A00060

The Employer will pay for the cost of the Criminal Record Search(es) after they have successfully passed their probation period.

Failure to obtain or maintain required qualifications/designations may result in dismissal.

585.1	MAINTENANCE OF QUALIFICATIONS	585.1
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REASONS FOR POLICY:

Employees require training in a variety of areas to maintain the high quality of supports offered. First Aid, CPI training and a valid BC Driver's License and Class 5 or Class 4, if required, and renewal of a CRS ensure the NSDRC provides service to the participants and the community as well as ensuring a safer workplace.

DEFINITIONS: Refer to Glossary of definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. Employees keep track of the timing of their certificate expiry dates and apply to their Program Manager to attend First Aid/CPR or CPI recertification courses as well as ensuring the CRS is provided every 5 years to the Director/Program Manager. The employees also keep track of the expiry of their BC Driver's License, Class 5 (if required).
2. Director/Program Manager maintains a list of employees and the expiry dates in Employee Information on ShareVision to ensure certifications and licenses are valid at all times.

BC Driver's License, Class 5:

3. The employee tracks their renewal date for their BC Driver's License, Class 5. The employee provides a copy of their BC Driver's License, Class 5 to their Director/Program Manager.

BC Driver's License, Class 4 (Restricted):

4. The employee provides to the Director the original ICBC receipt for fees incurred to renew the Class 4 Driver's License (Restricted).
5. The Director arranges payment for the employee for the medical fee.

Criminal Record Search (es):

6. The Director/Program Manager tracks the renewal dates. When renewal is required (every 5 years) the Director/Program Manager requests an access code from the Administrative Assistant (CBS or RS). This access code allows the employee to log on to the criminal record review website for completion of consent form.

The employee clicks on the following website: <https://justice.gov.bc.ca/eCRC/home.htm> and enters the access code provided by the employee's Program Manager. After following the instructions on the page, the employee selects "Request a New Criminal Record Check". This will take the employee through several steps to apply for the check. Once the employee has completed the request, the employee will be provided with a receipt.

If the employee already has a valid check (within last 5 years) they may request that it be shared with the NSDRC by following the same process. The employee should not be required to pay.

The Administrative Assistant (RS) logs on to the website and approves the CRS for processing. The processing fee is paid by the NSDRC for non-probationary employees.

680.0	OCCUPATIONAL HEALTH & SAFETY	680.0
Application:		References: WorkSafeBC BC Motor Vehicle Act Collective Agreement 683.0 Work Related Injury Reporting 516.0.4 Hepatitis B 791.0 First Aid Kits

POLICY:

The NSDRC adheres to applicable legislation and Collective Agreement concerning health and safety of employees.

Employees are expected to drive the Association vehicles in a safe manner, consistent with the BC Motor Vehicle Act.

Employees adhere to safe, professional techniques of transferring, lifting, and body mechanics during the course of their duties.

Employees report any incidents involving themselves, the participants or property to the Program Manager as soon as possible.

Links to WorkSafeBC Act and are posted on the Health & Safety site on ShareVision.

The Occupational Health and Safety Committee Minutes and Terms of References are posted on the Health & Safety site on ShareVision. Refer to **Policy 206.0.5 OH&S Terms of Reference** for further information.

REASONS FOR POLICY:

Employees should be safe while carrying out workplace duties. Workplace safety reflects the NSDRC's high regard for employees and aims to ensure the highest level of support for employees and participants. WorkSafeBC legislation and the Collective Agreement outline employee and Employer rights and responsibilities which form the basis for policy in this area.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision for further information.

PROCEDURES:

1. Employees reporting work related injuries to themselves or other employees refer to **Policy 683.0 Work Related Injury Reporting**.
2. The transportation of employees to the hospital due to workplace injury is charged to the NSDRC.
3. First Aid kits are at each site and comply with applicable regulations (e.g. WorkSafeBC, Licensing). Refer to **Policy 791.0 First Aid Kits** for more detail.
4. Cost associated with required immunization of post probationary employees is borne by the NSDRC. Refer to **Policy 516.0.4 Hepatitis B Inoculations** for more information.

