

# TABLE OF CONTENTS

KEY					
<b>AD</b>	Administration	<b>CR</b>	Client Resources	<b>FN</b>	Finances
<b>HR</b>	Human Resources	<b>HS</b>	Health and Safety	<b>MD</b>	Medication
<b>PPP</b>	Pandemic Plan Protocols	<b>SR</b>	Staff Resources	<b>SS</b>	Support Services

## ADMINISTRATION

Abuse	AD000
Alcohol, Prescription, Non-Prescription or Recreational Drugs (Use of)	AD001
Central File Service Records / Archives	AD002
General (Yellow) Information binders in residential locations	AD003
Annual Policy Review	AD004
Accessible Customer Service Plan	AD005
Authority to Grant Leaves, Vacation, and Holidays	AD007
Documentation/ White out	AD020
Dress/Appearance Guidelines	AD035
Emergency Measures Organization - Avenue II Response	AD045
General Office Procedures	AD060
Incident Reporting System	AD082
Liability	AD110
Long Distance Phone Calls/Directory Assistance Calls	AD111
Cash Boxes in Individual's Homes	AD121
Meeting and Training Conduct	AD125
Paperwork While Supporting	AD148
Protocol for a Serious Occurrence	AD155
Protocol for a Missing Person	AD156
Request for Leave (Forms)	AD170
Supplies	AD183
Smoking Policy	AD184
Staff Acknowledgement	AD185
Unlawful Taking of and/or Abuse of Property	AD200

## CLIENT RESOURCES

Hand Washing- Client	CR000
COVID-19- If I Become Sick Social Story	CR001
COVID-19- My Housemate has Coronavirus Social Story	CR002
COVID-19- Information By and For People with Disabilities	CR003

## **FINANCE**

Charitable Donations, Use of	FN020
Timesheet & Expense Claim Submission	FN030
Meal Allowance	FN120
Monthly Allowance for Products for Employees in Residential Locations	FN150

## **HUMAN RESOURCES**

Absenteeism Review Program	HR000
Holiday coverage process under article 28.01 and Holiday day off in Lieu	HR010
Casual Hours Sign-Up Procedures	HR015
Compensation for Management for Hours Worked in Excess of 37.5 Hours Per Week	HR020
Compassionate Leave	HR021
Code of Conduct & Discipline Process	HR022
Confidentiality (Privacy)	HR023
Social Media	HR024
Criminal Reference Check	HR025
Discrimination, Workplace Violence and Harassment	HR030
Duty to Accommodate	HR038
Exhaustion of Sick Day Credits	HR040
Policy Reading	HR050
Guidelines for Delivering Discipline	HR065
Hiring Procedures/Offer of Employment-External Competitions	HR070
Hiring Procedures/Offer of Employment for Internal Competitions	HR071
Home Support Workers' Scheduled Days Off	HR075
Hours of Work for Regular Part-Time Employees	HR076
Internal Competition Process /Appointment Process	HR078
Interview Teams	HR080
Electronic Monitoring Policy	HR100
Leave of Absence Without Pay	HR110
Managers - Human Resource Responsibilities	HR120
Maternity/Parental Leave	HR130
Mental Health Days	HR135
Minimum Hour Requirement for Casual Support Workers	HR138
On-going Conditions of Employment	HR140
Operational Requirements of Organization/Guidelines for Vacation Approval	HR144
Personal Development Plan	HR150
Personal Relationships	HR151
Sick Leave	HR181

## **HUMAN RESOURCES**

Standard Practices of Orientation for Employees	HR183
Start Date of Temporary or Permanent Positions and Staff Resignations	HR185
Right to Disconnect Policy	HR186

## **HEALTH AND SAFETY**

JHSC Terms of Reference	HS000
Terms of Reference Health & Safety Representatives	HS001
Health and Safety Policy Statement	HS002
Health and Safety Responsibilities, Senior Management	HS004
Health and Safety Responsibilities, Managers/On-Call Supervisors	HS005
Health and Safety Responsibilities, Worker/Supplied Labour	HS006
Worker / Supplied Labour Accountabilities	HS007
Responsibilities, Joint Health and Safety Committee	HS008
Notifications – Accident, Explosion, or Fire Causing Injury/Occupational Illness	HS009
Injury/Illness Reporting	HS010
Early and Safe Return to Work	HS011
Incident/Injury Investigation	HS012
Slips, Trips & Falls	HS013
Illness / Injury Accommodation	HS015
Equipment Maintenance	HS016
Reporting a Health & Safety Hazard	HS020
BBQ Safe Handling / Propane Safe Handling	HS022
Scent Sensitivity Policy	HS025
Fire Emergency Response Plan (Avenue II office)	HS053
Fire Extinguishers in Homes	HS054
First Aid Kit Use and Maintenance	HS057
Workplace Inspections	HS080
Lock-Out (Unsafe Equipment)	HS115
Lock-Out (Unsafe Equipment) 122 S. Cumberland St.	HS116
Musculoskeletal Disorders Prevention (MSD)	HS120
Musculoskeletal Disorders Prevention (MSD) – Housekeeping	HS122
Musculoskeletal Disorders Prevention (MSD) – Prolonged Standing	HS123
Musculoskeletal Disorders Prevention (MSD) – Wheelchair Safety	HS124
Non-Routine Work Procedure	HS130
Prevention of Slips, Trips and Falls – Proper Footwear	HS151
Prevention of Slips, Trips and Falls	HS152

