



Policy Title: Guiding Principles	Policy Type: EMPLOYMENT	Policy Number: 501.0
Associated References: NSDRC Board Policy BC Employment Standards Act BC Human Rights Code Canadian Charter of Rights and Freedoms	Date Revised: 2022-10-10	Date Approved: 2022-10-27

Intent

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

Guidelines

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.

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Policy Title: Employee Rights	Policy Type: EMPLOYMENT	Policy Number: 505.0
Associated References: BC Employment Standards Act BC Human Rights Code Canadian Charter of Rights and Freedoms Collective Agreement	Date Revised: 2022-00-00	Date Approved: 2022-00-00

Intent

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.

Guidelines

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.


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 diversity, equity and inclusion.

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Policy Title: Management Rights	Policy Type: EMPLOYMENT	Policy Number: 506.0
Associated References: BC Employment Standards Act Collective Agreement	Date Revised: 2022-09-23	Date Approved: 2022-10-26

Intent

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

Guidelines

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.

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

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Policy Title: Conflict of Interest	Policy Type: EMPLOYMENT	Policy Number: 513.0
Associated References:	Date Revised: 2022-10-13	Date Approved: 2022-10-26

Intent

North Shore Disability Resource Centre continually strives to protect the organization from real or potential conflicts of interest, and has adopted this policy to outline procedures for avoiding and reporting various situations where a conflict of interest may arise.

Guidelines

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

If any employee has reason to believe that a conflict of interest has occurred or is possible, it is their duty to report it to management.

Conflict of Interest in Hiring Practices

Family Members:

- the NSDRC shall accept applications from, and consider a member of an employee's immediate family for employment if the candidate has all the requisite qualifications.

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- An immediate family member shall not be considered for employment if by doing so, it might create a direct or indirect managerial/subordinate relationship with the family member, or if his/her employment could create a conflict of interest either real or imagined.
- For the purposes of this policy, immediate family members shall be defined as: Wife, Husband, Mother, Father, Brother, Sister, Son, Daughter, or any In-Laws.

Reporting a Conflict of Interest

Employees

Employees who believe they have witnessed a conflict of interest, or where they reasonably believe that they may be engaged in any activity which could present a conflict of interest must report the matter immediately. North Shore Disability Resource Centre must be made aware of all conflicts of interest in order to take the appropriate action. Employees are obligated to report any conflict of interest to their immediate supervisor, manager or Human Resources.

Supervisors & Managers

Supervisors and managers are directed to take all appropriate steps to prevent and stop conflicts of interest in their areas of responsibility. Any supervisor or manager who is subject to, witnesses, or is given written or verbal complaints of conflict of interest shall work to minimize or eliminate the issue at hand. In the event that this is not possible with the available resources, the supervisor / manager is required to report the conflict of interest to Human Resources.

Investigation

The NSDRC seeks to resolve claims of conflicts of interest as expediently as possible. Investigations shall be conducted and the appropriate actions taken no longer than (10) days following the filing of a complaint.

In all cases, Human Resources shall retain the findings report for or for as long as any administrative or legal action arising out of the complaint is pending.

Assurance Against Retaliation

This policy encourages employees to report any conflict of interest encountered in their employment at the NSDRC. Retaliation against the Complainant is strictly prohibited and will result in appropriate disciplinary action. Retaliation by the Respondent, or anyone acting on behalf of the Respondent, against any witness providing information about a conflict of interest report, is also strictly prohibited. Acts of retaliation include (but are not limited to) interference, coercion, threats, and restraint.

This policy will not be used to bring fraudulent or malicious complaints against employees. Any complaint made in bad faith, if demonstrated as being such through convincing evidence, will result in disciplinary action being taken against the individual lodging the fraudulent or malicious complaint.

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Acknowledgment and Agreement


I, (Employee Name), acknowledge that I have read and understand the Conflict of Interest Policy of North Shore Disability Resource Centre. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy, I may face disciplinary action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

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Policy Title: 514.0 Criminal Record Search & Reference Checks	Policy Type: EMPLOYMENT	Policy Number: 514.0
Associated References: Criminal Record Review Act	Date Revised: 2022-11-01	Date Approved: 2022-11-01

Intent

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 participants and employees. Adherence to the Criminal Record Review Act requires specific processes be followed. Reference Checks are used as an additional safety measure.

Employment with the NSDRC is contingent upon the applicant completing Criminal Record Search that is clear 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 and the reference checks will be filed under the employee’s name in their electronic 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. For existing employees, who have passed probation, the Criminal Record Search is repeated every five years. The fee will be paid by NSDRC.

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

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.


Guidelines

1. Applicants must provide three (3) professional references upon request from the hiring manager or HR.
2. The Program Managers conduct applicant reference checks.

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3. If at least two (2) references checks are favourable, the Program Manager verbally offers the applicant the job. The PM ensures the notes from the reference checks are filed in the applicant's electronic personnel file.
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/admin assistant 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.
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 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.

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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



Policy Title: PERSONAL VEHICLE FOR COMPANY USE	Policy Type: EMPLOYMENT	Policy Number: 521.0
Associated Policies/Procedures:	Date Revised: 2021-09-30	Date Approved: 2022-07-26

Intent

The *Personal Vehicle for Company Use* Policy outlines the regulations and guidelines surrounding the use of personal vehicles for business purposes.

Guidelines

North Shore Disability Resource Centre recognizes that employees may be required to use their own personal vehicle to complete the organization's business. Employees who use their personal vehicle for NSDRC business will be reimbursed based on the number of kilometres travelled. Employees wishing to use their personal vehicles for the Employer's business must be authorized to do so by their Director or Program Manager. Employees shall only be authorized to use personal vehicles for carrying out North Shore Disability Resource Centre business upon meeting the following conditions:

- Possess a valid driver's license;
- Vehicle is legally registered;
- Vehicle has been deemed safe to operate and maintained as such;
- Employee holds current minimum automobile insurance;
- Employee has an insurance rider certifying business use coverage.

While using personal vehicles for business purposes, North Shore Disability Resource Centre employees are strictly prohibited from carrying passengers, including clients (unless authorized by their direct supervisor).

All employees driving a personal vehicle to carry out business on behalf of North Shore Disability Resource Centre must follow all the rules of the road. All vehicle operators are responsible for using the vehicle in a safe and responsible manner while conducting company business and are to abide by all traffic laws while operating a vehicle.

Drivers are required to wear their seatbelts at all times, with no exceptions.

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To prevent injury to the operator of the vehicle, as well as bystanders, all cargo inside or on the vehicle must be secured and stored safely at all times. This will prevent unintentional movement, damage to the vehicle, and/or cargo.

Employees operating a motorized vehicle for business use are required to possess a valid driver's license in good standing, and the license held must be valid for the type of motor vehicle being used. Any operator who has his/her driver's license revoked or suspended shall notify North Shore Disability Resource Centre immediately. In this event, the operator shall immediately cease any usage of personal vehicles for business use.

Driver's abstracts will be acquired for review for all employees driving personal vehicles for business purposes. This information will be used to confirm the operator's license, and any suspensions, convictions, and demerit points.

No vehicle operator shall drive a vehicle while under the influence of alcohol or cannabis, including at or beyond the local legal blood alcohol limit. Illegal drugs are not to be used, and operators are not to be under the influence of prescription drugs that cause drowsiness and other forms of impairment that prohibit the safe usage of motorized vehicles.

Usage of all handheld devices (examples: cell phones, PDA's, MP3 Players, GPS) is strictly prohibited while driving. Cell phone usage, **including hands-free** is prohibited while operating a vehicle except in the event of an emergency.

Mileage Rates for Reimbursement

North Shore Disability Resource Centre will reimburse mileage for employees based on mileage rates as established from time-to-time. For unionized employees, mileage reimbursement is paid as per the collective agreement negotiated rates. For non-union and management or exempt employees of North Shore Disability Resource Centre, the mileage reimbursement rate will be the same as that of the union employees.

In addition, any parking expenses or tolls an employee incurs will be reimbursed by the employer. However, North Shore Disability Resource Centre will not reimburse any parking tickets, speeding tickets or other fines/costs incurred while driving a personal vehicle for business purposes. Additionally, any costs associated with the maintenance, fuel, vehicle breakdown, or damage incurred while driving a personal vehicle are covered in the standard mileage rate and will not be reimbursed.

Employees who wish to be reimbursed for kilometers driven must document and submit their mileage on their electronic timesheet in Dayforce using a pay adjustment; record the number of

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kilometers driven, the work assignment applicable, on the day used, and save it for their manager for authorization.

For any parking reimbursement, or other approved costs, employees must submit an expense claim form and attach original receipts to that form. Parking or other expenses without original receipts will not be reimbursed.

Employees may only claim miles driven for business purposes, they cannot claim travel over their lunch break or their daily commute to/from work. Employees must honestly report their mileage usage; employees caught making false claims, exaggerating kilometers driven, claiming kilometers that were not related to regular company business or any other misreporting will be subject to disciplinary action up to and including termination.

Limit of Liability

North Shore Disability Resource Centre will not be held liable for any accidents, damages or losses incurred by employees while using a personal vehicle for business purposes.

Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand the Personal Vehicle for Company Use Policy of North Shore Disability Resource Centre. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this policy, I may face disciplinary action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

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Policy Title: Workplace Bullying, Harassment, Violence, Discrimination or Improper Activity or Behaviour in the Workplace	Policy Type: OPERATIONAL (Employment)	Policy Number: 528.0
Associated Policy, Procedure, or Reference: BC Human Rights Workers Compensation Act of British Columbia Collective Agreement	Date Revised: 2022-01-20	Date Approved: 2022-07-26

Intent

The North Shore Disability Resource Centre (NSDRC) is dedicated to ensuring that employees can complete their duties in a safe environment, without fear of bullying, harassment, violence, discrimination, or improper activity or behaviour. As such, the NSDRC will not tolerate any instances of bullying, harassment, violence, discrimination, or improper activity or behaviour in the workplace. All employees are responsible for contributing to a safe and welcoming place to work and are required to report incidents, whether the target or witness. In all cases where a complaint of bullying, harassment, violence, discrimination, or improper activity or behaviour is made in good faith, the employee will not be disciplined or retaliated against in any way.

