



H.O.M.E.S
ORIENTATION HANDBOOK
FOR
NEW CAREGIVERS

THE H.O.M.E SOCIETY
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Welcome to the H.O.M.E. Society!

We would like to take this opportunity to welcome you as a new member of the H.O.M.E.S team. We are excited about the gifts and contributions you will bring to the folks we support! We at H.O.M.E.S believe that everyone has gifts and contributions to share with one another and believe the most important contributions are friendship, love and companionship.

We are a Society mentored by John McGee and dedicated to a philosophy of Gentle Teaching. Our success in building a community of support for individuals previously labeled as very challenging and unable to live in the community, is based on adopting a philosophy of Gentleness.

At H.O.M.E.S, we strive to achieve a strong sense of community throughout the organization. We consistently link with neighbors, friends and relatives to provide a circle of support in the lives of those we serve.

I'm sure we will meet in the near future, if we have not already. If you have any questions, comments, suggestions etc, please give us a call or drop into the office. Our doors are always open.

Warm regards,

Dave Lappin
Executive Director



Welcome to H.O.M.E.S,

We sincerely would like to welcome you to the H.O.M.E.S team! One of the areas which makes H.O.M.E.S so unique is it's philosophy of Gentle Teaching. Not only does the H.O.M.E. Society teach Gentle Teaching, but at H.O.M.E.S, it becomes a way of life. The folks who are supported at H.O.M.E.S feel very safe and loved and there is a strong sense of commitment to ensure everyone's quality of life is the best it can be!

There are many opportunities for growth within the H.O.M.E. Society; we encourage you to join a committee and whenever possible, participate in community events.

On behalf of the Board of Directors, welcome aboard and we look forward to meeting you in the future!

Yours Truly,

Bob Carpenter
President
Board of Directors
The H.O.M.E. Society



Who We Are

We are a Society mentored by John McGee and dedicated to a philosophy of Gentle Teaching. Our success in building a community of support for individuals previously labeled as very challenging and unable to live in the community, is based on adopting a philosophy of Gentleness. At H.O.M.E.S. (Healthy Opportunities for Meaningful Experience Society), we currently support over ninety individuals in the rolling hills of the Fraser Valley about an hour east of Vancouver, BC.

We support individuals in traditional shared homes of four persons, individual homes with one or two persons and we have many Home Share homes. We train our caregivers and contractors/operators in a philosophy of Gentle Teaching and our mentoring from John McGee has led to the formation of Gentle Teaching International, which is better known as GTI.

GTI works worldwide to support Gentle Teaching through the web page. We put aside the traditional models of control, compliance and building independence - for a philosophy of gentleness, companionship, caring, and building inter-dependence and community. The H.O.M.E. Society was formed to respond to the needs of 16 individuals who had not succeeded in previous attempts to leave institutional life and return to the community. The society grew out of a coalition of managers from 5 existing societies, family members and employees from the former institution.

At H.O.M.E.S, you will find we embrace an “open door policy” and we hope you will feel comfortable and welcomed whenever you visit the office. People are always there to help answer any questions. Please don’t hesitate to ask for an office tour, we would be happy to see you.



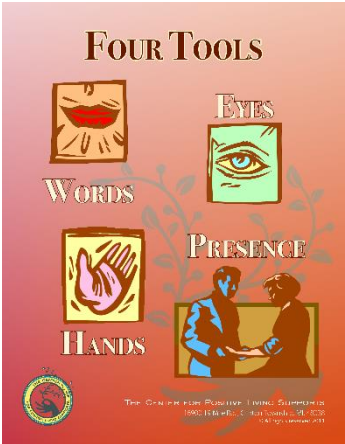
We Welcome Diversity

The HOME Society has honored the cultures and traditions of the men and women we support. We have previously contracted with First Nations Elders to lead us in ceremonies including, smudging, pipe ceremonies, drumming, talking circles and sweats. We continue to support the First Nations men and women by surrounding them with caregivers who respect their traditions and come from a variety of First Nations and Métis communities and backgrounds.

In the Fraser valley we are also able to hire a significant number of caregivers who are Asian and Indo Canadian in background. We value their traditions and try to learn and adapt to support the young men and women from various backgrounds as their families and grandparents would wish. This includes visits to the temples, traditional food and caregivers that are familiar with the language spoken in the family home.

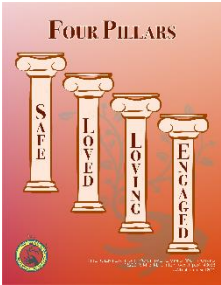
Gentle Teaching

Gentle Teaching is many things. Gentleness toward others, in spite of what anyone does or does not do, is the critical factor. It is a paradox. Fists are met with hugs. Cursing is met with words of affection and nurturing. Spiteful eyes are met with warmth. Gentleness recognizes that all change is mutual and interwoven. It starts with caregivers and, hopefully, touches those who are most marginalized. Its central focus is to express unconditional love. It is the framework around a psychology of human interdependence. The main idea of gentleness is not to get rid of someone else's behaviors, but to deepen our own inner feelings of gentleness in the face of violence or disregard.



Gentle Teaching is also a teaching approach. As such, it has four initial teaching purposes—to *teach others to feel safe, loved, loving, and engaged*. These do not just happen. They are taught through repeated acts of love. Gentle caregivers learn to use their presence, hands, words, and eyes as their primary teaching tools to uplift and honor others.

- Gentle Teaching is based on a psychology of human interdependence. It asks caregivers to look at themselves and their spirit of gentleness to find ways to express warmth and unconditional love toward those who are the most disenfranchised from family and community life. It views our role as critical and requires a deep commitment to personal and social change. It starts with ourselves, our warmth toward others, our willingness to give without any expectation of receiving anything in return, and our intense desire to form feelings of companionship and community with those who are the most pushed to the very edge of society.
- Gentle Teaching focuses on four essential feelings that need to be taught to those who are served— safe, loved/accepted, loving, and engaged. Caregivers not only need to ensure that those whom they serve are safe, but, more importantly, *feel* safe.



