

Community Connections Support Services New Employee Guide



We're glad you're here..!

Welcome! New employees represent an important opportunity to the whole support team at our agency. We benefit from your unique perspective and you come to us with an ability to move our services forward with new energy and ideas. Your thoughts and opinions matter; they are important to all of us. New employees ask the important "why not" kinds of questions that encourage us to try new approaches and ideas.

We welcome you to the team and look forward to working with you!



A bit about our history...

Community Connections Support Services was established in the summer of 1991 by Wanda Stoltz, its founding director. Wanda created Community Connections as a response to traditional services and focused our work on an emerging service area: increased meaningful community involvement for people who have a disability.

From our beginnings, providing community support services, our service delivery areas have branched out to include staffed living support services and home share support services. From an original support team of three employees in Kelowna, Community Connections has grown into an organization of approximately 50 employees and provides services in the East and West Kootenays.

Our mission statement, philosophy, and guiding principles focus on six simple, yet fundamental, touchstones that indicate positive supports for people.

Community Connections Support Services' Mission Statement: It Is We.

Community Connections Support Services' Philosophy:

It is we.

It is not us and them.

We assist people to eat.

We do not feed them.

We assist people to bathe, dress and get ready.

We do not bathe, dress and get them ready.

We go out.

We do not go on outings.

We go out with someone.

We do not take them out.

We ask people questions, give choices
and suggest.

We do not command, order or tell.

We are support persons who assist people
in their homes.

We are not group home staff.

We support people who live with challenges.

We do not work with the handicapped.

We assist people to get ready for bed.

We do not put them to bed.

It is we.

It is not us and them.



Our Guiding Principles:

To promote greater success in community living, we provide personalized services that are rooted in the following principles:

Choice, Voice, Respect, Relationship, Responsibility and Growth

1. **Choice:** We believe a person's needs and preferences must define the direction of their services.
2. **Voice:** We work to ensure that the people we support are heard.
3. **Respect:** We believe that there should be no barriers to respect.
4. **Relationships:** We facilitate healthy relationships to promote true community membership.
5. **Responsibility:** We believe that with the rights associated with community membership, people must accept the ensuing responsibilities
6. **Growth:** We believe in the principle of life long learning.

Structure and responsibilities...

Community Connections is a very "flat" organization meaning that we don't have a lot of levels of supervision and administration.

In each location where we provide supports, there is a Senior Support Worker who leads the team. Senior Support Workers are responsible for making appointments, financial management, and scheduling in addition to providing front line support. They are a wealth of knowledge and should help you with any concerns or support needs you may have.