This policy is not intended to stop free speech or interfere with everyday interactions. Bullying, harassment, violence, discrimination, and improper activity or behaviour can often be distinguished from normal, mutually acceptable socializing. However, what one person finds offensive, others may not. It is important to remember that the receiver's perception of the potentially offensive message determines whether something is acceptable or not. This includes spoken messages or comments, gestures, pictures, or other forms of communication which may be deemed objectionable or unwelcome.

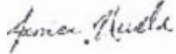
Note: This policy is written in compliance with the *Workers Compensation Act* and *Occupational Health and Safety Regulation* of British Columbia.

Definitions

Bullying and harassment: Any inappropriate conduct or comment by an individual towards an employee that caused or has the potential to cause that employee to be humiliated or intimidated.

Bullying and harassing behaviours include but are not limited to:

- Verbal aggression or yelling;
- Humiliating actions or practices;
- Hazing;
- Spreading malicious rumours; or

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- Using derogatory names towards someone.

Bullying and harassing behaviours do not include:

- Expressing differences of opinions;
- Offering constructive feedback, guidance, or work-related advice about behaviour; or
- Reasonable action taken by the NSDRC or a supervisor relating to management and direction of employees or the place of employment (for example, counselling, managing a worker's performance, taking reasonable disciplinary actions, assigning work, implementing disciplinary actions).

Cyberbullying: Bullying that occurs through the use of electronic communication, including e-mail, text messaging, and social networking. Incidents of cyberbullying should be reported and will be investigated in accordance with the procedures outlined within this policy.

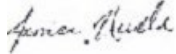
Workplace violence: The attempted or actual exercise of any physical force by a person intended to cause injury to a worker, including any threatening statement or behaviour which gives a worker reasonable cause to believe they are at risk of injury.

Violence could include, but is not limited to:

- Physical acts (for example, hitting, shoving, pushing, kicking, sexual assault);
- Any threat, behaviour, or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
- Disruptive behaviour that is not appropriate to the work environment (for example, yelling or swearing).

Discrimination: When someone is treated differently or poorly, or denied a benefit because of one of the following characteristics:

- Race;
- Colour;
- Ancestry;
- Place of origin;
- Political belief;
- Religion;
- Family or marital status;
- Physical or mental disability;
- Sex;
- Sexual orientation;
- Age;
- Conviction of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person;

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- Gender identity; or
- Gender expression.

Improper activity or behaviour:

- The attempted or actual exercise by a worker towards another worker of any physical force so as to cause injury, and includes any threatening statement or behaviour which gives the worker reasonable cause to believe they are at risk of injury; and
- Horseplay, practical jokes, unnecessary running or jumping or similar conduct.

Application of This Policy

This policy applies to all individuals working for the NSDRC, including permanent and temporary employees, contract service providers, contractors, supervisory personnel, managers, officers, and directors.

North Shore Disability Resource Centre will not tolerate any form of bullying, harassment, violence, discrimination, or improper activity or behaviour against job candidates or employees on any grounds mentioned above during the hiring process or employment. This commitment applies to all employment practices and working conditions, which includes training, performance reviews, promotions, transfers, layoffs, and remuneration.

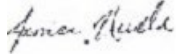
For the purposes of this policy, bullying, harassment, violence, discrimination, and improper activity or behaviour can occur:

- At the workplace;
- At employment-related social functions;
- In the course of work assignments outside the workplace;
- During work-related travel;
- Over the telephone, if the conversation is work-related; or
- Elsewhere, if the person is there as a result of work-related responsibilities or a work-related relationship.

Guidelines

North Shore Disability Resource Centre believes that employees have the right to work without fear of bullying, harassment, violence, discrimination, or improper activity or behaviour. These incidents can cause some or all of the following detrimental effects:

- Increased absenteeism due to disturbed sleep patterns, or a fear of going to work;
- A lack of productivity due to reduced concentration, confidence, or morale;
- An increase in turnover as employees no longer want to work in the same place as the person who is bullying or harassing them;
- An increased likelihood of illness or injury due to stress;
- Harmful eating (for example, a loss of appetite, or overeating or bingeing);

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- Psychological effects that turn into physical symptoms (for example, psychosomatic stomach pains or headaches);
- Substance dependency issues (increased use of alcohol or drugs);
- Feelings of shock, anger, frustration, or vulnerability;
- Panic or anxiety; and
- Clinical depression (and possible suicidal thoughts).

Risk Assessment

The NSDRC will conduct a risk assessment of the work environment to identify any issues related to potential violence, bullying, harassment, violence, discrimination, or improper activity or behaviour and will institute measures to control any identified risks to employee safety. This information will be provided to the health and safety committee or representative.

The risk assessment will include the consideration of previous experience in that workplace, occupational experience in similar workplaces, and the location and circumstances in which work will take place.

The risk assessment will include a review of records and reports, such as security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records, or other related records. A workplace audit will be conducted that considers risks that are common to similar types of workplaces, risks that are specific to the NSDRC's workplace, and any other elements that have associated risk factors.

The NSDRC recognizes that domestic violence is a serious issue that employees may face. Domestic violence that occurs outside of the workplace and beyond an employee's assigned work duties is not considered workplace violence; however, if domestic violence occurs within our workplace, the NSDRC has a duty to respond. If an incident of domestic violence occurs, the NSDRC is committed to assessing the risk that it may pose to employees.

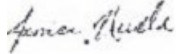
The NSDRC will communicate information relating to a person with a history of violence where:

- Workers may reasonably be expected to come into contact with the person in the performance of their job duties; and
- There is a potential risk of workplace violence as a result of interactions with the person with a history of violence.

The NSDRC will only disclose personal information that is deemed reasonably necessary to protect the worker from physical harm.

Seeking Immediate Assistance

Canada's Criminal Code deals with matters such as violent acts, threats, and behaviours. The police should be contacted immediately when an act of violence has occurred in the workplace or when someone in the workplace is threatened with violence. If an employee feels threatened

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by a co-worker, volunteer, contractor, student, vendor, visitor, client, or customer, then an immediate call to “9-1-1” is required.

Responsibilities

The NSDRC will:

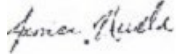
- Not engage in any form of bullying, harassment, violence, discrimination, or improper activity or behaviour;
- Develop and maintain policy statements on bullying, harassment, and violence;
- Take steps to prevent and minimize bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Develop, implement, and maintain procedures for reporting incidents and complaints, including alternative reporting mechanisms where an alleged harasser is an employee’s manager;
- Develop, implement, and maintain procedures for investigating incidents and complaints;
- Ensure supervisors and employees are aware of steps to prevent bullying, harassment, violence, discrimination, and improper activity or behaviour in the workplace;
- Ensure employees and supervisors are properly trained in recognizing the potential for bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Ensure supervisors and employees are aware of how to respond to incidents, and procedures for reporting; and
- Review this policy and procedures annually.

Supervisors will:

- Not engage in bullying, harassment, violence, discrimination, or improper activity or behaviour of any kind;
- Comply with NSDRC policies and procedures regarding bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Ensure employees adherence to policies and procedures regarding bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Promote a respectful and safe working environment;
- Investigate complaints of bullying, harassment, violence, discrimination, and improper activity or behaviour promptly and impartially;
- Maintain a confidential file for complaints of harassment, bullying, violence, discrimination, and improper activity or behaviour investigations completed, and actions taken;
- Report the incident to police where appropriate; and
- Apply appropriate disciplinary action where appropriate.

Employees will:

- Treat others with respect, and contribute to a respectful and safe work environment;

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- Report all acts of bullying, harassment, violence, discrimination, and improper activity or behaviour to management; and
- Comply with NSDRC policies and procedures regarding workplace bullying, harassment, violence, discrimination, and improper activity or behaviour.

Witnessing Bullying, Harassment, Violence, Discrimination, or Improper Activity or Behaviour

It is the responsibility of all employees of North Shore Disability Resource Centre to promote a respectful and productive workplace. When employees do not speak up about the presence of bullying, harassment, violence, discrimination, or improper activity or behaviour, the employees tacitly condone the actions, and such actions may become more widespread.

Any employee who witnesses bullying, harassment, violence, discrimination, or improper activity or behaviour is directed to:

- Offer the person support and inform them that you witnessed the incident.
- Encourage the person to come forward and let them know that you will be a witness and provide a statement in the event of an investigation.
- In some cases, where the person decides to confront the individual informally, you may be asked to be a witness to the conversation (or as support).
- Where the person does not wish to make a complaint, it is still important that management is aware of the bullying, harassment, discrimination, violent act, or improper activity or behaviour taking place in the workplace. Tell your manager or a member of human resources what you witnessed so that this type of behaviour can be eliminated.

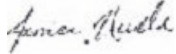
Reporting Bullying, Harassment, Violence, Discrimination, or Improper Activity or Behaviour

Informal:

If you are being bullied or harassed, or have been a victim of violence, discrimination, or improper activity or behaviour:

- Immediately inform the person perpetrating the actions that their actions are unacceptable to you.
- Describe the specific actions that they took that caused you to feel uncomfortable. When confronted, in many instances, the person will stop. Sometimes a person is unaware that they are acting unacceptably. This may also prevent the act from escalating and possibly becoming dangerous.
- It is important to keep a record of dates and times where you have spoken to the person who has committed the act of bullying, harassment, violence, discrimination, or improper activity or behaviour and inform your manager or supervisor or human resources of what occurred.

If the actions continue, employees should use the formal reporting process.

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Formal:

If bullying, harassment, violence, discrimination, or improper activity or behaviour either continues to occur after a conversation with the individual, or is extreme or dangerous in nature, employees must report it immediately.

