

CVS POLICY & PROCEDURE MANUAL

1.1 Introduction

Welcome to the Community Ventures Society (CVS) Policy & Procedure Manual. It provides general context, background information and policy direction, as well as practice standards, and in some cases, detailed procedures. Here is how it is organized:

- ? Section 1 is an overview of how the manual works and its legislative and historical context.
- ? Section 2 outlines the leadership and governance context, including mission and values, organizational chart and a summary of the board governance model.
- ? Section 3 provides general operational policy, practice standards and procedures that apply to all CVS operations.
- ? Section 4 provides specific operational policy, practice standards and procedures that apply to Health and Safety.
- ? Section 5 provides specific operational policy, practice standards and procedures that apply to Service Delivery for both children and adults.
- ? Section 6 provides specific operational policy, practice standards and procedures that apply to Human Resources.
- ? Section 7 provides specific operational policy, practice standards and procedures that pertain to Finance.
- ? Section 8 provides specific operational policy, practice standards and procedures that apply to Buildings, Property and Assets.
- ? Section 9 contains resources such as copies of key pieces of legislation, the Collective Agreement, and a Glossary.
- ? Section 10 contains copies of forms needed to implement operational policy, practice standards and procedures.

The manual has both internal and external foundations. The internal foundations include the history, mission and values of CVS – what we do and why we do it. The external foundations include the acts and regulations that we are required to follow; the contracts and standards associated with our funders; and CARF accreditation requirements. This manual integrates and builds on these various foundations to develop a complete policy context and practice guide.

1.2 Purpose

This manual communicates the expectations and requirements affecting staff, volunteers and practicum students, and where applicable contracted service providers delivering services and programs at CVS. As a CVS staff member or volunteer, you are expected to be familiar with and follow this manual, and be able to use it as a reference tool. It is your main guide in the work you carry out on behalf of the Society. Its objectives are:

- ? To improve the level of competence, knowledge and confidence of CVS staff/volunteers, contractors;
- ? To ensure the safety and well being of consumers using CVS services;

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1.2 Purpose - continued

- ? To improve the quality and consistency of the experience of consumers and families using CVS services; and
- ? To satisfy external requirements associated with CVS funders, CARF accreditation, and the families/consumers being served.

1.3 Terminology

In this manual, we use several common terms in specific ways. Here are some of the most important ones:

Adults, individuals, participants or self-advocates are adults with developmental disabilities who are receiving services or supports from CVS.

Children/Youth are children or youth with special needs who are aged birth to 19, and are receiving services or supports from CVS.

Families are the parents or other relatives of adults or children receiving services or supports from CVS. For adults, families can also include members of the individual's support network or a Representative under Adult Guardianship legislation. For children/youth, families may include foster families.

Consumers are the people receiving support – this can include adults, children/youth, and their families. Other terms used for consumer include client, individual served, program participant, individual receiving support and resident.

Contracted Caregivers or Caregivers are contractors who provide services or support for consumers on behalf of and under contract to CVS.

Community Members are people who live in the communities within which service is provided.

Staff refers to people who are employed by CVS. They include management team members, administration staff and program employees.

Volunteers are people who work for CVS for no remuneration.

Policies are value-based statements of what is important and why. They are rooted in the mission and values of the organization, and/or external requirements such as legislation or funding contracts. They reflect the direction to be taken and provide guidance and information in situations requiring discretion, judgment, or choosing amongst alternatives.

Practice Standards are actions required in order to implement policy. They provide the “how-to” for putting a policy into practice. They are objective requirements or expectations that can be measured or demonstrated.

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1.3 Terminology - continued

Best Practices are good ideas - recommended or optional actions or approaches that can result in an exemplary level of service that exceeds policy requirements. Best practices tend to be less objective than practice standards and more likely to require discretion or judgment.

Procedures prescribe specific and detailed instructions, such as steps to be followed, forms to be completed or reports to be written. They provide additional guidance for completing many day-to-day tasks.

You are expected to know and use these terms appropriately. The Glossary in Section 9 has definitions for other, less commonly used terms.

