



Cameray Child and Family Services

Policy and Procedure Manual



Revised November 2009

Table of Contents

FORWARD	3
CAMERAY COMMUNITY FUND	4
ORGANIZATIONAL CHART	8
EMPLOYMENT PRACTICES	9
AGENCY RULES	23
STANDARDS OF CLIENT SERVICE	33
TRAINING AND DEVELOPMENT	38
DIRECTORY	40
INDEX	41

Forward

The purpose of this manual is to provide a working guide for the staff of Cameray Child and Family Services.

These written policies and procedures should increase understanding and serve as a resource when questions arise regarding the Collective Agreement, employment practices, responsibilities and Agency rules.

Additions and amendments to the manual will be handed out periodically, and should be incorporated into the manual so they will be available for reference purposes.

The manual is the property of Cameray Child and Family Services and is to be returned upon termination of employment.

Personnel practices outlined in this manual supersede all previous personnel practices.

Cameray Community Fund

Mission Statement

History

Funding

Agency Programs

Organizational Structure

Chain of Communication

CAMERAY COMMUNITY FUND

Mission Statement

Cameray Child and Family Services is a community-based agency committed to the strengthening of individuals and families through a spectrum of services including counselling, education, outreach and advocacy.

History

Cameray Child and Family Services has provided specialized counselling services to children, youth, adults and families in Burnaby and New Westminster since 1972.

The Stride Youth Worker Program began in 1973 due to need in the area. Unfortunately, the contract was cut in June 2002

The Partners in Parenting Program began development in 1997. It was a Building Blocks initiative, based on the 'Healthy Start' parenting program in Hawaii, USA. The program was terminated in October 2005 and revised to what is now the Early Intervention Parenting Program.

The Child Victim Support Services Program began in 2000, to provide service to abused children and youth.

The ACTS program was developed by Bev Ogilvie and Joanne Doonan originally funded through a National Crime Prevention Grant. MCFD funded in August 2004.

The Metrotown Outreach Program began in June 2005 with funding from the Ministry of Children and Family Development. Funding transferred in November to the Public Safety Commission.

Funding

Cameray Community Fund is a non-profit society. Programs are funded by the Ministry of Children and Family Development, Ministry of Health, Ministry of Attorney General, and by Private and Corporate donations.

Agency Programs

Cameray Child and Family Services provides the community with a variety of counselling programs including;

- Sexual Abuse Counselling; short and long term
- Family & Trauma Counselling; short and long term
- Sexual Health Intervention Program
- Child and Youth Mental Health

Other programs are:

- Early Intervention Parenting Program
- The Child Victim Support Services Program
- ACTS
- Metrotown Outreach Program
- Groups

All programs are provided to the community with accessibility, inclusiveness, integrity and a respect for the culturally defined needs of the persons served.

Organizational Structure

Below is the organizational structure of the Cameray Community Fund along with a brief description of each role.

Board of Directors – Consists of interested people from the community, with various background and areas of expertise. They are volunteers and are elected annually. Their main role is to determine the direction of the agency and to formulate policy and ensure accountability.

Personnel Committee – Consists of Board Members and the Executive Director and is responsible for assisting in the interviewing and hiring of all Cameray staff, as well as assisting with Grievance and discipline issues.

Financial Committee – Consists of the Executive Director, bookkeeper and two signing members of the Board. They are responsible for budgeting, authorizing spending of discretionary funds and overall management of the finances.

Audit Committee – consists of one signing member of the Board. Responsible for selecting and meeting with auditor, reviewing the annual audit, making recommendations to the full board, and reviewing the findings from the auditor's evaluation of the organization's internal control system.

Fundraising Committee – consists of Executive Director, bookkeeper, member of Board and one staff. Responsible for booking annual event.

Executive Director – Accountable to the Board. This position is responsible for all aspects of the agency, to ensure cost efficiency and quality of service.

Co-ordinator – The Program Co-ordinator is responsible for overseeing the programs. The Co-ordinator also develops, implements, co-ordinates and evaluates plans and programs to ensure that participant's needs are met. As well, the Co-ordinator ensures that program standards, guidelines and policies of the agency are maintained.

The Co-ordinator, in consultation with the Personnel Committee, is also responsible for hiring and promotion, discipline and discharge, labour relations and personnel matters as well as community liaison and team leadership. Co-ordinators also directly supervise counsellors, workers and support staff.

Human Resources/Accreditation Manager – Responsible for all human resources activities including health plans; organizes and oversees all accreditation activities.

Management Team – The Co-ordinators of each department, along with the Executive Director, meet together on a weekly basis to discuss, monitor, analyze and modify (if necessary) the administrative and operational functions of the agency.

Office Manager/Administrative Assistant – Responsible for the day-to-day administrative functions of each office.

Counselling Team – Responsible for the delivery of counselling services. Each team meets once per week for administrative, case consultation and professional development purposes.

Early Intervention Parenting Program – Responsible for Early Childhood Counselling Program delivery. The team meets once per week for client discussion, debriefing and to ensure Program goals are being met.

Child Victim Support Services Program – Assists and prepares children/youth who have been abused to navigate the Criminal Justice System.

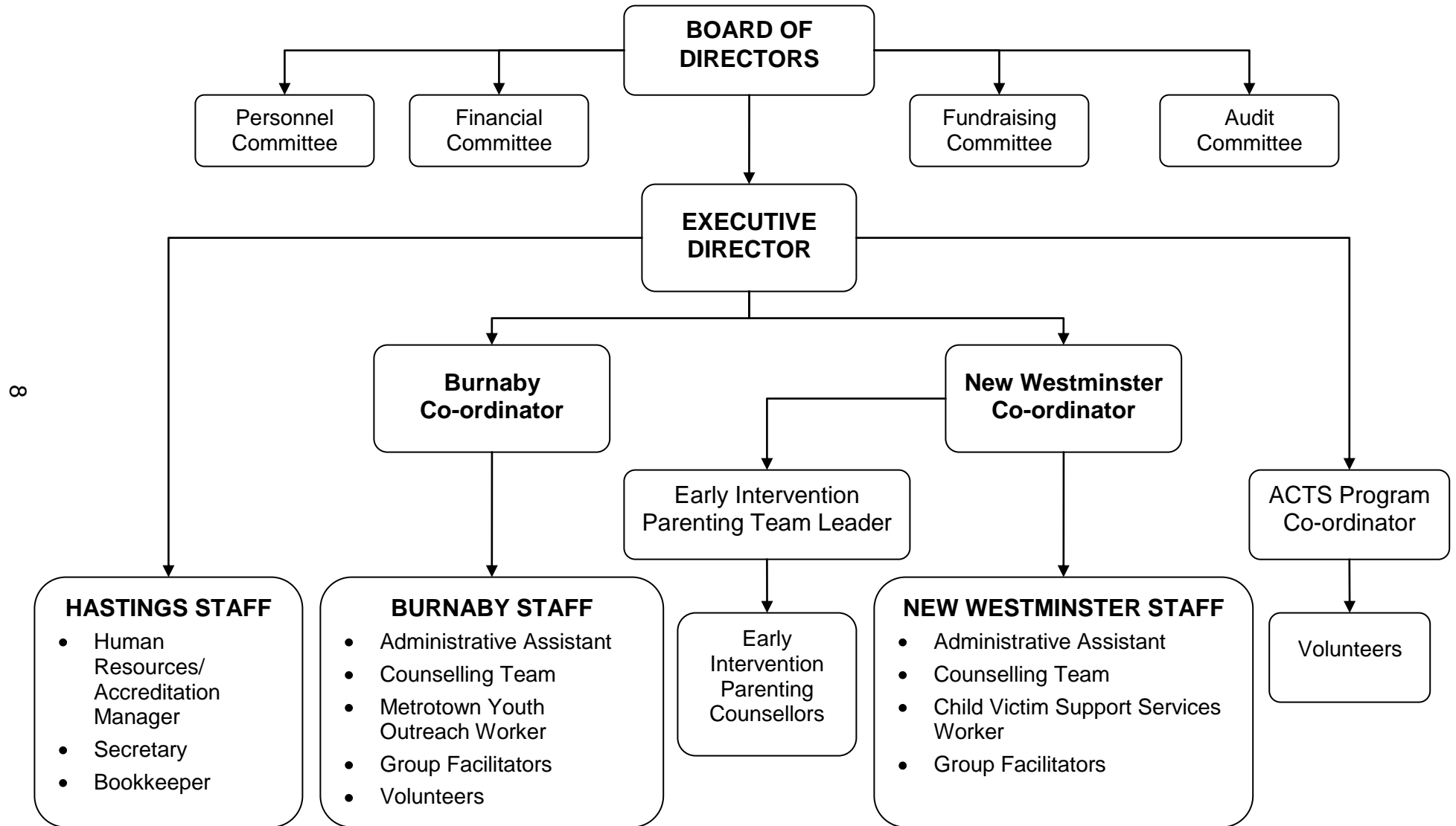
Independent Contractors – May be hired for specific duties. They will be responsible for all taxes, etc. and will be exempt from the collective agreement. They must carry their own liability insurance (if applicable) and send a copy to the administrative office annually. A copy of annual earnings will be produced. An “Independent Contractor” form will be completed and signed. Quarterly, there will be a review of contracted staff.