Process:

- Speak with your supervisor or manager or with human resources and report the incident.
- If your supervisor or manager is the cause of the concern, speak with another member of management to report the incident.
- Write out a statement detailing the incidents including: the names of the parties involved; any witnesses to the incident; the location, date, and time of the incident; details about the incident (behaviour or words used); and any additional details that would help with an investigation.
- An investigation will be initiated.
- Where it is determined that the person has breached the law, the appropriate authorities will be contacted.
- All complaints will be taken seriously and investigated fairly.
- Employees who submit a report or complaint of bullying, harassment, violence, discrimination, or improper activity or behaviour will not be subject to any form of reprisal or retaliation as a result of the complaint.

Employees should be aware that the NSDRC does not support any retaliation even where the complainant has not used any of the reporting mechanisms.

Investigating Reports of Bullying, Harassment, Violence, Discrimination, or Improper Activity or Behaviour

Once a written complaint has been received, the NSDRC will complete a thorough investigation. The investigation will begin immediately after receiving the complaint. Bullying, harassment, violence, discrimination, and improper activity or behaviour will not be ignored. Silence can be, and often is, interpreted as acceptance. The investigation will be conducted in a timely manner.

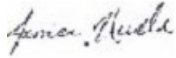
For the purposes of this section, the following definitions apply:

Complainant: The person who has made a complaint about another individual whom they believe has bullied or harassed them, or committed an act of violence, discrimination, or improper activity or behaviour against them.

Respondent: The person whom another individual has accused of committing an act of bullying, harassment, violence, discrimination, or improper activity or behaviour.

The investigation will include:

- Informing the respondent of the complaint;

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NORTH SHORE DISABILITY RESOURCE CENTRE

- Interviewing the complainant, any person involved in the incident, and any identified witnesses.
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.

A copy of the complaint, detailing the complainant's allegations, will then be provided to the respondent.

- The respondent is invited to reply in writing to the complainant's allegations, and the reply will be made known to the complainant before the case proceeds further.
- The NSDRC will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and alleged respondent.
- During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the employees concerned.

All documents related to the formal investigation will be maintained in a sealed envelope within a locked cabinet.

Disciplinary Actions

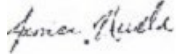
If the findings of the investigation indicate that a violation of this policy has occurred, immediate and appropriate disciplinary action, up to and including dismissal, will be administered. Other corrective actions may include an employee transfer (where the complainant desires the transfer, it will be provided to them but in all other cases, the respondent will be transferred). In addition, the NSDRC will monitor the situation between the employees to ensure that the action does not reoccur. Corrective actions will be proportional to the severity or frequency of the offence.

Appeal Process

If the complainant or respondent feel that the process has failed at some point, or that the corrective action is not consistent with the incident that led to the original complaint, they can appeal the final decision or outcome. The employee must complete a written complaint form and submit it to senior management. The form should include all of the reasons why the employee did not feel that the process was equitable. Where necessary, further investigation will be initiated.

Fraudulent or Malicious Complaints

This policy must never be used to bring fraudulent or malicious complaints against employees. It is important to realize that unfounded or frivolous allegations of bullying, harassment, violence,

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discrimination, or improper activity or behaviour may cause both the respondent and the NSDRC significant damage. If the NSDRC determines that any employee has knowingly made false statements regarding an allegation of bullying, harassment, violence, discrimination, or improper activity or behaviour, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Confidentiality

North Shore Disability Resource Centre will attempt, in all cases, to maintain the confidentiality of the complainant and respondent. While it is not always possible to do so when soliciting witness statements, the NSDRC will not release any information to other employees which would jeopardize the confidentiality of the parties involved. Where it is determined that legislation or law was contravened, the NSDRC will supply any and all evidence to the authorities as necessary, in accordance with applicable legislation.

Providing Support

North Shore Disability Resource Centre is committed to the wellbeing of all employees. Where there has been an incident of bullying, harassment, violence, discrimination, or improper activity or behaviour, the NSDRC will ensure that the necessary support is provided to employees. Employees who feel adverse symptoms as a result of an incident are encouraged to speak with human resources or another member of management so necessary support can be provided.

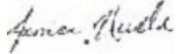
Training

North Shore Disability Resource Centre will provide training on this policy, ensuring that:

- Employees understand the contents of the policy;
- Employees, supervisors, and managers recognize bullying and harassment in the workplace;
- Employees know how they can respond to and report incidents of bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Employees understand how the NSDRC will respond to and investigate reports of bullying, harassment, violence, discrimination, and improper activity or behaviour;
- Supervisors and managers are adequately trained on how to respond to and investigate reports of bullying, harassment, violence, discrimination, and improper activity or behaviour; and
- Supervisors and managers are adequately trained on how to provide support for employees who may suffer from adverse symptoms as a result of bullying, harassment, violence, discrimination, or improper activity or behaviour.

Policy Review

North Shore Disability Resource Centre will review the contents of this policy annually, or sooner, in the event of any incident occurring, or when there are legislative changes related to

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bullying, harassment, violence, discrimination, or improper activity or behaviour in the workplace.

Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand the Workplace Bullying, Harassment, Violence, Discrimination, and Improper Activity or Behaviour Policy of North Shore Disability Resource Centre. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness Signature: _____

Witness Name: _____

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537.2	DISCIPLINE	537.2
Application: Bargaining Unit members	References: Collective Agreement Policy 600.2 Dismissal from Employment Discipline Forms	

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.

The employee has the right to request representation from a Union representative during formal discussions.

REASON FOR POLICY:

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

DEFINITIONS: Refer to Glossary of Definitions located in ShareVision 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 or other employees.
2. The Program Manager, in consultation with the Director of Human Resources, undertakes investigations in cases of serious performance concerns to allow employees to explain their behaviour.
3. A bargaining unit member has the right to request and arrange for a Union representative to be present if the discussion with the Program Manager involves possible disciplinary action.

PERFORMANCE CORRECTION

4. Prior to beginning a formal process, the Program Manager may have an informal conversation with the employee to outline issues of concern and strategies to address the concerns.
5. Documentation of the discussion may be in the form of notes, a memo or a performance plan. These documents are not filed in the personnel file.
6. As this is an informal discussion the presence of a Union representative is not required.

PERFORMANCE PLAN

7. The Program Manager designs a plan outlining the performance concerns, expected performance and timelines.

537.2	DISCIPLINE	537.2
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8. The plan is linked to the employee’s job description and forms part of their performance support.
9. The Program Manager establishes a schedule of meetings. The Program Manager may include training resources to assist the employee to attain the performance outlined in the plan. This plan is filed on the employee’s personnel file.

VERBAL WARNING

10. The Program Manager gives a verbal warning outlining the performance concerns, expected performance and timelines for improvement. The discussion also includes the consequence for failure to improve.
11. The employee has the right to representation from a Union representative.
12. Documentation is in the form of a letter of the items discussed. The letter is given to the employee and a copy is placed in the personnel file. For more information see **Discipline Forms** in the Forms Section.

WRITTEN WARNING

13. The Program Manager outlines the performance concerns, expected performance and timelines in which to improve in a document. The document includes consequences for failure to improve.
14. The employee has the right to representation from a Union representative.
15. The Written Warning letter is provided to the employee and a copy is filed in the personnel file. For more information see **Discipline Forms** in the Forms Section.

SUSPENSION

16. If after a progressive discipline process, the employee’s performance has not met the outlined expectations the employee will be suspended for a period of time determined by the Program Manager.
17. The employee has the right to representation from a Union representative.
18. Examples of reasons for suspension include, but are not limited to, refusal to comply with verbal or written warnings, harassment or abuse of participants or other employees. For more information see **Discipline Forms** in the Forms Section.
19. The length of suspension is determined by the seriousness of the event, the employee’s explanation and previous work history.
20. The Suspension letter is provided to the employee and a copy is filed in the personnel file. For more information see **Discipline Forms** in the Forms Section.

537.2	DISCIPLINE	537.2
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DISMISSAL

21. Please see **Employment Policy 600.2 Dismissal from Employment** for more information.

22. The employee has the right to representation from a Union representative.

23. **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. For more information see Discipline Forms in the Forms Section.**

COPY TO UNION

24. The Program Manager emails a copy of the discipline letter (NOT performance plans) to the Union at cupe1936@telus.net The Program Manager writes in the email the following notation: "If you have any questions please call Fenella Boase, Director of Human Resources at 604 904-4083 or by email at f.boase@nsdrc.org".



Policy Title: Abuse Prevention & Reporting	Policy Type: EMPLOYMENT	Policy Number: 541.0
Associated References: The BC Handbook for Action on Child Abuse and Neglect, MCFD BC Community Care Facilities Act 700.0 Abuse/Neglect Reporting 536.1 and 536.2 Employee Investigation 537.1 and 537.2 Discipline 610. Whistle Blower	Date Revised: 2023-06-30	Date Approved: 2023-07-07

Abuse Prevention & Reporting Policy

Intent

The NSDRC is committed to providing a safe and healthy work environment for all the NSDRC employees, participants, and visitors and, as such, treats any act of abuse and/or neglect as a very serious matter and will report incidents to the authorities as appropriate, and investigate promptly. The NSDRC takes every reasonable precaution to reduce the risk of abuse and/or neglect.

Guidelines

At all times, participants under the care and control of the NSDRC shall be provided with appropriate supervision, provided by a competent and trained individual. At no time shall any child or vulnerable adult, under the care and control of the NSDRC, be allowed to leave the premises without appropriate supervision, or under the care and control of their legal guardian(s).

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

***A staff person alleged to have been involved in a situation involving abuse or neglect will be placed on a paid leave of absence pending the outcome of the investigation.*

Preventing Abuse

To prevent abuse and neglect, The NSDRC requires all prospective employees and volunteers to have a *Criminal Record Check* (CRC) completed prior to hiring.

The NSDRC also provides information to staff/volunteers at time of hire/volunteering and annually thereafter on our Abuse Policy, aimed at prevention, reporting and eradication of abuse.

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Training and Education

The NSDRC will make every effort to eliminate abuse and neglect through the implementation of in-house continuous quality improvements and risk management programs, including an annual evaluation of the effectiveness of our policy to promote zero tolerance of abuse and neglect of children and vulnerable adults under our care.

