



Extend-A-Family

WATERLOO REGION

Direct Support Person/Provider Information Handbook

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QUICK FACTS FOR DIRECT SUPPORT PEOPLE

OFFICE INFORMATION

Location:

Our main office is located at
91 Moore Avenue in Kitchener.

Office Hours:

Monday – Friday, 9: 00 a.m. - 4:30 p.m.

Often there are many meetings that take place outside of these hours but from 9-4:30 there is a receptionist available for taking calls and greeting our visitors.

Our office will be closed on the following days:

Labour Day	Thanksgiving Day
Christmas Day	Boxing Day
New Year's Day	Good Friday
Easter Monday	Victoria Day
Canada Day	Family Day

PAY INFORMATION

We are paid on Friday's, on a bi-weekly basis (unless otherwise specified on the Pay Schedule).

Time cards must be submitted on the Monday following the last day of the previous pay period or they will be held over until the next pay period.

Time cards can be dropped off at the following locations:

91 Moore Avenue, Kitchener

118 Barnswallow Dr., Elmira

160 Hespeler R., Cambridge

(You can also pick up new time-cards from these locations)

Pay stubs are kept at our office and it is your responsibility to drop by to pick them up.

Epost is also an option for Pay Stubs

T4s are issued for all hourly paid employees except for work in the Short Breaks Program (formerly Respite) which is considered non-taxable income (reimbursement).

If you have questions about your pay or time cards, please contact Brenda Langer at 741-0190, ext. 239.

For contract specific questions and issues please contact your coordinator.

VOICEMAIL SYSTEM

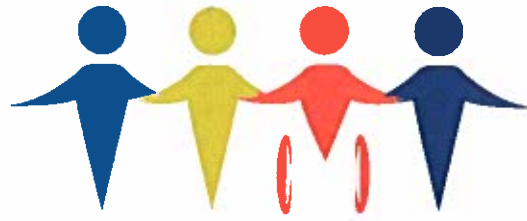
Please call us if you have questions!!!

When you call our office, you will go directly into our voicemail system. At anytime you may press '0' on your phone and the receptionist will answer. Please listen carefully to the instructions to reach the staff in our office.

Important Extensions:

10 – General Delivery Mailbox
224 – Finance Coordinator
240 – Human Resources
238 -- Recruitment

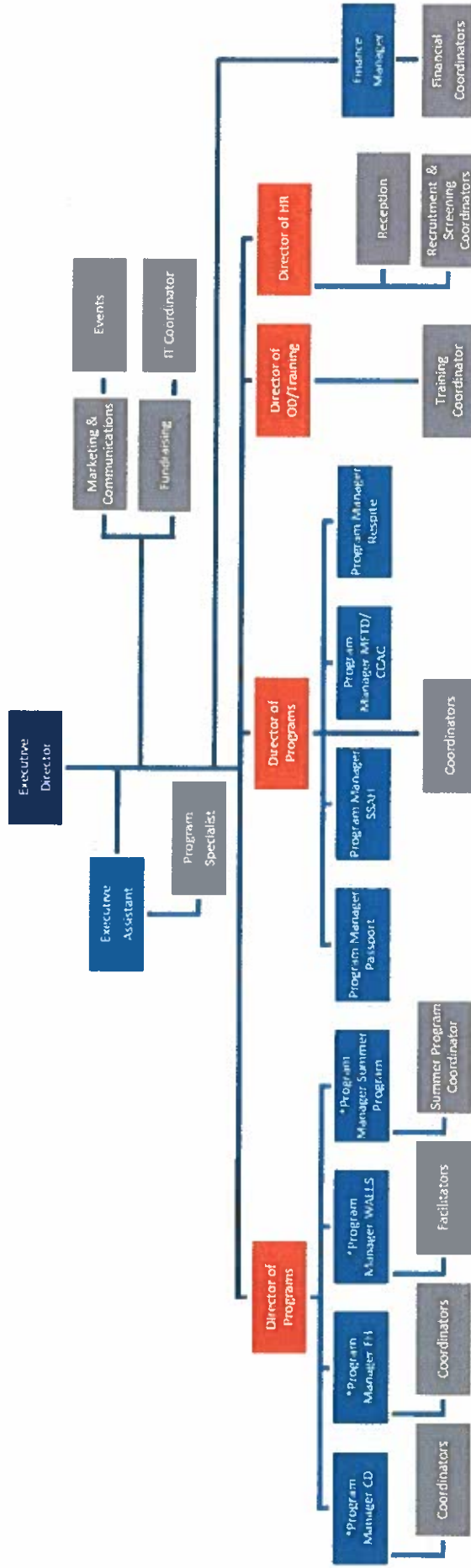
If you call and leave a message with any of our staff, we will return your call as soon as we can!



Extend-A-Family
WATERLOO REGION

All About

Organizational Chart



MANDATE

(Mission Statement)
Community, Dignity, Belonging

VISION STATEMENT

By December 31, 2019, EAF will be a leader in inclusion and fostering a community of belonging, for those we support, with a greater degree of sustainability.

STATEMENT OF VALUES AND PRINCIPLES

We Believe....

1. **Anti-oppression:** We ensure that all initiatives of EAF are inclusive and engaged with respect to all facets of anti-oppressive practice: culture, race, class, religion, ethnicity, ability, age, sexuality and gender.
2. **Citizenship:** We regard citizenship in its broadest sense in that everyone has responsibilities, places and spaces in community where they can contribute their gifts in meaningful ways, connect with others and feel welcomed.
3. **Relationships:** We create opportunities for healthy connections, experiences and nurture communities.
4. **Community:** We initiate and nurture community so that people come together through place, common interests, action or purpose.
5. **Person Centredness:** We fully honour a person's self-determination and citizenship, and ensure their "voice" is heard and acted upon as the most important voice in their support and services, regardless of their method of communication.
6. **Servant Leadership:** We listen actively, encourage each other, give and invite honest feedback about our work, create a culture of ownership and responsibility for our future and for our mission in serving individuals, families and each other.
7. **Belonging/inclusion:** We advocate for and nurture a welcoming environment where people are valued, safe, recognized for what they bring and missed when they are not present.
8. **Learning:** We embrace learning and the knowledge of families and individuals and analyze past and current patterns to inform our own growth as people and as an organization.
9. **Partnerships:** We create mutually beneficial connections to provide unique supports and build capacity for those we serve.
10. **Celebration:** We recognize people's positive contributions, milestones and accomplishments through sharing stories and nourishment.

STRATEGIC IMPERATIVES

- A) Advocacy that helps all people belong through needed social change.
- B) Funding/Sustainability
- C) Succession
- D) Community Leadership

Passed by the Board June 2015



Extend-A-Family Waterloo Region AND ANTI-OPPRESSION

Extend-A-Family Waterloo Region (EAFWR) is committed to being inclusive and welcoming to everyone.

EAFWR believes that every person has the right to be free from oppression. Oppression is behaviour that is hurtful, abusive, or leaves people out. Every person has the right to fair treatment, without hatred based on race, ethnicity (where you/they are from), class, religion, ability, age, sexuality or gender. EAFWR expects every person to treat others fairly. Oppression through words, images or actions are not allowed at EAFWR.

EAFWR works hard to make sure policies and procedures do not oppress anyone. EAFWR has an Anti-Oppression Action Committee (AOAC) that encourages conversation and celebrates difference. AOAC helps us to identify fair treatment to build a positive work culture.

If you experience behaviour that is hurtful, abusive, or makes you feel left out, we hope you will tell someone. You can do this by following Section I of the Feedback and Complaints Policy or by completing the form at the bottom of the website page: eafwr.on.ca/feedback-complaints-policy/

Anti-Oppression Action Committee

March 2017

Advocacy is an important element of both community involvement and family support; we assist families to be their own best advocates, and to access whatever group and community support they need. Self-advocacy can increase one's sense of personal power and expertise; these gains inevitably spill over into the larger realm, where changes can be made at every level, from the individual to the institution.

Offering Direct Support for Involvement

We support people's community involvement in three ways:

- First, we may introduce someone to another person who will accompany and support him/her in the community. In this case, EAF staff are the people who are paid to facilitate the introduction.
- Second, EAF directly compensates the people who provide support; this applies to the Respite, FamilyHome, and summer program, and in some cases, individual contracts.
- Third, EAF may assist in acquiring and/or managing funds for individuals/families who have support workers hired through programs such as Special Services at Home and Program Plus of Passport.

Enhancing the individual's/family's ability to manage

Our relationships with people through EAF depend on what they want from us, and on what we are actually able to do.

Sometimes individuals/families want EAF to be responsible for quite a few things, such as hiring and supervising support workers, managing funds, and administering special contracts. This level of involvement allows individuals/family members to do other important things.

Responsibilities and Commitments

The following are some of the working principles to which those of us at Extend-A-Family are committed:

- We recognize that reciprocity in relationship is necessary and important; each person contributes in unique ways to the whole, and all relationships contain elements of "give and receive". Extend-A-Family was born of the hard work of families who care deeply about their sons and daughters; fundamentally, EAF is about families helping families. We depend on our membership to keep going. If the emphasis shifts to staff helping individuals/families without them putting something back into the organization, EAF will no longer be what it is.
- We expect that families, friends, and individuals who have disabilities will hold onto their responsibilities, rights, and personal power, and that they will try to increase them, rather than giving them over to an organization, staff, or other people. In a sense, the staff at Extend-A-Family are "stewards" for individuals/families: we assist them in caring for themselves and their loved ones as best they can. We recognize that at times of crisis, we may be required to do "for" – with direction.
- Individuals/families know best what it is they need; we recognize them as experts.
- Having said these things, we negotiate expectations and responsibilities appropriately among each other.

Bottom Lines

- People are entitled to the services we offer. At the same time, we acknowledge that we will sometimes be unable to develop working relationships with certain people; should this be the case, we would endeavor to find other ways to provide them with service.
- From time to time, we will make mistakes; when we realize that we have, we will apologize.