680.0	OCCUPATIONAL HEALTH & SAFETY	680.0
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5. NSDRC will pay for protective equipment and clothing required to ensure employee safety.
6. Employee concerns regarding safety hazards, risks, or the ergonomics of their worksite are to be brought to the attention of the Program Manager or a representative of the Occupational Health and Safety Committee. Reporting of health and safety concerns are to complete a Health and Safety Issue. Refer to **Health and Safety Issues** list on ShareVision for further information.
7. Recommendation includes an effective system for responding to the unhealthy and/or unsafe situations for employees. Refer to **Health and Safety Issues** list on ShareVision for further information.
8. Employees in violation of NSDRC policy concerning occupational health and safety may be subject to disciplinary measures.
9. The Occupational Health and Safety Committee meeting Minutes and Terms of Reference are downloaded to Health and Safety site in ShareVision. Refer to **Policy 206.0.5 Occupational Health and Safety Committee Terms of Reference** for further information.

683.0	WORK RELATED INJURY / ILLNESS REPORTING	683.0
Application: All Employees		References: Workers' Compensation Act 680.0 Occupational Health & Safety 690.0 Transportation of Injured Employees 705.0.2 Non-Injury Accident/Incident Reporting Employees Form 683.0B Earnings Information (DMI Form) Form Accident Investigation Report Form

POLICY:

Employees report all injuries/illnesses/near miss incidents as soon as possible after the incident.

Employees stay in contact with, and/or report changes in their condition, to the Director/Program Manager.

Claims of injury/illnesses/near miss incidents are investigated to identify contributing factors, corrective measures/recommendations to minimize or remove the risk of similar incidents occurring in the future.

Employees submit a physician's report of health to the Director/ Program Manager prior to their return to work date.

REASONS FOR POLICY:

The NSDRC has a legal and moral obligation to ensure employee related claims of injury/illnesses/near misses incidents are documented, submitted and processed timely.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision for further information.

PROCEDURES:

1. The employee documents injury/illness/near miss incident using the Disability Management Institute (DMI) **Employee Injury/Accident Report Form**. For further information refer to DMI binder in the each worksite offices.
2. The **Employee Injury/Accident Report Form (DMI Form)** is submitted to the Director/Program Manager for their review and signature.
3. The Director/Program Manager completes the appropriate sections of the **683.0B Form Earnings Information (DMI Form)**.
4. An investigation is conducted by the OH&S representative along with the by the Director/ Program Manager and completes the **Accident Investigation Report Form**. For further information refer to DMI binder in the each worksite offices.
5. The **OH&S Recommendation Form**, located on the Home Link of ShareVision, is completed by the Director/Program Manager. The Form is automatically sent to the Director of Human Resources who brings to the Health and Safety Committee for review.

683.0	WORK RELATED INJURY / ILLNESS REPORTING	683.0
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6. The Health and Safety Committee reviews the Health and Safety Recommendation Form, adds to or revises the form if needed, and checks the box that they have reviewed the form. The Director of Human Resources is automatically emailed the finalized form for reviewing and checks off the Director of Human Resources reviewed box on ShareVision.
7. The Executive Director approves or denies recommendations and provides reasons for such.
8. If recommendations required the Director/Program Manager carries out the recommendations and adds to the **OH&S Recommendation Form** in the Recommendation section of the form. For further information refer to ShareVision, Health and Safety, OH&S Recommendation Form.
9. The Director/Program Manager copies the **Employee Injury/Accident Report Form** to the Director of Human Resources for use in statistical analysis for the Operations Management Team and the Occupational Health and Safety Committee's review.
10. The **Employee Injury/Accident Report Form (DMI Form), Earnings Information Form (DMI Form) and Employer Incident Investigation Report Form (WorkSafeBC Form)** are attached to the **Injury Reporting Checklist Form** located in the worksite offices and submits forms to the Payroll & Benefits Administrator.
11. The Payroll & Benefits Administrator completes the payroll sections of the **Earnings Information Form** and submits only the incidents that are time loss/reportable forms to DMI by fax for DMI for process.
12. DMI updates on an on-going basis the Program Manager and the Director of Human Resources of the employees' progress and return to work date arrangements.
13. Forms are located in the **Employee Claim of Work Injury/Illness Reporting Forms Binder** at each worksite offices.

