

Community Living South Muskoka



Volunteer Handbook

For information contact: Pat Kerr
Volunteer Coordinator
705-687-1611
Email: pkerr@clsm.on.ca

WELCOME

The purpose of this Handbook is to provide you with information that will help you make the most of your volunteer experience at Community Living South Muskoka.

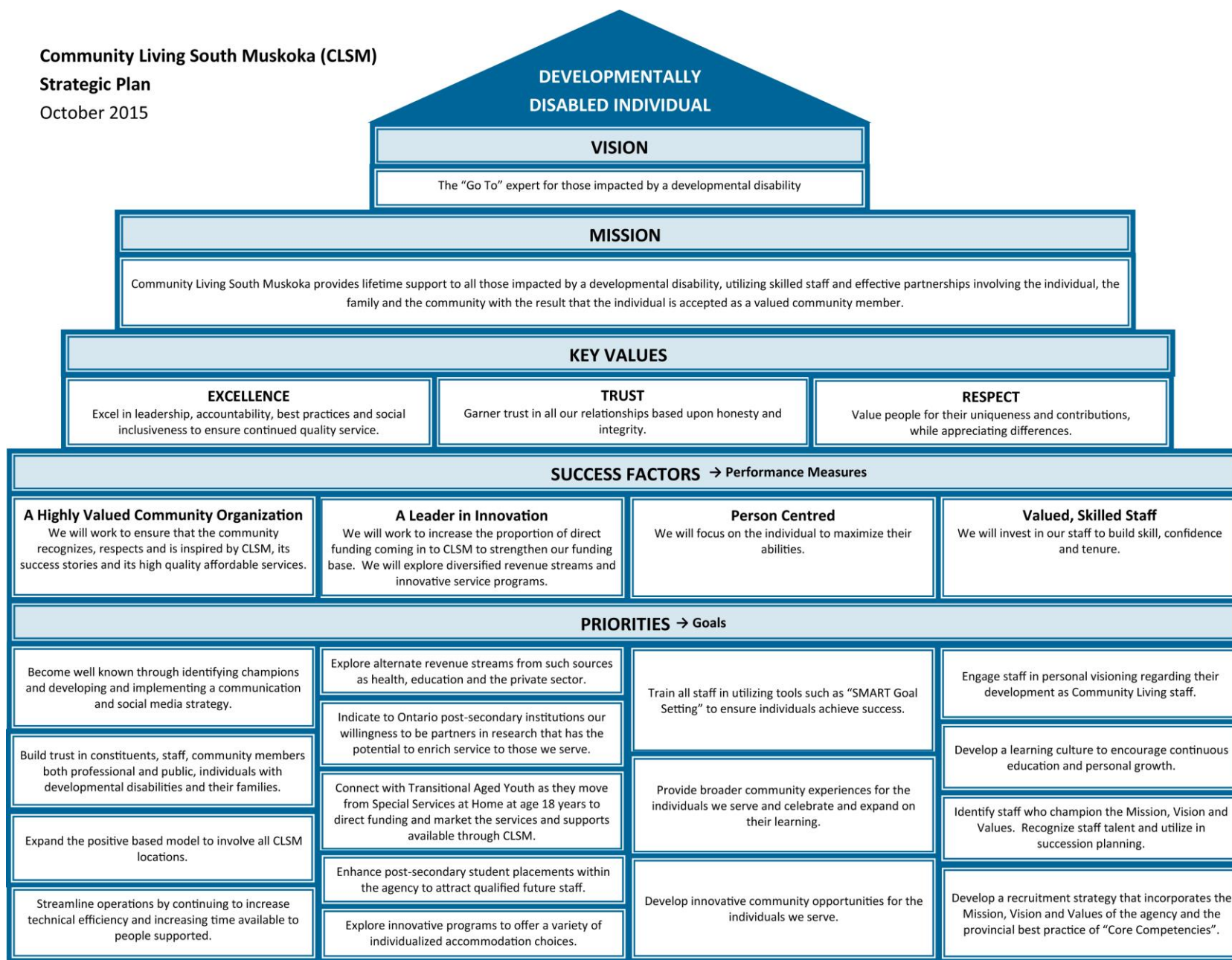
In these pages, you will find information about Community Living South Muskoka, our goal and vision statement, and guiding principles as well as a wealth of practical information useful to the volunteer.

While Community Living South Muskoka has tried to cover most of the bases here, we cannot include one very important piece: face – to – face communication. No matter how complete, this handbook does not replace discussing ideas and observation with the Volunteer Coordinator. Questions about the volunteer program should be directed to the Volunteer Coordinator. Please feel free to speak with me at anytime.

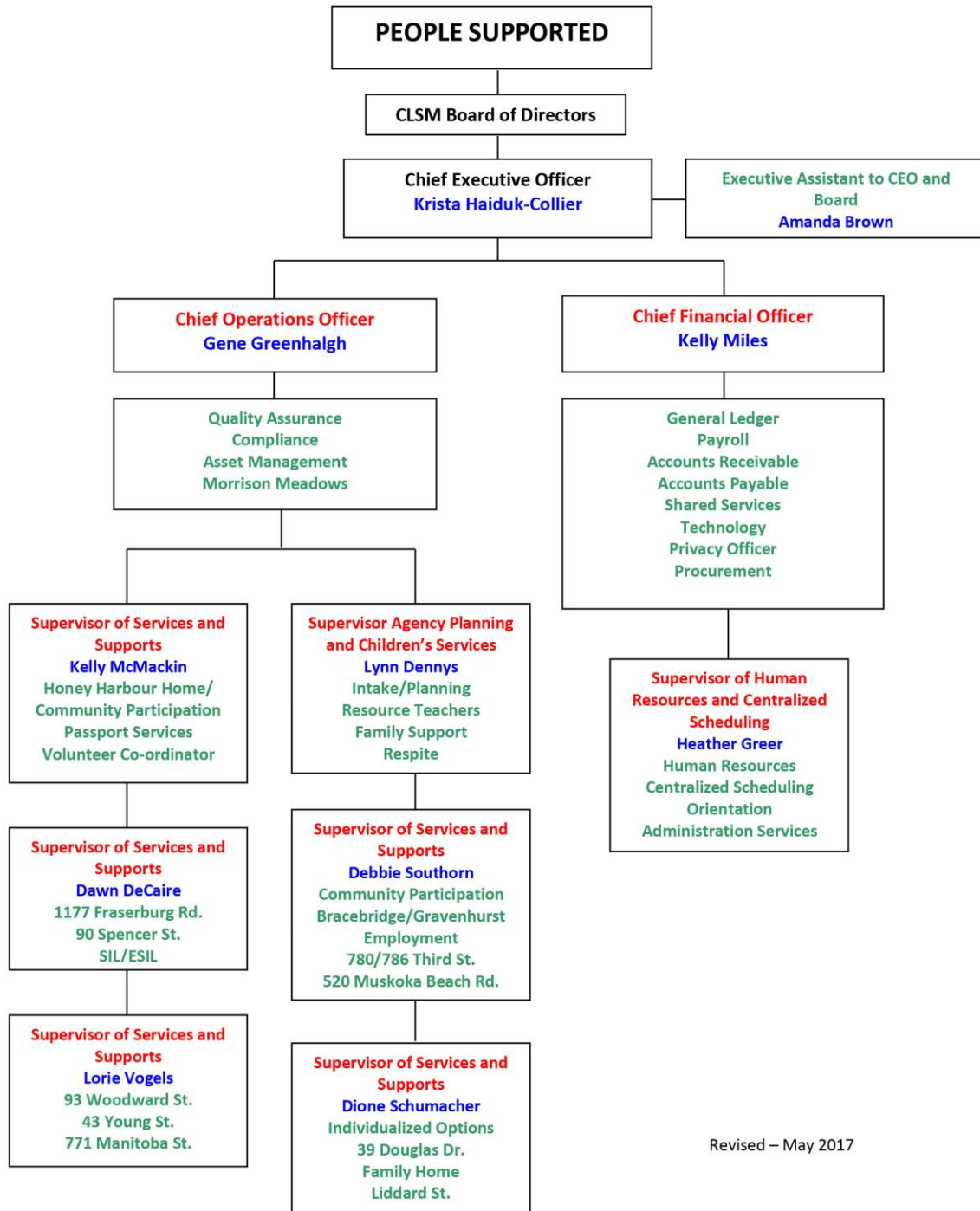
Community Living South Muskoka appreciates the contribution you make is unique and of tremendous importance to the people whose lives you will touch. We trust that this benefit is mutual, and strive to make it so. Please let us know how we can better support you in your volunteer role.

Community Living South Muskoka hopes you find this booklet informative and helpful as you begin your volunteer experience.

Community Living South Muskoka (CLSM)
Strategic Plan
 October 2015



**COMMUNITY LIVING SOUTH MUSKOKA
ORGANIZATIONAL STRUCTURE**



Revised – May 2017

VOLUNTEERING...A GREAT WAY TO GROW

Volunteering is a great way to use your talent, develop new skills, meet people; contribute to the community, and to be involved! At Community Living South Muskoka we will strive to ensure that your Volunteer experience is a positive and rewarding one.

There are many areas in which you can become involved with Community Living South Muskoka. Looking through this booklet will give you some idea of what assignments are available. However, if you have any special skills or talents you would like to share, please let us know! We may be able to arrange a specialized assignment for you.

Prior to beginning your assignment you must have an interview with the Volunteer Coordinator. During this interview, we will discuss where you would most like to be involved with our association, depending upon your time available, skills and interest. After the interview an orientation session with the Volunteer Coordinator and Supervisor of a mutually decided program will take place.

If you would like further information or to arrange an interview: call Community Living South Muskoka's Volunteer Coordinator Pat Kerr at 687-1611.

PROMOTING INDEPENDENCE AND SELF-ESTEEM

The following points will help you in assisting an individual to be more independent and feel better about him/her self.

1. Get to know the person as an individual focus on his/her strengths; help him/her to use these where possible.
2. When working with an individual involve her in any decisions to be made about the activity. Encourage the individual to pursue her interests.
3. Encourage the individual to be as independent as possible in the activity. Focus on her strengths and abilities.
4. Communicate in a way that can be easily understood.
5. Treat the individual with respect at all times.
6. Recognize the individual's achievements by letting him/her know when he/she has done well. Praise his/her successes.
7. When visiting or taking a person out in the community you are representing Community Living South Muskoka and you are a role model to the individual. Please consider this when dressing for the occasion.