1.4 Structure of the Manual

This is the main manual for CVS – it includes or references everything you need to know in terms of policy, practice and procedures. A copy is located at every program site. The other manuals you may also need to be aware of are:

- ? Operations Manual in every Program Site
- ? Job Descriptions and Performance Review Manual
- ? Hiring and Posting Manual
- ? Board Governance Manual
- ? Emergency Response Manual

The Policies, Practice Standards and Procedures Sections are organized in a consistent format that is designed to be user-friendly and easy to amend over time. The format is:

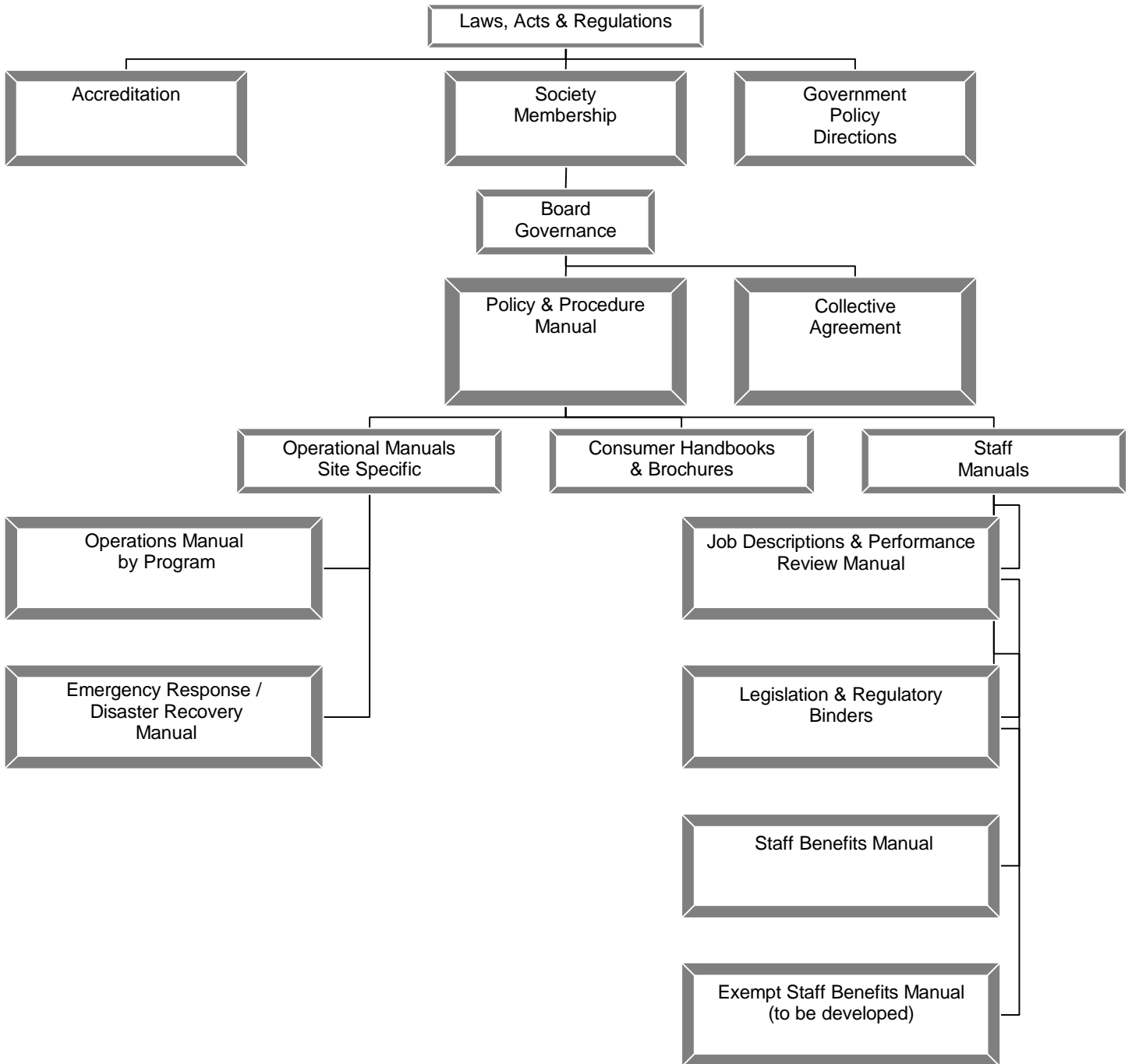
Policy Area	Which section of the manual it is in e.g. Section 1 Overview; or Section 7 Finance.
Policy # Policy Name	The section and sub-section number. The name of the policy.
Group	Who the policy applies to e.g. Management Team, All Staff, Administration Staff, Program Employees, Volunteers, Contracted Caregivers.
Purpose	The reason for the policy – why we need it and what it is supposed to accomplish.
Policy Statement	The actual policy – a value-based statement of the “what” and “why” of what we do.
Practice Standards	The “how” of what we do. Actions and activities required to put the policy into practice. This section may also contain Best Practices, which are optional practices.