Chain of Communication

Any enquiries, request or concerns shall follow this chain of communication:

- Staff to Co-ordinator
- Co-ordinator to Executive Director
- Executive Director to Board of Directors

Cameray Community Fund Organizational Chart



Employment Practices

Collective Agreement

Conditions of Employment

- Expectations*
- Criminal Record Check*
- Use of Automobile*
- Worksafe BC*
- Adverse Weather Conditions*
- Theft*

Office Communications

- Personal Use*
- Electronic Monitoring*
- Telephone Protocol*
- Compliance*

Hours of Work

- Sick Leave Reporting*
- Certificate of Fitness*
- Vacation*
- Self Care*
- Cultural Traditions*

Personnel Directives

- Case Supervision*
- Internal Postings*
- Performance Review*
- Probationary Employees*
- Promotions*
- Working Alone*
- Independent Contractors*
- Personnel Satisfaction*
- Co-ordinator Evaluations by Employees*
- Insurance*
- Personnel Legal Assistance Procedures*
- Personnel Files*
- Employment of Relatives*
- Employment Equity*
- Cultural Competency*
- Disciplinary Action*
- Employee Grievances*
- Ethics*
- Code of Ethics*
- Breaches of Ethical Conduct*
- Power Failure*
- Collection and Release of Personal Information*
- Prevention of Violence in the Workplace*
- Layoff Notice*
- Practicum Students*
- Volunteers*

EMPLOYMENT PRACTICES

Collective Agreement

On January 1st, 2001, the provisions of a Collective Agreement between Cameray Community Fund and the Health Sciences Association came into effect.

All employees must become members of the Union within 30 days of entering employment and must maintain membership as a condition of continuous employment. Employees must also complete an authorization for allowing the deduction of monthly dues payable to the Union. Management team is exempt from union membership.

The articles of the Agreement cover details of employment practices, pay and benefits. All employees will receive a copy of the Collective Agreement. If there is any discrepancy between this Manual and the Collective Agreement, the Collective Agreement shall be considered correct.

Conditions of Employment

Expectations

It is the responsibility of every employee to attend work as scheduled on a regular and consistent basis. Employees are expected to be punctual and ready to commence work at the start of their scheduled shifts, and to remain on duty until the stipulated quitting time.

Employees who are unable to report to work at the scheduled time must advise the co-ordinator in advance, so that necessary arrangements can be made.

Employees are expected to work co-operatively with team members and participate in general, daily maintenance of the office. Staff members should always conduct themselves in a professional manner appropriate to a community social service environment. This includes being courteous, friendly and co-operative, showing respect and compassion for the client and other staff and maintaining client confidentiality.

Criminal Record Check

As per the Criminal Record Review Act, it is mandatory for an employee who has access to children to provide the employer with a signed criminal record check authorization form. If an employee does not sign the form, the employer must ensure that the employee does not work with children until they do so. If an employee who works with children is charged with, or convicted of a relevant offence subsequent to a criminal record check, the employee must report the charge or conviction to the employer and provide the employer with a signed criminal record check authorization form. Where a criminal record review reveals

any family related offences that endangers a client including assaultive or threatening behaviour, employment will not be offered.

Use of Automobile

All employees operating vehicles must hold a valid B. C. Driver's License and comply with all regulations, including Provincial seat belt legislation, when operating vehicles on Society business.

Employees who are required to operate a vehicle in the course of their duties are required to obtain insurance for Business Use (Rate Class 7) \$2,000,000 coverage Third Party Liability. Employees need to ensure that the employer has a copy of the insurance papers annually.

Cameray Child and Family Services will not assume responsibility for any parking fines, loss or damage to a vehicle or contents concerning a private vehicle which is being used for the organization's business.

Worksafe BC

All employees of the Agency are covered under the Worksafe BC plan for work related injuries. The Agency pays for this coverage. There is a Worksafe BC binder at each location.

Adverse Weather Conditions

The office will be closed when the Ministry for Children and Families office in the area is closed.

Otherwise: If it snows and employees don't want to risk driving in, or dealing with public transit, they can –

- take a vacation day
- take O/T hours, if any
- take self care hours
- take a combination of above
- or, take a day without pay.

If it snows and the employee does attempt to drive in, then gives up and goes home, they can subtract these hours of the attempt, and use the above options for the remaining hours.

If it starts to snow while at work, listen to the radio for expectations, find out conditions at home (which may be worse or better), then go to the options list.

In all cases when it snows, we understand the concern, and whatever choice is made, including late arrival, is fine. Please phone the office at the first opportunity to inform the office of your decision. Each employee must make their own decision.

Theft

Theft of any kind will not be tolerated. It is essential that trust be maintained and that complete confidence exists in the employment relationship.

Theft is defined as the unauthorized procurement of property which does not belong to the employee.

The following are examples of prohibited conduct:

- Theft of property or services from the organization
- Unauthorized use of the organization's equipment
- Unauthorized use or theft of property from clients or other employees
- Actions which result in unauthorized procurement of money, property, or other things from the organization or employees.

This policy also applies in cases of attempted theft by an employee. Theft or attempted theft by an employee may result in immediate dismissal and will be reported to the police.

Where an employee is suspected of stealing they may be suspended with pay pending further investigation.