PERSONAL OUTCOME MEASURES

Personal Outcome Measures is a tool Community Living South Muskoka uses to help guide our support planning process, and to help identify the priorities people have in their lives.

Considering Personal Outcomes provides an information pathway for a true understanding of a person and the quality of their life. Personal Outcomes are defined by the person and will vary from person to person. It is helpful to think of Personal Outcomes in three factors:

My Self: *Who I am, as a result of a unique heredity, life experiences and decisions.*

These outcomes indicate personal, physical and emotional wellbeing. The presence of these allows people to explore tomorrow with many choices and possibilities. Does the person:

- Have natural supports
- Have intimate relationships
- Feel safe
- Have the best possible health
- Exercise rights feel treated fairly
- Free from abuse and neglect
- Experience continuity and security
- Decide when to share personal information

My World: *Where I live, work, learn, connect and belong.*

These outcomes indicate choices in a person's life and their connectedness to others and their community. Does the person:

- Choose where they want to live
- Choose where they work or how to spend their days
- Use their environments
- Live in integrated environments
- Interact with other members of the community
- Perform social roles
- Choose services

My Dreams: *How I want life to be*

These outcomes reflect what people want in their lives and offer a glimpse at their idea of quality of life. Does the people:

- Choose personal goals
- Realize personal goals
- Participate in the life of the community
- Have friends
- Feel respected

RIGHTS, RISK, RESPECT AND RESPONSIBILITY

Community Living South Muskoka must educate individuals about the fact they have rights and to support the individuals wishes to exercise a right. We must educate that with every right there is risk and there is most definitely elements of responsibility. The support we provide is not just to let the individuals do whatever they wish but to assist them to weigh the risk factor and the responsibility involved.

A plan needs to be developed to assist the individual towards making an informed decision. This plan could involve the worker/family/friends/ volunteers/care providers and/or community professionals but most importantly anyone the individual wants present. It is their plan not ours.

As we provide support we can easily change in many ways. One way is to ask yourself when you are supporting an individual “Would I want this treatment for myself or a family member”? If your answer is no then change the way things are done.

Individuals must realize respect is a two way street. We, however, need to practice a respectful approach in all of our actions as we are the role models.

VOLUNTEERING BENEFITS THE INDIVIDUALS

Your involvement enriches the lives of the individuals in ways no one else can. Through you, individuals can:

- Be included in their community.
- Develop a new interest or awaken an old one.
- Take part in a community activity.
- Learn a new skill.
- Know the joy of friendship.

VOLUNTEERING BENEFITS YOU

Studies of volunteers seem to prove what Community Living South Muskoka has always thought was true; doing well and giving of yourself does your heart good – literally. In addition it enhances skills and experiences. Studies suggest that volunteering contributes to improved health and vitality. Other rewards that are better known through volunteering are that you can:

- Develop communication skills
- Enhance your abilities in a particular area
- Hone your creativity
- Develop organizational skills
- Realize the joy that come from making a difference to another person
- Educational opportunities

- Opportunities for new experiences
- Opportunity to sit on a volunteer board

VOLUNTEER RIGHTS

- Properly interviewed and selected
- A position that is worthwhile and challenging
- Be trusted with necessary confidential information
- Information on the agency's structures, insurance and funding
- Be kept informed on what is happening in the agency
- An assignment that will promote learning and growth
- Orientation, initial and ongoing training
- Receive support from designated supervisor
- Appropriate recognition
- Reimbursement of out of pocket expenses whenever possible
- Be respected as a team member
- Have regular evaluation of your job performance
- To be given sound guidance and direction
- To be given promotion and a variety of experience
- To be heard

VOLUNTEER RESPONSIBILITIES

A Volunteer has the responsibility to:

- Be sincere in the offer of service and believe in the value of the Volunteer position.
- Maintain the dignity and integrity of the volunteer program and Community Living South Muskoka with the public.
- Respect confidences
- Follow agency guidelines
- Prepare for each work assignment
- Use time wisely; do not interfere with others work
- Acknowledge the need for training and participate fully
- Consult with a supervisor when unclear on policy or action
- Give constructive feedback that will improve effectiveness
- Refuse money or gifts from individuals (small gifts or trinkets should be graciously accepted)
- Work as a team member
- Loyalty to association
- Accept the guidance and decisions of the Volunteer Coordinator
- To understand the function of the paid staff, maintain a smooth working relationship with them and volunteer responsibly

GUIDELINES

ACCOUNTABILITY

Keep all appointments, particularly if you have agreed to see an individual at a specific time, be prompt. If you are unable to arrive when expected, please notify the Volunteer Coordinator or the team.

COMMITMENT

Commitment takes many forms. Make a commitment to the welfare of the individual and to the agency. Become familiar with and abide by the policies of Community Living South Muskoka. Commit to safety, alerting staff to any potentially dangerous situations.

CONFIDENTIALITY

Please respect individual confidences. Do not discuss an individual with others in the community. You should refer anyone requesting information to the supervisor. Volunteers will be required to review the Confidentiality Policy and sign and adhere to the Confidentiality Agreement to protect the private nature of information they may hear and see concerning individuals supported, staff and the organization. The relevant policies are contained at the back of this handout for your review.

ACCESS TO INDIVIDUAL INFORMATION

Community Living South Muskoka takes care to ensure that you have access to the information that you need to effectively volunteer. Please remember that this information is confidential. If you feel that you need more information about a particular individual, please speak with your supervisor.

CONTRIBUTION TO TEAM

Community Living South Muskoka recognizes the significance of volunteers as members of the team. Your observations about an individual are important. Please do not hesitate to speak with a member of the team if you have concerns about a particular individual's situation.

TRAINING

Community Living South Muskoka treats volunteers and students as equal members of the team. Volunteers and students are encouraged to expand their knowledge and skills in working with individuals with a developmental disability. Volunteers will be provided free training opportunities through Community Living South Muskoka, including SMG, First Aid/CPR, Abuse and the Networks of Specialized Care to enhance their skills. Archived webcasts and handouts are available on the OTN website at <http://webcast.otn.ca> for volunteers to review. If you would like to take advantage of these training opportunities please contact the Volunteer Coordinator.

BEHAVIOURAL INTERVENTIONS

Volunteers are not permitted to carry out behavioural intervention strategies for challenging individuals. Should a volunteer be working in a program that supports individuals with behaviours the volunteer will be trained on the behaviour protocols in place within the program. Volunteers will be required to complete SMG training on an annual basis. It is the responsibility of staff on shift to handle any behavioural interventions that are required. The sole responsibility of the volunteer would be to guide other individuals to safety or assist staff by telephoning for back up support or to contact the OPP or emergency personnel to assist.

DISCRIMINATION

Community Living South Muskoka accepts no discrimination and is an equal opportunity employer. As a volunteer you must give fair and impartial treatment to your co-workers as well as our students, and anyone else you may be dealing with.

HARASSMENT

Harassment is any improper behaviour by a person that is directed at, and is offensive to, any other individual. It includes harassment within the meaning of the Canadian Human Rights Act, ie. harassment based on the following prohibited grounds of discrimination: race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability or conviction for an offence for which a pardon has been granted.

GRIEVANCES

Any volunteer may write a letter of grievance to the Volunteer Coordinator, with a copy to her Director. If the letter concerns the Volunteer Coordinator you can address your letter to the Director stating the reasons for the grievance. The Volunteer Coordinator or the Director shall attempt to respond to the employee within ten calendar days.

RESIGNATION

A minimum of two weeks written notice is required when a volunteer determines he/she intends to resign. Some volunteers may be invited to an exit interview by the Volunteer Coordinator.

TERMINATION

When the Volunteer Coordinator has serious concerns about a volunteer's job performance, he/she, with the support person, if any, will interview the volunteer and give him/her written and verbal warning outlining the problem and stating that the continuation of the problem may lead to dismissal. If the behaviour persists, then the volunteer will be asked to resign.

BORROWING AND LENDING

No volunteers of Community Living South Muskoka shall loan or borrow any materials or documents, unless approved by the Volunteer Coordinator.

ACCESS TO PROGRAM PROPERTY AND MATERIALS

As appropriate, volunteers shall have access to Community Living South Muskoka property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for Community Living South Muskoka purposes.

RESPECT

Respect the individual's right to privacy and to be treated with dignity.

DIGNITY

As a volunteer, you will hear a lot about recognizing and respecting an individual's dignity. Dignity is hard to define, but luckily, you do not need a concise definition to respect it. The following guidelines may be of some help to you:

- Avoid using patronizing tones or terms when talking to an individual. An adult needs to be treated as such. Speak in a tone that you would use with an adult friend. Avoid terms like 'DEARIE', 'SWEETIE', or 'HONEY', call the individual by the name she prefers.
- Listen to what an individual says to you. Be understanding, patient and most important, responsive.
- Do not talk about an individual's embarrassments to others.

POINTS TO REMEMBER

1. When you visit an individual you are truly a guest.
2. Each individual has personal likes, dislikes, interests and opinions.
3. Through the years each person has gained a wealth of experience and wisdom. These can be shared, resulting in a mutually enriching relationship.
4. Respect individual's confidences.
5. Your care and concern are important qualities. Demonstrate these to the individual; this will let her know she is worthwhile.

COMMUNICATING WITH THE VOLUNTEER COORDINATOR AND STAFF

It is important to communicate regularly with the Volunteer Coordinator. Let her know what you are enjoying about your volunteer experience and of any difficulties you may be encountering so that they may be resolved quickly.

Communicating effectively with other staff members is an important part of the team approach. Often volunteers can offer valuable information to staff, which can be useful in developing an individual's plan. If you have any concerns regarding an individual with who you are working with or you do not understand what she is trying to tell you, check with a staff member.

PROTOCOL FOR STUDENTS

1. Treat everyone with respect.
2. No pictures are to be taken of the individuals Community Living South Muskoka supports without authorization from staff in charge and supervisor.
3. Confidentiality: Information should not be discussed with family, community or friends. For assignments use only the individual's first name.
4. Transportation: Transportation to and from placement will not be provided. Persons on placement are not permitted to drive Community Living South Muskoka vehicles.
5. Dress code: The people we support are very impressionable therefore Community Living South Muskoka are trying to present you as a role model. A conservative style of dress is preferred as outlined in the attached dress code policy.
6. Do not give out your telephone number or take anyone else's. Do not make after hours plans or commitments with the people we support.
7. Only students that have arranged to be here will be accepted. You will not be allowed to bring along friends or relatives.
8. Placements are to be treated like a job. They help develop good work ethics and help to obtain work experience in a field of interest to you. Courtesy would dictate that you let the association know when you will be unable to attend.
9. Check with staff with regard to the meaning of "Universal Precautions". This is a very important health issue, review this with your supervisor. Community Living South Muskoka appreciates your help and hopes you enjoy your placement.