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Policy Audit	Information about when the policy was developed/revised and who is responsible for its implementation and regular review. Also includes references, which include the foundations for the policy, such as the CVS Bylaws, the MCFD contract, previous policies or a piece of legislation; or forms required, or related documents.
Procedures (Optional)	Some sections have Procedures at the end. These are specific, detailed instructions for completing day-to-day tasks.

The chart on the following page shows the relationships in the CVS governance and policy environment, and how this manual fits in.

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1.5 Legal Requirements

CVS and its programs, services and staff/volunteers are governed by the laws of British Columbia and Canada, and by the ministries and agencies that administer those laws. Laws, regulations and government contracts, standards and policies MUST be followed, and always override anything in this manual. The legal requirements affecting CVS are listed below, organized by the same headings as the policy sections of this manual. Summaries are provided for the most important ones. All such requirements are integrated into the policies, practice standards and procedures in this manual. For more details, go to the referenced websites or the CVS Executive Director.

Section 2: Leadership

Society Act

The Society Act governs non-profit Societies in B.C. It covers how a Society is set up; how it can change its Constitution or By-laws; what Board members are accountable for; Board elections; annual general meetings; and financial and reporting requirements.

Section 4: Health & Safety

Community Care Facilities Act and Adult Care Regulations Child Care Regulations

All CVS residential services are unlicensed personal homes and are unregulated and not inspected by the Ministry of Health. However, the Regulations covering areas such as staff qualifications, health and safety, accessibility, record-keeping, care-planning, medication storage and administration provide guidance on how CVS meets these individual needs. A copy of the Regulations is available Ridgeway Avenue office.

Workers Compensation Act

The Workers Compensation Act sets out occupational health and safety requirements. It applies to everyone involved with CVS programs and facilities. A complete copy of the act is located in the Ridgeway Office or on the internet at www.qp.gov.bc.ca/statreg/stat/W/96492.00.htm

Fire Regulations

All CVS facilities must comply with provincial and municipal fire regulations. Fire safety, including equipment checks and fire drills, are included in the CVS Occupational Health and Safety Program. CVS facilities are inspected regularly by the municipal Fire Inspectors to ensure compliance with fire regulations.

Pharmacy Act

All programs are required to comply with the Pharmacy Act with regards to the dispensing of medications including documentation, and the storage of medications. Regular medication reviews with the designated Pharmacist in all residential services are required.

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1.5 Legal Requirements - continued

Criminal Records Review Act

The CRRA requires that CVS conduct criminal record reviews on all staff, volunteers and caregivers working with children. These reviews are done by the Provincial Criminal Records Review Program of the B.C. Ministry of Public Safety and Solicitor General.

Section 5: Service Delivery

Privacy

Freedom of Information and Protection of Privacy Act

The FOIPP Act is designed to protect citizens' rights to privacy and access to their own personal information when dealing with public bodies. Although CVS is not a public body and so is not directly governed by the Act, it delivers services on behalf of MCFD, which is a public body. We collect and keep personal information about consumers in order to deliver these services, and parts of those consumer files actually belong to MCFD.

Personal Information and Privacy Act

CVS is governed by the new PIPA, which requires businesses and organizations to adhere to similar standards when dealing with the personal information of consumers. CVS follows fair information management practices as set out in the two Acts. This means:

- ? Only collecting personal information that is needed to provide the service;
- ? Explaining to consumers why the information is being collected;
- ? Using information only for the purposes for which it was collected;
- ? Only sharing personal information with others with the permission of the person from whom it was collected;
- ? Making reasonable security arrangements to protect personal information; and
- ? Giving reasonable access to information to the person about whom it has been collected.

More information on privacy and information issues is available from the B.C. Information and Privacy Commissioner at www.oipcbc.org.

Ministry for Children and Family Development (MCFD) Contract Requirements

CVS provides most of our services under contract with MCFD. The Executive Director negotiates these contracts and is responsible for the expenditure of funds and delivery of services accordingly. The "Client Services Agreement" is an over-arching contract for a group of programs, e.g., Training and Support or Residential Services, and outlines general ministry and contractor provisions. The "Component Schedule" is a service-specific contract and outlines the Desired Outcomes, Program Deliverables, Reporting Requirements, and Funding for a particular program. You should be familiar with the component schedules for the programs you are involved with.

