

# Compass/Boussole/Akii- Izhinoogan Policy Review

SAP- NEW STAFF  
INITIATION



# Compass/Boussole/Akii-Izhinoogan

- Compass provides mental health, developmental and community services for children, youth and families.

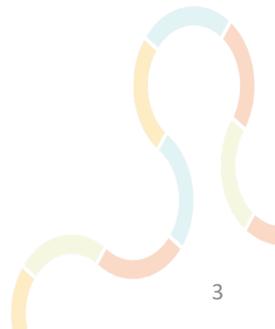
## Mission

- To provide for a continuum of mental health services for children, youth and their families with a focus on treatment, and to advocate for mental health, prevention and promotion.



# Policies to be reviewed

- General Administration
- Health & Safety
- Human Resources
- Finance
- Best Practices



*Compass  
General  
Administration  
Policies & Guidelines  
Manual*

SECTIONS

GENERAL

INFORMATION AND TECHNOLOGY

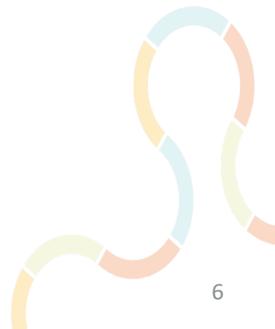
- STAFF IDENTIFICATION
- NEW/REVISED POLICIES, PROCEDURES, FORMS  
APPROVAL & IMPLEMENTATION PROCESS
- RECORD RETENTION

General



# Staff Identification

- Compass policy states that in order to carry out job functions, nametags, business cards or ID cards will be provided for staff
- For SAP workers:
  - Identify yourself, first name only
  - Identify your role
  - Identify the program
  - Provide Program Coordinator's business card (if needed)



# New/revised policies, procedures, forms approval & implementation process



All of Compass policies will align with all laws and regulations from:

- Federal government
- Provincial government
- Municipal government





# Record Retention

The purpose of a record is to document the business processes carried on by Compass based on legal requirements.

Type of Record	Access	Responsibility	Location of records	Retention period	Destruction
Employee records and information	Employee Employee's Manager Executive Secretary HR	Executive Secretary HR	Active personnel files are located in the office of the Executive Secretary of HR's office under lock and key.	At least three years after termination of employment.  Recruitment files 1 year	Must be shredded and disposed of properly after the retention time but no current legal requirement exists.  Human Resources shall personally shred or deposit employee information in the secured shredding containers.
Client records	Assigned Clinician Assigned Clinical Manager Assigned Secretary Director of Clinical Services IT End User Support Data Analyst (for audit and quality assurance purposes) Director of Systems Management and Quality Executive Director  Audit personnel in special circumstances (e.g. accreditation, MCYS visits)	Director of Clinical Services	Active clinical files Hard copy records are stored in a central locked area in each site.  All client files active and closed are stored electronically in the Central Information Management System (CIMS)  Closed clinical records (hard copy) in a central file storage room/archived file room.  For Psychology, the raw data shall be stored separately in a secured office within the Psychology Department, secured in the same manner as closed clinical records.	Clinical Records retention schedule CFSA Legislation and Health Disciplines Legislation and Regulations for Psychologists. All non-residential clinical files shall be retained for ten (10) years after the child's 18 <sup>th</sup> birthday. CFSA Residential Services Licensing Requirements All resident's files shall be retained for twenty-five (25) years after the last entry in the record or for five (5) years after the death of a resident. Youth Criminal Justice Act (YCJA) Legislation All Young Offender clinical files shall be retained for ten (10) years after the child's 18 <sup>th</sup> birthday. Transfer-payment agencies shall follow the CFSA guidelines for retention and disposal (YJS Manual Standards 0504-03 pg.2).	Destruction of files The Director of Systems Management and Quality or designate shall: <ul style="list-style-type: none"> <li>conduct an annual review of the closed clinical records to identify the records to be destroyed in accordance with the applicable retention schedule;</li> <li>have removed from the central file system the files that meet the criteria for destruction and compile a list of the files to be destroyed;</li> <li>ensure the retention date and the destruction date are recorded in the electronic clinical database according to clinical records retention schedule;</li> <li>authorize the disposal of records in compliance with Disposing of PHI of the Clinical Policy Manual.</li> </ul>