Gentle Teaching

Over time, when people are newly introduced to Gentle Teaching, several questions have repeatedly popped up. A mentor understands the importance of answering carefully and correctly, and has learned how to gently and accurately respond to common misconceptions and questions about Gentle Teaching in a way that stays true to the philosophy as developed by Dr. John McGee, founder of Gentle Teaching International.

We don't 'use Gentle Teaching', because it's so much bigger than that. It's not something we *do to people*; it's a way to *build relationships with people*.

The H.O.M.E Society built Gentle Teaching principles into our organizational values and care policies over a decade ago. The most important thing that we can do was to help people in our care recognize that they are valuable members of society, and that they are safe with us because they are equal to us. We are here to ensure that they live meaningful lives, with companionship and within communities — something we all deserve to have.

It's a different way of thinking about the work we do. We don't force people to do what we want, and we don't force people to stop doing what they want. After all, in our own lives, are we forced to do that by others? No, we have freedom to make choices. So, we support individuals with disabilities to learn to make choices for themselves. We support folks to learn about what they like, and learn to do new things that interest them — sometimes for the first time in their lives.

We are there to help them when they are struggling. We are not there to make them do things or stop doing things, we are there to help them feel safe and secure with us, and truly valued — again, for some, this is completely new, and it can take time. But we're in it for the long haul, and it's well worth it, because each one of us is worth knowing. Each one of us deserves to be valued by the people who are in our lives.



Our Mission Statement and Values

H.O.M.E.S. is committed to:

- Welcoming men and women who need a supportive home in the community by embracing the Philosophy of Gentle Teaching.
- Linking with family, friends and neighbors' to provide a circle of support for those we serve
- Supporting the community in which we live and work, contributing to the local economy, agencies and events, and sharing the gifts and skills of those within the H.O.M.E. Society.

Our Values

- Ethical Conduct
- Awareness of moral duty
- Responsibility and accountability in all aspects of our operations
- Pursuit of excellence
- Honesty and integrity
- Fairness and equality
- The celebration of cultural, ethnic, and spiritual diversity



Leadership Value Statement

- Safe and loved is at the core of everything we do.
- We will be mindful & intentional in all of our interactions
- We believe in justice and an inclusive community for all.



The H.O.M.E Society

Code of Ethics

I Service & Support to Individuals in Care

The Charter of Rights will guide all our dealings with the Individuals we support. Above all, we will place their interests first. Our service to individuals will be characterized by the following:

a) Respect

Every Individual is a person of inherent value and fully worthy of our respect. We will respect each individual's rights, responsibilities and freedoms. We will treat them as persons with dignity, and we will do our best to make sure others see them and treat them the same way. We will not stigmatize Individuals in care. We will never disparage, demean or humiliate an individual in care.

b) Choices

We will recognize all Individuals capacity and competence before limitation. Therefore, we will seek to expand their choices and opportunities, and to provide them with the information they want and need. We will also assist them to understand information to the best of our abilities. In all that we do, we will promote choice, decision-making and personal empowerment.

c) Advocacy

Individuals receiving services are entitled to all the rights, responsibilities and privileges that are accorded to them as citizens of Canada. We will enable Individuals to lead meaningful lives as full citizens of their community. This includes helping them achieve their right to belong, to be valued, to participate, and to make meaningful contributions. We will never conduct ourselves in a way that undermines this effort. We will advocate for the Individual's rights and interests within the Society, within external systems, and within the community at large.

d) Personal service

We will seek to understand and accommodate the complex person we are supporting; this includes considering such things as language, culture, race, sexuality, religion, values, creed, and so on. We will treat each individual as an individual. We will tailor our services to meet their needs and their expectations of us. We will be sensitive to their differences, and celebrate their diversity.

e) Safety

We will take reasonable measures to protect the health, safety and emotional well-being of all Individuals receiving service; at the same time, we will recognize their right to take measured risks and to make mistakes.

II. Professional Conduct

Our Society will be accountable for maintaining the highest possible standards of professional practice. This will include all undertakings by the Society as well as undertakings by individuals working for or on behalf of the Society (including the board of directors, managers, employees and contracted support services).

a) Interpersonal Relationships

We will treat all persons with whom we are interacting with dignity and respect. Especially, we will honor the important role of our Individual's families, friends and advocates. We will be honest and straightforward, and genuine in all our dealings with people. We will be sensitive and respectful to diversity and difference; we will resolve interpersonal conflicts in a timely and respectful manner.

b) Criticism and Mutual Support

We will accept constructive criticism from one another. We will welcome complaints from stakeholders and respond in a respectful, timely, and effective manner. We will accept credit only for the work we have done and acknowledge the work and contributions of others. We will support one another to perform to the best of all our abilities, and to avoid conduct that diminishes quality of service or that erodes morale.

c) Collaboration

We will promote and contribute to professional collaborations. In the interest of maximizing our service, we will consult with stakeholders, with outside expertise, and with one another, as often as needed.

We will work with other service providers, organizations, and caregivers in a spirit of mutual and collegial respect. We will invite their feedback and contribution, even as we offer our own. Our influence will be a positive one, characterized by cooperation and encouragement. We will not act with malice, discourtesy, or enmity.

d) Stewardship

We will respectfully maintain and preserve the property, assets and resources made available to us for the performance of our duties and commitments.

e) Excellence

We will be earnest in all our efforts, thoughtful in all our undertakings. We will strive to find more efficient and more effective ways of conducting business. We will provide Individual's in care with the highest possible standards of service.

f) Integrity

We will accept responsibility for our actions. We will not operate beyond the scope of our competencies, nor misrepresent our qualifications, experience and/or expertise. We will act quickly to correct any misinformation or misrepresentation concerning our services, activities, outcomes, or credentials. We will not withhold evidence that might disconfirm our findings or views, and will acknowledge alternative positions, explanations, or hypotheses.

g) Community Citizenship

We are a member of the communities in which we work and serve. This comes with responsibilities such as being a good neighbor, a good employer, and an overall positive influence. We will be mindful of our communities' needs and interests, and we will be supportive of its charitable, cultural, and educational institutions. We will not be politically complacent, but will maintain a presence that befits our responsibility.

h) Duty under Law

We will understand and comply with the letter and spirit of all laws, regulations, agreements, or requirements that govern us. Where such requirements negatively impact operations or those we serve, we will seek immediate remedy; where the requirements do not go far enough to advance the interests of Individual's or best professional practices, we will exceed them.