Office Communications

Use of all office communication systems must be lawful, ethical and consistent with Cameray's professional reputation, standards, policies, procedures and guidelines. In using all communication systems, each staff member must exercise good judgement. Communication systems include e-mail, voicemail, telephone, photocopier, fax machine, computer system and the Internet, while on work premises or remote access. Email addresses used for work are the property of Cameray Child and Family Services and therefore email addresses, passwords and voicemail passwords must be noted in the employee files. Cameray emails are not to be used when an employee is on leave or after they have terminated employment.

Personal Use

All use of office communications, with the exception of the photocopier, may be accessed for personal use after 4:30. All personal use of the communications systems must comply with this policy and procedures and guidelines. It should be noted that all communications systems, data and uses, are not private and are subject to Cameray Child and Family Services' access and control. Personal photocopying is discouraged due to the high cost. In light of this, the cost per page will be 15 cents per page which will be paid to the office manager.

Electronic Monitoring

Cameray Child and Family Services may access, inspect, retrieve, review, read, copy, store, archive, delete, destroy or disclose to others (including court and law

enforcement authorities) all communication systems data and uses, without any further notice as may be considered necessary or appropriate. Cameray Child and Family Services has no obligation to monitor communications systems use and data.

Telephone Protocol

Telephones are for official business only and personal calls during work are discouraged and should be kept to a minimum. Staff members are reminded that no personal information regarding another staff member is to be given out to anyone by telephone. All requests for information, and this includes personal telephone numbers, must be referred to the Executive Director.

Compliance

Use of the communications systems is governed by this policy, as well as all other policies, that guide the conduct of staff. This policy is part of the employment terms and conditions for all employees. Use of the communications system may be revoked at the agency's sole discretion.

Hours of Work

All employees must adhere to Employment Standards Guidelines. Any extra hours worked in excess of one's weekly hours, must be flexed within a four week schedule. No more than 10 hours in one day may be worked, and working hours must be between Monday to Friday, 8 a.m. to 8 p.m. No less than four hour days may be scheduled.

A general work schedule will be established. Working hours do not include lunch time, or the drive to and from work. Staff schedules will be from Monday to Friday, with the exception of special events. Weekly schedules are to be filled out for the week in advance. Changes to the schedule are to be done at least one work day in advance. Changes for the same day are not permitted, unless pre-approved by the co-ordinator.

The employer reserves the right to revise an employee's flexible schedule regarding work days or hours.

Sick Leave Reporting/Illness

When ill, the employee must contact the co-ordinator as soon as possible if unable to attend work. This report must be made on a daily basis unless the employee knows the exact date of return. An employee calling in on the weekend or in the evening must call in the next day and speak to a co-ordinator. The employee must submit a timesheet as usual entering the days as "sick". In the case of a lengthy absence, the employee shall inform the co-ordinator in advance of the date of return to work. A Sick Leave Authorization Form is required after an absence of three days or for an absence of a mandatory attendance meeting, seminar, etc.

Certificate of Fitness

After three weeks of sick time taken, an “Attending Physician Statement” must be completed and handed in prior to coming back to work.

Vacation

Vacation time will be given in advance in six month increments. The vacation records will be collected and updated as of July 1st. Vacation time must be pre-booked and handed in for approval by December 1st for January to June and June 1st for the period July to December. Short Term counsellors' vacation time will continue to be approved based on seniority.

The vacation time will be booked in one week minimum blocks, as per the collective agreement. Any remaining days may be taken in any combination.

Any vacation time used that is not earned due to termination of employment will be deducted from the final pay.

Self-Care Time

All employees are entitled to up to the equivalent of two days per year for self-care time. This time is part of the one week allotment for professional development (see “Training and Development”). The purpose of self-care time is to provide the opportunity for the employee to take a “mental health” or “discretionary day”, with the recognition that self-care is vital in the prevention of compassion fatigue and burnout.

Self-care time must be scheduled in advance and pre-arranged with the Co-ordinator. The only exception to this is in the event of a snow day when the office is open and the employee does not want to risk driving in or dealing with public transit. In such a situation, the employee can claim self care hours (see “Adverse Weather Conditions”).

Cultural Traditions

In accordance with the collective agreement, there are 11 paid stat holidays. In addition, in accordance with staff cultural traditions, other holidays (not included in the aforementioned 11) may be taken off as pre-approved vacation days.

Personnel Directives

Case Supervision

All cases will be reviewed at least quarterly by the Co-ordinator and will include an evaluation of the client's progress toward achieving their service goals.

The case supervision will be documented in the case record and will include the supervisor's signature.

Internal Postings

All regular positions will be posted internally and externally but qualified internal candidates will be considered and interviewed first. An internal applicant will be any staff who has successfully completed their probationary period who possess required qualifications and who have satisfactory evaluations.

Performance Reviews

Every employee will have a personnel file which will contain all evaluations and relevant documentation. Mid-probation reviews will be given to all new employees at one month, two months, and if necessary at three months, through their probation period to outline expectations that are being met and those which are not. Included in the appraisal will be any suggestions or recommendations for future performance or training needed.

Performance appraisals shall be completed annually by the Co-ordinator, reviewed by the Executive Director, and then presented to the employee.

The employee shall sign the appraisal form and indicate his/her acceptance or objection. The employee shall be made aware of the appraisal, given sufficient amount of time to read and review it, and to discuss and respond to the contents therein. The employee may respond in writing on the evaluation report.

At the time of signing, the employee shall receive a copy of the appraisal report. The original shall be placed in the employee's personnel file.

An appraisal report shall not be changed after an employee has signed it.

Probationary Employees

A probationary period must be successfully completed in order to obtain regular status. Once the probation period is passed, the employee will be added to the Seniority List. The employee will then be eligible for all benefits applicable to them, as outlined in the Collective Agreement.

Promotions

Due to the nature of the positions, there are no opportunities for promotion, as the position format operates under the collective agreement posting requirements.

Working Alone in the Office

Cameray recognizes that in the interest of client and employee safety, the extent to which employees work alone in the office should be minimized. Therefore, working alone can only occur if all of the following apply:

1. It is not possible to meet the client at a time when another staff member is present, and

2. It is not an initial appointment, and
3. The employee has no reason to believe the client may be violent, and
4. There is no reason to believe that there is risk of violence at the office from anyone associated with the client, and
5. The Co-ordinator is informed, in writing, prior to the appointment.
6. Employees are to park in a well lit area
7. Office door is to be kept locked.
8. After office hours, street or exterior doors will be locked. These hours are specific to each office.
9. Client to be met at the door and escorted off premises at the end of the session.
10. Personal alarms are available and may be placed in the counselling room prior to the appointment.
11. In order to reduce client awareness that a counsellor is working alone, it is appropriate to keep other office and counselling room doors closed.
12. If any further assistance is needed, a list of phone numbers is available
13. An employee who feels at risk has the right to refuse service.

Outreach and Home Based Services

When working out of the office, the following will apply:

1. All home visits and community outings to be recorded in advance.
2. Co-ordinator to be informed if visits will last longer than one hour.
3. With back to back visits, employees are required to check in with the office according to a schedule agreed upon with the Co-ordinator.

Independent Contractors

Independent contractors are responsible for all taxes, etc. and are exempt from the Collective Agreement. They must carry their own liability insurance and annually send a copy in to the administrative office. A copy of annual earnings will be produced.

