

CARF Recommendations Addressed
June 2021

1.A.6.a.(6)(d)

It is recommended that the written ethical codes of conduct be expanded to include the areas of business; contractual relationships; use of social media; and service delivery, including exchange of gifts and money and gratuities, personal fundraising, personal property, and setting boundaries.

FPSS Society has expanded its Code of Ethics policy in the Organization Manual (Board members) and Staff Handbook (Staff) to include the above items.

Completed. Waiting for Board approval.

CODE OF ETHICS – BOARD OF DIRECTORS (Organization Manual)

CARF Standard: 1.A.6.a.(6)(d)

Members of the Board affirm that their primary concern is the quality of service rendered by themselves to the Organization and the fostering community.

Accordingly, he/she will:

- maintain the confidentiality of the details and dynamics of Board discussions, as well as those items designated as confidential;
- sign a code of ethical conduct declaration for retention in their file upon appointment or election to the Board of Directors and annually thereafter;
- abide by the Board of Directors Conflict of Interest policy as well as all other policies relating to the Board of Directors;
- not disclose any sensitive or confidential information learned through association with the Organization;
- avoid, in fact and in perception, conflicts of interest and disclose to the Chair, in a timely manner, any possible conflicts;
- ensure the affairs of the Organization are conducted with integrity and transparency;
- ensure the activities of the society shall, upon request, be open and accessible to scrutiny by its respective stakeholders, except per personnel matters, legal matters, and proprietary information, as specified by provincial or federal laws;
- respect the dignity, values, history, religion, and culture of all people, irrespective of race, national or ethnic origin, language, colour, religion, gender, gender identity, sexual orientation, ages, mental or physical ability;
- recognize that all of their activities impact on the public perception of the fostering community, and that they share a significant responsibility to enhance the public trust, and act accordingly;
- regardless of their personal viewpoint, Board members shall not speak against, or in any way undermine Board solidarity once a Board decision has been made;
- exercise prudent judgment in its stewardship responsibilities;
- be prepared to commit sufficient time and energy to attend to Society business;
- be prepared for meetings, having read pre-circulated material in advance of the meeting;
- contribute to discussions and decision-making in a positive and constructive manner;
- **interact in Director's meetings in a manner that is courteous, respectful, and free of animosity;**
- adhere to the Society's governance policies;
- participate in the Society in ways other than attending Board meetings;
- not attempt to exercise individual authority or undue influence over the society;
- act openly, honestly, and in good faith;
- ensure marketing materials and/or activities used by the Society reflect current ethical codes of conduct in marketing and adhere to the Society's Mission and Value statements;
- establish and respect appropriate boundaries between themselves and other Board members, staff members and persons served;
- **refrain from purchasing goods and services from staff, volunteers, and foster parents while on the premises of the Organization;**
- **decline compensation or rewards from individuals or agencies offered because of the position he/she occupies in the organization;**
- **refrain from accepting money or loans from a foster parent, volunteer, or staff member;**
- **refrain from selling goods or services (excluding raffle tickets) to foster parents, staff, or volunteers, or encouraging foster parents, staff, or volunteers to purchase any products or services while on the premises of the Organization;**

- refrain from conducting personal fund raising (e.g. school fund raising for child's school, sponsoring for walks/runs) while on the premises of the Organization
- familiarize themselves with the FPSS Society policies that may be relevant to their professional and personal use of Social Media;
- respect and safeguard the personal property of foster parents, staff, visitors, and Board members;
- conduct business affairs in a fair and ethical manner;
- ensure that any party with which it contracts will conduct itself in accordance with fair, ethical, and legal practices when doing business with the Organization.

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Reviewed and Revised: August 21, 2007

Reviewed: June 12, 2008

Revised: July 23, 2008

Source: Mission Association for Community Living
Directors Code of Conduct

Reviewed: June 2010

Reviewed: September 2011

Revised: September 2014

Reviewed: May 2015

Reviewed: May 2016

Reviewed: May 2017

Reviewed: November 2019

Revised: January 2020

Reviewed: February 2021

Revised: June 2021

Code of Ethics (Staff Handbook)

CARF Standard: 1.A.6.a.(6)(d)

Links with Code of Ethics – Board Policies, Organizational Manual

Policy

All staff* must understand and apply the Code of Ethics as a guide to their behaviour in work and work-related activities. Further, all staff will abide by their own recognized professional Code of Ethics, provided it is recognized by the Organization. The Code of Ethics is presented with full knowledge that specific conduct will be further guided by professional judgments and situational circumstances. In all instances, staff are expected to practice competently and to refrain from conduct unbecoming a professional. The behaviour of staff will be ethical and respectful at all times. Violation of these standards has the potential to seriously damage relationships with the people we serve, their families, and the greater community and may be grounds for dismissal.