The NSDRC provides annual mandatory educational in-services to staff and volunteers regarding abuse and neglect.

This includes training and retraining of all The NSDRC staff, including:

- training on the security protocols implemented by the NSDRC,
- reporting obligations,
- how to identify signs and symptoms of abuse and/or neglect, and
- situations that may lead to abuse and neglect and how to avoid such situations.


Risk Assessment

The NSDRC will conduct a risk assessment of the environment to identify any issues related to potential abuse and/or neglect that may impact the operation and will institute measures to control any identified risks to employee safety. This information will be provided to all relevant stakeholders.

The risk assessment may include review of records and reports i.e., security reports, employee incident reports, staff perception surveys, health and safety inspection reports, first aid records or other related records. Research may also include a review of similar workplaces with respect to their history of abuse and/or neglect.

The NSDRC shall:

- investigate all reported acts / incidents of abuse and/or neglect, and:
- consult with other parties (i.e. Legal Counsel, MCFD, CLBC, VCH, RCMP/Police Services);
- take all reasonable measures to eliminate or mitigate risks identified by the incident;
- document the incident, its investigation, and corrective action taken;
- review this policy and hazard assessments annually, or as changes to job responsibilities or environments occur, and revise the assessment as needed.
- review the efficacy of actions taken to eliminate or control abuse and/or neglect and will revise our policy and procedures as required.

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Reporting Abuse and/or Neglect

The NSDRC recognizes that abuse and neglect can have serious and even lethal consequences. Behaviours such as physical abuse, sexual abuse, emotional and psychological intimidation, and neglect can be disruptive and harmful to the victim.

Participants

- Any NSDRC participant (or family members/advocates) may come forward and report an act of abuse or neglect that they have experienced or witnessed.
- The NSDRC will ensure that they are protected from any reprisal or negative action resulting from the report.
- The NSDRC will involve the RCMP and thoroughly investigate all claims/reports of abuse and/or neglect.

Employees

As an employee of the NSDRC, you have the following responsibilities to our workplace:


- We trust that all our employees will help us eliminate the threat of abuse and/or neglect from our workplace.
- All employees are responsible for preventing and reporting acts of abuse and/or neglect.
- If you witness any action related to abuse and/or neglect in the workplace, you must immediately report the incident to a member of Management.

Manager's and Management's Role

- Management is responsible for creating and maintaining a safe and healthy workplace free from abuse and/or neglect.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of abuse and/or neglect in the workplace and chooses to ignore it, that Manager and the NSDRC risk being named co-respondents in a complaint and may be found liable in legal proceedings brought about by the complainant and/or government representatives.

When an employee or participant has asked their manager to deal with a situation involving abuse and/or neglect, the manager must:

- Support the employee or participant without prejudging the situation.
- Work with the employee or participant and document the action(s) and have them sign and date an official complaint.
- Inform the program director who will inform the Executive Director and Director of Human Resources.

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The NSDRC will immediately report to the Police and the family member, every suspected, alleged, witnessed, or confirmed incident of abuse or neglect regardless of who did the abusing, or caused the neglect.

Investigation of Abuse or Neglect

The NSDRC shall take all claims of abuse and/or neglect seriously and will investigate thoroughly. All complaints of abuse / neglect shall be reported to the authorities prior to the internal investigation process.

The NSDRC management will follow the investigation process outlined below:

Obtain a Description of the Incident/Claim

- Listen to the victim or witness and ensure that they provide a full account of the incident(s).
- Ensure that you treat the matter seriously, using a professional manner and avoid discounting their difficulties in coming forward and telling the story.
- Contact the Executive Director.
- Document, date and sign a confidential Critical Incident Report (CIR).
- Ensure that the participant/child/visitor/employee is free from retaliation as a result of their coming forward.
- Immediately report to the Police, the child or adult's legal guardian(s), and MCFD, CLBC or VCH and VCH Licensing Officer (as appropriate) every suspected, alleged, witnessed or confirmed incident of abuse or neglect, regardless of who did the abusing, or caused the neglect.

Conduct an Investigation into the Incident/Claim

- After contacting the police/RCMP, the NSDRC will initiate an investigation immediately after learning of the complaint (unless otherwise advised by the RCMP).
- Ensure that the investigation remains confidential, and that all information gathered remains confidential. Information should be shared only where necessary, and with appropriate parties (who must also be informed of the need for confidentiality).
- Investigate all claims seriously.
- Document all information appropriately.

Interviewing the Complainant

- Obtain a full account of the incident, and document all details provided.
- Determine any potential pattern involved, or if the incident was a singular occurrence.
- Determine if the incident was influenced by any contextual factors.
- Identify any reporting relationships, or hierarchical structures that may have influenced the incident(s).

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- Determine a timeline of events associated with the incident, and what the job duties of each party were at the time of the incident, and what their expected locations were.
- Examine the potential of a charge made under false pretences, and any motivating factors that may be involved. Work to rule out these potential elements.
- Inform the complainant that a thorough investigation will take place.
- Obtain a written, signed and dated statement from the claimant.
- Ensure that the employee is free from retaliation as a result of their coming forward.

Interviewing Witnesses

- Obtain written, dated, and signed statements from any witnesses.
- Ensure that the witness is free from retaliation as a result of their coming forward.

Resolve the Complaint

- Where disciplinary action is required, determine the level of discipline based on the severity of the incident, previous action taken in similar circumstances, the employee's previous history, and the frequency.
- Review, revise and re-communicate company policy on abuse and/or neglect.
- Place documentation of the complaint, investigation, rulings, discipline imposed, and any actions taken into confidential files.
- Follow up with the involved parties to provide details of the actions being taken in response to the findings of the investigation.
- Ensure that the participant(s) are notified of the results of the investigation.

Mandatory Reporting


Any person who has reasonable grounds to suspect that any of the following has occurred or may occur must immediately report that suspicion and the information upon which the suspicion is based to management, and the authorities.

Whistle-Blowing Protection

The NSDRC offers protection against retaliation to any person who discloses information to the NSDRC, the Police, or MCFD/VCH/CLBC or who gives evidence in legal proceedings. This protection is known as the "whistle-blowing" protection (see 610.0 Whistle Blower Policy).

Specifically, the whistle-blowing protection ensures that the NSDRC and our staff will not retaliate against any person, whether by action or omission, or threaten to do so because of anything that has been reported regarding abuse and/or neglect.

In addition, no person will encounter retaliation because evidence has been or may be given in a legal proceeding.

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Neither the NSDRC or its staff will do anything that discourages, is aimed at discouraging or that has the effect of discouraging a person from doing anything mentioned above. Nor will the NSDRC or its staff do anything to encourage a person to fail to do anything mentioned above.

For the purposes of the whistle-blowing protection, "retaliation" includes, but is not limited to, disciplining, or dismissing a staff member, imposing a penalty upon any person, or intimidating, coercing, or harassing any person. A participant shall not be barred from, or have their child removed from care at the NSDRC, be threatened with expulsion, or in any way be subjected to discriminatory treatment (e.g., any change or discontinuation of any service to or care of a child or the threat of any such change or discontinuation) because of anything mentioned above, even if the participant, child, or another person acted maliciously or in bad faith. Further, no child, family member of a participant, or guardian of a child shall be threatened with the possibility of retaliation.

Assisting Victims of Abuse and/or Neglect

The NSDRC will work with victims of abuse and/or neglect to address their concerns and ensure their ongoing safety.

The NSDRC will work to ensure that persons identified as posing a threat are barred from entry to the NSDRC premises.

The NSDRC will provide options for the counselling of victims of abuse and/or neglect.

Disciplinary Measures

If it is determined that any employee has been involved in the abuse or neglect of any child or vulnerable adult under our care, immediate disciplinary action will be taken. Such disciplinary action could result in immediate dismissal without further notice.

This Anti-Abuse Policy must never be used to create fraudulent or malicious complaints. It is important to realize that unfounded/frivolous allegations may cause both the accused person and the NSDRC significant damage. If it is determined that any employee has knowingly made false statements regarding an allegation related to abuse and/or neglect, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an employee or participant have a legal court order (e.g., restraining order, or "no-contact" order) against another individual, they are encouraged to notify the NSDRC, and to supply a copy of that order to the Human Resources Department. This will likely be required in instances where the victim strongly feels that the aggressor may attempt to contact that employee at the NSDRC, in direct violation of the court order. Such information shall be kept confidential.

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If any visitor to the NSDRC workplace is seen with a weapon (or is known to possess one), makes a verbal threat or assault against an employee or another individual, employee witnesses are required to immediately contact the police, their immediate supervisor, the Executive Director, and the Director of Human Resources.

All records of abuse and/or neglect reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, the NSDRC will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Confidentiality

The NSDRC will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. The NSDRC will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the NSDRC and will be proportional to the seriousness of the behaviour concerned. The NSDRC will also provide appropriate assistance to any employee who is a victim of discrimination or harassment.

Visitor Management and Security

1. To ensure the security and safety of the NSDRC premises, the NSDRC will employ appropriate security measures to protect against the potential dangers of abuse and/or neglect.
2. Parents and caregivers will be required to submit signed documentation stating who is allowed to pick up their child(ren) or vulnerable adult.
3. Any unauthorized visitors or suspicious persons will be reported to the Police.

Acknowledgement and Agreement

I, _____ acknowledge that I have read and understand the Anti-Abuse Policy of the NSDRC. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules of this policy, I may face corrective action, up to and including termination of employment.

Name:

Signature:

Date:

Witness:

Witness Signature:

Date:

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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.



Policy Title: Code of Ethics	Policy Type: GOVERNANCE	Policy Number: 130.0
Associated References: Conflict of Interest Confidentiality	Date Revised: 2022-09-22	Date Approved: 2022-09-22

Intent

The North Shore Disability Resource Centre (NSDRC) is committed to providing services and conducting business openly and ethically. We accomplish this by creating a workplace built on the strength of trust, accountability, and integrity in all our business practices. It is the responsibility of every employee to build and maintain this code of ethics by supporting and actively participating in the process.