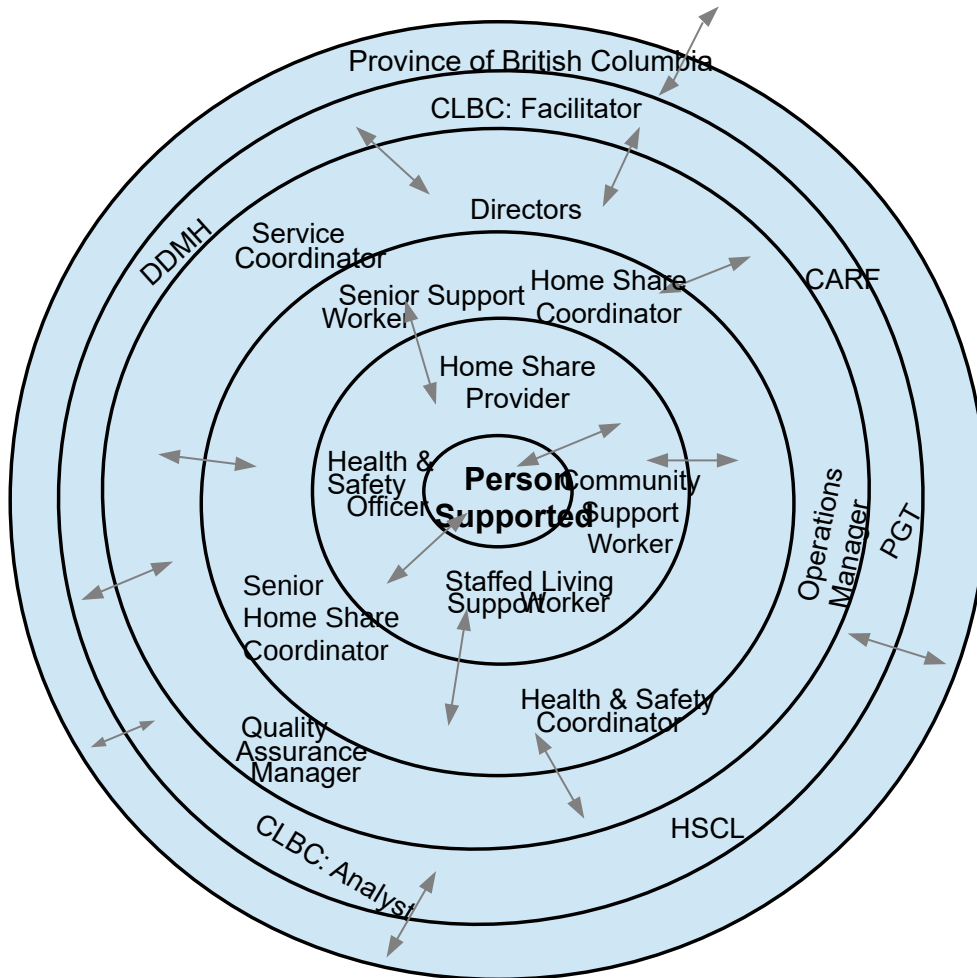
Each service area has a Service Coordinator who is responsible for the smooth running of the service and is available to support the teams around the people that we serve. Service Coordinators assist the Directors of Community Connections with administrative and supervisory duties and assist with projects that each team is working on in conjunction with the Senior Support Worker.

Your Service Coordinators are Emily Tidmarsh (Staffed Living and Community Support Services in the West Kootenays) and Shari Young (Staffed Living Services in the West Kootenays). Service Coordination for Home Share Services is Erica Simon-Cumming.

Erica Simon-Cumming is also responsible for making sure the agency stays on track and complies with all regulatory requirements as our Quality Assurance Manager. Joanne Walker is our Operations Manager and oversees payroll and record keeping and assists the Directors in agency operations. Emily Tidmarsh also leads the agency Health & Safety Committee and is our Health & Safety Coordinator. Finally, the Directors of the agency, Lindsay Peabody and Vivienne Prather view their function as making sure that we're all doing what we can to provide the best support possible.

You're part of a huge community...

It's important to recognize that the team that you're a part of is one piece of a giant support network. If you imagine the person or people you support at the centre of a series of circles, that person's support team (support workers, family, friends, etc) surrounds and supports them followed by Community Connections Support Services as a whole followed by the larger support systems of CLBC and the health system, your community that surrounds you, your city, region, province, etc.



Everyone has a vested interest in the well being of the person at the centre. You become a vital part of that team, but don't forget that there are lots of support systems in place to help.

All of these systems require communication, support and accountability to remain healthy and functioning.

Sometimes we'll ask for a piece of information that seems basic or redundant but the value is in providing that information to the larger support system surrounding the person at the centre.

What if there's an emergency?

We have detailed emergency policies and procedures in place. During On-Boarding, you will become familiar with our policy and procedures manual.

There are times when extraordinary things come up or you have forgotten how to do something, etc. Please feel free to contact the people below for assistance with the problem. We are a close knit group and willing to help when needed.

Also there are always people that you work with that are experts in their own right, regardless of an official responsibility for leadership at Community Connections.