*staff refers to any person working for/with Foster Parents Support Services Society FPSSS, interacts with any Foster Parent, and will include (but not be limited to) all paid staff, practicum students and volunteers.

The Code of Ethics serves the following purposes:

- Ethical statements and practice standards provide guidelines that assist us in deciding what actions to take from an ethical viewpoint.
- The Code of Ethics is the expression of values and principles of a particular occupational group for its members, stakeholders, and the general public.

The Code of Ethics has educational value in assisting staff members to develop their judgment in weighing alternative courses of action in difficult situations.

- Commitment to the Foster Child
- Commitment to Professional Practices
- Commitment to the Fostering Profession
- Commitment to the Community

CODE OF ETHICS – FPSS Staff Members

Staff members of FPSS Society affirm that their primary concern is the quality of service rendered by themselves to the Organization and the fostering community.

Accordingly, he/she will:

- maintain the confidentiality of the details and dynamics of staff discussions, as well as those items designated as confidential;
- sign a code of ethical conduct declaration for retention in their file upon hiring and annually thereafter;
- abide by the Conflict of Interest policy as well as all other policies relating to staff members;
- not disclose any sensitive or confidential information learned through association with the Organization;
- avoid, in fact and in perception, conflicts of interest and disclose to the Executive Director, in a timely manner, any possible conflicts;
- ensure the affairs of the Organization are conducted with integrity and transparency;
- ensure the activities of the society shall, upon request, be open and accessible to scrutiny by its respective stakeholders, except per personnel matters, legal matters, and proprietary information, as specified by provincial or federal laws;
- respect the dignity, values, history, religion, and culture of all people, irrespective of race, national or ethnic origin, colour, language, religion, gender identity, sexual orientation, ages, mental or physical ability;
- recognize that all their activities impact on the public perception of the fostering community, and that they share a significant responsibility to enhance the public trust, and act accordingly;
- be prepared for meetings, having read pre-circulated material in advance of the meeting;
- contribute to discussions and decision-making, which are positive and constructive. Staff members' interactions in meetings shall be courteous, respectful, and free of animosity;
- act openly, honestly, and in good faith;

- establish and respect appropriate boundaries between themselves, Board members, staff members and persons served.
- refrain from purchasing goods and services from staff, volunteers, Board members, and foster parents while on the premises of the Organization;
- decline compensation or rewards from individuals or agencies offered because of the position he/she occupies in the organization;
- refrain from accepting money or loans from a foster parent, volunteer, or Board member;
- refrain from selling goods or services (excluding raffle tickets) to foster parents, staff, Board members, or volunteers, or encouraging foster parents, staff, Board members, or volunteers to purchase any products or services while on the premises of the Organization;
- familiarize themselves with the FPSS Society policies that may be relevant to their professional and personal use of Social Media;
- respect and safeguard the personal property of foster parents, staff, visitors, and Board members;
- refrain from conducting personal fund raising (e.g. school fund raising for child's school, sponsoring for walks/runs) while on the premises of the Organization
- conduct business affairs in a fair and ethical manner;
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Consultation: it is suggested that the timeframes to deal with allegations of violations of the written ethical codes of conduct be included in the employee handbook.

FPSS Society will add timelines to the Codes of Conduct in Organization Manual and Staff Handbook. The organization will base timelines on the *Dispute Resolution Policy* in the Staff Handbook.

In progress.

Violation of the Code of Ethics:

When a potential breach is brought to the Executive Director's attention, the Executive Director will review the concern. Allegations will be dealt with impartially, respecting the rights of the involved party for confidentiality and disclosure. If the Executive Director deems it necessary for further action, the Discipline Procedures will be followed, up to and including dismissal. A Staff Member who is found to have violated the Code of Ethics may be dismissed.

