

# Section II

## Part 1

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### When You Join the CLS as an Employee

#### New Employee Orientation Meeting

After you have been hired, you will be contacted by Employee Services to attend a New Employee Orientation Meeting at the Administrative office. This will offer us an opportunity to welcome you personally to the CLS and to go over your Employment Agreement and package of materials with you which includes:

- Information pertaining to the legislated basic employment requirements you agree to meet as a condition of your employment with the CLS. These requirements are legislated because they are deemed necessary to help ensure the maintenance of basic health and safety standards for the individuals we support and yourself. You will be asked to bring these documents to the meeting.
- Information about what the CLS offers you immediately upon your hire. These include an Employee and Family Assistance Program, a discount at a Fitness Facility and your introduction to the Learning and Education that the Community Living Society offers. You will start this program through your attendance at our “CLS: A Way of Thinking” seminar.
- Forms for Finance, a Direct Deposit form and TD1 forms that require your signature. You will be requested to bring a voided cheque or a printout from your bank to the meeting so direct deposit of your paycheque can be arranged.
- General information about the Community Living Society as an organization, its Values, involvement of families and networks, the services provided, your employment status, and opportunities for you as an employee.
- Information about your rights as a CLS employee.



**Getting Started**

## **New Employee Documents and Reimbursements**

CLS adheres to the *Community Care and Assisted Living Act Residential Care Regulations* regarding employee documentation.

Legislated employment documentation required by all CLS employees prior to being hired comprises:

### **Employment Documentation**

#### **Criminal Record Search Certificate and Re-Certification Requirements**

##### **The Criminal Records Review Act is BC Law**

CLS must comply with the funder's *Criminal Record Check Policy: Service Delivery*. This policy requires that anyone who works with vulnerable adults directly, or who has, or may potentially have, unsupervised access to vulnerable adults through their work, be cleared for such work based on a criminal record check through the Ministry of Public Safety and Solicitor General (MPSSG). Under this policy, if an employee or potential employee refuses to complete a criminal record check or the required re-check they cannot be permitted to work with or have unsupervised access to vulnerable adults.

##### **What CLS Requires From You and will Support You With**

You cannot be hired to the CLS unless we have clearance from MPSSG. You will be asked to sign a consent form. CLS will then obtain the required clearance through a direct electronic check at no cost to you. Every five years thereafter, you will be asked to sign a consent form for the required re-check of your record. If you do not consent to the initial check you will not be hired. If you do not consent to the five-yearly re-check then your employment will be terminated. CLS must comply with this law.

During the recruitment and selection process potential employees are encouraged to disclose if they have a criminal record. Also, it is your responsibility to inform CLS of any criminal charges you may incur during your employment, including motor vehicle infractions.

If the check/re-check of your record reveals a record involving a relevant/specified offence as listed in the act an adjudication process takes place and is conducted by MPSSG. Having a record related to one of the listed offenses does not automatically mean that you would

not be allowed to work at CLS. The adjudicator will determine the risk based on a full review of the circumstances. If, however, MPSSG makes a determination of “risk”, then you cannot work with vulnerable adults. This would mean that CLS cannot hire you as a new employee and will be required to terminate your employment if this is a re-check.

Because Community Living is the support of vulnerable people who often cannot speak for themselves, it is a bona fide occupational requirement that your record be free of certain types of charges and is the reason for such a stringent public policy.

### **Medical Report**

A Medical Report form will be issued to you during your interview, and the completed form received by Employee Services before beginning employment. It certifies that you are medically capable of carrying out assigned duties. A record of applicable vaccinations received must also be included in this report. You are responsible for any costs for this pre-employment requirement.

### **Driver’s License and Driver’s Abstract**

It is our preference that all employees hold a minimum of a valid Class 5 Driver’s License and provide CLS with a copy. This is because we have many employment situations which require employees to either use their own vehicles or drive a CLS vehicle. If you are currently progressing through the graduated licensing program or if there are extenuating circumstances which preclude you from driving you will still be considered for hire in other locations which do not require a driver. This will however limit your availability.

For all CLS drivers, we are required by both our accrediting body and our funder to obtain a driver’s abstract on hire and an updated abstract every five years thereafter. You will be required to request this document from the Insurance Corporation of BC (ICBC) and provide it to CLS for your file. Every five years we will remind you of the requirement to provide an updated abstract. The reason that we require employees to obtain the document themselves is because there is no fee when a driver requests a copy.