VOLUNTEER POSITIONS

RECREATION AND LEISURE

Many of the individuals we support like to participate in recreational and leisure activities in the community. Do you like to walk, hike, snowshoe, cross country ski, fish, horseback ride or swim? We have opportunities for you to volunteer with an individual in different sports and leisure activities.

Times and dates vary, but commitment is generally for two hours, once a week. Locations vary, according to the activity. Interested volunteers should have the basic skills necessary for the program they choose, ie. the ability to skate for the skating program. Consistency is very important. Students are welcome.

COMMUNITY INVOLVEMENT

Many of the individuals who we support wish to participate in groups and events in our community. For example, some of the individuals may wish to join an activity or club. In most cases, all that is required is for the individual to have the one-to-one support of a committed volunteer. The volunteer

attends the club or group with the individual and gives them extra assistance or support, to fully participate in the group.

As a volunteer, you are asked to attend the club or group on a regular basis, usually one evening per week. You are given a thorough orientation and ongoing support from Community Living South Muskoka staff. Volunteers are asked to provide feedback to staff and the individual or the individual's family, where appropriate.

Volunteers should be flexible mature and consistent. Own transportation is helpful but agency vehicles are available. The volunteer must be able to encourage the individual to participate in the club or group as independently as possible.

FRIENDSHIP IN ACTION

Many adults in our community, who we support, would enjoy having a friend to call on, to talk to, to go out with, and to invite over for dinner. Friendship in Action volunteers can play this role. Activities vary, as the main emphasis of this relationship is to build a strong and supportive friendship. People are carefully matched on the basis of age, interests and personalities.

The time commitment is flexible, but volunteers should have about two hours per week to spend with their friend. Ideally, volunteers should be able to make a long-term commitment (six months to one year), as it takes a longer period of time to develop a strong relationship. Volunteers must be willing to give of themselves, should be mature and have the time and sense of commitment required.

FAMILY FRIENDS VOLUNTEER

The people we support may not have as many opportunities to socialize with others in the community. Because it is important to learn and grow through new experiences and friends, the family friends volunteer can play a vital role. An individual is linked with a volunteer, and the volunteer welcomes the individual into his or her family activities on a regular basis. Volunteers can be an individual, an entire family or a couple. The individual participates in the family's activities, such as bike rides, baseball games, or a family picnics. This can open up a whole new world for the individual. The volunteer will also enjoy a rewarding experience, and help an individual participate in our community life.

Volunteers should be able to give about two hours per week to the individual on a flexible basis. The only necessary qualifications are a keen interest in including an individual in your activities and the time available to make a commitment.

FUNDRAISING

Do you enjoy organizing events or do you have ideas to help bring in extra funds? Would you enjoy being part of the fundraising committee or would you rather work on one-time events. We are always open to new ideas and would appreciate guidance.

SPECIAL PROJECTS

From time to time, Community Living South Muskoka requires volunteers for special projects and events. These may include fundraising events, special mailings, telephoning or committee work. If you are interested in becoming an “occasional” volunteer for us, please call Volunteer Services for further information.

If any of these positions interest you or you want more information, call the Volunteer Coordinator at 687-1611.

POLICIES AND PROCEDURES



Community Living South Muskoka
VOLUNTEERS AND UNPAID PLACEMENTS
Policy & Procedure

Approved by:	Board of Directors	Number: 3-300
Date:	August 24, 2006	Page 16 of 56
Revised:	December 6, 2010	
	July 23, 2012	
	August 21, 2016	
Section:	Personnel	

POLICY:

Community Living South Muskoka recognizes the vital role of volunteers, board members and students in achieving the organization's mission. Volunteers are welcomed and treated as valuable members of the organization's human resources and augment and enrich the services and supports provided by professional paid staff.

Community Living South Muskoka will recognize the contributions of volunteers at an event held annually for that purpose.

Community Living South Muskoka is committed to promoting the professional growth of students in the field of developmental and human services and will work with Community Colleges in the facilitation of student placements.

Community Living South Muskoka will ensure that all volunteers/students/unpaid placements undergo a comprehensive screening procedure and orientation before activities begin.

PROCEDURE:

1. RECRUITMENT OF VOLUNTEERS

1.1. A request for a volunteer may be submitted by the person receiving support, staff or family member

1.1.1. Requests are to be submitted in writing to the Volunteer Coordinator.

1.1.2. The Volunteer Coordinator will facilitate a meeting to develop a more detailed description of the support requested. This will include, but not be limited to, times when support is needed, transportation requirements, qualities of the volunteer/student, other supports available, specific duties and any special considerations.

1.1.3. Within one month of the meeting, the Volunteer Coordinator will contact the person and the staff regarding the status of the volunteer/student request. If a volunteer has not been recruited, the parties will discuss possible alternative options, changes to the request, or withdrawal of the request.

1.1.4. The Volunteer Coordinator, with assistance from the supervisor as required, will determine the suitability of the request. If the request is determined not suitable the Volunteer Coordinator will discuss this with the person and the support staff and act as a resource for alternative actions, problem solving or suggestions.

1.2. Unsolicited applications to volunteer are to be addressed to or forwarded to the Volunteer Coordinator.

1.2.1. The volunteer coordinator will acknowledge receipt of unsolicited requests and review them for vacant volunteer positions.

1.3. The Volunteer coordinator may, from time to time, advertise for volunteers.

1.4. Staff of Community Living South Muskoka can volunteer their time outside of their paid hours of work.

1.4.1. Community Living South Muskoka will ensure that staff are aware of the differentiation between paid time and volunteer time and their volunteer activities do not interfere with their regular paid duties and/or become a conflict of interest.

1.4.2. Staff while volunteering their time are entitled to only those benefits as provided for all volunteers

1.5. Community Living South Muskoka may accept as volunteers: persons fulfilling the Court's Community Service Order or persons on day passes from Correctional Institutions.

1.5.1. The Volunteer Coordinator must obtain approval from either the Chief Executive Officer or designate prior to acceptance.

1.5.2. Acceptance will be made on an individual basis for each such referral and placement will be made to ensure the safety and well-being of people receiving support.

2. SCREENING OF VOLUNTEERS

2.1. Each volunteer/student will be screened and will include the following:

- Interview

- Criminal Reference Check in compliance with Human Rights Legislation (Policy 3-50 Appendix I OPP Vulnerable Sector Screening)
- Reference Check Procedure
- Verification of valid Driver's License and CLSM may be ask for submission of Driver's Abstract

2.2. Volunteers who are approved to drive Community Living South Muskoka vehicles will submit copies of their Driver's license to be kept on file with the Volunteer Coordinator.

2.2.1. If the volunteer is using his/her own vehicle, the insurance certificate must be completed and kept on file with the Volunteer Coordinator

3. ORIENTATION

3.1. Volunteers/Students will be treated in the same manner as paid staff and as such will be subject to similar expectations.

3.2. Volunteers/Students will be provided a comprehensive orientation prior to the start of their volunteer position.

3.2.1. The Volunteer Coordinator must ensure the screening and orientation process is fully completed prior to approving the volunteer, and Human resources will ensure that Student screening and orientation occurs prior to beginning any placements.

3.2.2. The Volunteer Coordinator/ Human Resources Department must ensure the orientation includes a review of Community Living South Muskoka's policies on Confidentiality (Policy 3-20), Privacy (Policy 8-10), Consent to collection, use or disclosure of personal information (Policy 8-50 Appendix I).

3.3. Volunteers/Students will be required to review the Confidentiality Policy sign and adhere to the Confidentiality Agreement (Policy 3-20 Appendix I) to protect the private nature of information they may hear and see concerning individuals supported, staff and the organization.

3.4. The Volunteer Coordinator will provide each volunteer with a volunteer manual and will review the guidelines and expectations of their position including commitment, attendance; organizational policies and procedures; and other information relevant to their volunteer position.

3.5. The Human Resources Department will work with the Colleges and Universities to ensure that all placement requirements are clearly established and the student has a full understanding of the roles and responsibilities of the positions in the service area they are placed.

4. VOLUNTEER PLACEMENT

4.1. Once the volunteer has been recruited and received orientation, the Volunteer Coordinator will arrange an introduction and meeting with the person supported and introduce them to any staff team members and existing natural supports.

4.1.1. The connection between the volunteer and the person receiving support will continue providing they are compatible. A successful connection will be supported and facilitated by staff with the assistance of the Volunteer Coordinator.

4.1.2. The staff will monitor the volunteer connection including completion of a tracking sheet to document the volunteer/student activities, and time spent volunteering. A copy of the tracking sheet is forwarded to the Volunteer Coordinator on a quarterly basis and the original is kept in the person's file.

4.1.3. The Volunteer Coordinator will contact the person supported and the staff on a quarterly basis, or more frequently if necessary, to provide support, resolve problems or conflicts, and to communicate successes. The volunteer/student may participate if appropriate.

4.1.4. The Supervisor and Senior Management of the service area s will be kept informed of the utilization of volunteers

5. STUDENT PLACEMENTS:

5.1 Once a potential student placement has been confirmed, the Human Resources Department will work with the appropriate supervisor to coordinate the placement with the identified service area.

5.2 The supervisor will ensure that there is a staff mentor for the student who will monitor the placement and report any concerns to Human Resources and their immediate supervisor.

5.3 Human Resources will be the main contact with the colleges and university placement personnel.

5.4 The supervisor of the service area and Human Resources will closely monitor student performance, and develop a recruitment plan as appropriate.

6. ROLES AND EXPECTATIONS

6.1. Volunteers/students augment and enrich services and supports provided by professional paid staff and make a significant contribution to quality of life for people receiving support.

