

Orientation

Welcome to working for the Centre. This booklet is to assist you in getting to know our Centre. If at any time you have questions please ask them. There is a lot to learn as a new employee.



This manual is intended to guide your orientation to working at the Centre. In addition to this handbook your orientation will also include:

- Completion of the orientation checklist.
- Completion of new employee

personnel forms.

- Review of our codes of conduct.
- Review of our operations and program policy and procedure manuals.
- An orientation to our health and safety policies and procedures.
- An orientation to the program you will be working in.

If you have questions about any of the materials in this handbook or in reviewing our policies and procedures please ask your program manager or the Executive Director.

Mission Statement

The mission statement of the Centre is to support children, youth and families.

Guiding all our services are the Program Policy and Procedure Manual, the Operations Policy and Procedure Manual, the Health and Safety Policy and Procedure Manual, the Finance Policy and Procedure manual and for our volunteer Board of Directors our Board Policy and Procedure manual.

These are all on our web site, our internal K drive and a hard copy is available in the Centre stationary room.

Remember we have an open door policy at the

Centre and at any time just ask any questions you have.

General Information

Background

The Center is a registered not for profit organization established in 1974 as the Kitimat Cerebral Palsy Association. A history of the centre is available on our web site and in our history booklet located in our front office information area.

Funding for Centre services is mainly from government contracts, the majority from the Ministry of Children and Family Development. The Centre also does community fundraising.

We are located

1515 Kingfisher Ave
Kitimat BC
V8C 1S5

Phone 250-632-3144

Fax 250-632-3120

Website –

www.kitimatcdc.ca

Other sites include

Cormorant: 1426

Cormorant St. V8C 1R8

250-632-8746

Kildala School:

Preschool and Out of

School Care

803 Columbia Avenue

East V8C 1V7 250-632-

8745

Apartment Address
used is 1515 Kingfisher
Physical Address is #1
1246 Kingfisher.

Closure Holidays

The Centre is closed for
all statutory holidays.

Annually the Centre
may also close for
various breaks
corresponding to school
closures.

Programs the Centre Offers

The Centre brochure
outlines each program.
Brochures are located
in the front foyer. Each
program/service has an
annual report that can
also help educate you
on our services. Also
remember to ask
questions.



Centre E- Newsletter

On a weekly basis we send out an e-newsletter. If you wish to receive this we need you to provide the email address that you would like to use for this e-newsletter.

Health and Safety

All staff is required to read the health and safety policies and procedures. These are on our website and in the red health and safety binders located by the first aid kit in the hallway across from the stationary room.

All staff is encouraged to participate on the Health and Safety Committee. Minutes of meetings are posted in the stationary room

and meetings are held as brown bag lunch meetings.

First Aid

All accidents or injuries are to be reported. In the case of an emergency an ambulance is to be called. First aid kits are located in each Centre facility, and must be taken when doing group outings and be in vehicles when transporting clients.



Work place Injury

As a staff if you have an injury, or witness an injury, you need to complete both a Centre incidence form and a WCB form. These are located by the first aid kit at 1515 Kingfisher Ave. They are also on line.

Incident Reporting

There are non-reportable and reportable incident forms that must be completed if an incident occurs.

Reportable incidents are those defined as critical incidents. (tragedies, deaths, serious injuries, hostage situations, threatening situations). These must be reported

immediately after the incident and also to be evaluated annually by the health and safety committee.

Clean Air Environment

The Centre is a designated scent free/smoke free environment and all staff members are asked to respect this. You are expected to use unscented personal care products.

Safe Environment

You are required to ensure a safe environment for the person you are working with and your staff colleagues. Children should never be left unattended. Your personal medications

should not be within reach of children. If you are transporting children in your vehicle you must follow the Centre transportation policies and procedures. These will be reviewed with you in your orientation and annually. The policies are located in the program policy and procedure manual.

Should a caregiver arrive at the Centre appearing to be under the influence of drugs or alcohol you are required to immediately inform your supervisor and you are not to release the child to the caregiver. You and/or your supervisor must call the Ministry of Children and Family Development at 250-632-7256 between

the hours of 8:30am and 4:30 pm. After hours call 310-1234.

Workplace Expectations

If you are ill or unable to make a scheduled work time it is your responsibility to call your program supervisor and in some programs you will also be responsible to inform the person you are serving. (your client).

Resources - Equipment

Resources at the Centre are shared. It is the responsibility of all staff to ensure all toys and equipment are returned clean and in a timely fashion. Damaged or

lost items should be reported to your program co-ordinator.