Personnel Satisfaction

Annually, staff will be given a questionnaire to determine their level of satisfaction with the agency. The results from the completed questionnaires will be made into a report and reviewed by the Board. Wherever possible, corrective action will be implemented.

Co-ordinator Evaluations completed by Employees

Employees are asked to put their names on the Co-ordinator evaluation to be completed by employees. Confidentiality of the evaluations is obtained in the sense that the Co-ordinator will not see the individual reports, but rather will be privy to a compilation of all the evaluation forms.

The names are to be given on the evaluations in order to resolve issues that are brought up by the employees on the evaluations. In the event that a problem is brought forward by an employee regarding the Co-ordinator and a resolution is possible, the Human Resources Manager may meet with the employee to discuss, in confidence, ways to proceed. When the nature of the issue or problem warrants more direct action, the Human Resources Manager may speak to the Co-ordinator directly while keeping the identity of the employee confidential.

Where the issue is of a more serious nature and disciplinary action is warranted, the Human Resources Manager will bring forth this issue to the Personnel Committee.

Insurance

All employees are covered by an insurance policy, issued by the Provincial Government, which includes professional liability insurance. The limits of liability are \$2,000,000 inclusive per occurrence. Annually, all personnel and Board Members will receive a list of insurance coverage for the agency.

Personnel Legal Assistance Procedure

The Provincial Government provides Counselling and Consultation Liability for all staff.

In cases where claims are made against an employee relating to lawful, authorized actions which were taken in the course and scope of employment and legal assistance is required, the employee will first contact the Co-ordinator. The Co-ordinator will then contact the Executive Director who will obtain assistance from AON Insurance Brokers and Risk Consultants.

In addition, Cameray Child and Family Services provides legal assistance from the Legal Services Plan which provides staff with pre-paid legal services in the form of unlimited phone consultations and contract reviews. Cameray obtains legal advice from a law firm.

Personnel Files

Personnel files on each employee shall be maintained by the Executive Director and Human Resources Manager and will contain information such as:

- Job posting
- Application for employment
- Resume
- Criminal Record Check
- Verification of registration (where applicable)
- Job Description
- Signed Personnel Policy Reviews

- Reference checks
- Letter of employment
- Orientation checklist
- Written performance appraisals
- Training/Education credentials
- Vacation/Sick Leave Record – annually
- Records of disciplinary action
- Other information relevant to the employee’s employment

Personnel files will be kept in a locked and secure area.

An employee shall be permitted to review his/her personnel file after giving the employer seven (7) days written notice. The file may be reviewed in the office in which it is normally kept. Documents placed in the personnel file may not be removed. Employees may add or correct information in the file.

The contents of the Personnel file will be shredded seven years after employment has terminated.

Employment of Relatives

Staff

A relative of an employee may be refused employment or a transfer to a new work area when a conflict of interest occurs or when the new supervisory or reporting relationship is direct.

Board Members

A relative of a member of the Board of Directors may be hired, provided the director absents themselves from any Committee or Board discussion and or, vote pertaining to the personnel or labour relations issues. (e.g. salaries, benefits, conditions of work, recruitment, etc.)

Employment Equity

In accordance with the BC Human Rights Act, at no time will Cameray Child and Family Services discriminate against any applicant on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or conviction unrelated to employment, except where discrimination constitutes a bona fide occupational requirement.

Cameray Child and Family Services is committed to the value of dedicated employees that can make a positive and significant impact in the lives of the program participants and with partners in the community. It is the intent to comply with the requirements and spirit of the Act in the implementation of all facets of equal opportunity.

We promote the fair treatment of employees through adherence to a Code of Ethics, Grievance, Conflict Resolution and Harassment policies.

Cameray Child and Family Services fosters the development of a productive and efficient labour force by abiding by principles of inclusion, assisting employees in meeting their work and family responsibilities and by providing a stimulating work environment that promotes every opportunity for acquiring further training and professional development.

Diversity is valued by providing services that respect individual and cultural differences. Cultural awareness and understanding within our community is promoted. Cameray endeavours to reflect the diversity of the community through the Board of Directors and staff. Discrimination of any kind will not be tolerated.

Cultural Competency

Cameray Child and Family Services will adopt a set of behaviours, attitudes and policies that come together within the agency to work effectively in cross-cultural situations. The integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in appropriate cultural settings to increase the quality of services will be implemented thereby producing better outcomes.

To better meet the increased diversity of the community and significant focus of continuous quality improvement will be the development of a system in which diversity is valued; there is capacity for cultural self-assessment; cultural knowledge will be shared; and adaptations to service delivery will reflect an understanding of diversity between and within cultures.

Disciplinary Action

Failure to comply with the Agency rules will lead to disciplinary action. Past performance of the employee, nature of the misconduct, the circumstances surrounding the action, and whether or not this is a repeat offence will be considered. The Agency wishes to be fair and uniform in its handling of personnel, so a guiding policy has been put into place:

- 1) Documentation
- 2) Verbal warning
- 3) Letter of expectation
- 4) Written warning
- 5) Suspension for a period of up to 5 days without pay
- 6) Termination

It should be noted that discipline may begin at any step depending on the seriousness of the offence committed. A step may also be repeated. Further information of discipline and grievance procedures may be found in the Collective Agreement.

Employee Grievances

In the event that an employee has concern about the Co-ordinator or Executive Director, the employee should first go directly to that person to try and solve the problem, if at all possible. Failing a direct solution, the protocol is as follows:

For a clinical/ethical concern, the employee should call the Executive Director as soon as possible, who will seek out a second opinion.

For all other concerns, the employee should consult with the Chief Steward. Should it be determined that the concern would be directed to the Personnel Committee, the Chief Steward will complete and send the form. The Personnel Committee will review the form within 7 days and will then contact the employee for further information. A written response will be provided. A copy of the notification of the resolution will be maintained in the employee's personnel record.

Ethics

Moral, religious and political beliefs are not to be imposed on the client. Individual rights and beliefs must be respected. Any topics which may lead to a disagreement and conflict with a client are to be avoided.

Physical punishment of children is not allowed under any circumstances.

Code of Ethics

Cameray Child and Family Services has adopted the Canadian Psychological Association Guidelines. All staff must adhere to this Code of Ethics.

Breaches of Ethical Conduct

Breaches of ethical conduct are any actions which undermine the well-being of the client or the organization. The Canadian Psychological Association Guidelines have been adopted by the Agency for making ethical decisions. Breaches of ethical conduct considered to be of a serious nature could result in immediate dismissal for employees and termination of association with any person involved with, but not employed by, Cameray.

Should this kind of problem arise, the employee, student or volunteer will be called to a meeting with the supervisor and the Director. The recommendations from the meeting will go to the Personnel Committee for direction, which could include immediate termination of employment. At the discretion of the Director or Acting Director, the employee may immediately be suspended with pay until the Personnel Committee can meet. If the person in question is a Board member, the issue will go to the Board of Directors for direction, which could include immediate dismissal from the Board of Directors.

Employment related consequences against anyone who comes forward with information about suspected misconduct or unethical behaviour is prohibited. All

accounts of questionable practice should be reported to a person of authority whom will then report it to the president of the Board of Directors.

Power Failure

In the event of a power failure in the office, the Co-ordinator will make a decision of how to proceed. If the Co-ordinator cannot be reached, call any member of the management team.