III. Human Resources

We will clearly and effectively communicate the roles, responsibilities, and qualifications relating to all positions within the Society.

a) Treatment of Our Employees

We commit to treating our employees with dignity and respect and to ensuring that they are not subjected to any form of discrimination, or to sexual or personal harassment. Our evaluative processes will be just and fair. We will encourage them in their professional development and assist them to learn and apply best practices. We will strive to create a place of work where employees feel welcomed, appreciated, and comfortable. To this end, we will promote safe and healthy working conditions, positive working relationships, and a spirit of collegiality. We will

endeavor to foster in our employees a sense of personal satisfaction, purpose, and accomplishment.

We will represent our employees' interests within the larger political and professional spheres within which we operate.

b) Recruiting Practices

We will utilize recruitment practices that are consistent with Society needs and objectives, and that are fair, effective, and free from all forms of discrimination.

IV Business & Financial Practices

All of our business and financial practices will be in accordance with applicable legislation, requirements, and standards, and will be subjected to annual independent review by external auditors. We will be transparent in our undertakings, exercise integrity in all our financial practices, and be held accountable to our membership, funding bodies, and other stakeholders.

a) Financial Practices

All our financial practices will be handled in accordance with generally accepted Canadian accounting principles and practices. Financial matters that fall within the scope of our financial management policies will comply with these policies; financial matters covered by the Society's bylaws will be handled in accordance with those bylaws.

b) Fund Development & Communications

We will represent those receiving services in a respectful manner. We will never use representations of Individuals in care that are demeaning or that are designed to elicit pity or sympathy. Our solicitation of funds and our promotional practices will be ethical, legal and respectful. All corrupt practices, such as inducing "guilt" or obligation, personal gain, bribery or collusive transactions, are prohibited. We will abide by all applicable laws, regulations, standards, and ethical practices. We will ensure all written communication meets or exceeds current professional standards. We will provide the financial community and, where possible, the community at large, with information regarding the needs and achievements of the Society. We will accurately represent the Society and its stakeholders.

V. Information Management

a) Maintenance

We will maintain information that is accurate, current, and managed (organized, secured, archived, and destroyed) in accordance with all applicable regulations and standards.

b) Disclosure

We recognize the right of stakeholders to expect a broad range of information from us. When we are presented with a reasonable request for information, and/or when we are required to make disclosures, we will provide accurate and complete information in a timely manner.

c) Protection

We will protect proprietary information from improper or inadvertent disclosure. This includes information about stakeholders (including, but not limited to, the Society, individuals, families, employees, or members). Especially, we will keep in confidence all information regarding Individuals in care, unless sharing the information complies with our policies and standards, and/or is required by law.

VI. Conflict of Interest

A conflict of interest arises when direct or indirect personal gain is a factor in a decision that impacts the people we serve and/or the Society. We will strive to avoid conflicts of interest. Should any instance of real, potential, or apparent conflict exist, we will disclose it so that a remedy might be sought.

Adult Guardianship

In BC, every adult 19 years of age and older is presumed to be capable of making their own decisions unless the contrary is demonstrated. Decision making by adults may be impaired by a variety of medical circumstances such as developmental disabilities, brain injuries or Dementia. Having an adult guardianship framework in place is important to protect the interests of vulnerable adults who are incapable of making decisions on their own. In BC, the adult guardianship framework is a package of six laws that provide tools for adults to plan ahead for their legal, financial, health and personal care or to be protected if they are unable to plan ahead. These laws are designed to ensure that the wishes of adults will be heard if they are incapable of making their wishes known. BC adult guardianship laws follow these guiding principles:

- All adults are entitled to live in the manner they wish and to accept or refuse support, assistance or protection as long as they are capable of making decisions about those matters.
- All adults should receive the most effective, but the least intrusive form of support, assistance or protection when they are unable to care for themselves or their financial affairs.
- All adults are presumed to be capable of making decisions about their personal care, health care and financial affairs until the contrary is demonstrated.
- An adult's way of communicating with others is not grounds for deciding that they are incapable of making decisions.
- The court should not be asked to appoint and should not appoint a guardian (known as a committee in BC) unless alternatives such as providing support and assistance have been tried or carefully considered.
- If a committee has been appointed, the committee must foster the adult's independence and involvement in decision making.

B.30 Abuse / Neglect Policy

Policy

Any form of Abuse and/or Neglect (as per definitions) will not be tolerated, and must be reported immediately to Program Coordinator's and/or Managers/Directors.

DEFINITIONS AND CATAGORIES OF ABUSE:

Physical

- Assault (slapping, hitting, kicking, punching)
- Rough handling without regard for the individuals comfort.
- Physical neglect (withholding food, personal or medical care).

Psychosocial

- Verbal or emotional abuse (yelling, making demeaning or derogatory remarks, teasing, swearing, and name calling)
- Neglect (lack of attention, isolation, confinement)
- Interactions that could be interpreted as disrespectful.

Financial

- Misuse of an individual's finances for inappropriate purposes
- Theft of money or personal property
- Fraud, deceitful manipulation of finances
- Solicitation for compensation

Sexual Abuse/Assault

- Any form of sexual conduct by force or threat of force
- Any form of sexual contact
- Any attempt to engage in sexual activities
- Unnecessary disregard for privacy
- Unnecessary touching of a person's private parts

Medication abuse

- Medicating or sedating unnecessarily
- Misuse of an individual's medications and prescriptions
- Misuse of non-prescription medications

Violation of Rights

- Denial of basic civil/human rights

Neglect

- Willful withholding of basic necessities and care
- Unintentionally withholding of basic necessities and care
- Failure to respond to an individual's need for discussion, inclusion, or routine action on a daily basis.