Extend-A-Family Waterloo Region PROGRAM DESCRIPTIONS

SSAH – Special Services at Home

Special Services at Home Program (SSAH) is funded fiscally (April to March) by the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Families are required to make applications yearly for the funding. People of all ages with a developmental disability and children under 18 years of age, with a physical disability, are eligible. The SSAH program is focused on meeting needs broadly related to personal growth and development or family relief and support.

Once approved for funding, families are able to self-administer the monies or request the assistance of EAF to administer their SSAH contract. EAF coordinators work in partnership with families, assisting them in the application process; recruiting, screening, interviewing and supervising the SSAH worker when the goals of the contract are related to workers providing support for personal growth, development, and respite. When the goals are related to family relief support (private respite, camp fees, etc.), EAF provides reimbursement (upon the submission of a receipt) for these expenses from the SSAH contract.

As of April 2012, SSAH for Adults came to an end. Adults are now funded under the Passport Program.

FamilyHome

FamilyHome is a community living alternative for adults who have a developmental challenge. A community family (other than their own) welcomes an individual to live with them in their home and be a part of their family life. Families receive support, remuneration and the opportunity of making a positive difference in the life of another person. Many long term relationships have been formed through the FamilyHome program.

Respite

EAF's Respite program provides an opportunity for families, with a member who is developmentally challenged, to take a break. Respite Providers are screened and offered general training to provide respite for the son or daughter with a disability, either in the family's home or in the respite provider's home. Adult Respite Fun Groups are also offered as a form of respite. Facilitators support these small groups of young adults to plan activities and be out in the community on a weekly basis.

Passport

Passport provides community participation support opportunities to adults and individuals who have left school. Depending upon the choices and goals of the individual, Passport can be used at the WALES program; with a support worker in the community; or a combination of the two. Individuals may be involved in further education, employment related development, volunteer activities, utilization of community, enhancement of social, independent living and personal management skills. Since the administration of this program is no longer funded by the Ministry, families are asked to pay a service fee if they wish EAF to administer their funds.

MFTD (Medically Fragile, Technologically Dependant) Seasonal Respite

Community Care Access Centre (CCAC) Pediatric Case managers determine the eligibility for a child to receive the MFTD designation. This designation then entitles families to Enhanced Respite (ER) funding from MCSS. Typically, families will already be receiving SSAH funding. EAF receives MFTD Seasonal Respite funding on a fiscal basis, which creates the opportunity for families to benefit from additional

respite during seasonal times and summer break. The purpose of the Seasonal MFTD Respite Program is to compliment or enhance existing supports.

Community Participation

A) W.A.L.E.S

WALES, (Working Adults Learning Empowering Skills), offers community participation supports to adults with developmental challenges aged 18 and over. Through group and individual experiences, participants work towards their goals and dreams and participate in the community in a variety of ways, including volunteer and paid employment.

B) 1:1 Community Support

Individualized support is offered to a number of adults who are unable to participate in community day programs. Activities are in a community setting and are aligned in conjunction with the person's gifts and dreams.

Summer Program

A summer experience is offered to young people with disabilities ages fourteen and older during the months of July and August. Weekly daytime activities and community outings based around different themes each week take place from a local venue. In addition, a five day overnight Summer Vacation provides fun, fellowship and friendship in a rural location which encourages us to "love our land".

Community Development

The Community Development Coordinator helps develop initiatives that enable individuals and families to build a good life in the community, while also looking for ways to connect the individuals and families we support with each other. Projects/initiatives have included Moms' Support Groups, Waitlist and Autism Families gatherings, creation of the "Count Us In" documentary, Open Space and the autism website: www.autismspectrumconnection.com and the development of the Autism Services Group among others.



Extend-A-Family
WATERLOO REGION

Policy and Procedure

Extend-A-Family Waterloo Region CONFIDENTIALITY/PRIVACY POLICY

Because of requests for information from various services regarding individuals/families served by Extend-A-Family Waterloo Region (EAFWR), there is a need for a written policy regarding the confidentiality of information relating to individuals/families. Information refers to the release of data whether in a written, printed, spoken, photo or computer form. Please also refer to the EAFWR Computer Policy and the Internal Social Networking/Blogging Policy.

Policy:

1. The policy of EAFWR is that no employee, respite or FamilyHome provider, volunteer, placement student, contracted company/individual or member of the Board will release any information regarding individuals/families including the publishing of photos or posting of photos of individuals/families on the internet or any other public media unless one of the following conditions is met, other than through the ordinary course of employment or the provision of services on behalf of EAFWR:
 - a) An appropriate release of information must be signed, witnessed and dated by the adult affected and in the case of a child, by their parent/guardian. This form should specify the recipient of the information and should not be a blanket coverage form;
 - b) The courts have appropriately subpoenaed the organization's records;
 - c) A search warrant is produced for the purpose of securing the organization's records.
2. Without the above conditions being met, information may be produced where delay in providing information may result in injury or death to the "client" or other people.
3. Each employee, respite or FamilyHome provider, volunteer, placement student, contracted company/individual and member of the Board will be required at the outset of their relationship with EAFWR to sign a confidentiality agreement outlining the policy and a copy of this agreement will then be filed in the appropriate personnel file or other appropriate file. All existing employees, providers, volunteers, contractors and Board members will also be required to sign this confidentiality agreement and the same will be stored in the appropriate personnel file or other appropriate file. The terms of the confidentiality agreement and the obligations provided for in this policy shall survive the termination or cessation of the relationship between EAFWR and its employees, providers, volunteers, contractors and Board members and the agreement shall remain in effect thereafter.
 - a) EAFWR believes that conveying confidential information through gossip or disclosure to any person without proper consent is considered unprofessional conduct and is not tolerated according to the code of the Canadian Association of Social Workers.
4. Access to records/statistical information for research purposes must be reviewed and approved by the Executive Director.
5. Access to records is limited to appropriate and designated staff on a need-to-know basis. Records may only be removed from the Association's jurisdiction and safekeeping in accordance with court order, subpoena or statute.
6. An individual has a right to review his/her records. Any request to review a file should be made in writing to the Executive Director/designate, which will make the records available within 2 working days.

Approved by Board November 2003
Amended March 26, 2007
Revisions approved by the Board June 15, 2011
Reviewed April 2017
Revised November 2017

Addendums: *Consent Form (general)*
 Photo Consent Form

AGREEMENT OF CONFIDENTIALITY/PRIVACY REGARDING INFORMATION
(Abbreviated Version)

In signing this document, I give notice that I am fully aware of the following:

1. First, that my relationship with EAFWR will, from time to time, bring to my knowledge confidential information concerning individuals and families or put in my possession photos of individuals/families;
2. Second, that all children/adults and their families who are involved with EAFWR are entitled, as a matter of right, to know that such information will be held in the strictest confidence by those who come into possession of it and that individuals/families have a right to confidentiality and privacy regarding any such information as well as any photos taken by me or in my possession of children/adults and their families who are involved with EAFWR;
3. Third, that it is the stated policy of EAFWR that such confidentiality/privacy be strictly recognized and preserved both during and after my relationship with EAFWR ends;
4. Fourth, that EAFWR employees work as a team and, therefore, specific information may need to be shared with others within the organization relevant to the work that I do in accordance with the principles outlined in the Confidentiality/Privacy Policy.

I, therefore, promise to keep confidential and private any and all such information and I promise not to disclose it to anyone other than relevant EAFWR employees except where the family signs a release of information which authorizes the disclosure of information about them. I will also honour the right of individuals/families to privacy and confidentiality concerning photos and will not publish such photos without written permission from the family.

My signature below indicates that I have read and understand the Confidentiality/Privacy Policy. I have received a copy of this policy and am aware that the original copy of this agreement is included in my file. Copies of the full Confidentiality/Privacy Policy are available upon request.

Signature: _____

Date: _____

**MISSION, STATEMENT OF RIGHTS AND SERVICE PRINCIPLES
FOR ALL EMPLOYEES AND VOLUNTEERS
OF Extend-A-Family Waterloo Region (EAFWR)**

Purpose:

Quality Assurance Measures (QAM), as part of the Service and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. Act, are developed for the purpose of ensuring that those we support have both security and a meaningful and satisfying life as defined by themselves and their involved family and friends as appropriate.

The following information will be shared whenever any employee or volunteer first begins service through Extend-A-Family and will be reviewed every year thereafter. It will also be posted on the EAFWR website at www.eafwr.on.ca.

1. Our Mission:

Community, dignity, belonging

2. Service Principles:

Our service principles promote individualized approaches to supporting people with disabilities through social inclusion and respecting individual choice, respect for diversity and independence.

i. Individual Focus

The individual will be the focus in the planning, development and delivery of services and support. Each person has the basic human right and freedom to have their abilities, interests and needs used as the basis for planning, development and delivery of support and services for work, play and worship in their community or neighbourhood.

ii. Individual Planning and Support

Personal support plans (also known as individual support plans) must be prepared in such a way as to be supportive of the individual concerned having opportunities to live a meaningful and satisfying lifestyle and to interact as an equal in his/her community with opportunities for personal growth through education and training.

iii. Self-Determination and Control

Every individual has the right to be as fully in control of their life as possible. To the degree that individuals have ability to choose between alternatives, they are considered responsible for their choices and actions.

iv. Individual Autonomy and Rights

Extend-A-Family will encourage and support appropriate autonomy for those they serve to create an environment where they are able to exercise their rights and independence responsibly and adaptively.

3. Statement of Rights and Responsibilities:

It is the responsibility of the staff of EAFWR to ensure that all adults who are served are aware of their citizenship rights as well as EAFWR's commitment to support them in a manner that is respectful and honours their citizenship rights. The following Rights and Responsibilities for Person Served by Extend-A-Family are reviewed with all adult participants, employees and volunteers annually.