Collection and Release of Personal Information

Personal information that is collected by the Agency is solely for the purpose of payroll activities and will only be released to the payroll company and the Taxation Department.

Prevention of Violence in the Workplace

The management of Cameray Community Fund recognizes the potential for violent acts or threats directed against staff in the course of their employment.

Every effort has been made to identify the sources of such action and procedures have been developed to eliminate or minimize the risks to staff.

The management of Cameray Community Fund will ensure that all staff members are aware of the hazards and are trained in the appropriate action to take for protection from acts or threats of violence.

Employees shall follow the procedures implemented for their protection, and immediately report all incidents of violence.

In the event that an employee is involved in an incident that involves harassment or abuse, a therapist will be made available.

Layoff Notice

In the unfortunate event that layoff notice needs to be given, the employee will be notified in writing. The Collective Agreement provides various options in this situation and will be referred to and followed by the Agency.

Practicum Students

Practicum Students will be accepted for all programs, where applicable. Students will be expected to pass a screening process which includes criminal record check, reference check and an interview to ensure the appropriateness of the program of choice to their practicum needs and/or abilities.

The Co-ordinator has the option of supervising a practicum student or delegating the supervision of a practicum student to an interested counsellor who meets the following criteria:

- M.A., M.S.W. or equivalent
- Five years full time counselling experience
- Two years employment in good standing at Cameray
- Knowledge of paperwork requirements of relevant positions
- Demonstrated knowledge and experience with case management, crisis intervention and child protection issues
- Course work and/or experience in clinical supervision

The Board of Directors will make the final decision based on the Co-ordinator's recommendation and the counsellor's application.

Acceptance is conditional on the approval of the student's academic institution.

If accepted, the counsellor will be responsible for providing:

- weekly supervision
- review of all clinical reports (under supervision)
- participation in interview panel
- evaluations
- review of all paperwork

The counsellor will regularly brief the Co-ordinator on the practicum student's caseload and progress, and the Co-ordinator will sit in on supervision sessions with the counsellor and the practicum student on a monthly basis.

All students are expected to follow the agency's Policy and Procedure Manual which will be given at orientation.

Upon practicum completion, the evaluation sent by the school will be completed by the supervising counsellor and a copy will be sent to the Administration office to be placed in the file. In the event that the school does not require an evaluation, an evaluative letter will be written in its place.

Volunteers

Volunteers will be accepted, where appropriate, to work with staff in the Community Kitchens, the Groups, Childcare, Metrotown Outreach Program and in the ACTS program. All volunteers must first complete a criminal record check. They must also successfully pass an interview. Volunteers are under the supervision of the Community Kitchen organizer, Group facilitators, Metrotown Outreach Worker and the ACTS Co-ordinator.

Upon leaving, an evaluative letter will be written for the volunteer by the person responsible for their supervision.

Agency Rules

Rules

Confidentiality
Electronic Client Data Protection
Video/DVD's of Clients
Terminated Files
Professional Relationship
Conflict of Interest
Holding/Restrictive Behaviour Management Interventions
Accident/Injury Reporting Procedure
Intoxication
Preferential Treatment
Reporting
Dress Code
Use of Premises
Replacing Paycheques, T4's, etc.
Documentation
Media Relations Procedure
Payment for Referrals
Harassment
Research Participation
Private Practice
Privacy
Fundraising

AGENCY RULES

Rules

Agency policies have been formulated to protect the client, the employee and the Agency. The following rules must be observed at all times. Failure to do so will lead to disciplinary action.

Confidentiality

It is the responsibility of team members to be sure that privacy protection is balanced with the need to share information in order to provide individuals with safe, effective care.

All discussion about clients should be consistent with the following guidelines:

- a) That the well-being of the client is always of paramount importance.
- b) That discussion relates to continuity of care/service with a view to facilitating the most appropriate care plan.
- c) That the sharing of personal information about the client will occur only when the use is reasonably consistent with and directly related to the purpose for which it was collected, and it is necessary to enable a public body to perform its duties.
- d) All information shared must remain in confidence with the team members and/or on a need-to-know basis with their agency colleagues.

What are the exceptions to confidentiality?

- 1) In situations as specified below, where information must be disclosed because it is required by law or by counselling ethics:
 - a) According to the Child, Family and Community Service Act, 1995:
“A person who has reason to believe that a child has been or is likely to be physically harmed, sexually abuse, or sexually exploited by a parent or other person, must promptly report the matter to the Ministry for Children and Families.”
 - b) Our agency must comply with any investigation of our clients conducted by the Ministry for Children and Families, with or without the client’s consent.
 - c) Harmful behaviour – information received regarding harmful behaviour such as threat of suicide or homicide will be reported to the appropriate authorities immediately.
 - d) Police investigations.
 - e) Subpoenas.
- 2) In intra-agency consultation and clinical supervision.
- 3) In collaborative planning and case management with service providers.

- 4) Files may be audited for accreditation purposes.

Violation of the confidentiality policy will result in disciplinary action up to and including termination.

Electronic Client Data Protection

All computers must be equipped with up to date anti-virus protection software.

All computers are to be password protected. Passwords are personal and confidential and should not be divulged except to the I.T. Support person, the Coordinator, and the Administration Office. Coordinators will maintain a list of passwords for their staff, and will provide this list to the Administration Office. All passwords are to be changed every six months, and passwords are not to be recycled.

Agency computers hold confidential information and as such need to be safeguarded from theft and misuse. When away from the computer briefly, password protected screen savers shall be used. Users shall log off and shut down their computers at the end of the day.

All agency email is to have a personalized signature attached, along with the confidentiality statement as follows:

"This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal."

Due to confidentiality concerns, staff should only communicate with clients via email at the client's request, and should not engage in therapeutic dialogue through email.

No client information should be saved on individual hard drives. ALL CLIENT REPORTS AND INFORMATION, INCLUDING DIRECT SERVICE UNIT TRACKING, ARE TO BE SAVED TO THE NETWORK DRIVE. The network computer is password protected and locked down, and the office has an alarm system to protect against theft. The network drive is to be backed up on an external hard drive monthly, and is stored off-site at the administrative office.

The agency internet and email system is meant for agency use only. All messages distributed via the agency email system are agency property. There shall be no expectation of personal privacy in anything that is created, stored, sent or received on the agency email system. Email and internet usage can be monitored without prior notification if the agency deems this necessary.

Video Tapes / DVDs of Clients

Only the first name and initial of the client is to be put on the tape/DVD. All tapes/DVD's are to be stored in a private, locked cabinet and are never to be taken out of the office.

All tapes/DVDs will be erased at the end of the counselling contract. In the event of a disclosure, the tape/DVD will be held in the client's file until the shred date.

Terminated Files

All files will be screened at termination and unsummarized notes, observations and impressions will be expunged.

Access to terminated files follow the same confidential protection rules of the Freedom of Information Act as the open files and therefore any requests for access will follow the same procedure. This includes files of deceased persons.

All terminated files will be kept in a locked filing cabinet and/or room for seven years or until the child has turned twenty-one years of age. At this point, the files will be shredded.

Upon dissolution of the agency, all Ministry for Child and Family Development files will be given back to MCFD for storage. All other client files will be shredded.

Professional Relationship

The relationship between a client and an employee should always remain a professional one. This includes: not discussing your personal problems with a client; not discussing Agency matters with a client; and not giving your home number to a client.