- 6.1.1. A Volunteer Agreement (Appendix I) will be completed between the Volunteer and Community Living South Muskoka confirming the volunteer's commitment. Volunteer agreements will be time limited and reviewed annually or as required.
- 6.1.2. Staff will receive training and recognition for working effectively with volunteers and students
- 6.1.3. Volunteers and students are treated as equal members of the team. Volunteers will be provided free training opportunities through Community Living South Muskoka, including SMG, First Aid/CPR. Abuse and the Networks of Specialized Care to enhance their skills.
- 6.1.4. Volunteers and students are encouraged to grow within the organization.
- 6.1.5. Input from Volunteers and Students is welcomed and solicited for the organization's planning and evaluation
- 6.2. Each volunteer/student will be provided with a role description at the beginning of his/her assignment including commitment
 - 6.2.1. The Volunteer Coordinator will meet at least quarterly with the volunteer for the purpose of providing joint feedback
 - 6.2.2. The Volunteer Coordinator will perform an annual evaluation.
 - 6.2.3. The supervisor responsible for volunteer coordination will report on a quarterly basis the status of the program using agreed upon service delivery statistic to help inform the annual evaluation.
- 6.3. Volunteers are not permitted to carry out behavioural intervention strategies for challenging individuals. Should a volunteer be working in a program that supports individuals with challenging behaviours the volunteer will be trained on the behaviour protocols in place within the program. Volunteers will complete SMG training on an annual basis if required. A training record will be maintained for those volunteers. Volunteers will be made aware it is the responsibility of the staff on shift to in handle any behavioural interventions that are required. The sole responsibility of the volunteer would be to guide other individuals to safety or assist staff by telephoning for back up support or to contact the OPP or emergency personnel to assist.
- 6.4. If volunteers/students act outside of the scope of their agreed upon role, then they are acting independently and shall accept full responsibility and consequences for such action.

7. HEALTH AND SAFETY

Volunteers/Students will be made aware of and must follow the health and safety requirements of Community Living South Muskoka and will be supported to work safely at all times.

- 7.1. Volunteers/students will be made aware of general location or department rules and safety practices and procedures by the Volunteer Coordinator.
- 7.2. Where personal materials (i.e. frayed cords, unstable ladders, etc.) used by Volunteers/Students are deemed unsafe, staff must inform the volunteer/student of same and arrange to supply the volunteer/student with safe equipment and tools.
- 7.3. Volunteers/Students are expected to leave the work area in a safe manner.
- 7.4. Staff must ensure that volunteers/students equipment or materials left on site are placed in a secure area.
- 7.5. Volunteers/students must receive WHMIS training including location of the MSDS binder.
- 7.6. Volunteers/students will be provided with personal protective equipment as deemed necessary.
- 7.7. A volunteer/student who is injured while performing volunteer duties must complete an accident/injury report.

8. BENEFITS AND COMPENSATION

A volunteer is someone who offers time, energy, expertise and skills of their own free will and does not receive any monetary benefit for their involvement.

- 8.1. Community Living South Muskoka provides coverage for volunteers/students including liability Insurance, bodily injury, and property damage and for volunteers when driving Community Living South Muskoka vehicles.
- 8.2. Volunteers/students may receive consideration for reimbursement of incidental out-of-pocket expenses on an individual examination of each situation.
- 8.3. The cost of authorized activities will normally be paid from program expenses.

9. RECOGNITION OF VOLUNTEERS

- 9.1. The contribution of volunteers will be recognized in various forms, including but not limited to:
 - recognition of the contributions of volunteers at an event held annually for that purpose

- presentation of the Volunteer of the Year award at the annual event for outstanding contribution to the people we support and to the Association
- recognition of Board Members, volunteers, and students during Volunteer Week and at other times during the year (i.e. card of thanks, certificate of appreciation, thank you gift, invitation to special events, published public thank you, personal thank you from staff and/or management)

9.2. Community members who contribute to the well-being of the people we support will be appropriately recognized (i.e. personal thank you, public thank you, certificate of appreciation and/or invitation to special events)



COMMUNITY LIVING SOUTH MUSKOKA

Policy 3-300
Appendix I

Page 1 of 1

VOLUNTEER AGREEMENT

Between

COMMUNITY LIVING SOUTH MUSKOKA

And

Name of Volunteer (please print)

This will confirm my decision to volunteer my time and/or services to Community Living South Muskoka as a donation and without compensation.

This agreement confirms the discussion between the parties about the volunteer services to be delivered and my commitment to work within the bounds of the Volunteer Job Description as attached to this agreement. It is understood that there will be no changes or additions to these duties unless prior discussion and agreement is obtained from the volunteer coordinator or supervisor.

It is understood that, while acting in the capacity of a volunteer, Community Living South Muskoka will provide the following insurance coverage: liability insurance, bodily injury, property damage and when driving Community Living South Muskoka vehicles.

I agree to abide by the Confidentiality Agreement as previously signed.

I understand that either of the parties may terminate this agreement and the provision of volunteer services at any time. Unless there is just cause for termination, appropriate notice of such termination will be provided.

This agreement is time limited for the period _____ to _____ and will be reviewed annually or as required.

Volunteer

Date

Volunteer Coordinator

Date

Volunteers make a difference!



COMMUNITY LIVING SOUTH MUSKOKA

Policy 3-300
Appendix II

Page 1 of 1

VOLUNTEER'S RIGHTS TO PARTICIPATE IN PUBLICITY

PUBLICITY WAIVER

I, _____ hereby **give / deny** consent to take my picture or use my name or any other information about me in stories to be used by Community Living South Muskoka for the purposes of public relations. I have the right to know the information being shared and the purpose for which it will be used prior to any publication. If I am unwilling to have this information shared I may rescind my consent at that time.

I understand that this waiver will be reviewed annually and a new form completed at that time.

(Signature of the Volunteer)

Date

(Witness)

Date



Community Living South Muskoka

CONFIDENTIALITY

Policy & Procedure

Approved by:	Board of Directors	Number: 3-20
Date:	February 28, 1995	Page 25 of 56
Revised:	December 11, 2007	
	November 24, 2010	
	August 18, 2016	
Section:	Personnel	

POLICY:

All employees, care providers, and volunteers are entrusted with information regarding the people supported by Community Living South Muskoka, their families, and the business of Community Living South Muskoka. All employees, care providers, and volunteers are required to maintain complete confidentiality regarding all information relating to service delivery and support, personnel matters and the business of Community Living South Muskoka. All employees, care providers, and volunteers are required to read the policy and sign the Confidentiality Agreement.

PROCEDURE:

1. Information Covered

All information covered by federal and provincial legislation is confidential.

People receiving support & their families: Anything that names or identifies a person as a present or past program participant or applicant, which suggests or describes their condition, health status, or living or working circumstances or address is confidential. Such information is considered personal and confidential regardless of the source, including whether it is obtained intentionally or unintentionally; from the person, his family or partner, or from another source; or through oral, written, or electronic medium. Any and all records obtained or kept in any of the above ways is confidential.

Financial & Accounting: Information as relates to the business of Community Living South Muskoka including but not limited to bank information, payment, employee, care providers, and volunteer information, payroll information, employee benefit information, financial disclosure, individualized funding arrangements, and/or any information as deemed to violate trust.

2. Confidentiality Guidelines

All persons subject to this procedure sign a Confidentiality Agreement indicating that they have read the policy & procedures, understand the expectations and/or requirements, and agree to follow procedures. During orientation the designate is responsible for reviewing this procedure with all new employees, care providers, and volunteers during their orientation and filing the signed Confidentiality Agreement in the employee's, care provider's, or volunteer's personnel file.

Regarding people who receive support:

- People who have applied for, receive, or formerly received services through Community Living South Muskoka, their families, and their partners have a right to expect that all information relative to their personal life will be maintained in a manner assuring its privacy.
- With certain specific exceptions disclosures of personal information can only be made in accordance with the explicit, currently valid, written, informed consent of the person or substitute decision maker if the individual is unable to give consent. Similarly, if information concerns a family member or partner, then that family member or partner must give specific, written informed consent to any discussion of that information.
- An employee, care provider, or volunteer is entrusted with information regarding the people they support, their families and Community Living South Muskoka.
- **In the event that the employee, care provider, or volunteer is in doubt as to whether certain information is confidential, no disclosure is made without reviewing the situation with the appropriate supervisor or designate.**
- Community Living South Muskoka will not release confidential information as relates to people who receive support or individual funding without the person or family's/advocate's written consent unless required to do so by law and/or legislation. Any information deemed to be confidential is approved by the Chief Executive Officer prior to release.
- No information, which Community Living South Muskoka receives from other sources about a person, can be forwarded without their written consent. Information or reports received from other agencies can only be released by the original agency.
- The use of recording devices is prohibited unless all entities involved in discussion give written approval. The recording is the property of Community Living South Muskoka.
- This policy of caution and discretion in handling confidential information extends to both external and internal disclosure.

Business/Financial information:

- Information is deemed to be confidential as relates to Individualized Funding Contracts; Special Services at Home contract (SSAH); invoices paid to workers engaged by families; funding allocated to person receiving support and can only be release with the express consent of

person receiving funding.

- All payroll/benefit information; personnel & payroll records are confidential.
- All employees, care providers, and volunteers are required to maintain complete confidentiality regarding all information relating to service delivery and support, **personnel matters and the business** of Community Living South Muskoka.
- Internal queries regarding accounts, postings, payments and general information is only released after being verified as accurate. If any doubt regarding information being requested should arise, then the issue is to be forwarded to Senior Management.
- Release of financial information external to the agency is approved by the Chief Executive Officer.
- **In the event that the employees, care providers, or volunteers are in doubt as to whether certain information is confidential, no disclosure is made without reviewing the situation with the appropriate supervisor or designate.**
- Audited statements are considered public information after approved by the Board of Directors.

Violation of this policy, in part or whole, will be considered grounds for disciplinary or other actions. Sanctions may include reprimand, prohibition from further access to information, or termination of employment



COMMUNITY LIVING SOUTH MUSKOKA

CONFIDENTIALITY AGREEMENT

Policy 3-20
Appendix I

Page 1 of 1

I, _____ as an Employee/Care Provider/Volunteer of Community Living South Muskoka, have read and understand Community Living South Muskoka's policy on Confidentiality. In the course of my involvement with Community Living South Muskoka, I have access to sensitive and/or personal information, which I obtain, be exposed to, or have disclosed to me by Community Living South Muskoka staff, or managers, relating to past, present, or future activities. I agree that all such sensitive and/or personal information is to be considered confidential, either during or following the term of my involvement with Community Living South Muskoka.

1. I agree not to disclose to any third Party any sensitive and/or personal information or material which I am privy to or which results from my involvement with Community Living South Muskoka, irrespective of whether such information or material is transmitted to me verbally, visually or in writing, except where permission/consent is appropriately gained as outlined in the relevant policy.
2. I agree not to make copies of any printed, photographic or recorded information or material, which I am exposed to, unless otherwise directed.
3. I agree not to disclose any sensitive and/or personal information or material (written/verbal/visual/digital) which I am exposed to, except when the disclosure of such information or material may be necessary in the performance of my respective duties or when legally required. I further agree to use my best efforts to keep secure any information or material which I am exposed to so as to prevent against its loss or disclosure to unauthorized Party.
4. I agree that upon the inadvertent loss or disclosure to any unauthorized third party information or material which I have access to, I will immediately notify: my immediate supervisor or designate.
5. I agree not to utilize, for personal gain, any of the information or material (written/verbal/visual), which I may be exposed to.