- You are a citizen
 - All citizens have rights and responsibilities
1. You have the right to be safe at home, at work, and in your community.
 2. You have the right to choose the relationships you have in your life.
 3. You have the right to vote (if you meet residency requirements).
 4. You have the right to choose, to practice any religion or no religion.
 5. You have the right to privacy with your mail and other personal matters.
 6. You have the right to say "NO" to anything that does not feel right to you.
 7. You have the right to decide the important things that will happen in your life.
 8. You have the right to be respected for who you are and what you do.
 9. You have the right to grow, learn and try new things.
 10. You have the right to stand up for your rights and the rights of others.
 11. You have the right to take risks once you are informed of the consequences.
 12. You have the right to volunteer, work and be involved in your community.
 13. You have the right to be paid fairly for your work when employed.
 14. You have the right to be proud of who you are.

4. Knowing your Rights and Responsibilities:

- Recognition and acceptance of your status as colleagues in the provision of service.
- A clearly defined working relationship with EAFWR.
- Disclosure of all information relevant to the care of the individual.
- Participate in decision making and planning.
- Continuity and maintenance of your own family.
- Supervision and support from EAFWR.
- Training and learning opportunities.
- State complaints and grievances against EAFWR practices or procedures in regard to the individual or the services they receive.

I have read, understood and had the opportunity to ask questions about the above information.

Your Name (Please Print): _____

Signature: _____

Signature of EAFWR Coordinator: _____

Date: _____ Annual Review Date: _____

Extend-A-Family Waterloo Region INTERNET SOCIAL NETWORKING AND BLOGGING POLICY

Extend-A-Family Waterloo Region (EAFWR) respects the rights of employees to use social networking sites such as Facebook, Twitter, Instagram, Snapchat, and YouTube as personal websites on their personal computer. However, under no circumstances are these personal social networking sites to be used by any employee on any EAFWR supplied computer, either at work or at the employee's home.

If any employee uses these social networking sites on their own computer for their own personal use, it is prohibited for anything related to EAFWR to be put on the networking site by any employee. This includes pictures of or information about any person related to EAFWR including staff, Direct Support People (DSP)/providers, individuals and families served by EAFWR or about the organization itself.

If any employee/DSP is found to have put anything related to EAFWR on a networking site via any computer, including a personal one, they will be subject to disciplinary action up to and including dismissal.

Any community and/or social networking sites in which EAFWR participates for business purposes will be at the discretion of the Executive Director or their designate. At this time this includes www.autismspectrumconnection.com community networking site as well as EAFWR's page on Facebook and Twitter. These sites selected will be deemed a safe and acceptable community that contributes directly to the mission of EAFWR. These sites will be maintained and managed by EAFWR and therein employees are thus free to join these sites.

Extend-A-Family Waterloo Region BEHAVIOUR SUPPORTS EXPECTATIONS

Extend-A-Family Waterloo Region (EAFWR) believes that:

- Everyone has the right to feel safe, including individuals supported by EAFWR, the organization's employees and the general public
- People sometimes experience feelings in different situations that could result in verbal, emotional and/or physical escalations of behaviour, which on some occasions, may pose a risk to themselves, people in a direct support capacity, and/or the general public
- All people should be treated with dignity and respect and in a supportive way
- Adopting a preventative approach in all situations of support is a priority

What You Can Expect From EAFWR When Supporting an Individual with Challenging Behaviours:

- To be informed about any physically or verbally aggressive behaviours that the individual has displayed in the past, prior to arranging an initial match visit, to the best of the supervisor's knowledge
- An opportunity to ask questions of the individual and/or their family about how best to prevent physically or verbally aggressive behaviours, and strategies for supporting the individual through these
- To be able to review a written behaviour profile/plan if one is available
- The right to decline a match with a person if you do not feel you have the skills required to support that individual in a way that is safe for them and yourself
- Access to training - Crisis Prevention Intervention Training - Safe Management - on preventing and de-escalating challenging situations
- Information about how and when to document challenging behaviours and support through the process of doing this
- A supervisor who will check in with you periodically and is available to debrief, support and problem-solve with you, should you be involved in a physically or verbally aggressive situation with the individual you support

What EAFWR Expects From You When Supporting an Individual with Challenging Behaviours:

- To be honest with yourself and your supervisor if you do not feel like you have the knowledge and/or skills necessary to support the individual in a manner that is safe for them and yourself
- To take advantage of training opportunities regarding safe behaviour support that are made available to you as well other training opportunities that will maximize the likelihood of having and maintaining a mutually positive and respectful relationship with the individual you support
- To inform your supervisor as soon as possible about any situations in which the individual becomes physically or verbally aggressive, and to complete the required paperwork in a clear and timely fashion
- To always provide **positive** support - which focuses on preventing and managing challenging behaviours - to all individuals you support

Preamble

This policy governs the publication of and commentary on social media by Direct Support People (DSP)/volunteers of Extend-A-Family Waterloo Region (EAFWR).

For the purpose of this policy, social media means any resource for online publication and commentary, including but not limited to, blogs, wikis and social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and compliments any existing or future policies in regard to the use of technology, computers, e-mail and the internet as well as policies relating to confidentiality, privacy and standards of conduct.

Scope

EAFWR DSP/volunteers are free to publish or comment via social media in accordance with this policy. EAFWR DSP/volunteers are subject to this policy to the extent that they identify themselves as an EAFWR DSP/volunteer or are involved or using official EAFWR social media sites (other than as an incidental mention of place of employment in a personal blog on topics unrelated to EAFWR).

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. The requirements outlined in the EAFWR Privacy and Confidentiality Policies must be observed.

DSP/volunteers may participate in social media in a personal capacity. It is expected that DSP/volunteers use of social media is done in a manner that is respectful and in compliance with this policy.

All uses of social media must follow the same ethical standards that EAFWR DSP/volunteers must otherwise follow.

Policy

Social Media Guidelines:

1. **Don't Tell Secrets:**

While it is acceptable to talk about your work and have a dialogue with others in the community, it is not acceptable to publish confidential information. Confidential information includes, but is not limited to, such things as unpublished details about EAFWR software, details of current and/or future organizational projects, financial information, research, information about the families and individuals that EAFWR serves, or information about any of its DSP, employees or volunteers.

2. **Protect Your Own Privacy:**

Do not post information that you would not want the general public to see. Be smart/aware about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and be cautious about disclosing personal details.

3. **Respect Your Audience, EAFWR and Your Co-workers**

The public in general, EAFWR's DSP/volunteers, those we serve and our funders and donors represent a diverse set of customs, values and perspectives. Do not say anything that contradicts or conflicts with EAFWR's values and principles or information on the EAFWR

website. Please express yourself in a manner that is respectful. This includes not only those obvious things (no ethnic slurs, offensive comments, profane or rude language, defamatory comments, personal insults etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory – such as information involving politics or religion. Use your best judgment. Ensure that the views and opinions that you are expressing are yours alone and do not represent the official views of EAFWR.

Please keep in mind that the main purpose of the EAFWR site is for DSP to connect with other DSP and share ideas and strategies. If you have a concern or need support please contact your coordinator.

4. Protect EAFWR Families/Individuals, Partners, Funders, Suppliers, Donors

Families/individuals, partners, funders/donors and suppliers should not be cited or referenced without their prior approval. Never identify them by name without their permission and never discuss any confidential details related to them. It is acceptable to discuss general details about various projects, concerns, and to use non-identifying pseudonyms for families/individuals as long as the information provided does not violate any confidentiality policies that are in place.

5. Controversial Issues

If you come across misrepresentations made about EAFWR in the media please let your EAFWR supervisor or the Executive Director know. When speaking about others ensure that your remarks are factual and do not belittle the other party. Avoid arguments.

6. Think About Consequences

Consider what might happen if an EAFWR DSP or volunteer is in a meeting with a family/individual and they pull out a print-out of your blog and says, "This coordinator says that "This activity sucks."

Saying that, "This activity still needs some fine tuning" is fine; saying that it "sucks" is risky, not subtle and completely unprofessional. Use your best judgment. Using your blog to speak negatively about a fellow DSP or volunteer, someone EAFWR serves, or a co-worker is dangerous and can result in legal action against you and the organization.

7. Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they are not speaking officially. This good practice is encouraged, however it does not protect you from legal implications should the comments be incorrect or inflammatory.

Wherever practical, you must use a disclaimer saying that, while you work for EAFWR anything that you publish is your personal opinion and not necessarily the opinion of EAFWR.

8. Don't Forget Your Day Job

Social Media can be a very useful, effective tool for the people being served. However, it is important to remember that the goals and safety of the individual always must take precedence. Ensure that the work time spent on social media is well used for such things as research, connecting with families/individuals we serve or DSP or other professionals in relevant fields.

Speaking on Behalf of the Organization, Reporting and Monitoring

The Executive Director/designate will act as the spokesperson and use social media to speak on behalf of the organization. All media inquiries should be directed to the Executive Director/designate.

All posting done on EAFWR social media accounts are the property of the organization. The Communications Coordinator is responsible for monitoring social media for the organization and will inform their immediate supervisor of any inappropriate use of social media.

Monitoring and reporting in regard to Facebook, blogs for specific programs, etc. (i.e. FamilyHome) will be the responsibility of the relevant Program Manager/designate.

Monitoring and usage rules, which also are present in the organization's Internet Use, Confidentiality and Privacy policies, will apply to all social media activities.

Policy Enforcement

EAFWR reserves the right to take action for non-observance of this policy, up to and including dismissal for cause.

As well, EAFWR may also request that individuals withdraw certain posts from social media accounts or sites, regardless of whether the post appears on a personal or EAFWR related social media account or site.

Acknowledgement and Acceptance

By agreeing to join the EAFWR social media sites you are acknowledging your acceptance and willingness to abide by the terms outlined in this policy.

<http://www.socialmediapolicytemplates.com/sample-social-media-policies/sample>

July 2014

Revised Nov 2017

WHAT IS ABUSE AND NEGLECT?