Policy Group: Conditions of Employment

Issued: August 21, 2007

Reviewed: June 13, 2008

Revised: April 2009

Reviewed: June 2010

Reviewed: September 2011

Revised: September 2014

Revised: August 2017

Reviewed: November 2019

Revised: April 2020

Reviewed: February 2021

Revised: June 2021

DISCIPLINE PROCEDURES

Policy:

A staff member who breaches a policy of the FPSS Society may be subject to discipline ranging from a verbal warning, written warning to suspension and ultimately to dismissal.

Definitions:

The goal of progressive discipline is to correct unacceptable behaviour by working with the staff member to try to resolve the problem without imposing a severe penalty. In cases where the behaviour is not corrected, the penalty will increase in proportion with the seriousness of the misconduct and other relevant factors.

Progressive discipline contains the following stages (for each same or similar misconduct):

1. Verbal warning (first or minor infraction);
2. Written warning(s);
3. Suspension(s);*
4. Termination

However, the nature of the incident warranting discipline may be such that the employer determines it is appropriate to bypass the normal steps of progressive discipline. In cases of serious misconduct, discipline may commence at suspension and lead to termination, or discipline can start and end with termination. For example, in such cases as a staff member being under the influence of alcohol and illegal substance while on duty, the action taken may be termination. Addiction is considered a disability and must be treated as such. Staff members may be prescribed marijuana due to anxiety and other medical conditions. Employers may be required to exercise due diligence if employee's behaviour may be due to substance use (Duty to Inquire).

Just cause for dismissal is per the Employment Standards Act Guidelines, Case Law and includes:

- a) Wilful Misconduct
- b) Gross Incompetence
- c) Dishonesty
- d) Insolence, insubordination
- e) Theft
- f) Fraud
- g) Conflict of interest, including provable loss through conflict of interest
- h) Grievous undermining of the organization's culture
- i) Grievous breach of employer rules and policies
- j) Failure to respond to progressive discipline
- k) Conduct prejudicial to the employer's best interest

Policy Group: Conditions of Employment

Issued: March 2003

Revised February 11, 2005

Reviewed: June 13, 2008

Reviewed: June 2010,

Reviewed: September 2011

Reviewed: September 2014

Reviewed: July 2017

Reviewed: November 2019

Revised: April 2020

Reviewed: February 2021

Reference: CSSEA Self-Help Guide, Performance Correction and Discipline, and Employment Standards Act Guidelines

1.H.10.f.(15)

FPSS's written procedures regarding critical incidents should be expanded to include the following critical incidents: medication errors, use and unauthorized possession of weapons, abuse, and neglect.

FPSS Society has added medication errors, use and unauthorized possession of weapons, abuse, and neglect to its Critical Incidents Policy.

Completed. Waiting for Board approval.

CRITICAL INCIDENTS

CARF Standard: 1.H.10.f.(15)

A critical incident is a crisis event that is shocking and creates an emotional reaction during or after the event. The impact of the critical incident may interfere with normal coping abilities. In the event of a critical incident, the safety and well-being of the affected party is the primary concern.

On an annual basis, staff will receive competency-based training on the identification, prevention, and reporting of critical incidents.

An event will be considered a Critical Incident:

- Any time 911 is called
- Any time there is an event – like an accident, injury, fatality, or robbery – that causes emotional or psychological trauma in people exposed to the incident directly, or even indirectly.

Emergency situations that may occur on the FPSS Society's premises, or involve staff members include, but are not limited to:

- evacuations
- use of seclusion
- use of restraints
- motor vehicle accidents
- communicable diseases
- incidents involving violence or aggression
- ~~presence of weapons~~
- bomb threats
- fires
- earthquakes, wildfires, or other natural disasters
- incidents involving Biohazardous materials
- presence of licit or illicit substance
- overdose
- elopement
- occurrences or disclosure of child abuse
- occurrences of infection control
- suicides or attempted suicides
- medical emergencies or injuries
- sexual assault
- near miss
- wandering
- use or unauthorized possession of weapons
- medication errors
- abuse and neglect
- other sentinel events

The WorkSafeBC Investigation Report (52E40) (<https://www.worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en>) will indicate, in chronological order, the sequence of events and action taken and the date and time of the incident. This form will also include any recommended remedial action. The completed form will be given to the Executive Director 24-48 hours after the incident.