Notification: Residential Services

14. The employee notifies the Program Manager or, if on weekends/statutory holidays, notifies the On-Call Manager at **604-831-9179**.
15. If in an **emergency situation** and the employee is unable to contact the Program Manager or the On-Call Program Manager the employee contacts the Director of Residential Services at **604-904-4076** (Monday to Friday 8:30 am to 4:30 pm) or after hours at **604-839-1081**.
16. If employee is unable to contact the Director of Residential Services, the employee notifies the Director of Human Resources (if employee-related) at **604 831-4083** or the Executive Director (if situation is participants-related) at **604-798-0638**.
17. Depending on the nature of the accident/incident (e.g. transfer to hospital), the Director/Program Manager notifies the employee's emergency contact person if required.

Notification: Community Based Services

18. The Employee notifies the Program Manager of the incident.

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683.0	WORK RELATED INJURY / ILLNESS REPORTING	683.0
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19. If in an **emergency situation** and the employee is unable to contact the Program Manager, the employee notifies the Director of Community Based Services at **604-904-4090** (Monday to Friday 8:30 am to 4:30 pm) or after hours at **604-328-4087**.
20. If unable to contact the Director of Community Based Services, the employee notifies the Director of Human Resources (if employee-related) at **604 831-4083** or the Executive Director (if participants-related) at **604-798-0638**.
21. Depending on the nature of the incident (e.g. transfer to hospital), the Director/ Program Manager notifies the employee's emergency contact person if necessary.

Notification: Administration Office

22. Employees located at the Administration Office follows the procedures outlined in this policy and reports to the appropriate Director/Program Manager.
23. Depending on the nature of the incident (e.g. transfer to hospital), the Director notifies the employee's emergency contact person if necessary. Emergency contact information on office employee's is located at the front office desk.

**North Shore Disability Resource Centre Association
 Emergencies and Incidents Policies and Procedures**

Revised: December 3, 2019

700.0	ABUSE / NEGLECT REPORTING	700.0
Application: All Employees	References: Community Care Facilities Act 209.0 Protection of Privacy 211.0 Freedom of Information 440.0 Complaints Resolution 541.0 Abuse of Participants Prevention 715.0 Aggression/Assault	

POLICY:

The NSDRC’s first priority in an incident of this nature is for the physical/emotional well-being and safety of the individual(s) directly and/or indirectly involved in the incident.

Employees have a legal and moral obligation to report any suspicions and/or allegations of abuse and/or neglect involving the participants.

The Child, Family and Community Service Act (CFCSA) requires that anyone who has a reason to believe that a child or youth (under the age of 19) has been or is likely to be abused or neglected, must report the suspected abuse or neglect to a child welfare worker at the Ministry of Children and Family Development (MCFD).

Employees report any suspicions and/or allegations of abuse and/or neglect involving the participants to their Director/Program Manager immediately.

Employees DO NOT disclose suspicions and/or allegations of abuse and/or neglect to the family of the participants (family member(s), legal guardian or emergency contact).

Employees alleged and/or suspected of inflicting abuse and/or neglect upon a participant will be removed from the work site until the matter is investigated by the NSDRC and/or external authorities, and resolved.

The NSDRC completes an internal investigation upon when notified of an allegation of abuse and/or neglect.

Employees alleged and/or suspected of inflicting abuse and/or neglect upon a participant are informed of the allegations and given an opportunity to participate in an investigation.

An employee who, upon investigation, is found to have inflicted abuse and/or neglect upon a participant will be subject to discipline up to and including criminal and civil charges.

The NSDRC adheres to relevant legislation pertaining to privacy and information. All materials gathered remain confidential and are used only for the express purpose for which it was gathered.

The NSDRC employs a “no reprisal” approach for anyone reporting allegations of abuse and/or neglect.