Abuse includes all forms of physical, psychological, sexual or verbal abuse. Abuse can include inappropriate touching, physical punishment, verbal taunting or threats, or isolation through silencing. Neglect is when a parent/care-giver does not provide for the basic emotional, physical and medical needs for the child or adult on an ongoing basis. Examples of this could include not providing basic necessities such as food or proper nutrition, supervision or prescribed medical treatment.

What do I do if I witness/suspect abuse or neglect or have information about abuse (past or present) disclosed to me?

Abuse of a Child:

1. **If the person being abused is a child**, you have a duty to report any incidents of abuse or neglect immediately. The mandatory child abuse reporting requirement in Section 72(3) of the Child and Family Services Act applies to social workers, nurses, service providers and any employee/volunteer of a service agency and any other person "who in the course of his/her professional or official duties has reasonable grounds to suspect that a child is or may have suffered abuse". This requirement takes PRECEDENCE over all other relationships and reflects the intent of the legislation to protect children from abuse and neglect.
2. If you witness or suspect abuse and/or have information disclosed to you regarding the abuse or neglect of a child follow the procedures as outlined below:
 - a) Intervene as appropriate to ensure the individual's health and safety wherever possible;
 - b) If necessary, get immediate first aid or a physician's care;
 - c) Contact your direct supervisor/coordinator or after hours on-call person immediately;
 - d) Contact Family and Children's Services immediately;
 - e) Document what you witnessed or heard in writing and give it to your supervisor within 24 hours;
 - f) Maintain confidentiality.

DO NOT ATTEMPT TO INTERVIEW THE CHILD. THIS IS THE RESPONSIBILITY OF FAMILY AND CHILDREN'S SERVICES

Abuse of an Adult who has a Developmental Disability or any Vulnerable Adult:

1. If the person being abused is an adult (over the age of 18 and has a developmental disability or a vulnerable adult) you have a duty to report any incidents of abuse or neglect immediately. The mandatory adult abuse reporting requirement is laid out in the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.
2. If you witness or suspect abuse and/or have information disclosed to you regarding the abuse or neglect of an adult with a developmental disability or vulnerable adult follow the procedures as outlined below:
 - a) Intervene as appropriate to ensure that the individual's health, safety and well-being wherever possible;
 - b) If necessary, get immediate first aid or a physician's care;
 - c) Contact your direct supervisor/coordinator or after hours on-call person immediately;
 - d) Contact the police immediately if the abuse may constitute a criminal offense; do not attempt to investigate the incident;
 - e) Document what you witnessed or heard in writing and give it to your supervisor within 24 hours;
 - f) Maintain confidentiality

***DO NOT ATTEMPT TO INTERVIEW THE ADULT. THIS IS THE
RESPONSIBILITY OF THE POLICE***

I have read and understand the above policy.

Signature: _____

Date: _____

Revised November 2011
Reviewed April 2017

Extend-A-Family Waterloo Region

EMERGENCY PREPAREDNESS AND RESPONSE PROCEDURE FOR DIRECT SUPPORT PEOPLE/PROVIDERS/VOLUNTEERS

This procedure is for Direct Support People (DSP)/providers and volunteers who are working with a person they support, whether in their own home, out in the community, in the person's home, or as a FamilyHome provider. Emergencies can include fire and evacuation, flooding, power outage, storms, flu pandemic, medical emergency (inside and outside) and when an individual runs away or is missing.

During the course of carrying out the duties of your role with Extend-A-Family Waterloo Region (EAFWR), should you experience fire, flooding, power outage, storm damage or like circumstances:

- Remove yourself and the person you are supporting to a safe place if the location you are in is unsafe;
- Call Emergency services if required (911) and attend to any first aid requirements;
- Contact the person's parent, guardian, decision-maker or emergency contact;
- Contact EAFWR (emergency on-call if after hours) to report the situation.

If there is a fire emergency at the location you are at:

- Ensure that you know the evacuation escape route;
- Never use an elevator as an escape route;
- Remove yourself and the person you are supporting following the evacuation escape route to a safe collection point;
- Call emergency services (911) if not already called) and attend to any first aid requirements;
- Contact the person's parent, guardian, decision-maker or emergency contact;
- Contact EAFWR's (emergency on-call if after hours) to report the situation.

If the person you are supporting goes missing:

- Follow the protocol for the program or for that individual if they have one;
- If there is no protocol:
 - Begin an immediate search;
 - Call the person's parent, guardian, decision-maker, emergency contact;
 - Contact Extend-a-Family Waterloo Region (emergency on-call if after hours) to report the situation.
- In the absence of the person's parent, guardian, decision-maker or emergency contact, the EAFWR Coordinator or on-call staff will make the decision when to call the police for assistance.

If there is a medical emergency:

A medical emergency is an urgent need for assistance or relief that arises unexpectedly.

- If in a vehicle, pull over to the right side of the road;

- Call 911 for emergency medical service (EMS) and answer the dispatcher's questions until told to hang up;
- Give necessary first aid care;
- Advise the EMS personnel of any Health Care Directives on file for the person;
- If they will be making a transfer to a hospital ask to which hospital they will be taking the person;
- Call the person's parent, guardian, decision-maker, emergency contact;
- Contact EAFWR's (emergency on-call if after hours) to report the situation.

You will be required to fill out a report (Incident Report, WSIB Report) concerning the incident to the appropriate internal person as to what has happened in all of the above emergency situations.

Always ensure that you have all contact numbers available and are aware of any health care directives for the individual.

In the case of flu or a flu pandemic refer to the "Precautions for Infection Control of Respiratory illness" document.

July 25, 2013

Extend-A-Family Waterloo Region MEDICATION POLICY

Purpose:

Extend-A-Family Waterloo Region (EAFWR) strives to ensure that all individuals supported benefit from quality programming/relief. Our goal regarding medication is to ensure that individuals safely receive medication administration as needed.

Scope/Responsibility:

The responsibility for medication administration is shared between the physician, the pharmacist and the family/primary care giver or FamilyHome designate. It is the responsibility of the physician to prescribe the medication, the pharmacist to dispense the medication, and the family/primary care giver or the FamilyHome designate to administer the medication.

EAFWR Employees (refers to all screened support people regardless of pay – hourly, honorarium or volunteer) should not be responsible for medication administration. However, if employees are requested to administer medication, or perform any medical procedures, it is essential that EAFWR's Medication Policy is strictly adhered to.

Policy:

To ensure the safety of individuals, all families/primary care givers and employees of EAFWR will be made aware of the Medication Policy, and for employees who are requested to administer medication, or perform a prescribed procedure, they must receive both general orientation to EAFWR's Medication Policy as well as any contract-specific training deemed necessary by the EAFWR Coordinator.

All employees must notify the EAFWR Coordinator prior to administering any medication, to review, complete and set up the following procedures as needed:

Training:

- a) Employees and families/primary care givers must complete a full review of EAFWR's *Medication Policy* with an EAFWR Coordinator in all situations where medication is administered or procedures are being performed.
- b) Any employee administering medication or performing any medical procedures must complete contract specific training. Families/primary care givers are responsible for providing or arranging for the direct, hands-on-training and instruction specific to the individual, as determined with the EAFWR Coordinator.

Permission/Forms

- a) The family/primary care giver or FamilyHome designate will complete and sign the applicable *Permission to Administer Medication / Permission to Perform a Controlled Act* forms, indicating their request and permission for the employee to administer medication according to their direction/training agreed upon/arranged.

- b) Employees requested to administer medication will complete and sign the *Agreement to Administer Medication / Agreement to Perform a Controlled Act* forms, indicating their agreement to administer medication according to the written medical orders and family's/primary care giver's or FamilyHome designates direction agreed upon/arranged. Training will be performed by the pharmacists or family/primary care giver's or FamilyHome designates if appropriate for medication administration and by a regulated healthcare professional for all controlled acts.
- c) The *Medication Administration Record* will be completed by the family/primary care giver/or FamilyHome designate; this is the 'master list' which identifies all of the pertinent information needed: name of individual, physician, name of medication, dosage, time (frequency), method of administration (ie. oral or topical), known side effects, cautions, or allergies, special instructions, pharmacy information, etc. This chart must be kept up-to-date and always available to workers.
- d) The employee will only administer medication to the individual(s) being supported in the home. Separate permission, agreement and chart forms must be completed for each individual receiving service (i.e. including siblings in Respite). If these forms are not complete, the employee will not administer the medication.
- e) New permission and agreement forms will be completed for each new employee.

Medication Storage and Transport:

Medication must be maintained in the original container with the original label, including non-prescription products, with the medication dosage and indications visible. Medication repackaged by the family/primary care giver or FamilyHome designate for out-of-home administration by an EAFWR employee must also be in a pharmacy-labelled container, however, the EAFWR employee can repackaging into a doset for later administration by themselves (same employee repackaging and administering).

For the ultimate safety of the individual, it is advised that all medications be stored in a secure location. Narcotics (ie. prescription pain medication) must be in a lock box or locked cupboard.

Administration of Medication:

- a) Medication must always be administered in accordance with the *Six Rights* (6 R's):
 - The Right PERSON
 - The Right DRUG
 - The Right DOSE
 - The Right TIME
 - The Right ROUTE
 - The Right DOCUMENTATION

The 7th right is the *Right to Refuse*

The Right to Refuse Medication:

EAFWR recognizes that it is the right of persons with a developmental disability to refuse medications unless the person is subject to a compulsory treatment order. Instructions should always be available on how to administer the medication in the most effective manner to reduce the risk of refusal.

If a person served by EAFWR refuses medication, the involved staff must listen and document the person's reason for medication refusal. If it is clear that the person is refusing medication, the staff involved will counsel the person as to the reasons why the medication was prescribed and the likely consequences of not taking the medication.

If the individual refuses the medication, after two attempts, the family/primary care giver or FamilyHome designate should be contacted for further instructions; instructions should always be given on how to administer the medication most effectively to reduce the risk of refusal. The refusal of medication shall be noted in the person's case notes.

EAFWR On-Call Emergency Procedures must be followed should a refusal of medical service lead to, or potentially lead to, a medical emergency.