Dated at _____, Ontario, this _____ day of _____, 2____.
(city/town)

Signature of: Employee
Care Provider
Volunteer

Signature of Witness



Community Living South Muskoka

PRIVACY

Policy & Procedure

Approved by:	Board of Directors	Number: 8-10
Date:	February 26, 2008	Page 29 of 56
Revised:		
Section:	Client Information Management Systems (CIMS)	

POLICY:

Client Information Management Systems (CIMS) and Community Living South Muskoka recognizes the importance of privacy and the sensitivity of Personal Health Information (“PHI”). We are committed to protecting any information that we hold. This Privacy Policy outlines how we manage Personal Health Information and safeguard privacy.

Definitions:

Any reference to “your information: means your Personal Health Information as defined by PHIPA. **See Appendix 1 attached to this Policy for specific definitions.**

PHIPA IS THE LAW

Effective November 1, 2004, Health Information Custodians in the Ontario health care system that collects uses or discloses personal health information must comply with the ***Personal Health Information Protection Act, 2004.***

Community Living South Muskoka is a Health Information Custodian and is responsible for the personal health information we collect, use, maintain and disclose, as set out in this Policy.

1. What Information Do We Collect From You?

- We will ask you to give us whatever information about your health and your family’s health that we need to care for you.
- We will collect information from you for the following purposes, which are our “**main activities**”: caring for you, administration of this agency and the health care system, teaching, limited research, statistics and complying with legal and regulatory requirements.
- We will either directly tell you why we are collecting your information or we will post a notice or give you information that describes why we are collecting your information.

- We may collect information about you indirectly (i.e. from other health care providers or from your family and friends) if necessary to provide you with care, when you cannot provide the information yourself or cannot consent to providing the information yourself.

2. **How Do We Use Your Information**

- Your information is given to your caregivers in the Client Information Management System agencies to be used to provide support for you.
- Our managers, employees, professional staff, volunteers and students are trained and understand that your information is private and can only be used or accessed to care for you or carry out our main activities. (See Policy 3-20, Personnel – Confidentiality)
- People who have a contract to provide services to Community Living South Muskoka (such as fixing equipment, maintaining computers) may have access to your information, and we take steps through our contracts to make sure this information is kept private.
- Unless we have your consent to use your information for research purposes, your information will only be used for research if the strict process (ensuring both privacy and ethical conduct) in PHIPA is followed.
- If we use your information for any purpose other than our main activities, we will ask your permission.

3. **When Will We Disclose Your Information**

- **Unless you tell us not to**, we will disclose your information to other health care providers in the “Circle of Care” who need to know this information to provide you with care or help to provide you with care. The “Circle of Care” includes health care professionals, other hospitals, pharmacies, laboratories, ambulance service, nursing homes, Community Care Access Centre’s (CCAC’s) and home service providers who provide you with health care services.
- Sometimes the law requires us to disclose information about you. We will only disclose your information when the law requires or permits us to do so.

4. **Getting Your Consent**

Your consent to our collection, use or disclosure of your information may be implied or express.

4.1. In certain circumstances we will always ask for your express (written) consent:

- Where we are disclosing your information to someone who is not a Health Information Custodian (i.e., to your insurer, employer, WSIB, CAS, lawyer, etc.); and
- Where we are disclosing your information to someone who is a Health Information Custodian but for purposes other than providing you with health care (e.g. a school nurse).

- 4.2. Where we obtain your implied consent, you will have been provided with a notice (either posted in a place where you are likely to see it or directly given to you) and an opportunity to withhold your consent.
- You may withdraw or limit your consent at any time, unless doing so prevents us from recording the information we require from you by law or under professional standards. You can give an express (written) instruction that specific information not be used or disclosed.
- 4.3. We may sometimes collect use or disclose your personal information without your consent in limited instances that are expressly permitted by PHIPA. For example, some statutes require disclosure of your information, such as the Coroners Act and the Vital Statistics Act and Child and Family Services Act.

5. Retaining Your Information And Disposing Your Information

We retain your information at Community Living South Muskoka or in premises controlled by Community Living South Muskoka and the Client Information Management System in a secure manner and keep it for as long as necessary to fulfill the purposes for which it was collected, or as required by law.

Community Living South Muskoka has a policy in place to address the retention and destruction of records in the organization. This policy sets out minimum and maximum retention periods and complies with applicable laws governing retention of information. Where you have requested access to a record with your information, we will retain that record until your access request is exhausted.

6. Accuracy Of Your Information

We take reasonable steps to ensure your information is as accurate, complete and up-to-date as necessary on collection. We will not routinely update information in our control unless routine updates are necessary to fulfill the purposes for which the information was collected. We take reasonable steps to ensure that any information that is used by Community Living South Muskoka on an ongoing basis, including any information that is routinely disclosed to others under this Policy, is accurate, complete and up-to-date. Where we know that information is not accurate, complete or up-to-date, this fact will be indicated at the time of use or disclosure.

7. Security Of Your Information

Security safeguards protect your information, in the custody or control of Community Living South Muskoka and the Client Information Management Systems group. These security safeguards are in keeping with industry standards and are designed to protect your information against loss or theft as well as unauthorized access, disclosure, copying, use or modification.

Among the steps we take to protect your information are:

- premises security, including locked filing cabinets where cabinets are located in publicly accessible areas;

- restricted access to information stored electronically;
- using technological safeguards like security software and firewalls to prevent hacking or unauthorized computer access; and
- internal password and security policies.

Community Living South Muskoka is aware of the importance of keeping your information confidential. As a condition of employment or obtaining/maintaining privileges, all staff are required to sign a Confidentiality Agreement, which is reviewed and renewed annually. (See Policy 3-20, Personnel – Confidentiality). We will notify you at the first reasonable opportunity if your information is lost, stolen, or subject to unauthorized access, disclosure, copying, use or modification.

8. **How To Access Your Information**

You can request access to any records in our custody or control that contain your information by writing to our Director of Administrative Services who is our Privacy Officer. The guidelines for processing these requests are available on request. You will receive at least a preliminary response from the Director of Administrative Services who is our Privacy Officer within 30 days, and a full response within 60 days.

If our Privacy Officer refuses you access to your records, there will be a reason given, and you will also be notified of your right to complain to the Information Privacy Commissioner of Ontario (IPC). You are also entitled to challenge the accuracy or completeness of any of your information in our custody or control. Requests to challenge and/or change your information must be directed to our Director of Administrative Services who is our Privacy Officer, in writing. You will receive at least a preliminary response from our Privacy Officer within 30 days, and a full response within 60 days. **See Appendix II attached to this Policy for contact information for Community Living South Muskoka's Privacy Officer and the Privacy Commissioner of Ontario.**

We will notify you at the first reasonable opportunity if your information is lost, stolen, or subject to unauthorized access, disclosure, copying, use or modification.

9. **Challenging Compliance**

You are entitled to challenge our compliance with the principles set out in this Policy. Please direct any challenge in writing to our Director of Administrative Services who is our Privacy Officer.

Anyone who submits a written complaint, challenge or inquiry will be given a written copy of our procedures governing such complaints, challenges and inquiries. (See Policy 8-80, Client Information Management Systems - Information Practices Complaint)

We will investigate all complaints received. If a complaint is found to have merit, we will take appropriate measures to address the complaint, including amending our policies and practices relating to management of your information.

10. **Compliance With This Policy**

All of our agents (employees, managers, volunteers, students, and professional staff members) are required to know and comply with this Policy. Annual confirmation of compliance is suggested. Any breach of this Policy may result in disciplinary action, including:

- for agents (staff) and volunteers, suspension, demotion, and termination; and
- for professional staff members, restriction or revocation of privileges, in whole or in part.

Agents (staff) may only use your information as permitted by South Muskoka Community Living and within the same legal limitations imposed. All agents (staff) must notify the organization at the first reasonable opportunity if your information is lost, stolen or accessed without authorization.

Reference: *Personal Health Information Protection Act November 2004 (PHIPA)*



COMMUNITY LIVING SOUTH MUSKOKA

CONTACT INFORMATION

Policy 8-10
Appendix II

Page 1 of 1

Community Living South Muskoka Privacy Officer contact information:

Executive Assistant
Privacy Officer
Amanda Brown
c/o Community Living South Muskoka
15 Depot Drive
Bracebridge, ON
P1L 0A1

Information and Privacy Commissioner of Ontario contact information:

Privacy Commissioner of Ontario
Ann Cavoukain
80 Bloor Street - Suite 1700
Toronto, ON M5S 2V1
Telephone: (416) 326-3333
Toll Free: 1-800-387-0073
Fax: (416) 325-9195



Community Living South Muskoka
DISCLOSURE OF PERSONAL HEALTH INFORMATION
Policy & Procedure

Approved by:	Board of Directors	Number: 8-50
Date:	February 28, 2008	Page 35 of 56
Revised:		
Section:	Client Information Management Systems (CIMS)	

POLICY:

Disclosure of Personal Health Information (PHI) to either a Health Information Custodian (HIC) or Non-Health Information Custodian must comply with the provisions of the Personal Health Information Protection Act (PHIPA)

PROCEDURE:

A. Disclosure To Non-Health Information Custodian:

A non-health custodian is defined under the legislation as those organizations or individuals whose primary function is NOT the provision of providing health care, i.e. insurance company, lawyer, Children's Aid Society, WSIB, Tribunals, Canada Pension Plan, Probation/Parole, Unions, Education Centres, etc.

In order to disclose information to a Non-Health Information Custodian

1. Ensure valid original consent form is dated, signed and witnessed. See Appendix 1 to this Policy, Consent to the Disclosure of Personal Health Information Form.
2. Access record of personal health information
3. An extension letter will be completed by Administrative Services, if applicable. See Appendix II to this Policy, 30 Day Request for Extension Form.
4. When permission is received, copy reports required, indicating on each report the date and to whom the information is being sent.
5. Attach cover letter for Release of Information and mark appropriate boxes. See Appendix III to this Policy, Cover Letter to Request Form.
6. Indicate on the consent form the date the request was completed.
7. File consent on individual's record.