Guidelines

At the NSDRC, we strive to protect all of our employees, vendors, customers, and the organization itself from any illegal or damaging actions committed by individuals either knowingly or unknowingly.

The organization will not tolerate any wrongdoing or impropriety, and will immediately take appropriate disciplinary action to correct the problem.

NSDRC CODE OF ETHICAL CONDUCT

The North Shore Disability Resource Centre (NSDRC) recognizes that many ethical decisions are required when supporting people. 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 judgement, and knowledge of the core values expressed in the Association’s Mission, Vision and Values Statements. These core values recognise the importance of respect, equality, family and support networks, collaboration, and diversity.

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1. We will respect the right of individuals to make decisions affecting their life, e.g.: health, finances, lifestyles, and friendships.
2. We will treat all people with respect, and value each person for their capacities and contributions.
3. We will treat all personal information acquired in the course of our duties as confidential.
4. We will provide supports and services to the best of our ability, adhering to professional standards.
5. We will respect the dignity and privacy of the people we support while carrying out our duties.
6. We will not engage in, or support, the exploitation of individuals or families for private or personal gain.
7. We will not discriminate against any individual on the basis of race, religion, gender, sexual orientation, political belief, ancestry, age, ability, or marital status.
8. In cases of conflict, we will work openly with all parties to make decisions as part of a team.
9. We will promote awareness of issues affecting people with disabilities within the community.

All employees and volunteers at the North Shore Disability Resource Centre will:


- Contribute to a workplace built on trust, accountability, and openness both individually and collectively;
- Disclose any conflicts of interest, as defined in the organization conflict of interest policy, regarding their position at North Shore Disability Resource Centre; and
- Report any suspected violations of organization policy.

Unethical Behaviour

- North Shore Disability Resource Centre will not be party to the intent or appearance of unethical or compromising practices in its business relationships.
- Violence, harassment, or discrimination will not be tolerated.
- Improper use of NSDRC information will not be tolerated.

Violations

If an employee violates this policy, the North Shore Disability Resource Centre will employ disciplinary measures that reflect the severity of the offence up to and including termination of employment.

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**NORTH SHORE DISABILITY
RESOURCE CENTRE**

Some violations may indelibly harm our organization. In this case, we may pursue punitive measures, including legal action.

**Retaliation against employees who use reporting mechanisms to raise genuine concerns will not be tolerated.*

Acknowledgement

I, _____, acknowledge that I have read and understand the Code of Ethics Policy of North Shore Disability Resource Centre.

Name: _____

Signature: _____

Date: _____

Witness Signature: _____

Witness Name: _____

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Policy Title: Confidentiality	Policy Type: EMPLOYMENT	Policy Number: 545.0
Associated References: Freedom of Information and Protection of Privacy Act 209.0 Protection of Privacy Policy 700.0 Abuse - Neglect Reporting	Date Revised: 2022-10-11	Date Approved: 2022-10-27

Intent

All information related to people we support, families and employees is private and must be kept confidential by all NSDRC employees.

Guidelines

Accessing Information Belonging To People We Support

1. Verbal information, written or electronic documentation, or photographic material about a 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.
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, 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.

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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.

Accessing Employee Information

8. All information about an employee belongs to the employee.

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.

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.

File Name: 545.0 Confidentiality	Page: 2 of 2	Approved: 
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Policy Title: Conduct and Behaviour	Policy Type: EMPLOYMENT	Policy Number: 546.0
Associated References: 130.0 Code of Ethics 528.0 Harassment of Employees 541.0.1 Sexual Contact with Participants 610.0 Employee Issue Resolution	Date Revised: 2022-10-14	Date Approved: 2022-10-14

Intent

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.

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

Guidelines

Any employee of North Shore Disability Resource Centre, especially frontline staff, who have contact regularly with clients in the company's care must be cognizant of the employee-client relationship and maintain a professional therapeutic relationship at all times and ensure that no boundaries are crossed between a client and an employee. It is the employee's responsibility to set boundaries with clients and make sure that these boundaries are not crossed.

At the onset of an employee-client working relationship the employee should outline to the client the plan of care that will be established and what services will and will not be provided by themselves or another North Shore Disability Resource Centre employee.

Employees must ensure that they maintain an appropriate emotional distance from their clients at all times. Employees may act warmly, responsively and authentically towards clients, but they should not become emotionally involved with a client.

At no point in an employee-client relationship is an employee to engage in any of the following activities:

- Physical, emotional, sexual or financial abuse or harass;
- Exploit the employee-client relationship;
- Using intimidation tactics and/or making threats;
- Invite, accept or offer gifts ;
- Spend off-duty time with the client;

File Name: 546.0 Conduct and Behaviour	Page: 1 of 2	Approved: 
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NORTH SHORE DISABILITY RESOURCE CENTRE

- Perform services that are not outlined in the plan of care without manager permission; or
- Ignore company policies and procedures when working with a client.

In some instances refusing to accept gifts may harm the client-employee relationship. If an employee feels this will occur, they should consult with their manager regarding the gift offered. This conversation should be documented and include, the client's intent in offering the gift and the appropriateness based on the timing and monetary value. In no way and at no time should employee ever solicit or expect clients to offer gifts. If the employee and manager conclude that accepting the gift was inappropriate the gift will be returned to the client and the employee will provide an explanation on why it is necessary to return the gift. Employees who accept inappropriate gifts whether or not they report this acceptance to their manager will be subject to disciplinary action up to and including termination.

Additionally, employees are expected to act honorably and truthfully in all their professional relations with North Shore Disability Resource Centre clients. Employees should always respect the rights and dignity of all North Shore Disability Resource Centre clients, while also providing compassionate care. This includes recognizing and respecting each individual's cultural differences and responding to them with compassion and sensitivity. At no time should an employee harass, abuse, or discriminate against any client within North Shore Disability Resource Centre's care.

Employees shall not discriminate in their relationships with their clients on the basis of race, religion, gender, sexual orientation, marital status, disability or age; or any other grounds protected by Provincial and Federal Human Rights legislation.

Employees must keep any information relating to the client/employee relationship confidential at all times. They may not be communicated to a third party not involved in that client's care without the prior consent from the client, subject to applicable law.

Employees who find they are spending extra time with a client beyond the therapeutic relationship, changing client assignments to give care to one client in particular and/or telling the client personal information that does not contribute to the therapeutic relationship may be crossing the therapeutic relationship boundary. If this occurs employees should reach out to their managers and address this issue immediately.

If an employee believes that a colleague is crossing a boundary, the employee should assess the situation and speak to the colleague about what was seen, how that behaviour is perceived, and its impact on the employee-client relationship. The employee should also refer the colleague to this policy. If the employee feels that the inappropriate relationship persists, boundaries are continuing to be crossed or does not feel comfortable addressing their concerns with their colleague they should bring any concerns to their manager.

Any employee who is in violation of the guidelines outlined in this policy will be disciplined accordingly, up to an including termination of their employment with North Shore Disability Resource Centre.

File Name: 546.0 Conduct and Behaviour	Page: 2 of 2	Approved: 
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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
<p>Application: All Employees</p>		<p>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</p>

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.

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.

563.2	CALL-IN PROCEDURES AND LIST	563.2
Application: Bargaining Unit Members		References: 563.2A Regular Employee Availability Form 563.2B Casual Employee Availability Form 563.2C Call Out List Form 563.2D Telephone Log Form Collective Agreement

POLICY:

Call-in of regular and casual employees is required to cover employee absences due to sick leave, vacation, special leave, or augment employees during peak periods where regular employees, have not requested additional hours.

Call-in is done in a manner that is fair and equitable and in accordance with the Collective Agreement.

REASON FOR POLICY:

These call-in procedures provide documentation of the efforts to fill shifts.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision.

PROCEDURES:

1. During their regular hours of work, the Program Manager or their designate is responsible for calling in employees to cover employee absences.
2. Regular employees, that have requested additional hours, are listed at the top of the **563.2A Regular Employee’s Availability Form** in order of seniority.
3. The calling process begins at the top of the **563.2B Casual Employee’s Availability Form** located at each program worksite. Ensure availability is appropriate.
4. Refer to **563.2C Call Out List** for calling employees for available shifts.
5. If an employee refuses the shift or there is no answer (e.g. no voicemail or person answers), proceed to the next employee on the list.
6. If an answering device or a person other than the employee being called picks up the call, leave a message. Include day, date and time of shift and the time of the call. Request that the employee call back within **5 minutes** of the call. Wait **5 minutes** prior to calling the next employee on the list.
7. If the employee’s line is busy, wait **2 minutes** prior to calling them again. If the line is still busy or there is no answer, move onto the next employee on the list.
8. When all efforts to find coverage for an available shift have been exhausted or filling an available shift will result in overtime, the employee making the calls *must advise, immediately*, the Program Manager or, if on the weekend, the On-Call Program Manager.

563.2	CALL-IN PROCEDURES AND LIST	563.2
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9. All calls are to be documented on a **Telephone Log Form 563.2D**, using the codes listed at the bottom of the form. One **Telephone Log Form 563.2D** is used for each shift that is being filled.

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.

585.2	MAINTENANCE OF QUALIFICATIONS	585.2
Application: Bargaining Unit Members	References: 512.0 Letters of Hire 518.0 Job Descriptions 533.0 Performance Reviews 585.0.1 First Aid 585.0.2 Nonviolent Crisis Intervention (NCI)	

POLICY:

Employees are required to have and maintain valid First Aid, Crisis Prevention Intervention (NCPI) certificates and a BC Driver's Licence; and Class 4 Restricted, if required, as well as provide a Driver's Abstract at each annual performance review meeting and provide copies of Criminal Record Search(es) (CRRRA) every five (5) years – all employees. Only Quinton Place (children in care) must complete a CCRC every three (3) years.