The views of the person who has refused the medical care needs to be brought to the attention of the prescribing doctor as soon as possible so that the person can have a conversation with their own physician in order to make an informed choice about their medical care needs and options.

Medication Administration:

Routine Administration of medication typically happens in the following ways:

- 1) Pills (capsules or tablets)
- 2) Liquid
- 3) Eye, ear or nasal drops
- 4) Creams or ointments

*Only oral and topical medications 1, 2, 3 and 4 should be administered by employees.

Controlled Acts:

Medications administered by inhalation or by vaginal or rectal suppository or enemas, oxygen and catheterization are controlled acts regulated to the nursing profession as set out by the Regulated Health Professions Act. Procedures by these routes may only be considered by unregulated care providers/EAFWR employees if the employee is assisting with the routine activities of daily living, or providing First Aid or temporary assistance in an emergency.

Controlled Acts have higher degrees of risk than routine medication administration and therefore, unregulated care providers/EAFWR employees may only engage in these areas once the skill has been taught by a regulated health care professional.

PRN Medication:

PRN medication is any medication used on an 'as needed or circumstances required' basis, including both prescription and non-prescription medications. The administration of PRN medication is the same as that of any other drug, with the additional requirement of:

A PRN criteria sheet will be followed by each employee. The PRN criteria sheet will outline the following:

- The purpose of the medication
- The exact criteria and when to give that medication
- And what to do should the medication not work

Each time an employee will give a PRN medicaments, they will document the following:

- Why it was given
- How long it took to have effect
- How effective it was
- Report if response to medication or procedure changes
- Written protocol for administration of PRN medications

PRN medication used for challenging behaviour is an intrusive measure and must follow the guidelines outlined in Behaviour Intervention Policy and Procedures.

Self Administration:

If the individual self-administers their medication, the employee will not assume responsibility to ensure the medication is taken. If the employee is being asked to be responsible for observing the self-administration of the medication by the individual, it is considered Medication Administration and the EAFWR Policy will apply.

Recording:

- a) The family/primary care giver or FamilyHome designate must keep the *Medication Administration Chart* accurate and up-to-date with all changes, additions, deletions, or any additional instructions which may vary from the original information for reference purposes, also communicating these highlights verbally to the employee.
- b) All administration of Controlled Acts or medically complex procedures must be written/documented on the *Administration Procedure Detail* form outlining all necessary information, specific procedures/steps, descriptions, explanations, cautions, contraindications, adverse affects, etc. The use of this form is strongly encouraged to support all situations which require additional information to be documented for safe administration of any medication (ie. PRN's).

- c) In situation identified by the EAFWR Coordinator, it may be requested or recommended that the administration of medication be documented on the *Medication Administration Record* and initialed by the employee as administration occurs.
- d) All forms should be completed in ink. White out or pencil should not be used on these forms as they are considered legal documents.
- e) Medication forms will be kept in the family binder/home and available to DSP's; they may be collected as needed and/or reviewed periodically by the EAFWR Coordinator.
- f) All employees should have an employee Identification Card with the individuals' information, including current health concerns, and the name of their pharmacy and contact numbers.

Medication Errors:

- A medication error is anything which prevents the proper administration of the 6 R's:
 WRONG PERSON
 WRONG DRUG
 WRONG DOSE
 WRONG TIME – not within 1 hour before or after the prescribed time
 WRONG ROUTE
 WRONG DOCUMENTATION
- If an error has occurred:
 - i. Contact Emergency Medical Assistance immediately (911), if the error constitutes a potentially life threatening situation or if you are unsure.
 - ii. If the situation is not life threatening, contact the family/primary caregiver/or FamilyHome designate immediately for direction. If they cannot be reached, other steps may include, but are not limited to:
 - calling the pharmacy
 - checking with the emergency contact person listed
 - calling the family doctor
 - calling EAFWR's On Call service
 - iii. After the medical needs of the individual have been met:
 - if the error required immediate corrective action, and would be considered 'serious in nature' (ie. the individual's health status changed), the employee must contact their EAFWR Coordinator, a Supervisor, or EAFWR's On-Call service after hours, until they can speak directly with someone to notify them of the situation;
 - all other medication errors should be reported to the EAFWR Coordinator by the next business day.

- All medication errors are considered 'incidents', and therefore, must be reported on a *Medication Error Report* form and submitted to the EAFWR Coordinator, with a copy for the family/primary care provider being retained in the home binder; the error must also be documented on the *Medication Administration Record* if it is being utilized. Medication errors will be reviewed with the employee on an individual basis, and followed up with any necessary review, retraining or disciplinary action as determined by the EAFWR Coordinator.

If the medication error results in the individual needing medical attention, the EAFWR Coordinator (during office hours) or the emergency on call service (for after hours) must be contacted as this is a Serious Occurrence which must be reported to the Ministry.

Definitions:

Medication refers to any of the following types:

- Prescription (ongoing &/or short term)
- Non-prescription (ASA, Tylenol, topical lotions/creams, allergy medications, over-the-counter products, natural remedies, vitamins, cough syrups, etc.).

Passed by the Board March 28, 2005

Revisions reviewed and approved by the Board June 15, 2011

Updated August 2013

Updated April 2016

Reviewed April 2017

Revised November 2017

UNUSUAL INCIDENT REPORT

Individual's Name: _____

Age and Date of Birth: _____

Address: _____

Date: _____ Telephone: _____

Type (i.e medical): _____ Staff: _____

Other: _____

Description of Events:

Action Taken:

Agencies/Individuals Involved:

Further Action Required:

_____	_____
-------	-------

_____	_____
-------	-------

_____	_____
-------	-------

_____	_____
-------	-------

Worker Signature

Coordinator/Staff Signature

Date

Parent Signature

ON-CALL POLICY AND PROCEDURE SUMMARY FOR EMERGENCY SITUATIONS/SERIOUS OCCURRENCES

Policy:

Extend-A-Family Waterloo Region will ensure that all employees, direct support providers (DSPs) and volunteers of the agency have emergency on call services available to them 24 hours a day, 7 days a week for all programs at Extend-A-Family Waterloo Region.

Individual/Family's Responsibility:

Individuals/families are expected to make sure the **Emergency Information Form** is up to date and available to the DSP each shift as well as the following information:

1. Phone number where parent(s) can be reached in case of emergency.
2. List of alternate contact people and their phone numbers (i.e. relative, neighbour, friend).

Responsibility of DSPs/Volunteers:

1. **Must** carry an emergency information/Extend-A-Family Waterloo Region identification card at all times when supporting an individual.
2. **Always** ensure parents leave contact information before they leave house.

DETERMINATION OF EMERGENCY SITUATIONS/SERIOUS OCCURRENCES:

1. **Reporting and On-call services should be used in the following situations:**
 - death of an individual who is receiving support
 - injury to a person receiving support or a DSP/volunteer, during work hours
 - alleged abuse or mistreatment of a person receiving support
 - complaint made by or about an individual receiving support
 - person receiving support goes missing
 - hospitalization of person receiving support
 - extreme behavioural incidents requiring support
 - medication incidents or errors
 - vehicle accidents involving the person receiving support
 - emergency services are contacted (i.e. police, fire and/or ambulance)
2. **On-call should not be used in the following circumstances:**
 - On-call is **not** intended for use by individuals/families or DSPs to report shift cancellations or changes.

HOW TO REPORT AN EMERGENCY:

1. **Should an emergency situation or serious occurrence arise as defined above:**
 - a) Ensure the individual's safety. Administer First Aid and seek appropriate medical intervention if necessary.
 - b) Contact parents/guardian immediately and then document the details of the incident. If the parents are unreachable, call the alternate contact person(s) (i.e. relative, neighbour or friend).
 - c) Report all emergencies and/or serious occurrences to your EAFWR Coordinator as soon as possible. Contact the on-call system at Extend-A-Family at **741-0190** after hours; the caller will be given the on-call Answering Service number to contact for assistance. The Answering Service will take name and phone number. Then an on-call person will be contacted to respond to the call.
 - d) Document the situation via an Unusual Incident Report and hand in to Extend-A-Family Waterloo Region immediately.

EMERGENCY INFORMATION FORM

Individual's Name: _____

Address: _____ Postal Code: _____

Birth Date: _____ Telephone: _____

Parents/Guardian:

_____ Contact Number: _____

_____ Contact Number: _____

Emergency Contact Person: _____

Relationship: _____ Telephone: _____

Doctor: _____ Telephone: _____

Address: _____ Health Card Number: _____

Medical Conditions: (i.e. heart problems, digestive problems, allergies, etc.)

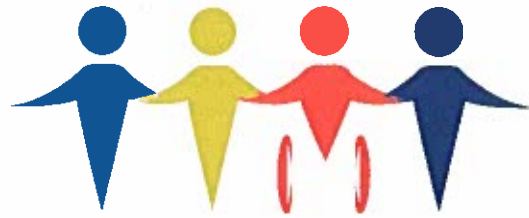
Seizure Procedure:

Medications:

Behaviour/Safety Concerns: (i.e. wanders, poor balance, chokes on food, behavioural concerns)

_____	_____	_____
_____	_____	_____

For contracts involving respite or community participation, the DSP should have this information with them at all times. If there is any change in the above information it is the parents'/guardians' responsibility to update the form and advise the DSP.



Extend-A-Family
WATERLOO REGION

Expectations and Report Writing

CONTACT GUIDELINES & STANDARD EXPECTATIONS OF COORDINATORS & DIRECT SUPPORT PEOPLE

The following are standard expectations that will be implemented for Coordinators and Direct Support People as of **January, 2010**. Please keep in mind that these are **minimum** standards and can be expanded on a contract specific basis.