Person Served Abuse Emergency Procedure

In case of alleged abuse to an individual, the following procedure must be followed:

1. Safeguard individual(s). Alleged abuser to leave or be removed immediately.
2. Apply first aid as necessary.
3. Call 911 if necessary
4. Contact the Program Coordinator. If the PC is not available call the Manager and/or Director. If not available, call the Executive Director.
5. Contact Funding Ministry.

Upon receiving direction:

1. Contact Licensing (licensed facilities only)
2. After hours, notify Police (911) of any situation perceived to be an emergency. Notify licensing (licensed facilities) and the funding Ministry as soon as possible.
3. Complete an Incident Report Form.
4. Fax copy of incident report form to the Funding Ministry and Licensing.
5. Give copies of incident report form to Manager/Director, Program Coordinator and Executive Director.
6. Cooperate fully with inquiry/investigation by funding Ministry and/or Licensing and/or Police. Ensure safety of resident(s) in the program while the investigation proceeds.

Employees' and Volunteer Responsibilities

Employees or Volunteers who suspect that abuse or neglect has occurred have the responsibility to report their suspicions within 24 hours to their Supervisor. If the accused is a Supervisor, the suspicions must be reported within 24 hours to the Manager/Director.

Employees' or Volunteers who know or could reasonably be expected to know about an incident of abuse or neglect and who do not report it will be treated as having aided the abuse or neglect and will face disciplinary measures up to and including dismissal.

Continuing Quality Improvement

H.O.M.E.S is very proud of our relationship with CARF Canada. We hold a three year accreditation status which is the highest level an agency can achieve. What that means is that H.O.M.E.S meets or exceeds a set of national standards set forth by CARF. (Commission on Accreditation of Rehabilitation Facilities)

The role of Continuing Quality Improvement is “paying attention” to five levels of involvement. Those are individuals, service response, programs, family & friends, community and policy. The assumption of quality is not sufficient. Quality which is continuous and incremental is the result of asking questions, responding to change and when and how to build quality into change, policy and the culture of an agency.



Continuing Quality Improvement is a team effort and we appreciate and encourage all input and suggestions on how we can improve our services. If you have any ideas/suggestions, please let us know.

“We are all responsible for Quality”

Policy & Procedure Manual

All employees of the H.O.M.E. Society are required to read and understand the Policy and Procedure Manual. The Manual provides a ready reference to the administrative, legal, health and safety, human resources, financial and persons served policies which are available and the means by which they can be obtained.

The Policy and Procedure Manual is available on our public site: <http://homesociety.com> and our Sharevision site. We also email the Policy and Procedure manual when there have been revisions or new policies added.

Sharevision & The Internet

H.O.M.E.S utilizes Sharevision software not only to present a well-informed public website, but also to store data relating to the services we provide. We offer Sharevision training and the Program Coordinator's 1 & 2 would be happy to assist you in a tour of the site.



Each of the individual's we support has their very own website as well as sub sites for Nutrition and Health and Safety etc. We encourage you to visit our site and keep informed of all the latest happenings at the H.O.M.E. Society.

Confidentiality

In order to run a smooth and efficient agency, it is very important that employees understand and follow the policies concerning confidentiality. "Confidential Information" is defined to include all personal information that is contained in individual records and files, or has been disclosed to the Society for purposes of employment and/or the provision of service to residents. Examples may include financial, medical or criminal record information, and family or personal histories.



The nature of our work and the well-being of our Society is dependant upon protecting and maintaining confidential information. All H.O.M.E. Society employees will refrain from disclosing anything that may be considered as personal or sensitive and will refer all requests for information to the Executive Director or designate.

As a society, we are very serious about the importance of confidentiality and privacy, and will not tolerate anything that may undermine team morale and the well being of those we support through the unnecessary disclosure of private information. All employees sign a Confidentiality Agreement upon hire and annually thereafter and complete the CLBC required Privacy and Information online training.

H.O.M.E. Society employees are members of the Construction & Specialized Worker's Union (CSWU). Upon hire, you will receive a union contract and a list of current shop stewards. H.O.M.E. Society is very proud of the positive working relationship we have with the union. We believe that working together to resolve issues is the best and most productive method for all. Please contact any one of the shop stewards if you have any questions. They will be happy to assist you.

Health & Safety

General Safety Precautions



The H.O.M.E. Society is very dedicated to everyone's health and safety. We take this very serious and are constantly looking for ways to improve. We have a Health & Safety Committee which meets once a month to review health and safety concerns, accident and injury reports. This committee is made up of employer and employee representatives. The committee works together to identify and make recommendations to resolve health and safety issues. Members of the committee also do the health & safety inspections in all of our homes. Any areas for concern are attended to and resolved in a prompt manner to ensure safety for all. If you have any comments on how we can improve our Health & Safety initiative, please contact a member of the committee. Please familiarize yourself with the Health and Safety/WCB binder which is available in all homes.

Safety depends on us all. As a H.O.M.E.S employee, you are responsible for the safety of the individuals you support as well as your own safety and that of your co-workers. Although some safe work practices may seem to be just common sense, by applying them in your daily routines you may prevent accidents from occurring. If you work in a residence you need to employ safe work practices while still maintaining the happy and relaxed spirit common to any busy household. Likewise, if you work on the Yard/Landscaping Crew, safe work practices are essential.

The following lists are by no means exhaustive. However, at least these safe practices should be followed at all times; together with others unique to your workplace which will be outlined by your Coordinator:



- *Walk, don't run.*
- *Keep electrical cords and obstructions out of hallways.*
- *Watch where you are going at all times.*
- *Be extremely careful of wet floors.*
- *Immediately pick up anything that is dropped on the floor and clean up any spills.*
- *Always disconnect electrical appliances before cleaning the appliance.*

In addition, you should:

- Familiarize yourself with fire and emergency procedures for all homes/locations where you work. Check with your Coordinator(s) for the location of emergency supplies. Each home has a copy of the Agency Wide Emergency Plans and you need to familiarize yourself with this document. You may be given specific responsibilities in case of an emergency.
- Ask instructions before using any equipment with which you are not familiar.
- Immediately correct any unsafe practice, unsafe environment, or defects in equipment which may lead to an accident or potentially cause injury. Report to management any condition that cannot be corrected. This is in the interests of your own personal safety, the safety of supported individuals and your co-workers.
- Ask your Coordinator/Manager for guidelines and training before working alone with individuals who may have complex needs.
- Ask your Coordinator/Manager for instructions on how to apply proper lifting and transferring techniques for supported individuals.