Name	Contact this person about	Contact info
Lindsay Peabody	Director of Operations email: lindsay@commconn.ca	work: 250-491-2907 ext 2 toll free: 1-888-491-2907 cell: 250-421-7471
Vivienne Prather	Director of Strategic Management email: viv@commconn.ca	Work: 250-491-2907 ext 1 toll free: 1-888-491-2907 cell: 250-304-4521
Emily Tidmarsh	Community Support Service Coordinator & Staffed Living Support Service Coordinator email: anshulee@commconn.ca	Work: 250-491-2907 ext 4 toll free: 1-888-491-2907 cell: 250-777-2163
Joanne Walker	Operations Manager email: joanne@commconn.ca	Work: 250-491-2907 ext 7 toll free: 1-888-491-2907
Shari Young	Staffed Living Support Service Coordinator email: shari@commconn.ca	Work: 250-491-2907 ext 5 toll free: 1-888-491-2907 cell: 250-368-3674
Erica Simon-Cumming	Home Share Service Coordinator & Quality Assurance Manager email: erica@commconn.ca	Work: 250-491-2907 ext 6 toll free: 1-888-491-2907 cell: 250-908-2929

Terms of employment: So when do I get paid anyway..?

CCSS is funded primarily through our government contracts. We are currently contracting mostly with Community Living BC to provide our supports. As such, we receive monthly payment for the services we provide and pay our employees semi-monthly. Paydays are on the 7th and the 21st of the month and represent your earnings as follows:

Payday	Earnings
7 th of the month	16 th – Last day of the previous month
21 st of the month	1 st – 15 th of the current month

Employees complete a timesheet online (including mileage, if applicable). This gives us instant access to the hours that comprise your payroll and makes collecting it from various areas of the southern interior much easier. We will get you set up with an online timesheet (Tracker) to enter your hours.

Paystubs

We use an electronic payroll service (PayWorks). Their job is to take the hours that we give them and assign them to the proper departments, etc. They will take off statutory deductions (employment insurance, Canada pension plan and income tax, etc.) and deposit your pay directly into your bank account. They also issue a pay stub via email.

Please make sure you keep your email address up to date in our records.

Benefits, etc....

For new part time employees, holiday pay accumulates for you at the rate of 6% or the equivalent of 3 weeks per year. There are 13 statutory holidays per year and we pay a portion of your income from the previous month after you have completed your first 30 days of employment.

For full time employees, we offer an extended health and dental benefits package in addition to 3 weeks holiday pay (6%) after you have completed your probationary period and the waiting period for benefits (total of 6 months for brand new employees).

For any employee, we can deduct a portion of your income to be placed in an RRSP plan in your name with Manulife. For employees entitled to benefits (regularly scheduled at over 21 hours per week) and wanting to participate, CCSS will match up to 5% each pay. If you would like to establish a plan, please contact Lindsay.

Please refer to our policy and procedures manual for information on these and other benefits.

On-boarding – What you can expect during your first couple of months

On-boarding for new employees is designed to provide you with the knowledge and tools that you require to do your job successfully. We recognize that this takes time and are committed to providing you with opportunities to learn how to be successful.

Step 1: Orientation

This New Employee Guide provides you with information about Community Connections Support Services to help you understand the agency Mission, Philosophy and Guiding Principles, the agency's origin and the leadership structure. Basically, this guide should give you an idea of who we are, what we do and your place on our team. Your Service Coordinator will be able to answer any questions you may have about this guide and its contents.

Step 2: Competency Training

Many of the people that we support have complex care requirements and there is often a lot of detail that you will need to remember and integrate into your work.

You will be provided with a comprehensive and up to date list of duties specific to the support needs of the person(s) you will be supporting. Competency training is all about making sure you have the hands-on support and oversight that you need to learn the necessary skills needed to assist the people we support. As a result, our teams ensure that we have written and detailed 'routines' lists and care protocols for you to refer to while you are learning your job.

Additionally, you will be trained on how to use agency systems such as documentation and record-keeping systems, binder systems and financial management systems. Don't worry.....these are all designed to be easy-to-use.

So how do you develop the competencies necessary to complete your job effectively?