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1.5 Legal Requirements - continued

Section 5: Service Delivery - continued

Ministry for Children and Family Development Policies and Program Standards

Component Schedules reference certain Ministry Program Standards, such as Guidelines for the Use of Behavioral Techniques, Residential Services Standards or Principles of Service for Adults with Developmental Disabilities. These are created by MCFD, and apply to the services being delivered under the Component Schedule. CVS must comply with these Standards, most of which are incorporated into this Manual. These Standards are revised by MCFD from time to time. They are available on the Ministry's website at www.mcf.gov.bc.ca or at the Ridgeway Avenue office.

Once CVS completes the CARF accreditation process in 2004, program monitoring will be a function of "re-accreditation" every one to three years. Ministry social workers also play an ongoing monitoring role through program reviews. Informal monitoring and feedback is conducted by the Board of Directors, families and the community at large.

B.C. Human Rights Code

CVS is required by law and by its contract with the Ministry to operate within the framework of the B.C. Human Rights Code. The Code protects all citizens of B.C. from discrimination on the basis of several grounds, including sex, age, race, sexual orientation and physical or mental disability. It is intended to promote a climate where all people are equal in rights and dignity; prevent discrimination on a number of grounds; and provide for a means of redress for people who have been discriminated against. It establishes a tribunal to oversee the legislation. The tribunal accepts and resolves human rights complaints through mediation and/or hearings. For more information, including how to make a complaint, go to www.bchrt.bc.ca

Canadian Charter of Rights and Freedoms

The Charter is part of the Constitution of Canada. It guarantees certain legal, democratic and equality rights to all citizens.

Child, Family and Community Service Act

The CF&CS Act creates the authority for MCFD to fund and deliver programs for children, youth and families, setting out guiding and service delivery principles for how this will be done. It also creates the authority for MCFD staff to protect children and support families to protect children.

Adult Guardianship Legislation

The Adult Guardianship Act and Regulations, and related legislation (The Representation Agreement Act, the Health Care (Consent) and Care Facility (Admission) Act, and the Public Guardian and Trustee Act) are designed to promote adults' rights to self-determination, and provide support and protection to those who are vulnerable to abuse or unable to make their own decisions. The legislation is administered by the Office of the Public Guardian and Trustee of B.C. Adults who are

1.5 Legal Requirements - continued

Section 5: Service Delivery - continued

not able to make decisions about their own legal, financial, health care and/or personal affairs can name someone else to do so on their behalf through a Representation Agreement and/or a Consent to Health Care. This person is called a Representative. For more information on the role of the Office of the Public Guardian and Trustee, including guides on completing the Representation Agreement and the Consent to Health Care, go to www.trustee.bc.ca

Multiculturalism Act

CVS is required to operate with the framework set out in the Multiculturalism Act. The MCFD contract requires that we demonstrate an understanding and commitment to cultural competency and ensure that the principles and practices of cultural competence are incorporated into service delivery. This means considering the needs of the diverse community when designing and delivering programs, and being sensitive and responsive to the multicultural reality of B.C. For more information and resources about multiculturalism and anti-racism, go to www.mcaaws.gov.bc.ca

Section 6: Human Resources

Employment Standards Act

The Employment Standards Act and Regulations set out the basic rules for wages and working conditions in B.C. They also define who is an employee and who is a contractor, which is important in programs that are delivered through contracted caregivers. The CVS Collective Agreement supercedes the Employment Standards Act for unionized staff. For more information, go to www.labour.gov.bc/esb.

Labour Relations Code

CVS is required to be a member of the Community Social Services Employers Society (CSSEA), which is the legislated bargaining agent for CVS. CVS employees are members of and represented by the Canadian Union of Public Employees (CUPE).

Section 7: Finance

Canada Customs and Revenue Agency

CCRA administers areas such as remitting tax, EI and CPP contributions on behalf of employees, issuing T-4 slips, and collecting G.S.T. It also requires compliance with the rules for charitable status, which CVS has.

Provincial Sales Tax Act

CVS must collect and remit P.S.T. when selling products.

Section 8: Buildings, Property & Assets

Building Code

All CVS facilities are leased. The responsibility for meeting municipal requirements are those of the Owners.