Never lift more than you can handle.

Health and Safety Initiatives

- We are constantly looking at ways improve workplace safety at H.O.M.E.S. Make sure you stop by the Work Safe table in the Training room. It has a wide variety of reading material related to health and safety.
- If you have any Health and Safety concerns, we encourage you to bring them forward to a member of the Health and Safety Committee. They will be happy to assist you in resolving any and all issues related to everyone's health and safety. The member list is included in your new caregiver package and it is also posted on our website.

Training Requirements

H.O.M.E.S provides many training opportunities for employees. We offer and require the following training once you are hired:

Orientation Training

Gentle Teaching Level 1 & 2

MANDT (updated every year)

Annual Competency Training (Medication, Incident Reporting, Caring about Food Safety & Cyber Security)

Conversations that Matter (online conference center)

On an annual basis, you are required to complete the following documents:

- Confidentiality Agreement
- Liability Agreement
- Social Media Policy
- Photo Video release form
- Drivers Abstract
- Copy of current vehicle insurance (3 million liability)

The following training must be completed within the first six months of employment.

- Orientation Training (if available)
- MANDT
- Gentle Teaching Level 1 & 2 (when offered)
- All Competency training

Periodically, you will be sent an email which outlines which requirements need to be updated along with dates of the upcoming training sessions. As an employee, it is your responsibility to keep your credentials up to date. **Please see Policy D.110 which is attached at the back of the handbook.**

Medication Training

During your orientations in each home, the Program Coordinator will train you specifically for each individual's medications. We also require a Transfer of Function to be completed with the Coordinator/Manager prior to administering any prescribed PRN's. The Program Coordinator's will arrange for you to have that completed as soon as possible.

Gratuities

*The following gratuities are for employees in a **benefited** position (unless otherwise stipulated)*

1. Birthdays off for all regular employees in a benefited position. (Must be taken within 5 working days before or after actual birthday)
2. Wellness Day off for all regular employees in a benefited position. 1 day off for every 6-month period for perfect attendance of all (including Home Share and Residential) regular scheduled shifts for pay periods from April to September and October to March
3. \$150.00 Training/Wellness allowance (once per year, no carry over) for full time, part time and casual employees. Employees may apply for gratuity after June 30th of every year and must have worked 500 hours in the calendar year.

Please ask any Manager/Director for more information.

Availability, Scheduling & Payroll Procedures

Casual Caregivers

1. Casual employees are to be available to work for 24 hours per week including one 8-hour shift on the weekend. *(This does not include sleep shifts.)*
2. Casuals must be available to work statutory holidays including one or the other for Christmas or New Year's Day.
3. Casual employees are able to take vacation in one 10 day block during peak season(s). June-Sept and Dec-January. All vacation/leave requests must be completed on a green leave form and submitted for approval by the HR Department.
4. Program Coordinators may schedule casuals/caregivers for shifts based on their current availability. The casuals/caregivers will be sent an email and will need to reply/respond to confirm notice of the shift.

All casual caregivers are to be assigned and available to work in a minimum of two different homes.

EMS - Staff Scheduling CVC

At H.O.M.E.S, we use an "Online Scheduling" system. This is called the Employment Management System (EMS) and it is managed by the Com Vida Corporation. Online scheduling is used by a wide variety of Community Living agencies with great success.

With the online system, all casual and permanent part time employees are required to submit their availability online with at least one month's notice. During peak times, such as Christmas and summertime, it is advised that employees submit their availability at least 2-3 months in advance.

Pertinent information, such as primary and secondary phone numbers will have to be kept up to date at all times. This information is displayed on your personal page when you sign into the EMS system. If you have a change, please fill out a change of address/phone form and submit it to the office, Attn: Payroll. These forms are available at the office.

Employees are given a Com Vida Availability Guide when they are signed up and trained. Employees can either use their home computers, smart phone or a work computer to enter their availability. If employees need any assistance with Com Vida, they can ask any Program Coordinator or Manager and they will be happy to help.

Because the Com Vida system is linked directly to our payroll, this eliminates the need for timesheets. However, the following are the forms that we need to be filled out and submitted to the Program Coordinator prior to payroll day:

- Pink Sick Leave
- Union Leave
- Overtime Form
- Green Leave Form

Procedures for filling out Leave Forms:

Leave Forms (green)

Vacation/Lieu Days

For SFC employee's, any vacation and lieu leave etc., must be approved by the HR Manager in advance to ensure there is enough accrued time to cover the leave. The request needs to be documented on a green leave form. The SFC Contractor needs to agree that the time off will not be a burden to the home or individual. Residential caregivers submit their leave requests to their Program Coordinator. These forms should be submitted at least two weeks in advance/ and in compliance with the Union Agreement.

Special Leaves (maximum 10 per year)

*These leaves are **unpaid** as per Article 20.2 of the Collective Agreement. Please check your current Collective Agreement for details of what constitutes "Special Leaves"*

Leave of Absense

As per Article 20.6 (a) and (b)

Leaves will be given at the discretion of management depending upon staff coverage. Casuals who wish to take extended leaves must submit the request in advance and have the request approved by the HR Department.

Other Leaves

Union (purple)

Adequate advanced notice is required for staffing purposes.
Union reimburses the H.O.M.E. society for all union leaves.

Sick Forms (pink)

- Must be completed by all employees who have been absent from their regular scheduled days. Reason for illness/injury must be stated on form. They must be submitted with payroll or submitted to the payroll department immediately upon return to work from their illness or injury.
- A doctor's note must be submitted for any medical leave for 3 or more days, *the employer may also request a note when it appears a pattern of consistent absence is developing.*
- For medical leaves more than 3 days, a doctor's clearance note must be submitted prior to returning to work.