1. Contact with Direct Support People/Support of Direct Support People (by Coordinators):

- a. All **match visits** to include family, supported person, direct support person and Coordinator.
- b. Follow-up visit with direct support person and family within 30 days of match visit (to check-in and complete necessary paperwork).
- c. **Annual Direct Support Person Update** will be completed once per year, as a face-to-face meeting with the direct support person and Coordinator. Input will be requested from the family/individual via e-mail, phone call, visit or letter.
- d. Minimally, one other contact (face-to-face, telephone or email) with direct support person within the year to assess how things are going from direct support person's perspective.

Note: Each contact with direct support people/families will be documented in CMS by the Coordinator. CMS notes will include an overview of contact highlighting: how the direct support person is doing, successes, challenges, any needs, unusual issues, cautions and/or HR issues.

2. Job Expectations of Direct Support People:

- a. To attend match visit(s).
- b. To attend follow-up visit with Coordinator and family within 30 days of match visit.
- c. To participate in an Annual Direct Support Person Update with their Contract Coordinator.
- d. Call Coordinator(s) as soon as issues or problems arise in the course of doing support work.
- e. Be aware of Policies, Procedures and Practices as provided in the Direct Support Person/Provider Handbook, on the EAF website and/or through your coordinator.
- f. (a) Advise your coordinator if you are no longer available for work or if you are leaving your employment with EAF.
(b) Advise EAF Human Resources if you have not worked for three months.
- g. Complete any required training and take advantage of opportunities to attend relevant/desired training opportunities.
- h. Complete and return updated personnel documents as requested.
- i. Be aware of EAF events and activities (picnics, fundraising events, etc.).

DIRECT SUPPORT PERSON [DSP] GENERAL JOB DESCRIPTION

Qualifications:

- Secondary school diploma OR some secondary school with related experience.
- Minimum eighteen years of age.
- Valid G2 license and access to a reliable vehicle
- Excellent oral and written communication skills.
- Must be reliable and dependable, punctual and committed.
- Ability to work well independently as well as part of a team.
- Demonstrate threshold and core competencies outlined for DSP's.

Role:

As a DSP you are one of the key front line support providers who engage in establishing a positive relationship with the people we support. You are guided by compassion, care and responsibility. You readily display these attitudes and ideals in your relationship with the person being supported and in your representation of EAFWR as an organization wherever you are.

Hours and Pay:

- A single contract can be anywhere from 2 to 10 hours per week with an opportunity to take on multiple contracts and increase your hours.
- While there is flexibility to fit around your schedule, most of the opportunities currently available require evening and/or weekend work

Responsibilities and Functions:

Reporting to the person being supported, their family, and a designated EAFWR Support Coordinator, the contract support person will:

Provide Support to the Person and Family:

- Plan and implement supports/activities designed to assist the person being supported in achieving goals outlined in the funding contract.
- Establish and maintain a respectful relationship with the person being supported.
- Engage in open and honest communication with the person being supported, their family and the designated Support Coordinator.
- Be aware of and adhere to EAFWR's Health and Safety Policies and Procedures and maintain a safe work environment for yourself and the person being supported.
- Maintain awareness of and adherence to EAFWR procedures dealing with serious and/or unusual incidents.

Provide Support to EAFWR Administration by:

- Maintain awareness of and adherence to relevant guidelines, policies and procedures.
- Promote the growth of an organizational culture that is both inclusive and anti-oppressive.
- Participate in training and staff development as requested/required.
- Provide documents relevant to the position as requested by EAFWR.

Role Competencies:**Threshold Competencies Level 3:**

Flexibility	Adapts tactics depending on the situation
Self-Control	Takes positive action to calm self and others
Self-Development	Actively seeks feedback for performance enhancement
Service Orientation	Takes personal responsibility for resolving service issues
Values & Ethics	Acts in accord with values & ethics even when not easy to do so

Extend-A-Family is an equal opportunities employer. We are committed to ensuring people with disabilities have the same opportunity of access to employment.

March 2005

Revised Sept 2010

Revised Oct 2014

Core Competencies	Level	
Advocating For Others	3	Calculates impact of actions or words
Collaboration	3	Encourages Others
Creative Problem Solving	3	Understands and acts on basic relationships
Fostering Independence in Others	3	Delegates
Initiative	3	Thinks and plans ahead
Interpersonal Relations/Respect	3	Effectively uses empathy
Resilience	3	Overcomes obstacles and/or distractions in specific situations (short or medium term)

Revised Dec 2014

Revised Nov 2017

Extend-A-Family Waterloo Region (EAFWR)

STANDARD OF CONDUCT FOR EAFWR EMPLOYEES, PROVIDERS AND VOLUNTEERS

Preamble:

Extend-A-Family Waterloo Region (EAFWR) has a mandate to serve individuals and families in the provision of Respite, Special Services at Home, FamilyHome, and other services. (Individuals/families served by EAFWR will be referred to as individuals being served).

EAFWR is committed to recruiting employees and volunteers who have demonstrated a high standard of conduct in their work. At the same time, EAFWR has an obligation to provide supervision, training, supports, and a safe and equitable working environment.

Breach of any of these standards may result in disciplinary action.

Therefore, EAFWR employees, providers, and volunteers shall:

Section A:

1. Come to work as scheduled and be on time.
2. Leave the place of work (during work hours) only with proper notification and permission.
3. Use the time granted for leaves of absences for the reason(s) it was granted.
4. Ensure that you are aware of and follow EAFWR's policies, procedures and guidelines.

Section B:

5. Use the internet, computer and email systems in an efficient, effective and ethical manner as set out in the *Internet Policies*.
6. Treat EAFWR's and the individuals'/families' equipment and property with respect, asking permission and using any designated process, to borrow or use any of it. Any destruction of property will be acknowledged promptly with steps being taken to repair or replace it, if required.
7. Follow the job description/goals as outlined. If changes are required, consultation/notification will be sought with the individuals/families and the employee's/provider's/volunteer's supervisor.
8. Use only those interventions/therapies which have the consent and knowledge of the families and the EAFWR supervisor.
9. Do your best work in order to meet the goals of individuals/families being served to reflect positively on the reputation/credibility of other employees and EAFWR.
 - Represent EAFWR at all times positively in the community and interactively with others.
10. Report any observations of willful neglect, physical, sexual or verbal abuse of another individual immediately to your EAFWR supervisor, as set out in the *Policy and Procedure Regarding Abuse and Neglect*.
11. Observe the rules of confidentiality as set out in the *Confidentiality/Privacy Policy*.

12. Follow the direction of your EAFWR supervisor(s), keeping in mind that although you may not agree with your EAFWR supervisor, there is an expectation that their direction will be followed
13. Ensure awareness of and follow the *Workplace Harassment, Violence and Oppression Prevention policy*.
14. Treat individuals/families being served and colleagues with respect. Work in a manner that is equitable and inclusive of gender, age, sexual orientation, disability, ethnicity, race and religious affiliation.
15. Submit in a timely manner, true and accurate records and time cards ensuring that the cards are verified by all necessary parties.
16. Ensure that the individual being served is not left alone unless as agreed to with the individual's family or guardian.
17. Make yourself aware of and be sensitive to allergies and take appropriate action to ensure the health and safety of the employees/volunteers of EAFWR and of the individuals it serves.
18. Refrain from smoking in the presence of the individual being served. This is understood to include transportation in vehicles, a residence, or any other confined space.

Section C:

The following, if not adhered to, may constitute grounds for immediate dismissal.

19. Any willful neglect, sexual, physical, emotional or verbal abuse of an Individual/family being served.
20. Any consumption of and/or being under the influence of alcohol and/or drugs during your work time.
21. The carrying of any firearm or any type of illegal weapon.

If for any reason, for example, ethical, moral or religious beliefs, you feel that you cannot fulfill any part of the code, you are encouraged to seek consultation with your direct supervisor, a member of the leadership team or a member of the Anti-Oppression Action Committee (AOAC).

Name (Print)

Signature

Date

Approved by Board November 25, 2002
Revised & Approved by Board February 23, 2009

Revised October 2017

EXPECTATIONS FROM THE FAMILY AND Extend-A-Family Waterloo Region

- Good communication between Direct Support Person (DSP) and individual/family is essential to the success of the contract; however, Coordinators are available for support and to help mediate as required.
- Coordinators are responsible to ensure that families understand their role and responsibility to provide orientation and training in their home (i.e. behaviour expectations, hand over hand feeding, etc).
- Coordinators are responsible for ensuring that individuals/families have completed respite books, emergency medical information, worker identification cards, etc.
- Individuals/families are responsible for providing you with a phone number and location where they can be reached and emergency back-up numbers. We are responsible for explaining the on-call system for emergencies. (Please refer to the DSP/Provider/Handbook).
- It is our responsibility to ensure that individuals/families understand their responsibility to reimburse DSP'S for appropriate costs. It is the individual's/family's responsibility to pay the DSP for these costs which have been agreed upon in advance.
- Extend-A-Family Waterloo Region, your Coordinator and the family will ensure you have access to the necessary supports. (Eg. Individualized training, training opportunities, resources, disability information, health and safety, expectations, etc.).
- We will respond to your calls in a reasonable amount of time.

Professional Responsibilities:

- To develop a warm, respectful, professional relationship with the person you support and their family
- To communicate with your Coordinator and be accountable as an employee to Extend-A-Family Waterloo Region (EAFWR)
- To work safely at all times and to ensure the safety of the person you support
- To adhere to the goals of the program with which you are involved with
- To continually advance your professional development and learning
- Be aware of training opportunities and attend training as required (some training is mandatory)

Availability:

- Honour your commitment of availability and notify the family, your coordinator and the office (as appropriate) if you are not able to meet a commitment
- Ensure you have the time and energy required for the work you accept EAFWR
- Advise EAF/coordinator if you are no longer available and/or are leaving EAFWR's employment

Completion of Reports & Important Documents:

- Report to your support coordinator and **Serious Occurrences** (ie. Death, injury, abuse, hospitalization, medication errors, vehicle accidents, etc)
- Report to your support Coordinator and complete an **Unusual Incident Report** when it is warranted (ie. any behaviour(s) that is unusual for the individual)
- Submit time cards in a timely fashion
- Complete an Annual DSP Update for each match, once per year with your Support Coordinator
- For Passport Program, complete Progress Reports as requested by your Coordinator, usually every six months

Communication:

- Be direct, honest, and timely in your communication with the family and your coordinator
- Ensure that you have a clear understanding of the role you are required to fulfill. Seek clarification from your Coordinator if uncertainties arise

As a representative of Extend-A-Family Waterloo Region (EAFWR), maintaining a professional appearance as well as dressing for the practicalities of your job is important.