The Executive director will investigate the situation to determine if there is a need to contact WorkSafeBC's Critical Incident Response Team. (See FPSS Society Critical Incident Handbook)

The program is available for up to three weeks from the date of the incident and is free and voluntary.

Phone (toll-free answering service): 1-888-922-3700 Hours of operation: 7 days a week, 9:00am to 11:00pm.

An annual written analysis of all critical incidents is provided to or conducted by the Executive Director that addresses: causes, trends, action for improvement, results of performance improvement plans, necessary education and training of personnel, prevention of recurrence, and internal and external reporting requirements.

Annual review will include note of any follow-up that may be required or recommended (e.g. PTSD)

Issued: March 16, 2007

Reviewed: June 13, 2008

Reviewed: December 2008

Reviewed: June 2010

Reviewed: September 2011

Reviewed: September 2014

Reviewed: September 2015

Reviewed: September 2016

Reviewed: August 2017

Reviewed: August 2018

Revised: September 2019

Revised: March 2020

Reviewed: February 2021

Revised: April 2021

See also Critical Incident Management (Health and Safety Handbook)

WEAPONS

Weapons of any sort are not acceptable on the Organizations premises. Visitors entering the office with any item that may be construed as a weapon will be directed to leave the office immediately. If appropriate, the visitor may return to the office without the weapon. Failure to comply may result in the immediate notification of the authorities. This policy does not apply to individuals who are required to carry weapons in the normal course of their duties (police officers, etc.).

If a staff member is found with a weapon, or a staff member finds a weapon, the police will be contacted immediately.

If the Executive Director is not present, he/she will be contacted and informed of the situation.

A WorkSafeBC Investigation Report (52E40) (<https://www.worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en>) will be completed. The form will indicate in chronological order, sequence of events and action taken and the date and time of the incident. The completed form will be given to the Executive Director within 48 hours.

Use or unauthorized possession of a weapon on FPSS Society property or at a FPSS Society event will be considered a Critical Incident and the appropriate Critical Incident form will be completed and filed.

Issued: March 16, 2007

Reviewed: June 16, 2008

Reviewed: December 2008

Reviewed: June 2010

Reviewed: September 2011

Reviewed: September 2014

Revised: September 2015

Reviewed: September 2016

Reviewed: August 2017

Revised: January 7, 2019

Reviewed: September 2019

Revised: March 2020

Reviewed: February 2021

Revised: April 2021

1.H.5.c.(6)

It is recommended that the written emergency procedures be expanded to address when sheltering in place is appropriate and temporary shelter, when applicable.

FPSS Society has added a *Shelter in Place Policy* under the Health and Safety Section of the Organization Manual. Waiting for Board approval.

Completed. Waiting for Board approval.

SHELTER IN PLACE

CARF Standard: 1.H.5.c.(6)

When a serious event occurs that forces evacuation from FPSS Office in Victoria or Nanaimo, it may be necessary to provide the means to shelter in place. This would occur if

- (1) Staff members and visitors are unable to return to the office or go home.
- (2) Staff members and visitors are required to shelter in place at the office.

STAFF AND VISITORS ARE UNABLE TO RETURN TO THE OFFICE OR GO HOME.

Procedure:

The first priority to evacuate staff and visitors from the office.

Staff and visitors will meet in the designated emergency meeting place (or near-by should that be unsafe) and ensure everyone is accounted for. If someone is missing, a staff member will notify emergency personnel when they arrive.

A staff member will contact emergency services (911) and advise them of the situation. In the event of a catastrophic situation (e.g. catastrophic earthquake or tsunami) this may not be necessary or appropriate. In this case, 911 should only be called for immediate life-threatening emergencies.

If it is determined that it is necessary to shelter in place, the following locations are suggested. Staff should be aware that every situation is unique, and they should seek up-to-date at the time of the event.