Home Share Payroll

If you are a caregiver who works in the residential homes and would like to also work in the Home Share homes, you will need to submit a request via email to the HR/HS department(s). Once submitted, you will receive a call to discuss the process as well as any available opportunities. Home Share employees are on a separate seniority list from the residential employee list. Home Share employees are not on the Com Vida EMS System and because of this, all employees will need to fill out timesheets, as well as any leave forms as required.

- If you are a casual in the Home Share Department, you would fill out the yellow casual timesheet.
- If you are a permanent employee, you will fill out a regular white employee timesheet.
- If you are a permanent employee and are doing hours that are not your regular hours, you would complete a blue additional hours timesheet.
- Please ensure you fill out the timesheet completely, including the date, pay period dates, your employee number, hours and program.
- Timesheets/Leave forms and any other payroll related forms are to be submitted to the office by 10 am on the Monday of the payday week.
- All timesheets are available on Sharevision or at the office in the photocopy room.

Home Share

The H.O.M.E. Society supports many folks in a Home Share setting. Many Home Share Providers first began with H.O.M.E.S as an employee and had the opportunity to build a solid relationship with an individual in care. The relationships are the foundation of Home Share.

H.O.M.E.S provides some families with a unionized caregiver to assist in the day to day living of the person in care. If you feel you may be interested in this, please contact the Home Share Department.

Being Involved

At H.O.M.E.S, there are many ways to be actively involved. We have committees, various social events and community involvement opportunities. Use your interests, talents, skills, passions, and abilities to make a difference and have fun. We encourage you to talk with a Program Coordinator and/or a Manager/Director and they will be happy to give you more information.

Recruitment

Our caregiver's support contributes to the empowerment of each individual and enhances their ability to make their own decisions. It is through word of mouth of our existing caregivers that we draw the highest percentage of referrals for caregivers. We are involved with the local colleges and many of the practicum students that have started at H.O.M.E.S, are now permanent employees. If you know of someone who you feel would be a wonderful caregiver, please let us know or encourage that person to submit a resume, either online at www.homesociety.com or in person.

Job Postings

We post all current job postings on our website, <http://homesociety.com/> and we encourage you to browse through them and if interested, please apply. There is an internal and external link for applicants. Job postings are also posted in the photocopier/mail room at the office. All job postings are emailed to our employees.

H.O.M.E.S Email



All H.O.M.E. Society employees have a homesociety.ca email address. This email is used for paystubs, agency wide memo's and many other work related information. If for some reason you do not have a homesociety email address, please call the office and we will be happy to set one up for you. All employees are expected to check their HOMES email on a daily basis.

Career Development Opportunities

H.O.M.E.S is consistently on the look out for caregivers who express or demonstrate an interest in career development. We are growing as an agency and because of that, there are regular opportunities for career advancement. We provide assistance to allow all leaders the opportunity to grow both professionally and personally. One of the many ways we do this is to enroll (at H.O.M.E.S cost) all new leaders in the very well respected Excellence Seminar 'Reset for MORE Excellence'. This weekend seminar is the first in a three of their Core Leadership Series that has helped change peoples lives from 'pretty good' to 'amazing'. If you are interested in advancing your career please contact your Manager/Director.



Job Descriptions

Job Title: COMMUNITY SUPPORT WORKER

Job Summary:

- Responsible for providing a home-like, comfortable and normative environment in the Individual setting. Also ensuring that each individual has the opportunity to develop to the fullest extent of his/her abilities and desires. They will establish a warm and personal relationship with each individual living in the home and encourage the active participation of parents, siblings, and friends in each person's life while keeping the Individual's safety and well-being the priority at all times.

Reports to: Program Coordinator(s) and or delegate.

Nature and Scope

A team approach to providing high quality, person centered support is essential.

Respectful working relationships must be developed and maintained with the individuals served, their network (family members, friends and personal networks) and other team members of H.O.M.E.S. Good external relations must be developed and maintained with CLBC Community Service Workers, health-care professionals, organizations and community contacts, including employers.

The most important decisions of the Support Worker relate to the quality of life and support provided to the persons served, particularly:

- Ensuring the support provided is of high quality and in harmony with planning, H.O.M.E.S philosophy and Gentle Teaching;
- Always working towards the individuals overall satisfaction. The Support Worker understands that **he/she is coming into the home/life of individuals served by H.O.M.E.S.** Recognition of this must remain foremost in our minds. We must therefore respect an individual's wish in their service provision within the parameters of safety and quality of life. These parameters must be decided at the team level with the support of the individual, family/personal network, funding bodies and community supports (where available).

Duties and Responsibilities

Program

1. Under direction of the Program Coordinator(s) or delegate, this position is responsible for providing a homelike, comfortable and normative environment in the home.
2. Provides direct support and lifestyle planning consistent with H.O.M.E.S beliefs, values and Gentle Teaching.
3. Provides direct support that reflects Gentle Teaching principles, in that:
 - **Intent is not on changing others, but in changing ourselves;**
 - Support is always focused on teaching the individuals served to feel safe and loved, and to become more loving and engaged;
 - Positive use of the four ‘tools’ of Gentle Teaching in everyday support (hands/touch, eyes, words and presence).
4. To document, implement and evaluate programs as required and requested.
5. To be a key worker to designated individuals as assigned by the Program Coordinator’s or delegate.
6. To implement all support guidelines, protocols, policies and procedures.
7. To work with all individuals and ensure a high standard of personal care is maintained, in a respectful manner, while being a role model in this area.
8. Assisting individuals in personal problem solving or decision making;
9. Providing assistance to individuals in completing their personal responsibilities (i.e.: cleaning and preventative home maintenance);
10. Sharing and/or developing ideas for community involvement/employment;
11. To administer and record medications in accordance with H.O.M.E.S Policy C.50 and ensure that all prescribed medications are consumed by individuals according to schedule.
12. To monitor health needs ensuring that preventative health care and safety practices are utilized, as well as immediate treatment for illness or accident.
13. To make available to all individuals the opportunity to participate in integrated community activities, in order to learn new skills, make choices and be involved in what is happening in their lives. All this is to be accomplished while showing the individual respect and dignity.