North Shore Disability Resource Centre Association
Emergencies and Incidents Policies and Procedures

Revised: December 3, 2019

700.0	ABUSE / NEGLECT REPORTING	700.0
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The NSDRC provides critical stress debriefing for the participants within twenty-four (24) hours of an incident of this nature or on an as needed basis.

Critical stress debriefing is available for employees through the LIFEWORKS Employee and Family Assistance Program on an as needed basis.

REASONS FOR POLICY:

Participants using services provided by the NSDRC have a right to an environment free from abuse and/or neglect of any kind. To that end the NSDRC does not tolerate any form of abuse and/or neglect of the participants by any other person.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. Employees report suspicions and/or allegations of abuse and/or neglect to the Director/ Program Manager immediately.
2. Employees who think a **child or youth under 19 years** of age is being abused or neglected have the legal duty to report their concern to a child welfare worker at MCFD. Phone **1-800-663-9122** at any time of the day or night.
3. If an **adult** with a developmental disability is in immediate danger, contact **9-1-1**. Then contact the North Vancouver Community Living BC (CLBC) office to make a report **604-981-0321**.

Notification: Residential Services

4. Employee(s) notify the Program Manager. On weekends and statutory holidays, notify the On-Call Manager. See the Emergency Binder on-site.
5. If unable to contact the Program Manager or the on call Manager, notify the Director of Residential Services at **604-904-4076** or cell **604-839-1081**. See the Emergency Binder on-site.
6. If unable to contact the Director of Residential Services, notify the Executive Director. See the Emergency Binder on-site.
7. The Director/Program Manager will direct employee to contact the appropriate authorities. (Police, Funding body, Licensing, etc.)

Notification: Community Based Services Programs

8. Employee(s) *immediately* notify their Program Manager.
9. If unable to contact the Program Manager, notify the Director of Community Based Services at **604-904-4090** or cell **604-328-4087**.

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North Shore Disability Resource Centre Association
Emergencies and Incidents Policies and Procedures

Revised: December 3, 2019

700.0	ABUSE / NEGLECT REPORTING	700.0
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10. If unable to contact the Director of Community Based Services, notify the Executive Director at **604-798-0638**.
11. The Director/Program Manager will direct employee to contact appropriate the appropriate authorities. (Police, Funding body, Licensing, etc.)

Notification: Administration Office

12. Employees located at the Administration Office report suspicions and/or allegations of abuse and/or neglect involving participants to the appropriate Director/Program Manager, their designate or, the Executive Director.

Documentation:

13. Employees document immediately (or within 12 hours) suspicions and/or allegations of abuse and/or neglect using the **Critical Incident Report** in ShareVision.
14. When completing a Critical Incident Report, employees remain objective and state the facts in chronological order:
 - **do not** make up what you do not know or what you did not see.
 - report should be free from typos, grammatical spelling and punctuation errors
 - **do not** use “jargon” or obscenities, unless they are a direct quote.
15. Critical Incident Reports are reviewed by the Director/Program Manager for appropriate action(s). Follow up action(s) may include recommendations to minimize the risk of similar occurrences in the future.
16. The Director/Program Manager informs the Executive Director and the appropriate authorities.

How to Respond to a Disclosure:

17. Listen to the person disclosing the allegation(s) of abuse and/or neglect and respond in a very matter of fact way to avoid conveying your feelings:
 - ensure the person is safe
 - acknowledge the person’s statements and thank them for sharing their information
 - reassure the person in a calm, respectful and professional manner
 - do not promise the person disclosing that you will keep the disclosure a secret
 - document what the person has said recording their exact words

Investigations:

18. Investigations may be conducted by the Director/Program Manager or an external source (e.g. funding body, licensing, police, etc). **Note:** an internal investigation may not be conducted if an external investigation is initiated.
19. Recommendations arising from an investigation are submitted to the appropriate person(s) to handle the feedback documented on the Critical Incident Report in ShareVision.