Counsellors must abide by the rules of their Professional Association and remain professional at all times. The Agency has adopted the Canadian Psychological Association guidelines.

Purchasing from or selling to a client is prohibited.

Conflict of Interest

Cameray Community Fund recognizes the right of employees, consultants and board members to be involved in activities as citizens of the community. However, employees, consultants and board members must keep their role as private citizens separate and distinct from their responsibilities to the organization.

Conflict of interest includes:

- situations where an employee's, consultant's or board member's private affairs or financial interests are in conflict with their work

duties, responsibilities and obligations, or may result in a public perception that a conflict exists;

- situations which could impair the employee's, consultant's or board member's ability to act in the public interest; or,
- situations where an employee's, consultant's or board member's actions would compromise or undermine the trust which the public places in the organization.

Employees, consultants or board members should not place themselves in a situation where they are reporting to a person who might benefit from or seek to gain special consideration or favour. The honesty and impartiality of employees must be above suspicion.

Employees, consultants or board members may engage in remunerative employment with another employer, carry on a business, or receive remuneration from public funds for activities outside their position provided that:

- it does not interfere with the performance of their duties to the agency;
- it does not bring the agency into disrepute;
- it is not performed in such a way as to appear to be an official act or to represent the organization's opinion or policy;
- it does not involve the use of the agency's premises, services, equipment or supplies to which the employee has access by virtue of their employment.

No employee, consultant or board member shall accept compensation or rewards from individuals or agencies because of the position they occupy. Money offered should be firmly but kindly refused. If the client or their family insists and the gift is of a minor nature, it may be accepted. If a problem arises, it should be discussed with the supervisor. No employee shall sell goods or services to a client or accept money or loans from a client.

Direct or indirect financial interest in the Agency's assets, leases, business transactions and professional services are prohibited.

Any employee, consultants, volunteer or board member found to be engaged in any of the aforementioned activities will be asked to sever all ties to the agency.

All contracts and business arrangements must be deemed to serve the agency and its clients' best interests and therefore must be pre-approved by the Executive Director.

Holding/Restrictive Behaviour Management Interventions

The use of isolation, locked seclusion, mechanical or chemical restraint with any client is prohibited.

In crisis situations where a child is at risk of harming themselves or another, as a last resort, manual restraint (i.e.: trained holding techniques) may be used until

the child is safe. When this occurs, the employee must be sure to monitor the client consistently for any signs of distress. Ensure that needs for water, food, toilet, etc. are continuously assessed and provided if and when it is safe to do so. The child is to be released as soon as it is safe to do so (the child is to be held no longer than 15 minutes if under the age of 9 and 30 minutes if older than 10, except when it is unsafe to do so). The parent/caregiver is to be called in. Session notes will reflect the incident.

Within 24 hours following the incident, personnel will debrief with the Co-ordinator and any other staff members involved in the incident, write a Critical Incident report (to be reviewed at the following Board meeting) and complete the Behaviour Management Guide. Where appropriate, a meeting will be held with the parent and/or child to debrief the situation.

If problems are identified with the child's behaviour, parents will be required to remain while the child is in session.

In the after-school programs, the child will be removed from the group to discuss their behaviour. Where appropriate, a Critical Incident report will be written and reviewed at the following Board meeting.

Accident/Injury/Emergency Reporting Procedure

In the event of an accident, speak to either the First Aid attendant on site, or the Occupational Health and Safety officer, as soon as possible. If alone, call 911 or seek medical attention.

All reports are to be filled out as soon as possible after an accident/incident. (Form 102 – Accident/Incident Report or Form 106 – First Aid Report) If WCB reportable, form WCB 7A will also need to be completed. The employer will file form R12 to WCB within three days.

It is the responsibility of each employee to report any suspected unsafe working conditions to the employer or Occupational Health and Safety officer immediately.

The Board of Directors should be notified of any serious accident or injury within three days of occurrence.

Once per month, the Occupational Health and Safety officers will address and investigate any reported accident or injury, including problem solving and follow up. Reports will be compiled and presented to the Board quarterly.

In the event of an emergency, the Executive Director will be responsible for contacting the Board, and any necessary authorities for Burnaby, New Westminster, Provincial and Federal Government authorities, as appropriate to the nature of the emergency.

Intoxication

An employee is not to consume alcohol or drugs, other than prescribed medication, prior to work or while on the job. Smoking in the office or while in a client's home is not permitted.

Preferential Treatment

Preferential treatment of members of the Board, personnel or consultants is prohibited. Relatives may be hired provided they are qualified and do not work within the same hierarchy of supervision.

Reporting

The employee must report any real or suspected child abuse. Any knowledge or information learned regarding harmful behaviour to one's self or others must be reported to the Co-ordinator first if possible, and then notify the proper authorities.

Documentation should also be completed if there is a change in the client's situation i.e. the birth of a child or a new address.

Dress Code

There is no formal dress code required for these positions, but it is expected that employees will remain professional at all times.

Use of Premises

The use of Cameray's premises is for authorized business use only.

Replacing Paycheques, T4's, etc.

For replacing lost or misplaced items such as T4's, cheques, etc., there will be a search and replace fee of \$25.

Documentation

File documentation (reports, logs, notes) is to be completed correctly and on time. This includes monthly statistics. Any upcoming paperwork due while on vacation or leave, must be completed prior to vacation or leave.

Media Relations Procedure

All media enquiries are to go directly to the Executive Director. Staff are not permitted to speak to the media.

Payment for Referral

Money, gifts or other gratuities will not be accepted for a referral to any Cameray program nor will staff do anything to expedite a referral out to another agency.

Harassment

Employees have the right to expect a harmonious environment. It is expected that the behaviour of staff members in the workplace will meet generally acceptable social standards. Employees, in their relations with other persons in the workplace, are to treat one another, supervisors, community representatives, clients or other persons with whom they have contact as a representative of Cameray, with respect and dignity. Staff members shall not engage in sexual harassment or any other form of personal harassment. There will be zero tolerance for prohibited harassment. Staff member includes any union or exempt employee, volunteer or student.

The following definitions will be used as a guide in dealing with allegations of harassment. Harassment by any employee in the workplace is a serious offence, and will be subject to disciplinary action up to and including termination. Should it be determined that an employee has knowingly made a false, frivolous, vindictive or vexatious complaint, they will be subject to disciplinary action.

The Canadian Human Rights Commission considers harassment to include:

- Unwelcome remarks, jokes, innuendo or taunting about a person's body, attire, age, marital status, ethnic or religious origins
- Displaying offensive or derogatory pictures
- Practical jokes which cause embarrassment or awkwardness
- Leering or other gestures
- Condescension or paternalism which undermines self-respect
- Any unwelcome physical, visual or verbal conduct

Procedure:

Employees who believe they are being harassed should take the following steps to prevent the recurrence of such harassment:

1. Make your disapproval known to the harasser immediately in the strictest of confidence and request that the offensive behaviour cease.
2. Keep a written record of the steps taken to alleviate the problem.
3. Should the harassment continue, bring the documented written complaint detailing the incident and efforts made to have the aggressor cease and desist to the attention of the immediate supervisor, or if this is inappropriate, another manager for investigation.
4. Should the immediate supervisor and/or other manager be unable to resolve the problem, the issue will be taken to the Human Resources Manager for resolution.
5. Following investigation, the complainant will be advised of the outcomes assuring them that the complaint has been taken seriously.
6. No documentation of unsubstantiated sexual or personal harassment will be maintained in individual personnel files. Proven allegations of

personal or sexual harassment including disciplinary action taken shall be documented and form part of the employees' permanent record.