B. Disclosure To Health Information Custodian: (see attached list of Health Information Custodians under PHIPA in Appendix I, Policy 8-20)

Where “Your Personal Health Information Statement” has been publicly placed for all individuals to see, and/or

Where “Your Personal Health Information Statement” has been made available to all individuals to read

It can be assumed that there is implied consent under PHIPA to disclose personal history information to a Health Information Custodian who has requested the information, without written consent, UNLESS the individual has opted out of that provision

1. When verbal request is received, complete Consent for Disclosure Form (with appropriate information and indicate at the bottom that request has been completed verbally. Sign with your signature and date (no witness is required). See Appendix 1 to this Policy, Consent to the Disclosure of Personal Health Information Form.
2. Where request is received in writing, ensure that the consent form is valid, i.e. individual identified clearly, dated, witnessed, and signed.
3. Access record of Personal Health Information.
4. Director of Administrative Services or delegate, will ensure that the person/organization requesting the information is a Health Information Custodian.
5. An extension letter will be completed by Administrative Services, if applicable. See Appendix II to this Policy, 30 Day Request for Extension Form.
6. Copy reports required, indicating on each report the date and to whom the information is being sent.
7. Indicate on the consent form the date the request was completed.
8. File consent on the individual's record.

Reference: PHIPA s.11,s.38 (1) (2) (3) (4)



COMMUNITY LIVING SOUTH MUSKOKA

CONSENT TO THE DISCLOSURE OF PERSONAL HEALTH INFORMATION

Policy 8-50
Appendix I

Page 1 of 1

I, _____ of _____
Full name of person providing consent address

Hereby authorize verbal and/or written communication between authorized personnel of Community Living – South Muskoka and:

Name of Agency

Address

regarding _____ 's involvement in this service for the purpose
Full name of person inquired about and date of birth
of _____.

Information to be disclosed:

____ Educational	____ Social History	____ Physiotherapy
____ Speech	____ Occupational Therapy	____ Psychological
____ Medical	____ Other – (specify) _____	

Signature of: Consenting Person Custodial Parent Legal Guardian _____ Date _____

Signature of Witness _____ Date _____

Signature of: ρ Consenting Person ρ Custodial Parent ρ Legal Guardian _____ Date _____

Signature of Witness _____ Date _____

If consent obtained verbally, specify details _____
(ie: time, method, etc.)

This consent will expire as of _____ (not to exceed twelve (12) months) or upon cancellation by the above signing authority.

YOU MAY WITHDRAW YOUR CONSENT VERBALLY OR IN WRITING AT ANY TIME



Community Living South Muskoka
HARASSMENT & BULLYING IN THE WORKPLACE
Policy & Procedure

Approved by:	Board of Directors	Number: 5-125
Date:	February 28, 1995	Page 38 of 56
Revised:	October 9, 2007	
	December 7, 2010	
	May 31, 2016	
Section:	Health & Safety	

POLICY:

Community Living South Muskoka is committed to providing an environment which affirms and promotes the dignity of human beings of diverse backgrounds and needs and does not condone and will not tolerate any form of harassment, sexual harassment and bullying. Individuals covered under this policy include people supported, employees, volunteers, care providers, members of the public and others that may be conducting business with Community Living South Muskoka.

Harassment is a prohibited form of discrimination under the Ontario Human Rights Code and Bill 168, An Act to amend the Occupational Health and Safety with Respect to Violence and Harassment in the Workplace and other matters, and is considered misconduct and subject to disciplinary action. All enquires/complaints shall be treated in a confidential manner and handled as expeditiously as possible. Retaliation against an individual for making a complaint is prohibited and will not be tolerated.

PROCEDURE:

1.0 HARASSMENT AND BULLYING DEFINITIONS

1.1 Ontario Human Rights Code

The Ontario Human Rights Code [Part 2-9 (1) (f)] defines harassment as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.”

1.1.1 Under the Code, every employee has a right to be free from harassment in the workplace on the following grounds: race, colour, creed, marital status ancestry, ethnic origin, age, family status, place of origin, citizenship, disability, record of

offenses. Individuals have the right to be free from harassment on the basis of sex and to be free from sexual solicitation and reprisals for refusing or rejecting sexual solicitation and reprisals for refusing or rejecting sexual advances.

1.2 **Workplace Sexual Harassment**

Workplace Sexual harassment means:

- (a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- (b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

1.3 **Personal Harassment**

Personal harassment takes on many forms and may be one incident or a series of incidents. It can be defined as any repeated, intentional, offensive comment, behaviour or action made by individuals who know or ought reasonably to know that such comments are demeaning to an individual or cause personal humiliation. It is also defined as misuse of power such as intimidation, threats, blackmail and/or coercion. Personal harassment occurs when an individual uses his/her authority or position with its implicit power to undermine, sabotage or otherwise interfere with another person. In any form, harassment is to be viewed as disruptive and undesirable, affecting the well-being of any individual in their environment.

1.4 **Bullying**

Bullying can be defined as offensive, abusive, intimidating, malicious or insulting behaviour, or abuse of power conducted by an individual or group against others, which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress. Bullying is behaviour which is generally persistent, systematic and ongoing. Bullying may include but is not limited to: manipulation of the victim's reputation by rumour, gossip, ridicule and/or innuendo; preventing the victim from speaking by using aggressive and/or obscene language; social exclusion or isolation; intimidation; manipulating the nature of the work or the ability of the victim to perform the work for example by withholding information or setting meaningless tasks; physical abuse or threats of abuse; aggressive behaviour or shouting, usually over quite unimportant matters; swearing or others forms of demeaning name-calling; insulting or unnecessarily commenting on the appearance of another person; making an individual, his or her beliefs or opinions, the butt of jokes or uncomplimentary remarks which are likely to cause offence; physically attacking, threatening to attack or acting in a menacing way towards another person; deliberately ignoring or excluding an individual on a persistent basis; unwarranted or disproportionate criticism unsupported by facts of an individual's work performance.

- 1.5 Harassment is not an isolated compliment or remark, relationships between consenting adults which are voluntary and are based on mutual understanding, nor the normal exercise of supervisory responsibilities, including training, counselling, and disciplining when necessary. As defined under Bill 132, a reasonable action taken by an employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

2.0 DEFINING THE WORKPLACE

- 2.1 The workplace includes but is not limited to the offices and buildings of the Association. Workplace would include:
- Any location where the business of the Association is being carried out (e.g. work sites, vehicles, community) and
 - Other locations and situations (e.g. training workshops) where the prohibited behaviour may have subsequent impact on the work relationship, environment or performance.

3.0 MANAGEMENT RESPONSIBILITIES

Every member of management at any level is responsible for:

- Discouraging and preventing employment-related discriminatory harassment.
- Establishing and maintaining a work environment free from discriminatory harassment for each individual employee, and for eliminating discriminatory harassment if it occurs in his/her area of responsibility.
- Treating all complaints seriously, including investigating and taking appropriate action when discriminatory harassment complaints involve his/her area of responsibility.
- Taking appropriate actions when she/he has knowledge of discriminatory harassment in any part of Community Living South Muskoka.
- Communicating and reinforcing this policy and procedure on discriminatory harassment to present employees, care providers, and volunteers and ensuring they are aware of the complaint procedure.
- Providing advice and support to persons who are subjected to discriminatory harassment.

Any member of management who are aware, or who reasonably ought to be aware of discriminatory harassment taking place in their area of responsibility must take appropriate action to stop it. Any member of management who does not investigate and take appropriate

action in these circumstances may be disciplined and may be in contravention of the Human Rights Code and Bill 168.

4.0 EMPLOYEE, CARE PROVIDER, VOLUNTEER RESPONSIBILITIES

Every employee, care provider, volunteer of Community Living South Muskoka has a responsibility to play a part in ensuring that the working environment is free from discriminatory harassment. This responsibility is to be discharged by avoidance of any conduct which might constitute discriminatory harassment. In addition, any employee, care provider, volunteer of Community Living South Muskoka who believes that a fellow employee or colleague has experienced or is experiencing discriminatory harassment, or retaliation for having brought forward a complaint of discriminatory harassment, is encouraged to report his/her concerns to his/her supervisor, director, or other appropriate contact.

5.0 COMPLAINT PROCESS

5.1 Dealing Directly with the Harasser

Individuals who experience harassment should first attempt to make it known to the person(s) responsible that the behaviour is offensive and contrary to the Association's policy and request that it stop. The harasser(s) may not realize that their behaviour is unwelcome and offensive. In many instances, this will stop the offensive behaviour. The Association recognizes that, in some situations, this may be difficult or inappropriate, or the individual may have told the harasser to stop but the offensive behaviour continues. In this case, the individual should take action as outlined in 5.2.

5.2 Requesting Informal Action and Resolution

Harassment is often the result of simple communication problems, and proceeding informally may identify this problem readily and produce a quick and simple solution without having to engage in a formal investigation. Individuals who have unsuccessfully tried to deal directly with the harasser or who feel that a direct approach is inappropriate may choose to have the matter dealt with on an informal basis with the assistance of others prior to proceeding with a formal complaint. The purpose of this step is to provide a means of obtaining information, voicing the concern and developing a way of dealing with the problem with the assistance of others in the Association. If an individual is unsure whether they have experienced harassment or would like to proceed with the matter on an informal basis in the interest of seeking an informal resolution, they should report the incident immediately, or within a reasonable time to their supervisor, director or other appropriate contact. Where attempts to achieve an informal resolution of the problem are unsuccessful or inappropriate, a formal complaint may be filed which shall result in an investigation by the Chief Executive Officer, Chief Financial Officer or designate.

5.3 Filing a Formal Complaint

A formal internal complaint can be filed directly with the Chief Executive Officer, Senior Management or Supervisors. The complaint must be submitted in writing and signed and include a description of the incident, witnesses, if any, and steps already taken to

resolve the matter. Where an individual is unable, or under the circumstances it is unreasonable to request a written complaint, assistance will be made available to ensure the complaint is factual. Where a complaint is received by a member of the management team, it is their responsibility to ensure that the Chief Executive Officer, Senior Management team member or designate is notified, in writing, about the complaint within two (2) working days from when the complaint was received. The Chief Executive Officer will assign a lead for the situation who shall acknowledge receipt of the complaint within five (5) working days to the complainant and the Supervisor, as appropriate. The lead (s) designated shall contact the complainant for clarification and/or further information. The alleged harasser has the right to be notified of the complaint and the nature of the complaint and shall be notified by the Investigation Lead, or designate within five (5) working days following acknowledgment to the complainant. A file shall be opened by the Lead (s) in consultation with the Chief Executive Officer or designate on all formal complaints. Summaries and notes from previous informal actions and resolutions may be requested by the Chief Executive Officer, Senior Management or designate and appended to the complaint file as background information. All formal complaints shall be investigated in accordance with the investigative process as outlined in Section 6.0 of this policy. The Chief Executive Officer designated lead (s) shall be responsible for the investigation of complaints except in situations where it is necessary or appropriate to have the investigation carried out by an external third party. Individuals have the right to pursue other remedies in law, including instituting a grievance under the Collective Agreement, following or at any time during the investigation. Where an alternate means is chosen during the course of an internal investigation, the internal investigation may be postponed or terminated and the file closed upon agreement by the parties involved.