All employees should consider what they wear, how appropriate it is for the type of tasks they perform, as well as what message it sends to the individuals we support, their families and the community or environment where we carry out our work. Casual clothing is acceptable in most situations; however, it is not acceptable for employees to wear torn, unkempt, unclean or revealing clothing, or clothing that is printed with messages which could be considered offensive to some people.

Clothing should be functional, safe and appropriate to the activity in which the employee is participating, for example, closed-toed shoes when working with someone in a wheelchair, shoes that are secured to the feet when supporting someone who is very active, no scarves when supporting someone who likes to pull and grab things.

Our dress and appearance tell a story about who we are, what our role is, the organization we represent and the level of respect for those we support and come into contact with in the course of our work. Also, because of the relational nature of direct support, individuals we support may see us as role models.

Personal hygiene is very important, especially as direct support work often involves being in close contact with an individual.

The attached article "Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals"* is recommended reading in support of EAFWR Standards of Practice. The final paragraph from the article summarizes the major points of these Standards, as follows:

"In conclusion, consider "dressing for success" when providing direct care; consider safety, comfort and then style, all the while, keeping in mind, the profile of the individuals you are supporting. Think about the events you will be attending and the responsibilities that go along with your role. Consider, too, the people you will meet and who and what you represent. The way you dress for work tells a story about you! But it also tells a story about the agency you work for. Think about what story you want to tell. Be safe and keep others safe."

*Bailey, Desmond, Katie Miller, Dave Hingsburger, Vita Community Living Services; Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals; Service, Support and Success: The Direct Support Worker Newsletter, vol. 1: Issue 7, p. 5.

Service, Support and Success:
The Direct Support Worker Newsletter
Volume 1: Issue 7

**Breasts, Buttocks and Boundaries:
Confident Clothing Choices for Direct Care Professionals**

Desmond Bailey, Katie Miller and Dave Hingsburger
Vita Community Living Services

People who work in banks and offices, or restaurants and machine shops have it easy when it comes to dressing for work. Partly because what they wear to work and what they wear at home come from very different parts of their closets. When you work with people providing support with their everyday activities, the distinction between work and home can become difficult. Working in someone's home calls for really subtle decisions to be made about how to be professional while fitting into a relaxed atmosphere. Clothing can turn a 'home' into a 'facility' and no one wants that. However, clothing that doesn't demonstrate an understanding of boundaries and appropriateness can send mixed messages about relationships. This subject is way more complex than people give it credit.

A bit of research shows that there are over 35 "dressing styles". To name a few: Geek, Jock, Trashy, Skater, Athletic, Fashionista, Rich Girl, Indie, Scene, Trampy, Gangster, Preppy, Vintage, Cheerleader, Nu-rave, Metro-sexual, Tom Boy, Emo, Goth, 70's, 80's, Jock, and the list goes on. Fortunately, Direct Care Workers who support individuals with intellectual challenges don't have to worry about fitting into any particular style genre. "Dressing for success" does not only apply to staff that work in institutions such as banks, insurance companies, design firms and advertising companies. The way Direct Care Workers dress or their personal style can absolutely and will definitely have impact on how safe environments are maintained.

Direct Support Workers need to take into account many things; the unique needs of their work environments and the predictable and unpredictable situations that may arise due to involvement with the individuals both at home and in the community. They also need to think about their relationships with those beyond the people they support such as community professionals like doctors and nurses, as well as representatives from other agencies and, of course, families. With each group, they need to consider how they represent themselves, the organization they work for and the individuals they support.

Consider the following questions: How do you dress for work? What considerations do you take into account when choosing your work clothes? Is this something that you even think about? Do you feel that the way you dress will make a difference in whether or not your day will be successful? Do you feel that the way you dress could influence the interrelationship between yourself and the individuals you support? Do you feel that the way you dress will affect your effectiveness on a whole? And the last question: Before you get dressed, what do you think of first? Is it comfort, style, culture, fashion...or is it safety?

Answering these questions makes it clear that the way Direct Care Staff dress for work does matter. The following tips should help make this a whole lot easier.

1. It's a Job

You are accompanying someone to the beach; you aren't going to the beach. The distinction here is huge. Very few people get to work at the beach. Interestingly, those who do, often have a dress

code. Are you aware that most public beaches and public swimming pools have a dress code for the life guards who work there? These codes emphasize that the guards are dressing for 'water rescue' not for fashion, sun tanning or flirting. It's clear that, even in a place where everyone is there for fun and recreation, staff are there to perform a service. The same is true for those who work in direct care. You are providing a service; therefore, you dress in a way that befits that role. This doesn't mean, of course, that you don't dress for the beach, but you do so in such a way that demonstrates an awareness of your role and a deep awareness of your relationship with the person you serve. Clothing can give mixed messages and can end up in inappropriate behaviours resulting from inappropriate clothing choices.

This is obvious at the beach, but it should also be obvious when working in someone's home or at a workshop. The first thought you have when getting ready to go to work is simply this, 'I'm going to work.'

2. Know Your Environment

Some settings are more volatile than others, or may require a different dress code based on the profile of the individuals at that setting, or it could be based on the event for that particular day. Think about your responsibilities; will you be supporting the member to the opera, a ball game, a nice restaurant, or to visit the family; will you be working in a Day Program, or will you be at the residence? Dress moderately and respectfully. There will be controversy over the terms "moderate and respectful dressing;" people see it differently. Nonetheless, keep in mind that you may be interacting with different people with different needs; keep in mind your work setting, community facilities and events; keep in mind your role, and the level of support that the individual will require. If you are in doubt, wear something simple and comfortable.

3. Know The People You Serve

This was hinted at above, but let's be more specific. Wearing a tie when working with someone who has a history of strangling staff is – um – unwise. Some people with disabilities have problem behaviour that may really limit your clothing choices. Realize the same is true in the 'regular world' of work. Those who work with power tools don't wear things that can get tangled up and limit their range of motion. It's a question of safety. So, if you interact with someone who has issues with temper and aggression, be careful what you choose to wear to work. Ask the Behaviour Therapist or the Supervisor for advice. On the other hand, you may be working with people who have difficulty with boundaries, some may have even offended in the past; again, it's important to realize that clothing choices can reduce risks for everyone concerned. You remember that expression, 'If you've got it, flaunt it?' Well, that may be the very worst advice that anyone can give to anyone anywhere, working any place. Staff working with ADULTS must remember that they are working with ADULTS and that they see the skin and "bare-ness" of summer attire and react in the way any other adult does. Just because they have a disability does not mean that they will not be sexually attracted to the person who is showing lots of skin (whether they are staff or not).

4. Be Attractive Not Distractive

We all want to look and feel attractive regardless of whether or not we buy into the "fashion craze." Being attractive does not mean that one has to show excessive skin and cleavage; if you paint on, rather than pull on your clothing, they are too tight; earrings that look like an invitation to pull off, pants that are so low that pubic hair becomes public, bending over shouldn't make you a crack dealer...you get the picture... Remember, excessiveness is distractive not attractive...Stay simple and modest...Ensure that your clothes are able to breathe and allow for fluid movement. Over-accessorizing could inhibit your safety and the safety of others.

5. What's Wrong With Thongs

Women, there is a reason they are called "Victoria's Secret." Wearing a thong should be your little secret! The individuals you support or your co-workers don't need to know that you are wearing a "thong." Remember that you may need to change your physiological positioning depending on your task, so if you simply must wear a "thong," leave the hip hugger jeans at home or wear slacks that go up to your waist, that way, if you need to stoop or bend, your secret won't be revealed. Another solution might be to wear tops that fall beyond your waist or cover your belt.

Guys, the term is 'underwear' that means you wear it 'under' your clothes. Seeing your boxer shorts may be 'cool' elsewhere, but at work, it's just as dangerous as a thong. If it can be grabbed and pulled, it will be grabbed and pulled. Besides, anything that hints of outright sexuality, as thongs and boxers do, can blur boundaries and give messages that will be responded to. As mentioned earlier, consider the profile of the individual you are supporting, your responsibilities, your work setting and people you may interact with or meet.

6. Colour Your World / Cover Your World

Its spring time and summer is just around the corner. Wear colourful tops or shirts. Colours can serve several functions. It's a great visual for individuals that may have limited visual ability as it may enable those persons to see who they are communicating with. Colours can also serve as a sensory experience. Colours can show that you are confident, happy, cheerful, easygoing, and approachable. Colour is also an excellent way to bring individuality and your own sense of style into your clothing choices for work, yet still be able to support the individuals you serve in a safe and appropriate way.

Some fabric experts may argue that cotton, wool, denim and leather are the safest fabrics to wear versus silk, satin and nylon. It is believed that silk, satin and nylon are more susceptible to fire, while cotton, denim, wool and leather are not as equally susceptible. One may not have considered fabric when thinking safety...but we should.

7. Be Confident and Professional

A display of confidence and professionalism goes a long way when supporting individuals with intellectual challenges, as well as while dealing with families, people in the community, peers and management. Confidence and professionalism are not confined to the way we speak and write. They also embody the way we walk, our responses, our interpersonal and physiological conduct, and, of course, the way "we dress." It has been said that people "act the way they dress." Think about it, the way we dress and the way we act are psychological. First, it starts with the way we see ourselves, the way we view the people we support and the way we view our work environment. Second, we then make choices about the way we dress which communicates how we see ourselves in relation to those we work with and with the workplace itself.