# Information and Technology

- EMAIL
- INFORMATION SYSTEM PROTECTION
- USE OF CENTRE TECHNOLOGY
- WIRELESS AND CELLULAR TECHNOLOGY
- SWIPE CARDS
- WORKING FORM HOME AND/OR OFF-SITE



# Email

- Confidentiality of clients is paramount, and as such staff will guard against unauthorized access to client sensitive information
- Any messages and information sent by an employee via its electronic network reflects on the agency
- Employees may not disclose any confidential or proprietary agency information
- An investigation of e-mail accounts may be completed by the IT department at the request of Senior Management in accordance with PIPEDA laws



# Information Systems Protection

The purpose of this policy is to protect staff, clients, vendors, community partners and to ensure that agents of Compass have access to reliable, robust IT resources that are safe from unauthorized or malicious use



# Use of Centre Technology

- The use of computers and other electronic devices, the internet and email are all essential and valuable research tools and resources
- Compass provides limited and conditional access to the hardware, software and Internet for personnel and to a limited extent, clients



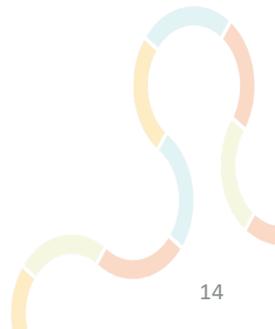
# Wireless and Cellular Technology

- Compass ensures that any additions to the wireless infrastructure comply with proper security protocols
- Compass recognizes that wireless networks can pose a threat to confidentiality and personal information if the correct security measures are not taken
- SAP sites each have a cell phone that is in the possession of the lead hand. This cell phone is to be utilized by staff to communicate with clients.



# Swipe Cards

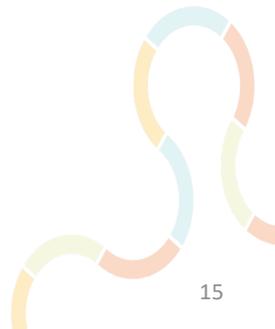
- SAP staff will have access to a swipe card, which is a tool used to gain access to the Compass building as well as certain rooms/areas within the Compass building.
- When working on their designated weekend, SAP staff will pick up their swipe card at the beginning of their shift on Friday and return it at the end of their shift on the following Sunday.





# Working from Home and/or Off-Site

- Client related information and other Centre propriety information must be protected and all confidentiality provisions strictly adhered to in accordance with all Privacy and Confidentiality policies
- Manager approval is required for an employee to work from home or from an outside location



# *Compass Health and Safety Policies & Guidelines*

## SECTIONS

OCCUPATIONAL HEALTH AND SAFETY (OHS)

## *Manual*

FIRST AID REQUIREMENTS

REPORTING ACCIDENTS, ILLNESSES AND INJURIES

EMERGENCIES

WORK STOPPAGE

SAFETY AND SECURITY DURING CLIENT CONTACT

PANDEMIC PLANNING



# Occupational Health and Safety (OHSA)

All employees shall:

- exercise consistent and continuous efforts to create and maintain a safe workplace to minimize and/or prevent occupational injuries and illnesses
- have the right to the protection of their physical and emotional health, of their professional and personal integrity
- have the right to access a process of immediate support if at risk or injuries are sustained



# First Aid Requirements

Compass shall abide by the first aid station and first aid attendant requirements specified by Regulation 1101 of the Workplace Safety and Insurance Act (*WSIA*)

Leads will share this responsibility in SAP



# Reporting Accidents, Illnesses and Injuries

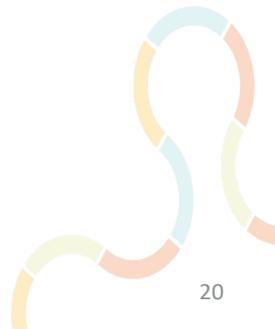
All Centre employees must cooperate with the combined effort to report any accident or incident during working hours (no matter which location and how slight the injury) that result in a work-related injury or could cause a disabling injury as required by the *OHSA* and the *WSIA*



# Emergencies

Compass will make reasonable efforts to ensure its employees are prepared to address predictable emergencies by:

- providing appropriate emergency response equipment
- developing and maintaining appropriate emergency plans for its employees and clients
- supporting their application by adequately training its employees

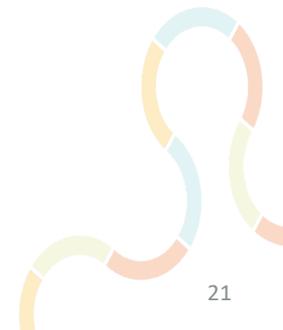




# Work Stoppage

Compass employees have the right to refuse work if they feel their health and safety or that of other employees or clients are threatened by existing working conditions.