Regional Office
145-735 Goldstream Avenue
Victoria BC

Westshore Parks and Recreation
1767 Island Hwy, Victoria, BC
(250) 478-8384

Eagle Ridge Community Centre
1089 Langford Pkwy, Victoria, BC
(250) 391-1738

Also within walking distance of the Regional Office:

Langford Firehall #1
2625 Peatt Road, Victoria,
(250) 478-7770

Royal Canadian Mounted Police (RCMP)
698 Atkins Avenue, Victoria, BC
(250) 474-2264

For helpful emergency preparedness updates, tips and recovery information follow:

Langford Fire Rescue on <https://twitter.com/LangfordFire> and <https://www.facebook.com/Langford-Fire-Rescue-125481367498071>

EmergencyInfoBC on <https://twitter.com/EmergencyInfoBC>– active during Provincial emergencies

Nanaimo Office

102-6421 Applecross Road

Nanaimo, BC

Designated Reception Centres

Oliver Woods Community Centre

6000 Oliver Road, Nanaimo, BC

Nanaimo Fire Station

3, 6230 Hammond Bay Road, Nanaimo, BC

Regional District of Nanaimo Emergency Services Department

250-390-4111 Ext 5 and then ask for emergency services

250-390-6565 ask for emergency services

1-877-607-4111 Toll Free

inquiries@rdn.bc.ca

6300 Hammond Bay Road, Nanaimo, BC

STAFF MEMBERS AND VISITORS ARE REQUIRED TO SHELTER IN PLACE AT THE OFFICE.

FPSS Society will ensure FPSS Offices have 72-Hour Emergency kits on site. These kits will be inspected annually, and all missing or expired items will be replaced. First aid kits (updated quarterly) and flashlights (inspected quarterly) will also be kept onsite. Each office will have a supply of bottled water on site.

Issued April 2021

Consultation: FPSS has an extensive orientation process for new employees and addresses all of the key items required by the CARF standards for inclusion in the organization's orientation checklist to ensure that all items are consistently covered.

FPSS Society has expanded its Personnel Employee Orientation Checklist and created a *New Employee* brochure to include the missing items.

Completed. Waiting for Board approval.

FPSS Personnel Employee Orientation Checklist (Consultation)

CARF Standard: 1.I.11.f.

Document / Manual / Procedure / Activity	Reviewed / Completed	Date Completed	Initials - Employee	Initials –
Annual Reports/ Quarterly Reports	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Board Member Contact List	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Building Security Instructions	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
CARF Baby Steps	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Call-In/ Call-out Procedure	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
CFCS Act Breakdown 2020	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Child / Family and Community Services Act	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Computer / Office Usage	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
COVID-19 Safety Plan	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Criminal Record Check Completed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Criminal Records Review Act	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Drivers Requirement Form- read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Emergency Procedures	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Expense Claim Forms	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Extended Liability Insurance Rider Information and Contacts	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Federal and Provincial Tax Forms	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Foster Family Handbook	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Foster Family Standards and Guidelines	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Foster Team Roles	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Culture (Values, Cultural Agility, Person Centre Philosophy)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Annual Satisfaction Survey	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Brochures	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society CASL Reference Guide	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Constitution and Bylaws	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Email Etiquette Guide	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Foster Parent Welcome Package	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society <i>How to Write Good</i>	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society <i>Mission and Vision</i>	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Organization Manual	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Performance Appraisals (Staff Handbook)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Risk Management Plan (Organization Manual)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Staff Member Handbook	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Strategic Plan (Organization Manual)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
FPSS Society Time Sensitive Documentation	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Freedom of Information and Protection of Privacy Act (FOIPA)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Health and Safety Training Manual and Quiz	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Job Description - read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
On-the-Job Training (whom to contact)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Letter of Employment - read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Links to Important Documents for Foster Parents	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
MCFD Foster Parent Rates / Relief and Respite / Fee for Service / etc.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Ministry of Children and Family Development Complaint Process	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Ministry of Children and Family Development Confidentiality Policy	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			

Document / Manual / Procedure / Activity	Reviewed / Completed	Date Completed	Initials - Employee	Initials –
Ministry of Children and Family Development Investigation and Resolution Process	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Ministry of Children and Family Recruitment Process	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Personal Emergency Contact Info	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Personal Information Privacy Act (PIPA)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Privacy Training Instructions	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Investigation and Resolution Support Manual	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Rights of Children in Care	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Rights of Foster Parents	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Staff Confidentiality Agreement - read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Staff Code of Ethics Agreement - read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Staff Conflict of Interest Agreement – read and signed	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Statistics Form (Weekly, Quarterly)	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Telephone System Directions	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Time Sensitive Documentation	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Time Sheet Instructions	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
What is the Investigation and Resolution Support Team Program?	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			
Zoom 101	<input type="checkbox"/> Yes <input type="checkbox"/> N/A			

Revised: June 2021

See also *FPSS Society New Employee brochure*

1.1.3.a.