Research Participation Policy

Cameray Child and Family Services does not conduct, participate in or permit research involving clients.

Private Practice

Employees in private practice shall not solicit or provide treatment services to past, current, or potential clients of Cameray.

Agency policy is not to recommend any specific private practitioner, but to suggest several sources such as BCASW private practitioners; BC Psychological Association; Red Book list of private practitioners.

Employees of Cameray Child and Family Services shall not, under any circumstance, refer to their own private practice.

Breaching of this policy will be referred to the Personnel Committee. Disciplining of employees in violation of these standards could include termination.

Privacy

All information about an individual is personal information, including, but not limited to, name, age, gender, social insurance number and date of birth.

We protect the personal information we collect and is only accessible by Cameray employees in the performance of their duties, persons to whom you have granted permission and persons authorized by law.

Fundraising

Cameray is committed to fundraising practices that respect donors' right to truthful information and to privacy. Cameray is committed to responsible management of the funds that donors entrust to the agency and to report our financial affairs accurately and completely.

Any employee of Cameray, or any special interest group planning to solicit funds on behalf of Cameray, must first submit a written plan to the Executive Director for approval.

All contributions are recorded, receipted and processed through Cameray's accounting system.

Cameray will respect the wishes of all donors who want their names and the amount of their donations to remain anonymous.

Fundraising campaigns do not involve clients, staff or volunteers without prior consent, in advertising or other solicitation.

When funds are solicited, donors are made aware of the way in which the money will be spent and Cameray will abide by its stated purpose.

In planning Fundraising campaigns, the administration costs must always be weighted against the projected donations and must be approved by the Board. All documentation required by the Charities Act will be followed. Should an outside contractor or consultant be used in fundraising activities, the Executive Director and the Board of Directors will establish a written agreement prior to using their services.

All fundraising materials shall accurately describe the intended use of donated funds.

An annual, comprehensive fundraising report will be developed and made available to donors upon request.

Cameray will follow the "Ethical Fundraising and Financial Accountability Code" guidelines of the Canadian Centre for Philanthropy.

Residential canvassing and telephone solicitation is not sanctioned by Cameray.

All revenues received will be deposited in the agency's bank account. Receipts will be issued for all donations of \$10 and above.

Standards of Client Service

Client Access to Case Records

Intake/Screening/Treatment/Service Plan

Critical Incidents

Client Rights and Responsibilities

Client Complaints

Punishment/Discipline of Clients

Case Records

Degree of Danger

STANDARDS OF CLIENT SERVICES

Client Access to Case Records

Based on the “Freedom of Information Act”, clients have the right to read their own file in the presence of their case worker. Where there is confidential information about others in the file, it will be removed before viewing, by the case worker.

Clients also have the right to insert a statement into their case records. If the employee inserts a response to the client’s statement, the client must be given the opportunity to review and respond to it.

At all times, Cameray will comply with all applicable privacy and disclosure legislation, both federal and provincial. In the rare case that it is determined that it would be harmful for a client to review his/her file, and applicable law provides no guidance, the Co-ordinator must review the file and approve this determination in writing with reasons for refusal. A qualified professional may review the file on the client’s behalf, provided that they sign statement that information determined to be harmful will be withheld.

Intake/Screening/Treatment/Service Plan

Each program will have an intake procedure and/or screening process. Where necessary, a waitlist procedure will be included.

A procedure for the service plan will include:

- A timeframe that does not exceed 30 days, unless in documented special circumstances.
- The signature of client and/or the parent/guardian for individual plans and clear evidence of client participation in group plans.
- Clear reference to assessment findings.
- Goals, services and outcomes. These must be precise, strength-based and indicate plans for timely resolution of the issues presented in individual services or the completion of the aims of the group intervention or education.
- A date for review, not to exceed 90 days. Reviews must indicate client participation by signature or other means and be dated. Changes or continuation must be noted.

Critical Incidents

Critical incidents are defined as new disclosures of abuse, disclosures of suicidal intention or attempts, or other incidents that threaten the safety of the clients or others. Critical incidents need to be reported to the appropriate authorities. These cases will be reported to a Co-ordinator immediately. The employee must complete all critical incident reports by the end of the working day. This must be done for all critical incidents, even if the incident has been dealt with by the time

it has come to our attention. A copy of the report will then be faxed to the Executive Director. Reports will be compiled and presented to the Board quarterly.

Client Rights and Responsibilities

Clients will be treated with courtesy, respect and dignity. All services delivered at Cameray are voluntary. Clients may refuse any services offered. Clients have the right to participate in decisions regarding their service.

In order for Cameray to continue to provide services, it is expected that:

- a) Clients be sober and drug free.
- b) Clients attend appointments consistently.

Clients who have a concern or complaint about the service are encouraged to speak to the staff member involved, or call the Co-ordinator.

Services are available Monday to Thursday between 8:30 a.m. and 7 p.m. and Friday, 9 a.m. and 3 p.m.

A copy of the Client Rights and Responsibilities will be reviewed with clients and a copy given to them. Where appropriate, this information will have to be effectively communicated to persons with special needs or language barriers (such as interpreters, verbal explanation for the visually challenged, etc).

Client Complaint Policy

Every formal complaint made about the agency, staff or programs will be documented and attempts will be made to resolve the issue. The complaint and the resolution will be forwarded to the Ministry for Children and Family Development. Unresolved issues will be forwarded to the Ministry, which will then be reviewed through the complaints process. For the purposes of this agreement, a complaint means: a statement relating an event where one is dissatisfied with our service, which could include issues such as fairness, being treated with dignity and respect, sensitivity towards cultural diversity, adequate communication and education, case planning, decision making, eligibility for services or access to services. A client complaint should be immediately passed on to the Program Co-ordinator. A copy of the complaint and decision will be placed in the client's file. A written response of the resolution will be sent to the client within 7 working days of receiving the complaint and will include an explanation of further steps, if necessary.

Punishment / Discipline of Clients

The following punishments or disciplining of clients are prohibited:

- corporal punishment
- the use of aversive stimuli such as electric shock devices
- interventions that involve withholding nutrition or hydration, or which inflict physical or psychological pain

- forced physical exercise to eliminate behaviours
- punitive work assignments
- punishment by peers
- group punishment or discipline for individual behaviour

In addition, the use of any intervention will be discontinued if it produces adverse side effects such as illness, severe emotional or physical stress or physical damage; and/or is deemed unacceptable according to prevailing community standards; and/or is ineffectual or detrimental to meeting service goals and objectives.

All staff will sign a statement that they are informed of this policy and will be included in the Personnel record.

Physical intervention is not usually implemented in the delivery of Cameray's services. Only when absolutely necessary, in the best interest of the client, and as a last resort, the need for physical intervention may occur. Where physical intervention is required, the intervention will involve the least amount of physical contact required. For example, simply moving close to a child, moving between two children or putting an arm around a child can be preventative in the situation. In the event that physical intervention was used, the parent/guardian will be called and a Critical Incident Report will be completed.