*If the employee does **not have a valid Criminal Record Search(es)**, they will be on a leave of absence no pay until they obtain a valid Criminal Record Search(es).*

Newly hired employees are required to obtain qualifications/requirements on the own time and at their own expense.

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

- First Aid recertification every 3 years, at courses provided external to the NSDRC
- NCI annual recertification (courses provided by the NSDRC)
- BC Driver's License; and BC Driver's License, Class 4 (Restricted), if required, as per the BC Motor Vehicle Act
- CRRRA renewal every 5 years
- CCRC renewal every 3 years (Quinton only)

The NSDRC will reimburse for the cost of courses required to maintain requirements/certificates upon prior approval of the Program Manager.

Maintenance of a valid BC Driver's License is at the expense of the employee unless required for work.

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

- 1) ICBC License Renewal Fee - \$75
- 2) ICBC Medical Form Processing Fee - \$28
- 3) Medical Form Fee Difference - BCMA Fee Schedule-A00060 (Min. \$10 to Max. \$41.35)

Renewal of BC Driver's License Class 4 reimbursement of monies does not include the renewal of a Class 5 Driver's License

The Employer will pay post-probation employees for the cost of the Criminal Record Search(es).

Failure to obtain or maintain required requirements/certifications may result in dismissal.

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585.2	MAINTENANCE OF QUALIFICATIONS	585.2
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REASON FOR POLICY:

Employees require training in a variety of areas to maintain the high quality of supports offered.

First Aid; NCI training; a valid BC Driver's License; and BC Driver's License, Class 4 (Restricted), if required; and renewal of CRS, to ensure the NSDRC provides service to the participants and the community as well as ensuring a safe workplace.

DEFINITIONS: Refer to Glossary of Definitions in ShareVision.

PROCEDURES:

1. It is the *employees' responsibility* to keep track of the timing of their certificate/ license expiry dates and apply to their Program Manager for approval to attend First Aid or NCI recertification courses. The employee provides the CRRRA every 5 years to the Program Manager.
2. *For Quinton Only:* CCRC must be renewed every three years.
3. The Program Manager maintains a list of their employees and the expiry dates in ShareVision, Employee Information, to ensure certifications and licenses are valid at all times.

First Aid Certificate:

4. Please see **585.0.1 First Aid** for procedures.

Nonviolent Crisis Intervention (NCI):

5. Please see **585.0.2 Nonviolent Crisis Intervention** for procedures.

BC Class 4 Driver's License (Restricted):

6. The employee provides the Program Manager the original ICBC receipt for fees incurred to renew the Class 4 Driver's License (Restricted).
7. The employee claims the medical assessment fees to their extended health benefit plan for reimbursement. The employee then provides to their Program Manager with the receipt that notes the amount not covered from the extended health carrier.
8. The Program Manager arranges payment for the employee for the medical fee amount not covered by extended health up to a maximum of \$173.00.

BC Class 5 Driver's License, if applicable:

9. The employee provides the Program Manager the original ICBC receipt for fees incurred to renew the Class 5 Driver's License.

Criminal Record Search(es):

CCRA – all employees

10. 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. 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

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585.2	MAINTENANCE OF QUALIFICATIONS	585.2
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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 logs on to the website and approves the CRRA for processing. The processing fee is paid by the NSDRC for non-probationary employees.

The results of your check will be sent directly to the Administrative Assistant within 3 to 5 business days. Once the results have been received the Administrative Assistant will save the CRRA record in the CRS file on the n:drive and forward a copy to the employee at the time of the employee orientation.

The following is a User Guide to On-Line Services for how to request a CRRA:

<https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/crime-prevention/criminal-record-check/walk-thru-guide.pdf>

11. If employee is unable to complete request online, they must print a copy and submit to Program Manager with copy of ID for processing by Administrative Assistant. *New employees* are responsible to pay for the request. This may be done either directly with a credit card, manually through a payroll adjustment or cheque made out to North Shore Disability Resource Centre. For *non-probationary employees*, the processing fee is paid by the NSDRC. The Director/Program Manager logs on to the website and approves the CRRA for processing.
12. Once the results have been received by the Administrative Assistant, a copy is forwarded to the employee, attached to the SHAREVISION profile and saved electronically to the N:\ drive. Expiry is updated on SHAREVISION.
13. If results may be cause for concern, they are reviewed by Director of HR.

CCRC – Quinton only

14. Employee completes consent forms provided by Program Manager.
15. Completed forms are forwarded to Administrative Assistant who enters information into secure government website as required. Results are received by Administrative Assistant.
16. When renewal is required, PM provides consent forms to employee for completion. Forms are located in [N:\Forms\Approved Forms\Volume 2 500-600 Employment\514 CRS Forms\](#).
17. The Director/Program Manager tracks the renewal dates (3years).

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Policy Title: Health and Safety	Policy Type: Health&Safety	Policy Number: 680.0
Associated References: WorkSafeBC BC Motor Vehicle Act Collective Agreement Work Related Injury Reporting 680.0.A Health & Safety Recommendation Form 680.0.B Health & Safety Complaint Form	Date Revised: 2022-06-01	Date Approved: 2022-06-14

Intent

North Shore Disability Resource Centre is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury. North Shore Disability Resource Centre is ultimately responsible for worker health and safety and will take every reasonable precaution possible for the protection of our employees.

We are committed to promoting a safe and healthy workplace for all employees, contractors, customers and visitors. In pursuit of our commitment, North Shore Disability Resource Centre will develop, implement and enforce such policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our people and strive to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety. We will act in compliance with all Local, Federal, and Provincial workplace health and safety legislation.

North Shore Disability Resource Centre will act in compliance with all Provincial workplace health and safety legislation.

Guidelines

Communication

North Shore Disability Resource Centre encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Employees that voice or identify a health and safety concern will not be subject to retaliation.

File Name: 680.0 Health and Safety Policy	Page: 1 of 4	Approved: 
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- Health and safety comments will be reviewed by the Joint Occupational Health and Safety Committee. The JOH&S Committee will initiate an investigation on each reported and/or potential hazard.
- Employees are encouraged to inform their supervisor, Human resources or the JOH&S Committee of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or oral, and may be anonymous, if so desired.

Responsibilities

Board Members and Executives

- These company officials are responsible for supplying an effective strategy that can manage the occupational health and safety concerns of North Shore Disability Resource Centre.
- They must ensure that resources are allocated and governed properly to achieve the health and safety requirements of employees, and that their policies comply with (North Shore Disability Resource Centres)'s legal obligations.
- Ensure that Health and Safety hazards are corrected upon notification of them.
- Foster a workplace culture of safety, with appropriate leadership.
- Review the policies efficacy on an annual basis, and revise where necessary.

Managers/Supervisors

- Responsibilities include their assistance in developing, implementing, and enforcing NSDRC policies and procedures.
- Provide a Health and Safety Orientation to new employees.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Must continually promote health and safety awareness with instruction, information, training and supervision to ensure the safe performance of employees.
- Utilize the process of hazard identification, risk management and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control any and all hazards to employees.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Report any safety or health hazards.
- Correct unsafe acts and conditions.
- Conduct health and safety meetings.

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- Held accountable for the health and safety of workers under their supervision.

Human Resources

- Liaison with government agencies to ensure workplace health and safety compliance.
- Act as an advisor to management on safety and health policy issues.
- Coordinate health and safety inspections and follow up to ensure the completion of necessary corrective actions.
- Develop Best Practices.
- Design and develop accident / incident reports and investigation procedures.
- Maintain an up-to-date working knowledge of health and safety regulations as mandated locally, federally, or by the province / state.
- Design and develop company policies and procedures on workplace safety and health issues.
- Review injury and illness trends, and identify problem areas and solutions.

Employees

- Responsible for compliance with occupational health and safety policies and procedures.
- Learn and follow the safe work procedures.
- Must notify managers of any health and safety concerns, so that they may be dealt with promptly.
- Suggest ways to improve the health and safety program.
- Every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.
- Participate in inspections and investigations where appropriate
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to their Manager or Human Resources.

All Staff Are Responsible for the Following

- Completion of required occupational health and safety training.
- Performance of their duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Reporting of any incident, injury or hazard as outlined in procedures.
- Report any acts of violence or harassment in the workplace.

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**NORTH SHORE DISABILITY
RESOURCE CENTRE**

- Promoting a hazard-free workplace.
- Learning the posted Emergency Plan detailing their facilities procedures pertaining to: Fire, Weather, or Medical Emergency.

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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 located 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.

683.0	WORK RELATED INJURY / ILLNESS REPORTING	683.0
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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.
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**.

683.0	WORK RELATED INJURY / ILLNESS REPORTING	683.0
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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.

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: May 27.2021

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: May 27.2021

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: Community Housing and Inclusion Program

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 Community Housing and Inclusion Program at **604-904-4076** or cell **604-839-1081**. See the Emergency Binder on-site.
6. If unable to contact the Director of Community Housing and Inclusion Program, 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
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Revised: May 27.2021

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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: May 27.2021

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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 **1-844-880-9142** to speak with a representative.



Policy Title: Accidents/Incidents Participants	Policy Type: PROGRAMS	Policy Number: 705.0.1
Associated References: Community Care Facilities Act Risk Management Plan Policy 739.0 Emergency Information	Date Revised: 2022-07-11	Date Approved: 2022-07-13

Intent

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.

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.

Guidelines

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).

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3. If an incident involves the people we support’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.

Notification: CHIP Program 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 CHIP.
6. The Director of CHIP 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 CHIP, 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 people we support’s family member, legal guardian, emergency contact and if warranted, the appropriate authorities.

Non CHIP Sites:

9. Employees notify the emergency contact for the individual they are supporting. 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 **604-904-4090** or, after hours, via cell at **604-328-4087**.
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**.
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.

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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.
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 appropriate Administrative Assistant for data entry on ShareVision, filing and distribution.
19. The Administrative Assistant 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,
 - **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 erasers or whiteout. If you make a mistake, draw a single line through it and initial
 - **do not** use “Jargon” or obscenities, unless they are a direct quote
21. Incidents are investigated for probable cause and may include recommendations to prevent or minimize the risk of similar occurrences in the future.
22. 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.
23. Investigations are conducted by the Director/Program Manager or designate and depending on the circumstances, the Executive Director.