Ongoing workforce planning should include a workforce analysis.

Workplace Analysis Grid (Current skill strengths and gaps) – **in progress**

Workplace Analysis Checklist – **in progress**

Exploring creative ways to initiate succession planning for various positions within the organization.

- Cross-training

- Job shadow (“Me for a Day”)

- Review job descriptions for relevancy.

In progress.

1.1.11.f.

It is recommended that succession planning address gap analysis, which can be used to determine where the organization is vulnerable if vacancies were to occur. The organization may also want to formalize this process and expand the number of positions included in this process.

FPSS will use the results of the Workforce Analysis, discussions, and Performance Appraisals to complete a GAP analysis. The results will also be used to determine which positions need to be included in this process.

In progress.

Consultation: FPSSS has developed a succession planning process for the executive director position. It is suggested that the organization expand for formalize this process to include other levels of the organization.

See above.

1.J.1.a.(6)

It is recommended that the organization include assistive technology in its ongoing assessment of its current use of technology and data.

Assessment of assistive technology will be added to the Technology Plan and formalized on the Accessibility Review Checklist. FPSS Society will use the Accommodation and Assistive Technology Policy from the Organization Manual in determining the types of technology that may be required (e.g. Range of Motion Issues, Visual Impairments, Auditory Impairments).

In progress.

ACCOMMODATION and ASSISTIVE TECHNOLOGY

Personnel requiring assistive technology or other modifications to accommodate new or pre-existing medical conditions should complete an FPSS Society Request for Accommodation Form and submit it to the Executive Director. These conditions may be temporary or permanent and may include but are not limited to:

1. Range of motion issues
2. Back impairment
3. Visual impairment
4. Auditory impairment
5. Speech impairment
6. Cognitive and neurological impairment
7. Alcohol or drug addiction
8. Physical or mental disability

The Executive Director will make the decision on what, if any, accommodation will be provided and notify the employee of his/her decision within seven (7) days of receiving the form and any supportive documentation requested. Please note, this policy is independent of any action that may be required regarding continued/modified employment as a result of the medical condition.

1.N.1.f.(4)

It is recommended that the analysis of service delivery performance be used to identify areas needing improvement, develop an action plan(s) to address the improvements needed, implement the action plan(s), and determine whether the actions taken accomplished the intended results.

Completed. Awaiting revision and Board approval.

FPSS Society created a Service Delivery Performance Review that it will use to assess the need for improvements. FPSS Society will gather information through workshop evaluations, Annual Satisfaction Survey, and comments/discussion with caregivers and other stakeholders. FPSS Society will conduct the review Annually and on an *as needed* basis. Events which require an immediate response will be dealt with at the time. An example requiring an immediate response is the PHO order banning in-person meetings.

Completed. Awaiting revision and Board approval.

1.N.2.f.(4)

It is recommended that the analysis of business function performance be used to identify areas needing improvement, develop an action plan(s) to address the improvements needed, implement the action plan(s), and determine whether the actions taken accomplished the intended result.

FPSS Society will expand and revise its Business Continuity/Disaster Recovery Policy to include an analysis of overall business function. Connects to *Service Delivery Performance Review*.

In progress.

Business Continuity/Disaster Recovery

Continuation of Essential Services

In a situation where the Regional Office (or staff members' home office/laptop) cannot be accessed, FPSS Society will endeavor to provide support and connection with caregivers through Social Media, email, phone, and virtual platforms such as Zoom and Teams.

Online backups ensure that information from staff members' computers is still available. The Regional Office will facilitate the recovery of the online backup and make arrangements to provide coordinators with the means to continue providing support (e.g. replacing laptops).

Financial services (e.g. payroll, invoices) will be managed by the Executive Director working with the Treasurer, bookkeeper, and appropriate financial institutions.