14. Assist/teach individual with self-care, budgeting, banking, cooking and household management as required.

Organization

1. Responsible for proper financial record keeping and accounting for certain funds (petty cash, receipts from charge accounts) and submitting these to the Program Coordinator(s) or delegate on a regular schedule.
2. To record and read all relative information in the appropriate log and communication books on a daily basis as required. To complete all required documents as required, maintaining the confidentiality of all caregivers, individual and society records and reports.
3. To attend all caregivers meetings, program planning, caregiver's development and in-service training sessions as required.
4. To maintain good communications with families, other caregivers, individuals, community agencies, in conjunction with the Program Coordinator(s) or delegate and submit program reports as required.
5. Specific duties/tasks as per individual needs may be required such as lifting and transferring. Training will be provided by qualified professionals and/or delegate.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all the work assignments that may be inherent in the job.

Education, Training and Experience

1. A diploma in a field related to supporting persons with disabilities preferred.
2. Experience in working with individuals with a developmental disability/dual diagnosis.
3. Formal training in the area of program planning or counseling.

Other Required

Class V driver's license (Class IV may be required in some homes)

Favorable driver's record

Current First Aid CPR certification

Criminal Record Search

Physicians Health Clearance

MANDT Training

Any other training as required by licensing or the H.O.M.E. Society

Job skills and abilities

1. Demonstrated competency in written and verbal skills.
2. A strong commitment to the Philosophy of Gentle Teaching, and the policies, procedures, and philosophies of the H.O.M.E. Society.
3. Demonstrated ability to work within a team setting, with an emphasis on leadership, self-initiative, patience, maturity and tact.
4. Excellent organization skills.
5. Ability to work a flexible schedule if necessary based on program needs and as per collective agreement.

Additional Information

This position may be required to work in a stressful environment often dealing with individuals in crisis situations. The ability to function independently and under pressure is an ongoing expectation of this position. Evening and weekend work may be required.

Job Title: AWAKE COMMUNITY SUPPORT WORKER (NIGHTS)

Job Summary:

- Ensures the well-being of residents during the night hours. Along with resident monitoring the Awake Community night worker is responsible for creating and maintaining a comfortable and clean living and working environment.

Reports to: Program Coordinator(s)

Duties and Responsibilities

1. Monitors residents during night hours and ensures their safety.
2. Takes care of resident's night's needs (medical and otherwise) that may arise and supports residents with any behavioral issues.
3. Notifies Program Coordinator(s)/Manager if any problems arise. Ensures that good written and verbal communication with day/afternoon staff is maintained.
4. To work with all individuals and ensure a high standard of personal care is maintained, in a respectful manner, while being a role model in this area.
5. To administer and record medications in accordance with house guidelines and ensure that all prescribed medications are consumed by residents according to schedule (if applicable).
6. Knows and follows all working alone procedures to ensure safety for themselves and other homes.
7. Carries out orders regarding specific residents left by the Program Coordinator(s) or day/afternoon staff.
8. Maintains accurate reports with regard to residents and ensures that all documentation is correct and complete.
9. Performs housekeeping duties as indicated in each programs night duty lists, to ensure a clean, safe and healthy home.
10. Maintains up-to-date knowledge of emergency, fire, and earthquake regulations and procedures. Ensures that house regulations are followed.
11. May be involved in some meal preparation/baking and maintaining food inventory.
12. Perform other related duties as required.

Education, Training and Experience

1. A diploma in a field related to supporting persons with disabilities.
2. Experience in working with individuals with a mental handicap/dual diagnosis.
3. Formal training in the area of program planning or counseling.

Other Required

1. May be required to go to another home during the night if they are the second night person in response to an emergency situation or for extra support in that home.

Education, Training and Experience

1. A diploma in a field related to supporting persons with disabilities.
2. Experience in working with individuals with a mental handicap/dual diagnosis.
3. Formal training in the area of program planning or counseling.

Other Required

Class V driver's license

Favorable driver's record

Current First Aid CPR certification

Criminal Record Search

Physicians Health Clearance

MANDT Training

Any other training as required by licensing or the H.O.M.E. Society

Job skills and abilities

1. Demonstrated competency in written and verbal skills.
2. A strong commitment to the Philosophy of Gentle Teaching, and the policies, procedures, and philosophies of the H.O.M.E. Society.
3. Demonstrated ability to work within a team setting, with an emphasis on leadership, self-initiative, patience, maturity and tact.
4. Excellent organization skills.
5. Ability to work to work independently.
6. Ability to respond to emergency situations quickly and competently.

Additional Information

This position may be required to work in a stressful environment often dealing with residents in crisis situations. The ability to function independently and under pressure is an ongoing expectation of this position. Evening and weekend work is required.

Job Title: HOME SHARE COMMUNITY INCLUSION WORKER

Job Summary:

- This position ensures the well-being of individuals and promotes their development in a family setting. A key component of this job is to assist individuals in their physical, social, emotional and daily life skills development, which increases their independence, allowing them to function normally in the community. The Home Share worker typically works with individuals with mental and/or physical handicaps, emotional, behavioral, and any other medical needs.

Reports to: Home Share Manager/Director
HR Director

Key Duties and responsibilities

1. Supports individuals in their own homes and in the community to allow them to function more independently. Evaluates individual's needs and develops plans with the Home Share Operator and/or Home Share Manager to meet such needs.
2. Monitors individual's well-being, and assists individuals with daily life skills such as health needs, shopping, and banking. Assists individuals with grooming, basic cooking, housekeeping laundry, etc. Facilitates physical, recreational, educational activities to build self-confidence and to develop life skills and relationships with others.
3. Assists individuals in attending appointments when necessary and provide transportation.
4. Recognizes potential emergency situations, analyzes situations accurately and develops strategies to support individuals with aggressive behavior to ensure no harm comes to the individual and/or the public. Reports concerns to the Home Share Operator and/or the Home Share Manager. Fills out the appropriate forms (i.e. Ministry Incident Reports and in-house incident reports.)
5. Ensures health and safety standards are maintained.
6. Maintains, either written and/or verbal reports regarding individual's daily schedules, activities, and progress. Ensure that all required documentation is complete and accurate.
7. Identifies community resources that will meet individual's needs.