## **HEALTH AND SAFETY**

Prohibited Products	HS154
Promotion/Transfer Orientation	HS156
Snow Removal at Residential Locations	HS157
Use of Personal Cellular Phone and Electronic Devices for Communication	HS183
Music Device Policy	HS184
Safe Driving	HS185
Universal Precautions/Standard Precautions/ PPE	HS190
Emergency Personal Protective Equipment Kit	HS191
Transfer, Lifts, Ramps and Wheelchairs	HS195
Visitors / Contractors and Students	HS212
Workplace Observations	HS222
Work Refusal	HS250
Working Alone	HS295
Assessment for New Applicants for Service	HS298
Workplace Violence and Harassment Policy Statement	HS300
Eye Wash Station Protocol	HS301
Working Late at the Office, 122 South Cumberland Street	HS302

## **MEDICATION**

PRN Protocol	MD010
Disposal of Medication	MD030
Medical Documentation	MD031
Medication Count Sheet for Controlled Drugs or Narcotics	MD032
Injections	MD080
Medication Error	MD120
Medical Summary	MD125
Non-Prescription Medications	MD132
Psycho-tropic or Behaviour Altering PRN Medication	MD135
Medical Appointment Documentation	MD140
Medication Storage	MD150
Receiving Blister Pak(s) or Treatments and Expired Medication Check	MD170
Procedure for Support	MD180

## **PANDEMIC PLAN PROTOCOLS**

Protocol for Deliveries and Staff Shopping	PPP001
Client Screening Protocol	PPP002

## **PANDEMIC PLAN PROTOCOLS**

Staff Screening Protocol	PPP003
Visitor Screening Protocol	PPP004
Client Transport	PPP005
Protocol for Cleaning and Disinfection of Residential Work Locations	PPP006
Seeking Medical Attention during COVID-19	PPP007
COVID-19 Symptoms Developed While at Work	PPP008
Point of Care Risk Assessment/	
Personal Protective Equipment during the Pandemic	PPP009
COVID-19 Vaccination	PPP010
Carbon Dioxide	PPP011
Rapid Antigen Testing (RAT) on Clients by Staff	PPP012
Rapid Antigen Testing (RAT) Frequency Law- Staff	PPP013

## **STAFF RESOURCES**

COVID-19 Reference Document for Symptoms	SR000
How to Properly Wear Your Mask	SR001
COVID-19 How to Prevent the Spread	SR003
How to Use Lerkonn Infrared Thermometers	SR004
How to Put-on and Take-off Personal Protective Equipment (PPE)	SR005
Hand Washing	SR006
Hand Sanitizing	SR007
Cleaning Guidelines Highmark Cleaner	SR008
Cleaning Guidelines Spray Nine	SR009
Cleaning Guidelines Quat Plus	SR010

## **SUPPORT SERVICES**

Service Principles and Statement of Rights	SS000
Complaints / Feedback Process	SS001
Mission Statement	SS002
Individual Support Plans and Planning Process	SS004
Security in Client Homes While Working	SS005
Emergency Medical Services	SS006
Behaviour Support Plan	SS007
Planned Physical Restraint	SS008
Professional Boundaries	SS209
Backup System	SS010
Back Up Response Reporting	SS011

## **SUPPORT SERVICES**

Confidentiality of Client Information (Regulation 299/10, 10(1)(2))	SS012
Health Monitoring	SS013
Health	SS023
ESS/CLS/POS Cancellations Cross Module	SS030
ESS/CLS and N.E.I.G.H.B.O.U.R.S. Cancellations	SS040
Emergency Pass Key	SS041
ESS/CLS Log Sheets	SS042
Log Sheets for Residential Locations	SS044
Bathing/Showering Policy – Safety Inspection	SS045
Inventory of Personal Property: For People Receiving Residential Supports And Services	SS050
Food and Nutrition	SS100
Choking	SS111
Debriefing of Individuals Avenue II Supports	SS126
Individuals Avenue II Under the Influence of Alcohol in 24 Hr. Support Locations	SS127
Out of Town Travel Requirements	SS155
Personal Cellular Phone and Electronic Devices for Communication (Use of)	SS156
Pets in the Workplace	SS157
Intrusive Behavior – Intervention (Physical Restraint)	SS160
Urine Specimen Collection	SS170
Fecal Specimen Collection	SS171
Fire Drills in 24 Hour Homes/ Testing Procedures	SS175
Abuse Prevention Training	SS180
Daily Hot Water Check in 24 Hour Support Locations	SS189
Vacation Proposal Policy	SS208
Vehicle Authorization and Use	SS210
Intake Process for Prospective and New Clients	SS212