FPSS Society will conduct a test of the organization's ability to provide business continuity/disaster recovery at least annually. The analysis will result in a written report (Business Continuity/Disaster Recovery Test Report form) that includes:

- Effectiveness

- Areas needing improvement

- Actions required to accomplish the necessary improvement

- Implementation the actions

- Progress made in achieving the necessary improvements

- Any education, training, or technology that may be required to ensure FPSS Society can provide business continuity/disaster recovery.

There is no CARF Recommendation around our Communicable Disease Policy but new regulations from WorkSafeBC have been issued due to the changing situation with COVID.

Completed. Waiting for Board Approval.

COMMUNICABLE DISEASES

Staff will take all reasonable steps to protect themselves from communicable diseases. This will include maintaining a safe physical distance (6 feet) from personnel or visitors suspected of having a communicable disease whenever appropriate. Staff will make all reasonable efforts to contain the spread of any communicable disease.

Staff members will not attend or remain in the workplace if they are experiencing symptoms consistent with a communicable disease.

All program staff will, annually, undertake an education program to increase awareness of various communicable diseases and how visitors and staff can protect themselves from acquiring or spreading these diseases.

In the event of communicable diseases in the community, FPSS Society will follow the recommendations of local, provincial, or federal Health Authorities as appropriate.

COVID Safety Plan

As of 2020, the Provincial Health Officer of British Columbia requires all business to create a COVID-19 Safety Plan. FPSS Society will ensure a current COVID Safety Plan is available in its offices and on its website. FPSS Society will revise this plan as required by federal, provincial, or local authorities. The requirement for this Safety Plan may be temporary and may be terminated by the Provincial Health Officer.

The Health and Safety will ensure that:

- a) Each staff member receives a copy of the information sheet “Universal Precautions” in their orientation package;
- b) The “Universal Precautions” information sheet is provided to all staff members and is available in each office;
- c) A current and on-going infection control plan is maintained;
- d) Annual competency-based training for staff to increase awareness of various communicable diseases and ways to protect themselves from acquiring or spreading diseases;
- e) An orientation for all new staff within respect to the above within their probation period; and
- f) A Universal Precautions Kit will be kept at each FPSS Society office and updated quarterly or as needed.
- g) Ensure basic hand-hygiene facilities are provide in all FPSS Society offices and that signs are posted to remind staff and guests to wash their hands.

All staff members will be conversant and practiced in containing the spread of infections and communicable diseases.

If required, a WorkSafeBC Investigation Report (52E40) (<https://www.worksafebc.com/en/resources/health-safety/forms/incident-investigation-report-form-52e40?lang=en>) will be completed. The form will indicate in chronological order, the date, time, sequence of events, and action taken. The completed form will be given to the Executive Director within 48 hours.

Prevention of communicable diseases:

- a) Staff will follow the “universal precautions” measures given to them in their orientation packages;
- b) Disposable gloves and pocket facemasks will be kept in the first aid kit to be used when administering first aid;
- c) All common areas will be cleaned and disinfected as appropriate;
- d) Protective bandages and gloves are to be disposed of immediately after use; and
- e) All staff are eligible to receive reimbursement for the cost of annual flu or COVID vaccination upon the submission of receipt.

Notification of a communicable disease:

- (a) In the event of a staff member presenting with a communicable disease within the Organization, staff, in consultation with the Executive Director will determine the best course of action. This may include informing the following, as appropriate:
- public health unit(s)
 - staff members
 - external case workers
 - foster parents
 - recent visitors
- (b) Persons involved must recognize the infected individual's and his/her family's right to privacy, including the maintenance of confidentiality of records.
- (c) The number of persons to be made aware of the infected staff's condition will be kept to the minimum required to assure proper care of the individual and detect situations where the potential for the transmission of the disease may increase.
- (d) The final decision concerning the persons who need to be notified of the situation will be made on a case-by-case basis by the Executive Director and will consider:
- the age and needs of the person
 - behaviours which may put others at risk
 - possible hazards to the infected person
 - consultation with medical professional(s).

First Aid:

To prevent the spread of communicable diseases, staff will take universal precautions when they encounter body fluid spills, including:

- administering first aid where body fluid is present only with gloves;
- handling any body fluid-soaked articles with gloves;
- washing body fluids off self, others, or surrounding area immediately with soap and water;
- cleaning the spilled body fluids up immediately using the blood spill kits; and
- using a pocket mask when administering mouth-to-mouth resuscitation

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