The Centre will investigate such refusals to work promptly and as prescribed by the *Occupational Health and Safety Act (OHSA)*





# Safety and Security during Client Contact

The health and safety of all employees is paramount when in contact with clients. All staff must exercise their professionalism, skills, and above all else, their common sense when dealing with situations that may pose a risk to their safety.

Employees have the right to work in an environment that is free of aggression. The Centre maintains zero tolerance for behaviour by either clients or staff that creates an intimidating, aggressive or assaultive environment



# Pandemic Planning

The purpose of the Centre's Pandemic Plan is to:

- protect the health and safety of staff and clients to the best of our abilities
- minimize the impact on services by implementing infection prevention and control measures to assist staff in dealing with a communicable disease pandemic event

# *Compass Human Resources*

## SECTIONS POSTING AND SELECTION COMMENCEMENT OF EMPLOYMENT PERFORMANCE MANAGEMENT PERFORMANCE APPRAISALS SALARY ADMINISTRATION

## Guidelines

BENEFITS

LEAVE OF ABSENCE WITHOUT PAY

UNABLE TO ATTEND WORK DUE TO ILLNESS

STAFF TRAINING AND DEVELOPMENT

HOURS OF WORK/ATTENDANCE

EMPLOYEE CONDUCT

EMPLOYEE RELATION



# Posting and Selection

Compass recruits its employees by applying a standardized, competitive and equitable process

In the case of bargaining unit employees, respect to the provisions of the Collective Agreement

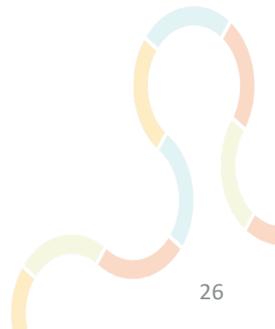
Posting and selection process shall determine if bargaining unit employees qualify for staff vacancies before Compass considers external candidates



# Commencement of Employment

Compass ensures:

- the conditions of employment are clear to all new employees
- that they are suitably oriented to their new positions
- that they understand the probationary status of their new employment





# Performance Management

The management of any employee's performance is a responsibility shared between an employee and her/his Manager

Compass addresses performance deficiencies among its employees without delay, with performance management, in a manner that is consistent with all employees and in accordance with the Centre's Collective Agreement



# Performance Appraisals

Subsequent to their probationary periods during which time performance is appraised as per Section 3.3.4, all Centre employees shall participate in the appraisal of their performance at a minimum of once every two (2) years (biennial) based on hours worked.



# Salary Administration

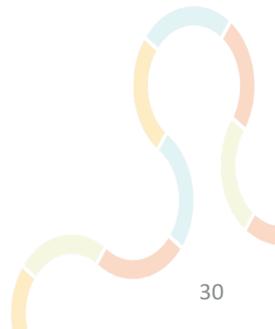
Bargaining Unit employees shall be paid in accordance with the salary scale outlined in the Collective Agreement

When promoted or transferred to a more senior job classification the employee shall be paid at the first step of on the wage scale for the higher classification that shall provide an increase of at least 5% or the maximum, whichever is lesser



# Benefits

Part-time employees who have completed 348 hours of work shall receive in lieu of all fringe benefits an amount equal to twelve percent (12%) of their regular straight-time hourly rate for all straight-time hours paid





# Leave of Absence Without Pay

Compass will, to the best of its ability, grant personal leaves of absence without pay by considering the impact of the leave on operations and the reasonableness of the request

Each request will be considered on an individual basis and the Collective Agreement applies to Bargaining Unit employees



# Unable to attend work due to illness

- When an employee is unable to attend work because of illness, said employee must call in to the Program Coordinator giving as much notice as possible prior to the beginning of their shift.
- SAP employees, as part time employees, do not receive pay for days that a staff has called in due to illness.