First you will have an opportunity to job-shadow your mentor. Your mentor is a person who is proficient at the job you have been hired to do and is the person who has been assigned to help you through this training. Initially, you will be able to observe your mentor complete tasks associated with your job so you have a good idea of how to do this well.

Then, you will have the opportunity to perform all necessary tasks yourself with the support and oversight of your mentor. Your mentor will coach you through this process so that you can feel confident in your abilities.

Step 3: Supplemental Training

Once you've got a handle on day to day activities, you'll be ready to complete your duties on your own. Your team and Service Coordinator are there to help you and answer any questions you may have along the way.

You'll find that there will be 'down times' during your day where there is little activity or demand on your attention. You can use these times to read through documentation on the person you support and policies and procedures.

Additionally, you will be given opportunities for training in some key areas. This Skills Training is delivered quarterly by CCSS management to all new employees and existing employees who need a refresher. The training is designed to identify and develop competencies necessary to complete specific work requirements and associated documentation. If you have any questions or would appreciate a bit more training, you can always speak to your Service Coordinator.

Being new...

There will, no doubt, be times where you will forget to do something and usually someone on the team will notice and gently remind you that it was missed. Please remember this is to help you get all of your "moves" down and not to nag or pester you! If you have forgotten how to do something, please ask! We've all been there!

Probationary period...

CCSS has a three month probationary period. This offers us an opportunity to establish a positive working relationship with you and for us to mutually evaluate each other. Towards the end of your probationary period, we will do an evaluation of your performance based on our collaborative evaluation process. This is your Probationary Performance Evaluation. Your supervisor will speak to you with further instructions on this process.

We ask that all employee documents are submitted to CCSS by the time you have completed your Competency Training during On-Boarding. Your supervisor will follow up with you if your employee documents are missing.

Policy and procedures manual...

With our commitment to continuous quality improvement, we implement new policies and procedures regularly.

It is a requirement of your job to read all policies and procedures as soon as possible. The CCSS Policy and Procedures Manual is available electronically. A link for access at home can also be sent to your personal email address.

If you have any concerns about the manual or its content, or suggestions for revisions, please contact your supervisor and they'll pass them along to Vivienne who's responsible for revisions.

Training and Professional Development

We're always looking for opportunities to learn new things and there are a couple of ways that we have facilitated training and professional development for our teams.

First, when possible, we look for team-based opportunities from local expertise in the areas of

health and behavioural supports that allow us to focus specifically on the supports that the people we serve get right at home. As such, we've had visits from the HSCL (Health Services for Community Living) nurse the DDMH (Mental Health) nurse as well as doctors and pharmacists visit our teams to talk about specific issues that we face as support workers.

If you have an area that you would like some education and support with, please let us know and we'll look into whether it might make for a great conference topic or local inservice.

In the meantime, we have a fantastic resource for everyone employed at the agency called Mental Health Ready (www.mentalhealthready.com).

On the site there are videos to educate and inspire and each employee at Community Connections Support Services is entitled to login to access them. Please see your supervisor for more details.

Also, please keep up to date on our website: www.commconn.ca

There is always lots going on in our online communities; take a look, and don't be shy about getting involved.

If you have ideas for items of interest that could be posted to the website you can always contact Erica.

Team...!

You are part of a team of support workers that are here to support the person you serve but also one another. We are awfully proud of the good work that we do.

In order to maintain welcoming and supportive home and community services, it takes a commitment from everyone on the team to healthy, functioning lines of communication.

Please take special note of our policy on Workplace Conflict Resolution and Lines of Communication (pp110).



Inevitably, interpersonal issues come up and it is important that you respect that person, yourself and others by directing your concerns first to the person concerned. If you can't work it out with them, it is imperative that you get assistance from a Service Coordinator, Lindsay, or Vivienne.

We want to make your work environment – which is often the home environment of the people we support! – a comfortable and supportive one.

Welcome to the Team!

Notes:

Reviewed/revised: 17 06 28
18 02 28
19 02 28
19 11 30
21 02 01
22 04 07
22 11 30
23 01 06
23 03 20
24 09 16
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