Critical stress debriefing is made available to the participant upon request or, as deemed necessary, by the Director/Program Manager.

File Name: 705.0.1 Accidents/Incidents Participants	Page: 3 of 3	Approved: 
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Policy Title: Aggression & Assault	Policy Type: EMERGENCY & INCIDENTS	Policy Number: 715.0
Associated References: BC Human Rights Code 404.0 Therapeutic Physical Intervention 682.0 Violence 700.0 Abuse - Neglect Reporting 705.0.1 Accidents/Incidents - Participants	Date Revised: 2020-01-02	Date Approved: 2020-01-28

Intent

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

Employees are trained annually to deal with aggression and assault (including 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.

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.

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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 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.

File Name: 715.0 Aggression & Assault	Page: 2 of 2	Approved: 
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739.0.1	EMERGENCY INFORMATION	739.0.1
Application: Teen - Pre Teen Program Special Services to Children Adult Life Skills Program S.T.A.G.E. Program		References: 795.0 Wandering / Missing Persons Non - Residential

POLICY:

Employees have access to emergency information regarding the person receiving service in their care while at home or in the community.

The NSDRC ensures emergency information regarding the people we support remains confidential and is made available to employees and emergency personnel on a need to know basis only.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure pertinent information regarding the people we support is accurate and accessible at all times.

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

PROCEDURES:

1. Upon admission to the NSDRC a record of emergency information is obtained from the person receiving service (where applicable) the parent or legal guardian by the Team Leader or the Program Manager depending on the program stream. Refer to **Form 739.0.1A Record of Emergency Information** for further information.
2. The completed document is signed and dated by the person receiving service (if applicable) their parent or legal guardian and the Team Leader or Program Manager depending on the program stream.
3. The original document is placed on the person receiving service personal file located at the NSDRC Administration Office and copied to the parent or legal guardian by the Team Leader or the Program Manager depending on the program stream.
4. Where a person receiving service is supported in the community, pertinent emergency information may be transferred to a wallet sized Emergency Information ID Card which can be laminated for the purpose of convenience by the Team Leader or the Program Manager depending on the program stream. Refer to **739.0.1B Emergency Information ID Card** for further information.
5. Information required in preparing a wallet sized Emergency Information ID Card is obtained from the person receiving service original Record of Emergency Information to include but not limited to: name, address, care card #, emergency contact person, and medication.
6. Emergency information is reviewed on a semi-annual or as need basis, any changes regarding emergency information are recorded to the appropriate files by the Team Leader or the Program Manager depending on the program stream.

815.0	STAFF IDENTIFICATION CARDS	815.0
Application: Community Based Services Employees		References:

POLICY:

Employees in the Community Based Services Programs are provided with NSDRC authorized personal identification cards.

Employees ensure they carry their personal identification card at all times when supporting a participant in the community in the event of an emergency situation and they are required to identify themselves as an employee of the NSDRC.

REASONS FOR POLICY:

To ensure employees have proper identification cards during an emergency situation. Staff identification cards provide a professional identity.

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

PROCEDURES:

1. During the orientation process new employees are issued a laminated NSDRC business card with their name identifying them as being an employee of the NSDRC by Administrative Assistant CBS or designate.
2. Employees report lost or stolen ID Cards using the **Internal Incident Reporting Form** located on ShareVision.
3. Employees request a replacement ID Card from the Program Manager or designate.

849.0	PROGRAM EXPENSES	849.0
Application: Community Based Services Support Workers		References: 521.0 Employee Vehicles 556.0 Timesheets 815.2 Staff Identification Cards

POLICY:

Program activity expenses are reimbursed only when directly related to the participant’s program and personal goals.

All incurred expenses require the Program Manager’s prior approval.

To be eligible for reimbursement of expenses incurred while on NSDRC business, employees must adhere to established guidelines.

Transportation Expenses:

All Community Based Services employees are to use public transportation with participants.

Employees will be reimbursed for transit costs only if the participant does NOT have a TransLink HandyCard.

Transportation costs must be pre-approved by the Program Manager (e.g. public transportation, parking, taxi, train or ferry fares).

Mileage:

Mileage can only be reimbursed with written approval from Program Manager and when related to SMART goals on file.

Employees are reimbursed as per the Collective Agreement.

Activity Expenses:

Activity Expense can only be reimbursed with written approval from Program Manager and when related to SMART goals on file.

Meal Expenses:

Meal Expenses can only be reimbursed with written approval from Program Manager and when related to SMART goals on file.

REASONS FOR POLICY:

The NSDRC has a legal obligation to reimburse employees for eligible work-related expenses. Eligibility is determined by program requirements.

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

PROCEDURES:

Transportation Expenses:

1. Employees and participants are to access public transit whenever possible. Note: the participant is responsible for their cost of using public transit.

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849.0	PROGRAM EXPENSES	849.0
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2. Employees are not reimbursed for the cost of using public transit when the participant is over the age of twelve (12) and has access to a valid TransLink HandyCard.
3. Employees supporting a participant under the age of twelve (12) who does not have a HandyCard, submits receipts for reimbursement.

Mileage:

4. The employee must get prior approval, in writing, from their Program Manager for all mileage. Authorization is saved in the personnel file.
5. Mileage costs must be in-line with SMART Goals and occur within the neighbourhood.
6. Mileage is claimed as a payroll adjustment on Dayforce HCM under applicable position. Employees receive Dayforce HCM training during hiring orientation.
7. 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.
8. Employees must enter locations driven while participant is in the vehicle on Dayforce HCM in the comments section for reimbursement.

Activity Expenses:

9. The participant is responsible for their own activity expenses. If an employee knows or believes that a participant may require financial assistance, the employee will bring this to the Program Manager’s attention.
10. Employees are encouraged to ask for discounted rates or use locations that offer free admission passes for attendants. Employees may be asked to show NSDRC employee ID card.

Submission and Reimbursement:

11. Employees submit original receipts for pre-approved items to the Program Manager for reimbursement.



Policy Title: Safety - Security Participants	Policy Type: CBS PROGRAMS	Policy Number: 855.0
Associated References: 541.0 Prevention of Abuse of Participants	Date Revised: 2021-12-13	Date Approved: 2022-06-24

Intent

The NSDRC adheres to applicable legislation to ensure the safety, security, and well-being of participants who are unable to direct their own care.

Where a participant is unable to direct their own care, the employee is required to return the individual to the care of the parent or legal guardian unless prior arrangements have been documented and approved by both parties.


Guidelines

Under no circumstances are employees permitted to leave the participant unattended while at home or out in the community.

Unless pre-approved by the Program Manager, employees are not permitted to transport or drop participants off to/at locations outside of the *North Shore* which is comprised of; City of North Vancouver, District of North Vancouver, and the District of West Vancouver.

Employees always adhere to specific guidelines and procedures to ensure the safety and security of the participant .

Employees found to be in violation of specific guidelines and procedures are subject to disciplinary action up to and including dismissal.

File Name: 855.0 Safety - Security Participants	Page: 1 of 1	Approved: 
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920.0	PERSON FOCUSED PLAN (PFP)	920.0
Application: Community Based Services Programs		References:

POLICY:

Every participant as a part of an NSDRC program completes a Person Focused Plan (PFP) to record personal outcomes and expectations of their needs, strengths and desires.

Participants have the right to refuse participating in the PFP process.

PFP meetings will be held upon, or shortly after, intake with the participant and whomever the participant wants at the meeting.

Initial PFP is completed within three months of intake into the program.

A maximum of 2hrs direct service time will be billed to the contract to reimburse employees for initial PFP completion.

PFP is reviewed and updated on an annual basis.

A maximum of 0.5hrs of direct service time will be billed to the contract to reimburse employees for reviewed and updated PFP.

REASONS FOR POLICY:

The Person Focused Plan ensures that the individual services provided by NSDRC are based on the identified needs and desired outcomes of the participant, their family members and advocates.

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

PROCEDURES:

1. Participant who does not wish to participate in the PFP process has the right to refuse. If participant chooses not to participate, **Form 921.0C PFP and SMART Goal Waiver** is completed and placed on their file.
2. Prior to the PFP meeting the employee discusses the PFP package with the participant, their family member and/or advocate. Employee may fill in some of the information on the forms prior to the meeting.
3. Employee or Program Manager or designate asks the participant; family and support network members who they would like to attend the meeting.
4. Employee or Program Manager or designate decides who will invite people to come to the meeting. A convenient time and place is set for the meeting.
5. Employee or Program Manager or designate calls, emails or sends a letter inviting people to come to the meeting informing them of the time, place, purpose of the meeting, and any important expectations that might arise.

920.0	PERSON FOCUSED PLAN (PFP)	920.0
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6. Employee or Program Manager or designate facilitates the meeting. Refer to **Form 920.0A PFP Package CBS Appendix A**
7. Employee or Program Manager or designate assigns a Recorder to take and summarise notes, and confirms the information with the people involved in the meeting.
8. PFP may be completed directly onto ShareVision by the Recorder.
9. If the participant uses adaptive communication or speaks in a different language employee or Program Manager or designate ensures that a helper is at the meeting to accommodate the participant's needs.
10. After completing the PFP the participant, family member and/or advocate signs the Understanding and Agreement Form.
11. The Understanding and Agreement Form has symbols for a participant who does not communicate using words. If the participant uses the symbols, someone should sign on their behalf indicating their response. If they are unable to use the symbols then their family member or advocate signs on their behalf.
12. If not completed during the meeting, the completed PFP is transferred onto ShareVision by Employee, Program Manager or designate.
13. Program Director is alerted to the completion and reviews the PFP.
14. Copy of the PFP (electronic or paper) is available upon request.