Personal uses of the photocopier and/or fax as well as personal calls are allowed as long as this is kept to a minimum. This is a privilege and should be accessed on your own time and should not be disruptive to the Centre workload. Prolonged use and/or large jobs require administrative approval.

Payroll and Personnel Forms

Time sheets are due twice a month. The date to submit timesheets is posted in the stationary room as well as on the staff weekly email bulletin.

Payroll is done twice monthly and we use a direct deposit system. As a new employee we need a voided cheque to set up your direct deposit.

You will receive a payroll receipt that indicates the amount of your payment and benefits paid including holidays.

Forms for leave of absence, vacation, expenses, education leave, time sheets, and purchase requests are located in the stationary room and on the shared “k” drive.

If you change your name or your address it is your responsibility to fill in a change form.

Benefits

The Centre carries a benefit package for those employees who work consistently over 20 hours per week and have completed their initial employee probationary period.

Accommodated Employment

The Centre will accommodate your employment for any special needs that you identify to us as long as with the accommodation you are able to fulfill the duties of the position into which you are employed. See our accommodated employment policy in the operations policy and procedure manual.

Petty Cash Bus and Recreation Vouchers

Some programs have access to using these. Your program supervisor will let you know how to use them and also how to do an expense sheet if you require reimbursement for approved expenses including mileage when working for the Centre.

Purchases

Purchase requests must be done on our purchase order form available from the administration office. All program purchases must be pre-approved and processed through the front office.



Building Access

Staff will be given a key and an individualized code for use of our building. You must inform your supervisor if your key is lost or stolen. There are several levels of keys- full and partial access to the building.

Use of Technology

Unauthorized use of or duplication of copyrighted software is a violation of the law and contrary to established standards of conduct for employees of the centre.

Staff must sign our technology use form and follow Centre policies and procedures. These are

found in our Program policy and procedure manual.

If your program provides you access to NUCLEUS labs which is our electronic record system your program manager will register you and our IT technician will set up your Centre email account.



Cell Phone Use

We prefer Centre cell phones are used for some programs. This is a safety decision so clients you are serving are not calling you when you are not working.

Use of Centre Work Spaces

The front meeting room, the kitchen, the family fun spot area, the child and youth care area all have monthly calendars posted by their access doors. To use these spaces with your clients or for other meetings you need to sign up for use.

Kitchen use is available to all staff for personal and client use. There is a sign in sheet for use posted by the door of the kitchen. Please place your used dishes in the dishwasher and, if the dishwasher is full, please take time to empty it- or wash your dishes by hand.

Driving

All staff authorized to drive for the Centre must have a valid BC Drivers license and a drivers abstract. A copy of both the license, drivers abstract and vehicle insurance must be on your personnel file before you are allowed to drive for the Centre.

When driving for the Centre you are expected to abide by the following rules:

- All children and youth clients receiving services must wear seat belts and be transported in the back seat of your vehicle.

- All vehicles must have a first aid kit in their vehicle. If you do not have one the Centre has kits that can be used. Kits must include vehicle warning signs (red kits beside Centre first aid kits)
- All vehicles should have the Centre emergency response reminder card that includes emergency numbers to call.
- All staff must have identification on them and as determined clients being transported regularly the staff should have an identification card for their client.
- Traffic violations such as speeding tickets while on Centre business must be reported to your supervisor or the Executive Director.



Vehicle Parking

Our Kingfisher parking lot is small and we do have pre-school children and others attending the centre so

it is preferred you back into the fence area parking stalls and always remember to be very cautious in the parking area.

Vehicle Insurance

If authorized to be driving on behalf of the Centre you must have a minimum of 1 million liability insurance. If you need business insurance because of the amount you drive for work you also need this. We reimburse the cost difference between to and from work and business insurance cost. We suggest you have 5 million liability but only require 1 million. We carry a third party liability coverage policy for all Centre employees and

volunteers driving on our behalf that provides coverage up to 10 million.

Guide to Acronyms

ABS- Autism Behaviour Services

BA- Behaviour Analyst

BC-Behaviour Consultant

BCACDI-BC Association of Child Development and Intervention

CARF-Commission on Accreditation

CDC-Child Development Centre

CLS-Community Living

CLBC- Community Living British Columbia

CQI-Continuous Quality Improvement

CYC-Child and youth care

CYM-Child and Youth Mental Health

ED-Executive Director

ECE-Early Childhood Educator

EIP-Early Intervention Program

FSW-Family Support Worker

IDP- Infant Development Program

MCFD-Ministry of Children and Family Development

OT –Occupational Therapy

PT –Physiotherapy

RFS- Reach for a Sunbeam Program

SCD-Supported Child Development

SLP-Speech language Pathologist

There are others and shortened words (acronyms) that we use in our services. At any time stop and ask if you don't understand.