5.4 Filing a Grievance

Employees who are covered by a Collective Agreement can exercise their rights to file a grievance and may seek the assistance or advice of their Union Steward/Representative.

6.0 INVESTIGATION OF A FORMAL COMPLAINT

The Chief Executive Officer or designate in consultation with Human Resources shall engage in an investigative process which involves three primary stages.

6.1 Fact Finding

The Chief Executive Officer or designate shall assign management team members not associated with the parties involved to conduct confidential interviews with relevant parties to obtain information and clarify the details of the reported incident. Both parties shall have an opportunity to identify witnesses or others to be interviewed. Where witnesses are not identified or where otherwise appropriate, co-workers may be interviewed. All interviews shall be conducted in a confidential manner, and all efforts shall be made by the Chief Executive Officer, Human Resources and investigation team to deal with the interviews in a manner which respects the nature of the work environment. The Investigation Team shall document the results and conclusions of the investigation after interviewing the complainant, respondent and any relevant witnesses

including co-workers, if necessary. When appropriate and necessary, the Chief Executive Officer or designate may contact the Ontario Human Rights Commission for advice or assistance.

6.2 Preliminary Findings

Where the information revealed early in the investigation suggests a reasonable possibility of resolution, the Chief Executive Officer or designate may decide to propose an early settlement prior to conducting the entire investigation. Where this situation arises, the Chief Executive Officer or designate, Human Resources and Investigation Team shall convene a meeting with the parties involved to discuss preliminary findings of the investigation and inform participants of the possibility and nature of early settlement and the reasons. This stage allows all parties to become aware of the tentative findings and presents an opportunity, based on the information, to resolve the matter upon agreement of all parties without further investigation. Where agreement is reached and the matter deemed resolved, the Chief Executive Officer or designate, Human Resources and Investigation Team shall prepare a Written Summary Report for the parties involved as appropriate. .

6.3 Further Investigations

Where as a result of preliminary findings a resolution cannot be reasonable proposed or achieved, or where the Chief Executive Officer or designate determines that file closure at this point would not be appropriate, further investigations shall be conducted.

6.3.1 The Chief Executive Officer or designate shall subsequently schedule meetings with the complainant, alleged harasser, Supervisor and appropriate Senior Management, where necessary, to present and discuss the findings and conclusions of the investigation. Separate meetings may be convened, if necessary, and all parties have a right to be represented.

6.3.2 A written summary of the complaint and results of the investigation shall be provided to the appropriate management team members and the parties affected by the outcome.

6.4 Time Limits

The investigative process shall normally be concluded within sixty (60) working days from the date the complaint was made.

7.0 RESULTS OF INVESTIGATION

7.1 Complaint Supported

Where the results of the investigation support a specific complaint of harassment, or where the results suggest the existence of systemic problem(s) in the work environment which caused or contributed to the incident, the following, without limitation, may be recommended forms of remedial action:

- Education and training

- Review and modification of policies, procedures and practices
- Disciplinary action up to and including discharge
- Continuous monitoring

Where deemed reasonable and appropriate, the Chief Executive Officer, or designate, in consultation with the Senior Management, Supervisor(s), harasser and complainant, may propose and develop a more comprehensive strategy for the elimination and/or prevention of harassment to improve the overall workplace. Only where formal disciplinary actions have been implemented as a result of an investigation shall a notation be made on the employee's personnel file or on the volunteer or care providers file.

The investigation file shall remain open for a reasonable period of time to allow for the monitoring of actions to be taken and subsequent reports to be placed on the file.

7.2 Complaint Unsupported

Where the results of the investigation do not support the allegations of harassment made by the complainant, the complaint shall not be proceeded with further.

7.3 Complaint Unsupported – Recommend Systemic Investigation

Where the results of the investigation do not support the specific complaint but where the investigation suggests the existence of systemic problems in the work environment which may cause, contribute to or encourage harassment, including poor management practices which are directly related to the harassment, the Chief Executive Officer or designate in consultation with the Investigation Team may make recommendations for change or further investigation of a systemic nature.

Generally, there are two situations where there may be recommendations for further system investigation:

- Where there is a focused pattern of inquiries and/or complaints over time which suggests the existence of a specific problem which has been identified but not corrected, or
- Where there is reason to believe that a broader systemic problem exists in the work environment which causes, contributes to or encourages harassment.

Prior to proceeding with an independent investigation, the Investigation Team, in consultation with the Chief Executive Officer, or designate, shall draft a summary of the situation, providing reasonable grounds for reasonable investigation in the absence of a specific complaint. The summary shall be presented to the Senior Management in question, Chief Executive Officer or Chair of the Board of Directors for consideration. Where an investigation under this section is approved, the appropriate parties shall be

advised of the intent to conduct a systemic investigation, the reasons for initiating the investigation and the process/procedures which will be implemented.

7.4 Malicious Complaints

Where, as a result of an investigation, it is determined/concluded that the complaint was made maliciously, with a specific and directed intent to harm or made in bad faith with reasonable knowledge of and intent to harm, formal disciplinary action shall be placed in the employee's personnel file, or volunteer or care providers file.

8.0 POST INVESTIGATION

8.1 Monitoring

Follow-up is a critical component of effective complaint resolution. Unless the complaint has been dismissed, once a resolution of the complaint has occurred, the Chief Executive Officer, or designate and/or the appropriate Supervisor and Human resources shall monitor the situation. Normally, follow-up should occur periodically over a minimum six (6) month period from the date of resolution. All follow-up interviews which are not conducted by the Chief Executive Officer, or designate must be documented and the documentation forwarded to the Senior Management Lead for the situation.

8.2 File Retention and Disposal

Upon determination and notification of a complaint, either supported or unsupported, the file shall be closed and retained in the Human Resources Department. All closed files shall be retained in the Human Resources Department for a period not less than five (5) years from the date of closing. Disposal of investigative files shall be done in an appropriate manner.

8.3 Annual Reporting

The Senior Management member of Human Resources or designate shall submit an Annual Report at the end of each calendar year, summarizing all complaints, including formal complaints investigated and education and training conducted.

8.4 Reopening of Files

Request for reopening of a closed file may be made upon written request to the Chief Executive officer or designate under the following circumstances:

- New and relevant information regarding a closed case
- New incident of harassment post-closure by same respondent
- Reprisal is alleged to have occurred



Community Living South Muskoka

ABUSE

Policy & Procedure

Approved by:	Board of Directors	Number: 6-10
Date:	October 20, 1995	Page 47 of 56
Revised:	April 26, 2007	
	June 13, 2011	
	August 21, 2013	
	September 16, 2013	
	March 16, 2015	
	June 2, 2016	
Section:	People Supported	

POLICY:

Community Living - South Muskoka is committed to providing a safe and respectful environment for individuals we support.

Community Living - South Muskoka will not tolerate abuse or mistreatment of any individual receiving service. Every individual has the right to protection from harm, and if harmed, the right to immediate support, protection, treatment and confidentiality. Any incidents must be reported immediately, promptly, and corrective action taken.

All persons involved with the Association will be informed of this policy in a manner which will provide them with an understanding of the intent and responsibilities. All employees, family home/respite providers, volunteers, and board members who have direct contact with individuals supported by Community Living South Muskoka will be trained on the abuse policy and demonstrate an awareness of what steps to take when reporting abuse. All individuals who receive service will be made aware of the policy in a way to help them best understand what abuse is and how to report abuse. All employees, family home/respite providers and individuals supported are required to review the abuse policy annually.

All persons involved with the Association will be empowered to make complaints without fear of consequences. As outlined in Regulation 299/10, situations where there is an allegation of abuse or reasonable suspicion of abuse of a person over the age of 18 police must be called to investigate. No internal investigation will be conducted until the police have concluded their investigation or police have given permission for the agency to conduct an internal review.

In the case of alleged child abuse, it must be reported to the local children's aid society (Family Youth and Child Services of Muskoka) immediately.

PROCEDURE:

Anyone may have suspicions of abuse as a result of the appearance or behaviour of a person. In some situations, the abuse may be clearly recognized. In other situations, there may be questions as to whether possible abuse has occurred. In reporting abuse, all persons must understand what constitutes a reasonable suspicion of abuse. Once you feel there is reasonable suspicion, report your concerns immediately to your supervisor or On-Call Supervisor, who will contact the Senior Management of the Service Area or designate as outlined in section 2 below. The Senior Manager will then determine if the police should be called immediately and no internal investigation is to take place until such time as the police investigation is complete. The following are definitions designed to assist in determining abuse:

1. DEFINITIONS:

1.1 Abuse:

Abuse is any intentional act or situation which may be physical, verbal, sexual or psychological in nature, which demeans, harms, or infringes on personal rights or dignity or places an individual at risk to personal health and safety; doing nothing to stop someone from harming another person

1.2 Physical Abuse:

An act of physical aggression such as hitting, slapping, punching, kicking, burning, pushing, pulling, shoving; threats to harm another person

1.3 Sexual Abuse:

Unwanted sexual activity by anyone, sexual exploitation

1.4 Psychological Abuse:

Includes threats, destruction of property, withholding normal social interaction/contact,

1.5 Emotional Abuse:

Belittling, degrading, criticizing, undermining and attacks on self esteem

1.6 Financial or Material Abuse:

Using a person's money or belongings without his/her knowledge or permission

1.7 Mistreatment/Neglect:

Any act that is disrespectful or demeaning to an individual; punishment of an individual in service by another individual and either condoned or instigated by staff; requiring or forcing an individual to assume an uncomfortable position ie kneeling, squatting, etc; requiring or forcing an individual to repeat physical movements; harsh or degrading verbal punishment; deprivation of basic needs, withdrawal of food, shelter, warmth; profanity toward an individual.