Case Records (Individual or Family)

Case records are confidential and will contain:

- biographical or other identifying information
- the reason for requesting or being referred to services
- the assessment
- the service plan, including mutually negotiated goals and objectives
- running record of contacts
- outcomes and satisfaction information
- copies and all signed, written consent forms
- description of services provided either directly or by referral
- routine documentation of ongoing services
- recommendations
- a closing summary entered within 30 days of termination

In addition, case files may contain the following:

- psychological, medical or psychosocial evaluations
- court reports, documents and any legal directives related to the service being provided
- financial information
- information about services provided by other organizations or service providers

- copies of all written orders for medications or special treatment procedures as applicable, and
- other information essential for delivering the service.

Only authorized persons can make entries into case records and all entries are:

- specific, factual and pertinent to the nature of the service and the needs and preferences of the persons served, and
- are completed, signed and dated by the person who provided service
- legible, kept up to date from intake through termination and contact entries are made within 24 hours of contact with the person served.

Progress notes or summaries are entered monthly for frequent or intensive counselling or treatment, i.e. Short Term Counselling; or quarterly for all other persons served.

All client records are to be kept in a locked filing cabinet and/or a locked room. Client records are to be kept in alphabetical order. If a file is removed from the cabinet, a file locator card will be put in its place until it is returned.

Client files are only to be accessed by authorized personnel and persons served (or the parent/guardian, as appropriate). In any other circumstances, such as a request for a file of a deceased client, the Co-ordinator must be notified and consult with the Executive Director as to the possibility, ensuring that we comply with applicable privacy and disclosure legislation. Consistent with the Limits to Confidentiality discussed with the client at the beginning of service, MCFD has access to copies of reports from client records if requested. The Social Worker is to make a direct request for the information about a client to the counsellor or Early Intervention Parenting Counsellor. The staff member will then discuss the request with the Co-ordinator and send a copy of the report to the Social Worker ensuring that it is marked as “confidential” information.

Files accessed by employees during Continuous Quality Improvement activities, such as Peer Record Reviews, must be respected as confidential.

Determining the Degree of Danger a Client Poses to Themselves or Others

If any employee becomes aware that a client is a threat to themselves or others, a Caution Alert Form will be filled out. This includes verbal threats to themselves or others, or physical threats to themselves or others. These will be treated as a critical incident, which procedure will follow. Limits of Confidentiality are reviewed verbally with the client in the first session, so they are made aware of our duty to warn.

If previous incidents are known, a Caution Alert Form will be filled out.

Training and Development

Team Meetings

Workshops, Seminars and Courses

TRAINING AND DEVELOPMENT

Team Meetings

Team meetings, which are held weekly, are a mandatory function of Cameray Child and Family Services.

Workshops, Seminars, and Courses

The Agency recognizes the need and value of having employees receive updated training and information in their field of work. Staff may apply for training when they meet the following conditions: they must have successfully completed their probationary period, their employment must be in good standing, i.e. not undergoing discipline, and the training must be authorized by the Co-ordinator.

Employees will be given 35 hours per year (pro-rated for part time) for staff development. **Out of this time, up to 14 hours (pro-rated for part time) may be used for self-care (see “Self-Care Time”).**

Funds for training will be decided annually, depending on the budget. Costs of meals during a course and other out of pocket expenses will be borne by the employee.

For in-service training, employees will be paid at their hourly rate for attending.

In the event that the Co-ordinator feels an employee needs further education in a particular area, and after collaborating with the employee, the Co-ordinator will find an appropriate training opportunity which will be paid for by the agency.

Attendance will be taken at all training events and staff are expected to attend unless granted permission from the Co-ordinator. Permission will be granted to those staff whom have recently already completed the training.

DIRECTORY

Camera Offices

Administration Office
4585 Hastings Street
Burnaby, V5C 2K3

604-291-7422
fax 604-291-0352

Burnaby Office
203 – 5623 Imperial Street
Burnaby, V5J 1G1

604-436-9449
fax 604-436-1990

New Westminster Office
#6 – 602 Seventh Avenue
New Westminster, V3M 2J3

604-520-0009
fax 604-520-6100

Emergency Numbers

Police / Fire / Ambulance

911

Kid's Help Line

604-310-1234

Ministry for Children and Families (after hours)

604-660-8180

INDEX

A

Accident	28
Accreditation	7
Administration Office	40
Administrative Assistant	7
Agency Programs	5
Agency Rules	23
Audit Committee	6
Automobile, Use of	11

B

Board of Directors	6
Breaches of Ethical Conduct	20
Burnaby Office	40

C

Case Records	36
Case Supervision	14
Certificate of Fitness	14
Chain of Communication	7
Child Victim Support Services	7
Client Access to Case Records	34
Client Complaint Policy	35
Client Data Protection, Electronic	25
Client Rights and Responsibilities	35
Code of Ethics	20
Collection and Release of Personal Information	21
Collective Agreement	10
Compliance	13
Conditions of Employment	10
Confidentiality	24
Conflict of Interest	26
Co-ordinator	6
Co-ordinator Evaluations by Employees	16
Counselling Team	7
Criminal Record Check	10
Critical Incidents	34
Cultural Competency	19
Cultural Traditions	14

D

Determining the Degree of Danger a Client Poses	37
Disciplinary Action	19
Documentation	29
Dress Code	29
DVDs of Clients	25

E

Early Intervention Parenting Program	7
Electronic Monitoring	12
Emergency Numbers	40
Emergency Reporting Procedure	28
Employee Grievances	20

Employment Equity	18
Employment Practices	9
Ethics	20
Executive Director	6
Expectations	10

F

Financial Committee	6
Funding	5
Fundraising	31
Fundraising Committee	6

H

Harassment	29
History	5
Holding	27
Hours of Work	13
Human Resources	7

I

Illness	13
Independent Contractors	7, 16
Injury	28
Insurance	17
Intake/Screening/Treatment/Service Plan	34
Internal Postings	15
Intoxication	28

L

Layoff Notice	21
---------------------	----

M

Management Team	7
Media Relations Procedure	29
Mission Statement	5

N

New Westminster Office	40
------------------------------	----

O

Office Communications	12
Office Manager	7
Organizational Structure	6
Outreach	16

P

Pay	10
Payment for Referral	29
Performance Reviews	15
Personal Use, Office Communications	12
Personnel Committee	6
Personnel Directives	14
Personnel Files	17
Personnel Legal Assistance Procedure	17
Personnel Satisfaction	16
Power Failure	21

Practicum Students	21
Preferential Treatment	28
Prevention of Violence	21
Privacy.....	31
Private Practice.....	30
Probationary Employees.....	15
Professional Relationship	26
Promotions.....	15
Punishment / Discipline of Clients	35

R

Relatives, Employment of	18, 28
Replacing Paycheques, T4's, etc.	29
Reporting	28
Research Participation Policy	30
Restrictive Behaviour Management Interventions	27

S

Self-Care.....	14
Sick Leave	13
Snow.....	11
Standards of Client Service	33

T

Team Meetings	39
Telephone Protocol.....	13
Terminated Files	25
Termination	19
Theft	12
Training and Development	38

U

USB port.....	25
Use of Premises	29

V

Vacation.....	14
Video of Clients.....	25
Volunteers.....	22

W

Weather.....	11
Working Alone	15
Worksafe BC	11
Workshops, Seminars, and Courses.....	39