Professional Conduct and Ethics

As a representative of the Centre you are expected to conduct yourself in a professional manner promoting positive influences within our community.

A separate booklet [Summary Document Code of Conduct and Policies](#) includes the codes of conduct that guide all our practices and how to bring forth concerns and complaints. All staff are to read this booklet, ask questions and at the beginning of employment and annually thereafter sign that you understand our confidentiality policy.

Effective communication (use of clear and concise language) is an essential part of our service. Appropriate use of language and listening skills when dealing with families, other professionals, co-workers and stakeholders is expected at all times.

In accordance with our dress code policy you are required to dress in proper attire conducive to your expected duties. Clothing worn should be conservative and in good condition. Please ensure your footwear meets safety standards.

In accordance with our philosophy on family centred, individual focussed practices you

must be sensitive to and respectful of cultural diversities and socio-economic status as well as spiritual and religious beliefs. See our Cultural Diversity and Diversity Plan.

Code of Ethics

The Centre code of ethics is repeated in this booklet because of our Centre values following these general rules for maintaining high standards of service and conduct towards those we serve by our employees, volunteers, students and Board members.

All persons providing services through the Centre are expected to conduct themselves in the following manner:

Conflict of Interest

The Centre expects employees to maintain the integrity and reputation of our organization by discouraging any actions that could create a conflict of interest situation. More detail on how the Centre handles conflict is in the code of conduct booklet and in our program policies and procedures manual.

- Employees do not solicit Centre clients or discharged clients for their private practice
- Employees in private practice do not treat clients in their private practice

who are eligible for services from the Centre

- Employees inform clients of their eligibility for services from the Centre.
- When providing information on private practitioners all options are discussed with no preferences or recommendations given.
- Employees do not participate in organizational decisions from which they could benefit personally

- Employees do not accept gifts/benefits that may be perceived to influence their role or relationship with the client.
- Employees must report potential or actual conflict of interest situations to their supervisor or to the Executive Director.
- The Executive Director has the authority to resolve a conflict of interest situation. The Board of Directors may hear an appeal of decisions.

Confidentiality

Confidentiality and respect for privacy are principles strictly adhered to by all employees. It is your responsibility to review and follow the Centre and legal policies and procedures related to confidentiality.

All staff members are expected to respect the privacy of others and not divulge any personal information about themselves or others.

The Centre provides integrated services and uses an electronic data base (NUCLEUS) for all client files. There is graduating level of access to Nucleus files to protect privacy. BUT all staff members are

reminded they must follow this respect of privacy and only access information relevant to the work they are doing. Accessing information on files that is not relevant to your work can result in discipline up and including dismissal from employment.

Staff Evaluation and Professional Development

Staff are evaluated after three months of employment and then annually thereafter. We do our performance reviews in June of every year. The evaluation is to be completed consistent with Centre policy. The evaluation process will minimally include the completion of a self-assessment by

the staff person and an assessment from your supervisor. The assessment may include input from your peers, community partners and families served where appropriate.

If you are a licensed professional you are responsible for maintaining your license to practice.



Staff Satisfaction

The Centre recognizes our most valuable asset is our staff. We annually ask all staff to complete

a staff satisfaction survey and in our commitment to continuous quality improvement we identify actions that can be implemented. Please complete this survey and others as they are an important part of how we do our business.

Continuing Education

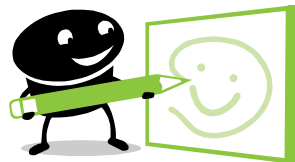
The Centre supports all staff to be continual learners. Funding for continued education is limited but as much as possible we will support staff in continuing their education.

Application for continuing education should be made according to the education request procedure in our

operations policy manual. A paper copy of the request form is in the stationary room beside your payroll time sheets.

Use of Positive Approaches

All staff members are expected to utilize positive interventions with children, youth and families. The Centre will provide training in the use of positive interventions.



Reporting Child Abuse

It is everyone's responsibility by law to report any suspected child abuse and/or neglect to the Ministry of Children and Family Development (MCFD). Staff are required to read the policy on reporting abuse/neglect in our Program Policy and Procedure Manual and to also review the brochure- Keeping B.C. Kids Safe, A Guide to Recognizing and Reporting Child Abuse.