### **First Aid Certificate**

You are responsible for providing Employee Services with a valid and current “First on the Scene: Emergency First Aid for Adult Residential Care” Certificate through St. John Ambulance, or equivalent. This certificate is valid for 3 years. You are responsible for any costs for this requirement.

**TB Clearance**

A TB Clearance is required (and can be included in the Medical Report). We will accept a TB Clearance you already have if it is dated not more than 3 calendar months prior to your date of hire. You are responsible for any costs for this requirement.

It is your responsibility to inform your Coordinator when you travel of any potential exposure you may have had to TB or other communicable diseases. CLS has a responsibility under the Adult Care Regulation for the ongoing monitoring of employees' health. If it is deemed prudent for you to update your TB test or seek medical advice with regard to other potential risks, CLS may request that you follow up on this and will cover any costs associated with it.



**We are required by  
legislation**

**If Your Employment Documents are not Received on Time**

Because these employment requirements are legislated and therefore necessary for the CLS to be able to provide services to the individuals we support, we will be unable to continue your employment if they are not met. Our process, if documents are not received on time, is to remind you verbally that the documents are overdue. If the verbal reminder proves unsuccessful, we will send you a letter which will outline:

- a grace period to submit the documents followed by (if the documents are still not received),
- a suspension period without pay followed by (if the documents are still not received),
- termination of your employment with the CLS.

**Additional Special Requirements**

In order to meet specific needs of individuals you support there may be other requirements for the particular position you are hired for. (eg. Sign Language training, Class Four Driver's License, Use of a Reliable Vehicle etc.). An agreement will be reached between yourself and your Coordinator on a reasonable time frame for completing these additional requirements. This agreement will be highlighted in your letter of hire. *(See Getting Paid—Section IV, Part 2*

## Position Requirements and On-the-Job Orientation

To help you succeed in your new job, you will be coached by your Coordinator in the tasks, duties and responsibilities of your position and the standards expected of you. Your Coordinator will provide you with on-going feedback regarding your performance so you have the opportunity to learn and succeed.

In addition, your Coordinator will ensure you go through a thorough on-the-job orientation within your first month of work. You and your Coordinator will review and initial an Orientation Checklist that outlines important procedures and skills you will need to understand and develop, and to follow and carry out in order to provide the best support to the individuals. Both you and your Coordinator will sign the Orientation Checklist before it is forwarded to your Personnel file in Employee Services.

As a CLS employee, if you work at a location classified as a licensed facility, you are responsible for reading and familiarizing yourself with the sections of the *Community Care and Assisted Living Act Residential Care Regulations* that are available at your work location and are relevant to the services provided. This will help you better understand the legislation affecting the support we provide. Check with your Coordinator for these Acts.

## “CLS: A Way of Thinking” Seminar

Our “CLS: A Way of Thinking” seminar offers a unique and important introduction to the philosophy of the Community Living Society and to your role as a community living counsellor. You will receive a letter in the mail from Employee Services requesting you to attend this seminar comprised of three scheduled days. This is a required seminar and you will be paid for your time to attend. Family members, individuals, CLS Directors and employees, and your Executive Director present their stories and experiences in realizing our Values. The purpose is to ensure you have the opportunity to discuss, understand and reflect upon CLS Values and approaches to support. Highlights of approaches to support are presented and discussed, including key concepts such as supporting with dignity, role-modeling techniques, principles of gentle teaching and structuring for success. You will also receive an introduction to the Mandt System of Crisis Prevention and Intervention.



**Your Coordinator  
will coach you**



**A full 3 day  
introduction to our  
philosophy and  
our approach to  
support**

**A decision that works out best for everyone**



## Probationary Period

As a new employee you will be on probation when you first join us. Successful completion of the probationary period is reached after six months of continuous service with the CLS, the accumulation of 250 hours and success in meeting the requirements of the job. Your probationary period is a time for you to assess your new position at the Community Living Society and to decide if you will be happy continuing to work with us. It is also a time for us to assess your ability to meet the needs of the individuals being supported as well as your overall suitability for continued employment with the CLS.

In order to give you the best opportunity of meeting the job requirements we generally require that you successfully complete your probationary period before being considered for transfer to another position or location. Exceptions may be made where it is determined that such a transfer would be in the best interests of the individuals supported, the CLS and yourself. Such a move would be approved in advance by your Coordinator and Director and the details of your probation and trial period requirements would be set out at the time of the transfer.