North Shore Disability Resource Centre Association
Emergencies and Incidents Policies and Procedures

Revised: December 3, 2019

700.0	ABUSE / NEGLECT REPORTING	700.0
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- 20. Critical stress debriefing is made available to the participants upon request, or as deemed necessary by the Director/Program Manager.
- 21. Employees requiring critical stress debriefing have access to LIFEWORKS, the NSDRC Employee and Family Assistance Program. For further information visit the LIFEWORKS website at www.LIFEWORKS.com or call **1-866-331-685** to speak with a representative.

**North Shore Disability Resource Centre Association
 Emergencies and Incidents Policies and Procedures**

Revised: December 3, 2019

705.0.1	ACCIDENTS / INCIDENTS - PARTICIPANTS	705.0.1
Application: All Employees		References: Community Care Facilities Act Risk Management Plan 739.0 Emergency Information

POLICY:

The NSDRC's first priority in any accident/incident involving the participant is the physical/emotional well-being and safety of the individual(s) directly and/or indirectly involved in the incident.

Employees deal with accidents/incidents involving the participant to the best of their skills and abilities.

Employees report and document accidents/incidents involving the participant in an appropriate and timely manner.

The NSDRC provides critical stress debriefing for the participant within twenty-four (24) hours of an event or, on an as need basis.

Critical stress debriefing is available for employees through the NSDRC LIFEWORKS Employee and Family Assistance program on an as needed basis.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure accidents/incidents involving the participant are documented and reported to the appropriate authorities in a timely and effective manner.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision for further information

PROCEDURES:

1. Employees respond to accidents/incidents involving the participant to the best of their abilities and in the manner described in the corresponding chapter of Volume 3 Emergencies and Incidents Policies & Procedures, Health Care Plans and/or other resources.
2. When an accident/incident occurs which is not covered under existing policies or procedures, employees respond immediately with the type of assistance required to resolve the situation. This may include, but is not limited to, contacting external expertise (e.g. physician, pharmacist, and if warranted, **9-1-1**).
3. If an incident involves the participant's personal property, equipment or, living environment (e.g. maintenance concern), employees respond to the best of their ability and notify the Director/Program Manager or their designate.

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North Shore Disability Resource Centre Association
Emergencies and Incidents Policies and Procedures

Revised: December 3, 2019

705.0.1	ACCIDENTS / INCIDENTS - PARTICIPANTS	705.0.1
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Notification: Residential Sites

4. Employee(s) notify the Program Manager or designate, via cell if not on site. On weekends and statutory holidays, notify the on call Manager at **604-831-9179**.
5. In an emergency situation, if unable to contact the on call Manager, notify the Director of Residential Services.
6. The Director of Residential Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4076** or, after hours, via cell at **604-839-1081**.
7. If unable to contact the Director of Residential Services, notify the Executive Director, via cell at **604-798-0638**.
8. Depending on the nature of the accident/incident, the Director/Program Manager or their designate notifies the participant's family member, legal guardian, emergency contact and if warranted, the appropriate authorities.

Non Residential Sites:

9. Employees notify the emergency contact for the participant. If unable to contact the emergency contact, notify the Program Manager or designate, via cell if not on site.
10. In an emergency situation, if unable to contact the Program Manager or designate or the participant's emergency contact, notify the Director of Community Based Services.
11. The Director of Community Based Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4086** or, after hours, via cell at **604-240-1277**
12. If unable to contact the Director of Community Based Services, notify the Executive Director, via cell at **604-798-0638**.
13. If appropriate, the Executive Director informs the Board of Directors to the nature of the accident/incident.

Documentation:

14. Depending on the program stream and the circumstances, employees document accidents/incidents involving the participant, via a **Serious/Critical** or **Internal Incident Report** within 24 hours of accident/incident.
15. Serious/Critical and Internal Incident Reports are located and completed on ShareVision by the reporting employee. If necessary, paper copies may be requested from the Program Manager or designate.
16. Incident Reports are reviewed by the Director/Program Manager or designate for appropriate action(s). Follow up action(s) may include recommendations to minimize the risk of similar occurrences in the future.