Any situation that causes concern for the child's safety and well-being must be documented on our Incident forms. These forms are in our health and safety binders located by the first aid

kit in the hall across from the stationary room.

Approaches to Risk and Choice

Consistent with the Centre's Policy on Client Rights, the child, youth and family members should be involved in all decisions about how services are to be delivered. All services delivered are voluntary and the child, youth and family can choose to participate. In the event that a child, youth or family choose not participate in any aspect of the service the potential risks and consequences should be explained to the child, youth or family in a clear and respectful manner. If there are any potential risks to

health and safety in the community associated with the delivery of services the child, youth or family legal representative should be involved in the assessment of those risks, decisions to accept or reject the risks, and identification of actions to be taken to minimize risks. This planning should be reflected in the person served service plan.

Service Process

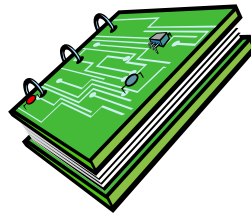
Staff members are expected to complete reports and documentation in a prompt and timely manner, ensuring both accuracy and completeness.

Referral and Intake Process

Once a referral is received the referral for most programs goes to the Tuesday morning service plan meeting to determine which staff will do the intake.

Program and Services Eligibility Criteria

The criterion is documented in the Program policy and procedure manual, in the Centre and program brochures.



Ineligibility for Services

If a person to be served is ineligible for service, the person to be served and the referral source is to be contacted and provided with information about the reasons for ineligibility. The Centre will offer other information about services that may be able to assist.

Waitlists

All services have a waitlist policy that sets the criteria for adding a referral to a waitlist and how the program/service prioritizes the waitlist. This policy is in our Program Policy and Procedure Manual.

Intake

At intake all to receive services are to have the Centre intake checklist completed. This includes signing of consent for services, consent for release of information, being informed of Centre policies, if services are for a child given the parent handbook.

Consultation Services

Prior to being admitted to services a person may receive consultation services. These services may vary by program. These services are not considered as part of active services and no formal intake, assessment or service plan is required. These services are

documented as casual contacts. It is important to minimally document the consultation as this may be helpful if or when full services are provided.

Service Planning

The assigned staff person or service coordinator is to complete a service plan within 6 weeks from admission to services. Plans are to identify goals as well as the activities that will occur to achieve the goals. The plan must also state who is responsible for implementing the goals.

The Service plan is to be developed in collaboration with the person served and should be written in

their words where possible. The person served should participate in making decisions about service including:

- The expected results of services
- How the design of services meets their needs
- The expected duration of the services
- Possible alternatives for services
- How the results will be evaluated.

The service plan should:

- Be based on the strengths and abilities of the person served
- Reflect the needs and preferences of

- the person served.
- Indicate the desired outcomes of the service.
 - Offer opportunities to enhance quality of life by maintaining or developing new skills and supports, including community living skills, social supports and vocational skills.
 - Be respectful of different cultures.
 - Address needs for assistive technology and reasonable accommodations when required.
 - Identify and address any potential health and safety risks.
 - Offer opportunities to develop or increase social contacts, personal relationships and community networks including opportunities for community inclusion.
 - Offer opportunities for enhancing their advocacy skills through training, support for systems of self-advocacy and linkage to advocacy organizations.

Copies of the plan are to be provided and accepted by the person served and acceptance is to be noted on the plan. This can be by the person served signing the plan or by a staff member noting the plan was reviewed and accepted.

Service plans are to be reviewed by those providing services. Child and Youth care worker, Supported Child Care Workers, Life Skills, and Apartment Support workers must be orientated to service goals for each person they work with.

Contact/Case notes

All services provided must be documented. If it is not documented it did not happen.

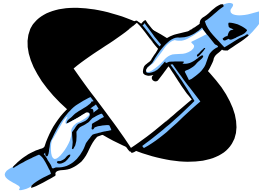


Discharge from Active Services

A discharge is to be completed at the end of regular services and not more than 6 months (180 days) from the date of the last service plan or service plan review. The discharge process includes a re-assessment of needs and issues, a review of the progress towards achieving goals and (if any) suggestions for other services or follow up. If the person served is to receive monitoring for future services then a full

discharge plan does not have to be completed. If the person served is being fully discharged then a complete plan is required along with providing the person served with a feedback questionnaire.

Follow Up Questionnaire



All persons served are requested to give feedback on the services they receive.