Policy Title: Goal Planning and Reporting	Policy Type: Direct Service	Policy Number: 921.0
Associated References: 400.0 Principles of Person-Centred Support 415.0 Outcomes Management Plan 450.0 Quality Assurance 545.0 Confidentiality of Information 920.0 Person Focused Plan (PFP) 930.0 Program Activity Guidelines	Date Revised: 2022-06-24	Date Approved: 2022-06-27

Intent

Employees complete a Goal Planning process with the participant and/or family/guardian to record and track movement in specific life functioning areas. Goal planning demonstrates the adherence to person centred planning and support.

As a Quality Assurance measure, reporting procedures are used to communicate, track, store and present outcomes on a semi-annual basis.

Guidelines

Goal Planning and reporting occurs to meet the expectations of the participant, their support network, the NSDRC Quality Assurance Plan and funders.

A participant has the right to refuse to participate in the development of goals. Should a participant or their designate refuse to participate, this will be noted in the participant’s file.

Employee completes shift notes, goal planning and goal reports during direct service hours.

Goal reports are compiled based on the daily shift notes. Shift notes record progress on goals.

Employee ensure adherence to all confidentiality policies regarding personal information.

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930.0	PROGRAM ACTIVITY GUIDELINES	930.0
Application: Community Based Services Employees		References: 921.0 SMART Goal Planning and Reporting 849.0 Program Expenses 781.0 Working in Isolation NSDRC Risk Management Plan

POLICY:

Employees ensure program activities are chosen in conjunction with the participant and that activities are agreed upon by the individual, the parent or the caregiver.

Employees ensure that program activities are goal focused and follow the participants Person Focused Plan (PFP), SMART Goals and/or the funder’s guidelines.

Activities are documented on ShareVision monthly, no later than the first Saturday each month.

Employee and participant meet at designated community location

Activities occurring in the home of participant require prior authorization from the Program Manager or their designate.

Activities including siblings, friends or family members of the participant require prior authorization from the Program Manager or their designate.

Activities do not include the friends or family members of the employee’s unless pre authorized by the Program Manager or their designate.

Employees supporting participants at drop-in NSDRC programs follow program specific expectations.

The participant is not permitted to visit an employee’s private place of residence during regular scheduled hours of work.

Employees found to be in contravention of this policy are subject to disciplinary action up to and including dismissal.

REASONS FOR POLICY:

The NSDRC ensures all activities are goal focused as outlined in the contract with service provider, the PFP development and the SMART Goals. Employees adhere to NSDRC policies and procedures and maintain a high level of professionalism while supporting the participant.

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

PROCEDURES:

1. Employees and the participant discuss and document activities that are SMART goal focused monthly on ShareVision.

930.0	PROGRAM ACTIVITY GUIDELINES	930.0
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2. Activities are documented on ShareVision on the participant page in “My Schedule”.
3. Documentation is made in a simple and consistent manner in relation to SMART Goals. Information includes: time starting and ending, the activity name, employees first name in brackets and location of each activity.
 - For example: SMART Goal is Weight Loss. Noted in My Schedule may be: Monday 3:00-4:00pm Weight Watchers Meeting (*employee name*) 14th & Lonsdale, 4:15-5:30pm Swimming at Harry Jerome Recreation Centre. 6pm Designated pick-up location.
4. Unless otherwise specified the participant is responsible for costs related to their activities. Refer to **849.0 Program Expenses** for further information.
5. The employee and the participant (where applicable) inform the parent and or the caregiver of the selected activities and encourage them to view the schedule on ShareVision.
6. The Risk Assessment Form is completed during the PFP. Refer to **Form 920.0 Person Focused Plan Risk Assessment** for further information.
7. Action or Training to minimize risk section is completed and discussed on the PFP
8. Employees supporting participants at NSDRC drop-in programs follow program specific expectations. Employee sign **Form 930.0A Supporting Drop-In Participants** before attending drop-in program.
9. Completed **Form 930.0A** is given to the Program Manager or designate and saved in ShareVision on the participant’s page or at program site.



**NORTH SHORE DISABILITY
RESOURCE CENTRE**

Policy Title: Medication Administration Guidelines	Policy Type: CHIP CBS	Policy Number: 945.0
Associated References: 206.0.12 Medication Advisory Committee 945.0A Authorization to Administer Prescribed Medication 945.0B PRN Medication Administration Recording 945.1 Use of Medication 946.0 The Medication Administration Reference Guide 947.0 Medication administration training workshop 948.0 Medication reviews 949.0 Standard Medication Administration 949.0.2 Leave of Absence Medication 949.0.3 Documentation and Verification of Received Medication 950.0 Medication Incidents Community Care and Assisted Living Act Pharmacy Operations and Drug Scheduling Act	Date Revised: 2022-11-08	Date Approved: 2022-11-08

Intent

The NSDRC adheres to applicable legislation to ensure employees carry out the safe administration of medication under the guidelines of the *Medication Safety & Advisory Committee*, the participant’s practitioner, and consulting nurse.

Accurate documentation ensures accountability in cases of errors and is a safeguard for the participants and employees.

At no time is it acceptable for anyone other than an employee of the NDSRC to document and verify medication at the program sites.

The NSDRC does not prescribe any medications to participants.

The NSDRC will administer medications, including controlled substances, for participants only with a directive from a medical practitioner.

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The NSDRC does not assume responsibility for medication delivered by family members, advocates or friends to the program site that has not been dispensed and packaged by a pharmacist.

Guidelines (Referenced in NSDRC Policies & Forms)

- **The Medication Safety & Advisory Committee** establishes and reviews all policies and procedures for the safe and effective storage, handling, and administration of medication for the participant including the Medication Administration Policies and Procedures. The committee reviews all medication incident reports and critical medication incident reports.

COMMUNITY BASED SERVICES

1. Where an employee is required to administer medication to a participant the employee obtains prior written permission from the parent or the legal guardian by having either party complete Form 945.0A Authorization to Administer Prescribed Medication.
- 2 The completed document is signed and dated by the employee and submitted to their Program Manager for filing purposes. The original document is placed in the participant’s electronic file and on ShareVision and copied to the employee’s electronic personnel file. Medication Preparation for Transport:
 - Participant’s name
 - Practitioner’s name and phone number
 - Medication name and dosage
 - Date and time administration is required
- 3 Where an employee is picking up a participant from their home, the employee is provided with the individual’s medications by the parent or the legal guardian.
- 4 The parent or legal guardian prepares the medication for transport using a sealed envelope to include the following information:
 - Participant’s name
 - Practitioner’s name and phone number
 - Medication name and dosage
 - Date and time administration is required

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**NORTH SHORE DISABILITY
RESOURCE CENTRE**

- Date medication was issued
- Space for employee to initial completed administration.

5. Once dispensed the sealed envelope is given to the employee for safekeeping or (where applicable) located with the participant for self-administration at the appropriate time.

6. Where an employee administers the medication to the participant the employee initials the envelope after the medication has been administered. The empty envelope is returned to the parent/guardian.

7. The allowable window period for all medication administration is a half an hour (1/2 hour) on either side of medication administration time unless otherwise specified.

Best Practise:

8. Medication administration is completed in its entirety for each participant before administering medication to the next participant.

Altering Forms of Medication:

9. Altering the form of a medication (e.g. crushing or halving a tablet) when required for the comfort and safety of the participant is discussed with and authorized by the parent or legal guardian prior to administration.

PRN Orders:

10. Where a participant requires a PRN (“when necessary” from the Latin “pro re nata”) medication (e.g. Ativan for seizure activity), a written protocol is required to include the indication, the dose, the frequency and the maximum duration of use. Refer to Form 945.0B PRN Medication Administration Recording.

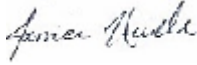
- At no time is it acceptable for anyone other than an employee of the NDSRC to handle or dispense medication
- The NSDRC does not assume responsibility for medication administered by family members, advocates, or friends in and away from the program site.

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CHIP

- Employees are required to successfully complete a medication administration training workshop before they are able to administer medication to the participants.
- Employees must ensure that they understand and adhere to the established guidelines as outlined in the Medication Administration Policies and Procedures.
- Employees administer prescribed medication and over the counter medication to the participants that is authorized by a health care professional mandated according to the Community Care and Assisted Living Act.
- If required, medication prescriptions ordered by a practitioner outside the designated pharmacist “hours of operation” can be partially filled to a maximum of three (3) days by an alternate pharmacist.
- Employees sign a Confirmation of Understanding of Medication Administration Policies and Procedures prior to administering medication to the participants.
- Performed by the Pharmacist, consulting nurse or Program Manager are required at least once every six (6) months.
- All medication prescriptions for the participants are filled from a recognized pharmacy.
- The program manager, in conjunction with the Pharmacist, will ensure that there is a minimum of 14 days’ supply of prescribed standard repeated medications on site at all times for each individual receiving service.
- The Program Manager or their designate, pharmacist, nurse and practitioner review the medication of each participant every six (6) months.
- At least one of the bi-annual medication reviews is done at the program site. An audit of all medication related systems is done at this time by the pharmacist, including the removal of expired medication(s).
- The PRNs, accuracy of information on the Medication Administration Record (MAR) and other related areas of concern are discussed at the review meetings.

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- Employees may be required to administer medication(s) to the participants as prescribed by the participants' practitioner.
- At no time is it acceptable for anyone other than an employee of the NDSRC to handle or dispense medication.
- The NSDRC does not assume responsibility for medication administered by family members, advocates, or friends in and away from the program site.
- Employees may be required to administer Leave of Absence Medication(s) to the participants as prescribed by the participants' practitioner.
- Employees are required to document and verify received medication(s) from the pharmacy into the program site as prescribed by the participants' practitioner.

Medication Incidents

- NSDRC employees are required to complete a Medication Incident Report on Share Vision for all medication incidents.
- NSDRC employees are to complete a Critical Incident Report, if a participant is transferred to hospital or requires emergency intervention due to a medication error.
- Employee(s) who discover a medication incident complete a Medication Incident Report on Share Vision.
- Employee(s) making multiple medication errors may be subjected to disciplinary action up to and including dismissal.

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