# Staff Training and Development

Compass is committed to maintaining a workforce that is sufficiently skilled to meet the diverse and evolving needs of its clients

Three different types of training for its eligible employees:

- mandatory training
- core service training
- optional training



# Hours of Work/Attendance

- Scheduled shift minimum 4 hours
- 30 minute lunch is mandatory for full day
- SAP staff do not exceed 18 hours per weekend (unless approved by supervisor/manager)
- Employee attendance is maintained by recording, monitoring and following up on absenteeism on a consistent basis



# Employee Conduct Policies

- Whistleblower
- **Conflict of interest**
- **Confidentiality**
- Centre Property
- Acceptable and Unacceptable Behaviours or Conduct
- Employee Recognition
- Investigation
- Discipline
- Reporting Alleged Client Abuse by Centre
- Investigations of Allegations of Child Abuse and Professional Misconduct



# Employee Relations

- Compass human resources is the prime and vital component that delivers its services
- Compass shall ensure a consistent and fair approach to all activities related to the administration of the Collective Agreement, collective bargaining, grievances, arbitration and all other relations with its employees
- All employees are encouraged to express their concerns to their Manager in a respectful and professional manner

*Child and Family  
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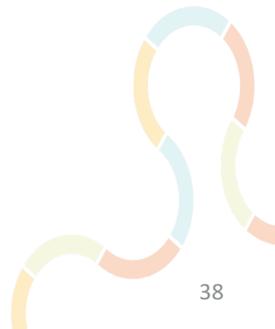
SECTIONS

PAYROLL



# Payroll

The Centre processes payroll on a bi-weekly basis with data generated by staff entries into the web based time sheeting software (Enterprise).



# Supervised Access Program

ARRIVAL AND DEPARTURE

VISITS AND EXCHANGES

PHOTOGRAPHY AND USE OF ELECTRONIC DEVICES

DANGEROUS OR UNSAFE PLAY/BEHAVIOR

OBSERVATION NOTES

# Supervised Access Program

SUPERVISED ACCESS CENTRES PROVIDE A SAFE, NON-THREATENING, CHILD-FOCUSED, NEUTRAL

ENVIRONMENT FOR VISITS AND EXCHANGES BETWEEN CHILDREN AND NON-CUSTODIAL PARTIES WHERE THERE IS A CONCERN FOR THE SAFETY OF THE CHILD AND/OR THE ADULTS

USING THE ACCESS CENTRE



# Arrival and Departure

- Arrival and departure times of the custodial and non-custodial parties are staggered by a period of at least fifteen minutes.
- Facilities and staffing are arranged so that visual and physical contact between the custodial and non-custodial party does not occur.



# Visits and Exchanges

- All visits/exchanges are held on site.
- At least two fully trained staff are on site at all times.
- At least one staff person is in the visiting area at all times.
- At least one trained staff monitors the incoming and outgoing parties and children.
- During visits, staff supervise all parties and children in an unobtrusive manner by placing themselves strategically around the visit area to ensure that they are always within hearing distance of conversations and always able to view the visit.
- Staff record factual observations of the party, child(ren) and other adults/guests (if any) in the Observation Notes.



# Photography and Use of Electronic Devices

- Devices that have audio or video recording capacity are **NOT TO BE USED** in the visiting room. These devices include, but are not restricted to: cell phones, smart phones, pagers, tablets and personal laptop computers.
- Exceptions may be made for photographic purposes, for example, digital cameras in still photo mode only
- Due to confidentiality issues, no Centre personnel or unauthorized individuals/families are to be included in any photographs taken inside of the Centre.
- Staff take all photographs for participants to ensure that confidentiality is protected and that recording capabilities are turned off.



# Dangerous or Unsafe Play/Behaviour

- Staff intervene when a party and/or child are using gym or play equipment in an unsafe manner.
- If children are fighting or engaging in play fight
- If a child is being verbally or physically aggressive toward the visiting party.
- Inappropriate conversation between Party and Child
- Where Physical Discipline has Been Employed
  - Staff intervene IMMEDIATELY if physical discipline has been employed.
  - Staff terminate the visit.
- The Centre does not permit “violence –oriented” toys, this includes water guns.
- It is recommended that Centres rotate staff with families



# Observation Notes

- Observation notes should contain facts and accurate detail of the visit. Notes do not include opinions or recommendations.
- Notes are handwritten by staff who directly observe interactions.
- Notes should always be in the past tense.
- Every observation note is read and signed by an alternate staff to ensure accuracy.