2. **DUTY TO REPORT:**

- 2.1 Any staff or family home provider or volunteer who observes or is made aware of abuse or mistreatment or suspects abuse of any individual must immediately report to their Supervisor or On-Call Supervisor if after regular business hours.
 - 2.1.1 Required reporting and documentation will be in accordance with the procedure as outlined in Serious Occurrence Policy and Procedure 2-100.
 - 2.1.2 The Chief Executive Officer or designate will, within twenty four (24) hours, ensure that the parent/guardian/advocate of the individual is notified, unless specifically requested by the individual not to inform their parent/ guardian/ advocate. An exception would be if the person to be notified was alleged to be the abuser.
- 2.2 The Supervisor or On-Call Supervisor shall immediately report the incident to the Senior Manager in charge of the Service Area and Chief Executive Officer and the police of the alleged, suspected or witnessed incident of abuse. The Supervisor is to report all incidents of alleged, suspected or witnessed abuse to the police if Community Living South Muskoka believes that the incident may constitute a criminal offence. If Community Living South Muskoka is in doubt as to whether an incident constitutes a criminal offence, the Supervisor or designate should discuss the incident with the local police. Only the police have expertise and authority to determine whether an incident in fact constitutes a criminal offence. It is up to the police to decide whether a police investigation is warranted. Once the police have confirmed that they have finished their investigation, or that they do not plan to conduct an investigation, Community Living South Muskoka will conduct their own internal review if warranted.
- 2.3 Any staff who has failed to report abuse will be subject to discipline up to and including discharge.

3. **INVESTIGATION**

- 3.1 All allegations of abuse or mistreatment will be investigated in accordance with the procedure as outlined in Serious Occurrence Policy and Procedure 2-100 and in accordance with the direction of the police if the incident is criminal in nature.
- 3.2 Community Living South Muskoka will ensure that the rights and dignity of the alleged abuser are respected and safeguarded.
- 3.3 Community Living South Muskoka will ensure that the alleged abuser is aware of his/her rights to due process.
- 3.4 Where abuse by staff is alleged the staff will be suspended, with pay and benefits, during the investigation.

- 3.5 Community Living South Muskoka will ensure support, as required, to staff and individuals receiving service.

4. **CONSEQUENCES**

- 4.1 Employees who are found to be violating these principles will be subject to disciplinary action up to and including discharge.
- 4.2 Depending on the nature of the incident, abuse may be an offence under the Criminal Code or a violation under Provincial and/or Federal Human Rights legislation.
- 4.2.1 The Chief Executive Officer or designate will ensure contact with and obtain direction from The Children's Aid Society and police, as appropriate, in the case of a child; or the police, as appropriate, in the case of an adult.

5. **OTHER AGENCIES**

- 5.1 In a situation where an individual receives support from more than one agency and a situation of abuse occurs at another agency, Community Living – South Muskoka will work together with that agency as necessary to protect the victim, share information as appropriate, and deal with the charge of abuse as expediently as possible.

6. **TRAINING**

- 6.1 All new staff, family home providers and volunteers will be given the policy on abuse during their orientation, where the policy is to be reviewed. Staff will be encouraged to ask questions. The staff member and the management person conducting the orientation or designate will sign and date an orientation form indicating that they have reviewed the policy.
- 6.2 All involved in the agency will undergo annual training on abuse and abuse prevention.
- 6.3 Supervisors or designate will review the abuse policies and procedures on an annual basis at regular staff or team meetings. The review will be documented on a training record form and submitted to Human Resources. Staff who miss the team meeting will be required to set a time for individual talks with their Supervisor.
- 6.4 Supervisors will be trained during the orientation session on how to handle an abuse report. Supervisors will collect information without questioning the staff or doing an investigation.
- 6.5 Individuals who receive support will receive annual training in the area of safety, abuse prevention and sex education. Upon admission, individuals and their families will receive training in safety, and abuse prevention. Individuals will be offered an opportunity to belong to the Friendship Group or Self-Advocates group.

7. SUPPORTING INDIVIDUALS SERVED

7.1 As outlined in Policy 2-100 if abuse has occurred, alleged, or is suspected, the following actions will immediately take place:

- The individual shall be provided with immediate medical attention when warranted and Physician's Report of Incident completed as appropriate.
- Appropriate steps shall be taken to address any continuing risks to the individual's health and safety and consider the need for the same or similar steps to address the health and safety of other individuals as appropriate. Community Living South Muskoka will make effort to ensure that the individual's current living environment is safe and secure. In some circumstances, these steps may include rescheduling staff to someone whom he/she feels comfortable with or removal from their current living situation including group living, supported independent living or family home.
- Staff will provide ongoing emotional support to any individuals impacted by the alleged abuse and seek out professional assistance as required.
- Staff will check with the person who has been abused, to see if it is okay to tell family members or another person acting on that person's behalf about the abuse, if the person is capable of providing consent.
- If warranted the Chief Financial Officer or designate may contact the Employee Family Assistance Program provider to provide additional counselling for both staff and the individuals supported. This service may be group or one on one based.



Community Living South Muskoka

BEHAVIOURAL TREATMENT & PROCEDURE

Policy & Procedure

Approved by:	Board of Directors	Number: 6-40
Date:	November 26, 1992	Page 53 of 56
Revised:	May 22, 2007	
	June 25, 2012	
	August 22, 2016	
	January 26, 2017	
Section:	People Supported	

POLICY:

Community Living South Muskoka adheres to all standards in accordance with the legislative requirements of the Ministry of Community and Social Services. These standards apply to all staff employed by Community Living South Muskoka.

It is the policy of Community Living South Muskoka to ensure the best care, welfare, safety and security for the people we support, the staff and their environments. Community Living South Muskoka supports an approach to behavioural intervention that uses the least intrusive and most effective evidence-based practices possible to address the person with a developmental disability's challenging behaviour. Community Living South Muskoka supports the use of non-intrusive measures in order to prevent and avoid crisis situations.

PROCEDURE:

1. All staff, during their orientation, will be instructed on the policy for physical, chemical and mechanical restraints by the Supervisor of the Service Area or designate.
2. All staff, during their orientation, will be instructed on where to locate the Health and Safety manual by the Supervisor of the Service Area or designate.
3. All staff who work directly with a person must receive an orientation from the Supervisor of the Service Area or designate to any behavioural protocol and receive any extra training they require to support an individual.

4. If an intrusive procedure is required for the best care, welfare, safety and security of a person receiving support, and the staff and environment, a specialized consult in accordance with Safe Management Group will be conducted by a qualified person.
5. A professional such as a Behavioural Therapist will write or assist Community Living South Muskoka staff in the development of a protocol that outlines for staff, the progression of behaviours presented in the supported person's continuum of behaviour escalation and the corresponding appropriate staff interventions, to enhance consistent intervention and safety for all involved.
 - 5.1 A Psychiatrist/Psychologist/Psychological Associate/Medical Doctor, must authorize any protocols that utilize intrusive/restrictive procedures such as physical, mechanical or chemical restraints, prior to implementation. The plan must include provision for the eventual fading or elimination of intrusive behaviour intervention strategies, which may be outlined in the behaviour support plan.
 - 5.2 A Behavioural Therapist, or equivalent, will be consulted on a regular schedule for any protocols utilizing intrusive/restrictive procedures. All behavioural training and treatment procedures must adhere to the Ministry of Community and Social Services standards of practice. All protocols and behavioural intervention plans will be signed/authorized by a Community Living South Muskoka supervisor prior to implementation and have a review date of no more than 6 (six) months.
 - 5.3 The behaviour support plan is developed with the involvement of the person with a developmental disability who has challenging behaviour and/or, where applicable, persons acting on behalf of the person with a developmental disability, and the plan documents their involvement.
 - 5.4 The person with a developmental disability who has challenging behaviour and/or, where applicable, persons acting on behalf of the person with a developmental disability, provides consent to the behaviour support plan and the strategies that it outlines.
 - 5.5 The person with a developmental disability and/or their substitute decision maker shall provide consent to inform the person acting on their behalf and indicate in writing under what circumstances they are to be notified of the use of an intrusive intervention, how often they are requesting regular updates with regard to the status of the plan, and provide consent to notify when an intrusive measure is used in a crisis situation.

- 5.6 Community Living South Muskoka has access to a review committee to ensure all interventions are effective and ethical. CLSM's incident report committee in conjunction with the person supported and/or their substitute decision maker will conduct formal annual reviews of all behaviour support plans and Individual Behaviour Management Plans. The committee will also conduct formal annual review of all intrusive measures, including but not limited to any prn medication or physical restraints. The committee will also ensure that there is a second independent review of the BSP conducted by the prescribing physician or clinician when there are intrusive measures.
6. In order to ensure that the strategies contained in a behaviour support plan are effective and ethical, it is important that the supporting staff person(s) carry out the strategies as they have been outlined in the plan.
- 6.1 Supervisors shall monitor the application and use of behaviour intervention strategies (both Positive and Intrusive strategies), to see that the strategies are carried out as outlined in the behaviour support plan and in accordance with best practices in the field.
- 6.2 Supervisors shall ensure that feedback is provided on a regular basis to their staff on the application of behaviour intervention techniques with people who have a developmental disability with challenging behaviour, and as part of the staff person's performance plan.



Community Living South Muskoka
PHYSICAL RESTRAINT - TRAINING
Policy & Procedure

Approved by:	Board of Directors	Number: 3-165
Date:	February 27, 2003	Page 56 of 56
Revised:	December 6, 2010	
	June 25, 2012	
Section:	Personnel	

POLICY:

It is the policy of Community Living South Muskoka that:

1. All direct care staff be trained in compliance with the Minister's Regulations under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act as may be amended.
2. (a) All new direct care staff must receive orientation to the Physical Restraint policy and procedure (Policy 3-160) within five (5) working days of commencement of their employment.
- (b) All direct care staff shall have access, either electronically or in hard copy, to all regulatory, Board or other outside source material noted in Community Living – South Muskoka policies on Physical Restraint and Physical Restraint – Training.
3. All direct care staff are to be educated to each new regulatory provision within thirty (30) calendar days of them coming into effect.
4. All direct care staff must be educated to any Ministry or Board revisions to the Physical Restraint policies and procedures within thirty (30) calendar days of approval of such revision.
5. All direct care staff must receive non-violent crisis prevention intervention training (SMG) within the first two (2) months of employment and required annual refresher courses.
6. All direct care staff shall have included in their annual performance reviews, an assessment of their understanding and application of Regulation provisions, the Ministry and Board policies and procedures. The results of such an assessment are to be recorded.