Your Coordinator will evaluate your job performance at the end of 2 and 5 months to determine your progress and identify any areas of concern. If you do not meet our expectations or the requirements you may be released from employment during this probationary period.

**Continuous service is required during your probationary period**



Continuous service is required for successful completion of your probationary period. If you are away in excess of 2 weeks due to injury or illness, or any other approved leave of absence, your probationary period will be extended by the total number of calendar days you are absent. This will affect your eligibility dates for raises and benefits. As each case is different depending on the nature and length of your absence, Employee Services will advise you in writing of any extension to your probationary period.

## Communications

You are the most important element of the support the CLS provides to individuals to enable them to live successfully within the community.

Listening to you is an essential part of the management style we believe in at the CLS, as it helps promote open communications and a team environment amongst all employees. We promote an Open-Door process whereby everyone has the right to be heard and respected (*see Section VIII, Part 2*)

The following are in place to help promote open communication, to ensure you have access to important information, and to facilitate everyone's involvement within the CLS community.

## **The Communicator**

This is our bimonthly newsletter that is mailed to your home and included on the CLS website [www.cls-bc.org](http://www.cls-bc.org). It's a great source of information on what is happening with individuals, fellow employees, learning opportunities, initiatives in your workplace, and all CLS activities.

You are welcome and encouraged to submit an article you think may be of interest to the CLS community.

## **The CLS Website**

The CLS Website at [www.cls-bc.org](http://www.cls-bc.org) is constantly updated and provides timely and useful information for the CLS community. It includes updates on social functions including photographs, forms specific to your employment such as the medical information form, as well as reports such as the results of surveys and our current strategic plan. You will find this site informative as well as practical and we will continue to improve this tool as a way of sharing information.

## **The Liaison Committee**

The Liaison Committee is a group of elected employee representatives who serve on the Committee for a specified term. It is a forum to initiate and enhance co-operative efforts between all CLS employees, including management. Monthly meetings provide an opportunity to share input into issues, concerns and CLS policies and procedures. The aim is to create a harmonious and productive work environment through open and honest communication. We encourage you to get involved. Liaison Committee meeting dates, area representatives and phone numbers are listed in The Communicator. You are welcome to phone any representative.


Liaison Committee members are a resource for employees who may wish to seek advice or support on employee-relations matters. They can provide accompaniment to employees for meetings where the employee may not feel comfortable attending alone.



**Staying in touch  
with your needs**

## Joint Occupational Health & Safety Committee (JOHSC)

In compliance with the requirements of WorkSafeBC, the CLS has a Joint Occupation Health & Safety Committee whose mandate is to review workplace accidents, injuries and critical incidents to make recommendations to Management for prevention and correction. We encourage you to contact any JOHSC member to bring forward any recommendations or safety concerns you may have.



**Your input is valued  
and appreciated**


### Suggestions

We always welcome your suggestions and you can contact your Liaison Committee, any Director, or your Coordinator. If you wish, you may remain anonymous. Sometimes suggestions will be responded to in our bimonthly newsletter or personally via phone, if you indicate that is your preference. In any case, your comments and ideas are always welcomed. You may personally drop off suggestions or mail them to:

Liaison Committee  
c/o Community Living Society  
490 - 6400 Roberts Street  
Burnaby, BC V5G 4C9

For your convenience, envelopes addressed to the CLS are available to you at your work location.

The CLS has implemented many ideas and suggestions that have been of benefit to you and/or the individuals we support.



**Employee Services  
considers you a  
customer**

### Open-Door Policy

The Community Living Society operates with an open-door policy for all individuals supported, their networks, and for all employees.

As an employee you may have questions or concerns. Please feel free to ask or call your Coordinator or any Director about any questions or concerns or call Employee Services at any time.

Employee Services considers you a customer and strives to provide you with the very best service. This is summed up in the following statement:

*“Our Commitment to You:*

To foster an open environment where everyone who works within the Community Living Society may thrive. We will strive to ensure a workplace which values fairness and dignity, and where everyone has the opportunity to achieve their full potential in their various roles.

*CLS Employee Services.”*

*Please also see Complaint Policy and Process and Resolving Our Differences in Section VIII.*