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North Shore Disability Resource Centre Association
Emergencies and Incidents Policies and Procedures

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705.0.1	ACCIDENTS / INCIDENTS - PARTICIPANTS	705.0.1
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17. The Director/Program Manager or designate, informs the Executive Director and if warranted, the appropriate authorities.
18. Completed Serious/Critical and/or Internal Incident Reports (*paper versions*) are submitted to the Administrative Assistant for data entry on ShareVision, filing and distribution.
19. The Program Manager distributes Incident Reports and other documentation related to the incident to the applicable authorities (e.g. funding body, licensing).
20. When completing an Incident Report, employees remain objective and state the facts in chronological order and,
21. **Do not** make up what you do not know or, what you did not see
22. Report should be free from (typos, grammatical spelling and punctuation errors)
23. **Do not** use erasers or whiteout. If you make a mistake, draw a single line through it and initial
24. **Do not** use “Jargon” or obscenities, unless they are a direct quote
25. Incidents are investigated for probable cause and may include recommendations to prevent or minimize the risk of similar occurrences in the future.
26. Recommendations arising from an investigation are submitted to the appropriate person to handle the feedback. Refer to **Feedback/Recommendation Form 444.0A** for further information.
27. Investigations are conducted by the Director/Program Manager or designate and depending on the circumstances, the Executive Director.
28. Critical stress debriefing is made available to the participant upon request or, as deemed necessary, by the Director/Program Manager or designate.

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715.0	AGGRESSION / ASSAULT	715.0
Application: All Employees	References: BC Human Rights Code 404.0 Therapeutic Physical Intervention 682.0 Violence 700.0 Abuse - Neglect Reporting 705.0.1 Accidents/Incidents - Participants	

POLICY:

Employees are trained annually to deal with aggression and assault (e.g. sexual assault, etc.) using the Nonviolent Crisis Intervention (CPI) method at all sites owned, leased or operated by the NSDRC.

Nonviolent Physical Crisis Intervention methods are used as a last resort and are to be used only by certified employees.

Employees adhere to established procedures to deal with aggression and assault to ensure the safety, security and welfare of employees, participants and community members.

The NSDRC investigates any individual(s) involved with an allegation, threat or act of aggression against the participants, employees or community members.

Employees alleged to have committed an assault or aggression will be removed from the program pending investigation and may be referred to appropriate authorities.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to provide a safe working and living environment free of intimidation and harassment for employees and the participants.

DEFINITIONS: Refer to the Glossary of Definitions in ShareVision for further information.

PROCEDURES:

1. If an individual threatens or assaults another individual, the witnessing employee(s) will try to stop the threat or assault verbally, and remove the aggressive individual from the situation, exercising the best judgement in these circumstances.
2. Nonviolent Physical Crisis Intervention methods are used as a last resort by employees.
3. If the employee is successful in isolating the aggressive individual from causing harm to themselves or others, they contact the Program Manager and complete a Serious/Critical Incident Report in ShareVison. Please see **Policy 705.0.1 Accident/Incidents – Participants**, if applicable for more information.
4. If necessary, the employee or Program Manager will dial **9-1-1** and request assistance immediately.
5. If the employee is unable to stop the threat or assault by verbal means, and only employees trained and certified on CPI physical restraints, are permitted to attempt to

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physically restrain or redirect the aggressive individual using CPI techniques and remove them from the scene.

6. If the employee is not trained on CPI physical restraints or is trained and feels it is too dangerous to physically restrain and/or remove the aggressive individual from the scene contact police immediately by dial the **9-1-1**.
7. The Program Manager reviews the incident within a risk management framework. If the Program Manager determines the aggressive individual will continue to pose an immediate threat to their self or others the police may remove or detain the individual.
8. If it is determined that the participant/employee/individual may again in the future to pose a risk to their self or others, a meeting will be held to determine appropriate safeguards and strategies. See **Policy 404.0 Therapeutic Physical Intervention** for more information.
9. To complete the intervention process communication is re-established with the individual (if applicable) this may include debriefing and or counselling on an as need basis to employees, the participants and community members.