8. Records all communication with families, ministry staff and any other contacts on the contact form and informs the operator and/or Manger of these conversations.
9. Performs other related duties as required by Home Share Operator.
10. Administering prescribed medications and treatments, and responsible for observing, recording, and reporting symptoms/changes in resident conditions.

Education, training and experience

1. A diploma in a field related to supporting persons with disabilities.
2. Experience working with individuals with a mental handicap/dual diagnosis.
3. Formal training in the area of program planning or counseling.

Other Required

Class V driver's license

Favorable driver's record

Current First Aid/CPR certification

Criminal Record Search/Ministry Consent Form

Physicians Health clearance

MANDT Training

Any Other training as required by the H.O.M.E. Society

Job skills and abilities:

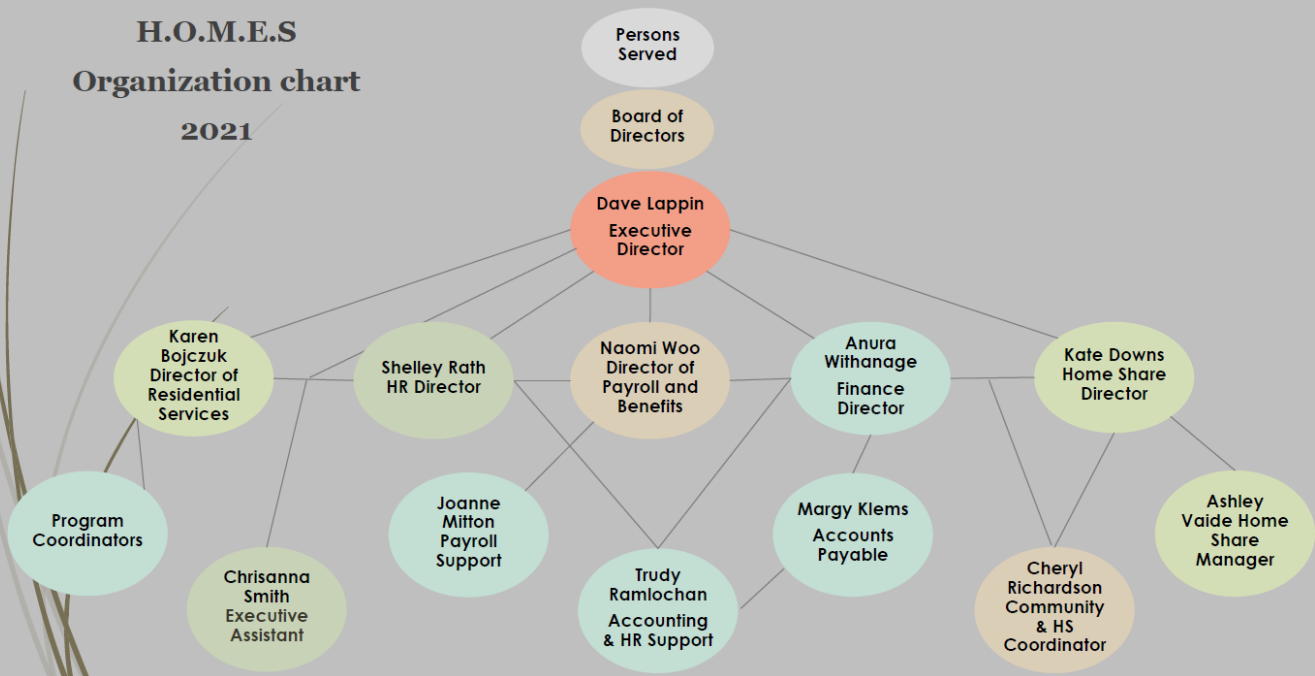
1. Good written and verbal communication skills.
2. Demonstrated ability to work effectively with others in both group and one to one settings.
3. Able to function independently and manage residents care in regards to a wide range of medical, mental, behavioral, and emotional and/or learning disabilities.
4. Excellent organizational skills.
5. Supported family care workers need to be able to work a flexible schedule depending on the family needs and the individual's schedules.

Additional Information

This position may require employees to work in a stressful environment often supporting individuals in crisis situations.

- ❖ For additional Job Descriptions, please see Policy D.70 in the Policy & Procedure Manual.

H.O.M.E.S
Organization chart
2021



D.110 New Employee Hire, Orientation & Requirements

PURPOSE

The H.O.M.E. Society recruits and hires employees with the required education, experience, and qualifications set out in the Job descriptions in this manual. We only employ individuals who have the personality, ability, and temperament to maintain the spirit, dignity, and individuality of the person(s) being supported.

POLICY

Hiring Guidelines

- Résumés are collected and entered into the applicant data base.
- Applicants are then selected according to the education, qualifications, and experience needed to support our men and women. Those applicants without the required qualifications will be sent a letter and not interviewed.
- Personal interviews are then arranged at a mutually agreed time.
- Once the interview is completed, it is determined by the interviewers whether the individual meets the criteria of the Society.
- Reference Check(s) are then done through phone calls.
- Credentials/Certifications must be verified as accurate with the primary source.
- All job requirements including a favorable Criminal record check, Class 4, 5 or 7 driver's license, favorable driver's abstract, Food Safe, current vehicle insurance, WHMIS, Immunization record, medical clearance, and current First/Aid CPR certification must be submitted prior to hire and orientations in the homes. Certificates/training must be updated throughout employment as required by professional organizations and other entities.
- Applicants are then asked to come to the office to sign up as an employee. They are given the necessary payroll documents, including Com Vida scheduling, union cards and various forms. Policies regarding confidentiality, immunization, and availability are discussed with the new employee. They will be assigned certain programs/homes to be orientated to, depending on their suitability. The Program Coordinator's will then complete the orientation check list to their homes and introduce the men/women who live there.
- H.O.M.E.S has a contractual obligation to ensure that all employees meet the requirements of employment at all times. Employees who do NOT complete their job requirements for employment as requested, will have their shifts suspended, without pay, until all job requirements are met.

All employees will be required to read and fully understand the H.O.M.E. Society's Policy & Procedure Manual, which is available in all programs online.