In conclusion, consider "dressing for success" when providing direct care; consider safety, comfort and then style, all the while, keeping in mind, the profile of the individuals you are supporting. Think about the events you will be attending and the responsibilities that go along with your role. Consider, too, the people you will meet and who and what you represent. The way you dress for work tells a story about you! But it also tells a story about the agency you work for. Think about what story you want to tell. Be safe and keep others safe.

Bailey, Desmond, Katie Miller, Dave Hingsburger, Vita Community Living Services; Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals; Service, Support and Success: The Direct Support Worker Newsletter, vol. 1: Issue 7.

DRIVING RECORD INFORMATION FORM

NAME OF DRIVER (print): _____

This column is the driving information we have for you as of _____	Make any changes to our information in this column								
1. Will you be driving as part of your job function ? If No , simply sign and date this form at the bottom and return. If Yes , complete items 2 to 4, then sign, date, and return this form.	1. Will you be driving as part of your job function? _____ (Yes/No) If No , simply sign and date this form at the bottom and return. If Yes , complete items 2 to 4, then sign, date, and return this form.								
2. Drivers License Copy of valid driver's license received: License #: Expiry Date:	2. Drivers License Copy of valid driver's license provided: _____ (Yes/No) License #: _____ Expiry Date: _____								
3. Vehicle Insurance Vehicle #1: Copy of valid insurance policy received: (with \$1 million liability coverage) Insurance Company or Broker: Policy #: Expiry Date: Vehicle #2 (if applicable): Copy of valid insurance policy received: (with \$1 million liability coverage) Insurance Company or Broker: Policy #: Expiry Date:	3. Vehicle Insurance Vehicle #1: Copy of valid insurance policy provided: _____ (Yes/No) (with \$1 million liability coverage) Insurance Company or Broker: _____ Policy #: _____ Expiry Date: _____ Vehicle #2 (if applicable): Copy of valid insurance policy provided: _____ (Yes/No) (with \$1 million liability coverage) Insurance Company or Broker: _____ Policy #: _____ Expiry Date: _____								
4. Driving Record Please provide information about your driving record over the past three (3) years. Indicate any driving tickets, infractions, loss of points, accidents or driving convictions on your driving record. (Give details on back of page if necessary):	4. Driving Record Please provide information about your driving record over the past three (3) years. Indicate any driving tickets, infractions, loss of points, accidents or driving convictions on your driving record. (Give details on back of page if necessary): <table border="0"> <tr> <td>Type of incident:</td> <td>Date:</td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> <tr> <td>_____</td> <td>_____</td> </tr> </table>	Type of incident:	Date:	_____	_____	_____	_____	_____	_____
Type of incident:	Date:								
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_____	_____								

I am aware I may occasionally be required to drive as part of my job function, which may include driving an individual. I agree that I will inform the insurance carrier of the vehicle(s) I will be driving and ensure that I have full coverage on the vehicle(s) when used as part of my job function. EAFWR is not directly, indirectly or vicariously liable for any claim for injury, or property damage, or any other claim that might occur as a result of my driving as part of my job function.

I am aware that driving any passenger other than the supported individual, including the individual's family members, will be entirely at my own risk and insurance coverage. EAFWR will have no liability for any other passengers in the vehicle.

I confirm that my responses to the above are true, complete and accurate to the best of my knowledge and belief. I am also aware that I must immediately advise EAFWR of any change in my driving record, license validity or my insurance coverage and I understand that failure to do so or any falsification or misrepresentation of the information I provided on this form can be cause for disciplinary action including termination of my employment. I am aware that as a condition of my employment this information must be declared annually or as requested, to remain an eligible driver with EAFWR.

I HAVE READ, UNDERSTAND AND AGREE WITH THE ABOVE.

SIGNED: _____

DATED: _____

DRIVING INFORMATION AND CONSENT TO PROVIDE TRANSPORTATION AS PART OF JOB FUNCTION

If an employee/volunteer will only be driving to and from work, this is not considered driving as part of their job function.

It is the responsibility of the family, guardian or individual (if adult) to provide transportation of an individual. On occasion, employees/volunteers may be asked/required to drive an individual as part of his/her job function with Extend-A-Family Waterloo Region (EAFWR). This may include an employee/volunteer who is not the Direct Support Person (DSP) but is involved in arranging or providing supports through EAFWR programs.

In any event, employees/volunteers are only permitted to drive individual(s) supported through EAFWR when the following conditions are met:

- 1) The family, guardian or individual agrees to pay transportation costs according to EAFWR guidelines and has given consent for an employee/volunteer to drive the individual.
- 2) Prior to driving any individual, the driver is responsible to:
 - Inform the insurance carrier of the vehicle, that they will be driving the vehicle as part of their job function;
 - Ensure full coverage on the vehicle when doing so, including a minimum of \$1,000,000 liability coverage;
 - Ensure the vehicle is in good mechanical condition.
- 3) The Driver Information Form has been completed by the driver and updated as required including required copies of relevant documents.
- 4) If the driver is offered/required to drive a vehicle provided by a supported individual or their family, a Letter of Agreement has been completed and signed by the parties.
- 5) Safety guidelines are adhered to. The driver is responsible to inform EAFWR immediately if there is any change to their driving record or insurance coverage.
- 6) Should the employee/volunteer choose to drive anyone other than the supported individual, it will be entirely at the employee/volunteer's own risk and insurance coverage. EAFWR support is for the individual only and will have no liability for any other passengers in the vehicle unless transportation of a sibling is an expressed expectation of the contract and paid through EAFWR.
- 7) Should the employee/volunteer consent to be a passenger in a vehicle driven by an individual we support, their family member or other individual, it will be entirely at the employee/volunteer's own risk and EAFWR will have no liability whatsoever in this situation.
- 8) Families, guardians or individuals are aware that EAFWR employees/volunteers are not necessarily required to provide driving abstracts from the Ministry of Transportation.
- 9) Families, guardians or individuals are aware the EAFWR assumes no liability and makes no representation of the driving record or automobile insurance coverage of the driver(s) at any given point of time other than that provided by the driver to EAFWR. It is further understood, that EAFWR has limited ability to supervise such transportation.

It is understood no claim will be made that EAFWR is indirectly or vicariously liable for any personal injury or property loss that occurs as a result of such transportation provided by the employee/volunteer.

**CONSENT FOR DIRECT SUPPORT PEOPLE (DSP)/PROVIDER TO DRIVE AN INDIVIDUAL AS PART
OF JOB FUNCTION**

I, _____ understand and agree to the above conditions and
give

(Family, Guardian or Individual)

my consent for _____ to drive _____
(Name of Driver) (Name of Individual)

while providing support as a Contract DSP/Provider of Extend-A-Family Waterloo Region as
stated in this document.

Family, Guardian or Adult Individual

Driver's Signature

EAFWR Coordinator/Representative

Date Signed

**CONSENT FOR EMPLOYEE/VOLUNTEER TO DRIVE AN INDIVIDUAL OR AS PART OF THEIR JOB
FUNCTION AT EAFWR**

I, _____ understand and agree to the above conditions and
give

(Family, Guardian or Individual)

my consent for an employee/volunteer of EAFWR to drive _____
(Name of Individual)

as part of an EAFWR program as stated in this document.

Family, Guardian or Adult Individual

Date Signed

EAFWR Coordinator/Representative

Copies: Family File
HR/Program File

Prepared June 2006

Updated October 23, 2011, September 20, 2012, May 27, 2013, Dec 2015, November 2017

Responsibilities:

1. The family (or program designate when Extend-A-Family Waterloo Region (EAFWR) has family responsibility i.e., FamilyHome) is responsible to provide any required car seat system, including a properly installed tether (anchor) bolt to hold the car seat in place, if an employee/volunteer does not already have the anchor bolt in their vehicle.
2. It is the family/program designate who is responsible to ensure that the employee/volunteer is shown and understands the proper method of fastening the car seat system into the vehicle and the child or individual into the car seat system.
3. It is the employee/volunteer's responsibility to ensure that the child or individual is properly secured in the car seat system or by a seat belt as required under the Highway Traffic Act Regulations as well as placed in the proper area of the vehicle.
4. It is the responsibility of the family/program designate to ensure to the best of their ability, that all of the provisions in the Safety Guidelines are followed by any non-employee/volunteer who drives an individual supported by EAFWR.

Government Regulated Safety Standards:

Safety Standards as required by law under the Highway Traffic Act Regulations for Restraints are as follows:

All Infants, nine kilograms (20 lbs.) or less, must be secured in a rear-facing child restraint system when being transported that:

- Is secured by the pelvic restraint system of a seat belt assembly in the manner recommended by the manufacturer of the child seat restraint system and has all harnesses, straps and buckles designed to secure the child in the child restraint system properly adjusted and securely fastened.

All Toddlers, nine to 18 kilograms (20 to 40 lbs), must be secured in a child restraint system when being transported that:

- Is secured by the pelvic restraint system of a seat belt assembly in the manner recommended by the manufacturer of the child seat restraint system and, where practicable, by all other anchorage straps and devices recommended by the manufacturer and has all harnesses, straps and buckles designed to secure the child restraint seat system properly adjusted and securely fastened.

All Children up to 8 years of age weighing between 36 to 80 lbs and less than 4 ft. 9 in. in height, must be secured in a booster seat by the pelvic/shoulder harness restraint of a seat belt assembly. Booster seats are not anchor bolted to the car.

All other Individuals must be secured by the pelvic restraint of a seat belt assembly and if available a shoulder harness.

Safety Reminders:

Never use a child safety seat that is beyond the expiry date.

Instructions for attaching the seat to the vehicle and securing the child into the seat should be available in the vehicle.

Never have a car seat or child under 12 years of age in the front seat of a vehicle if there is an air bag in the front of the vehicle. The safest position is in the middle of the back seat.

Do not leave loose items in your vehicle as they can be thrown around in a crash and cause injury.

July 2005

Revised November 2017

TRANSPORTATION AND EXPENSE INFORMATION FOR DIRECT SUPPORT PEOPLE (DSPs)

The **Driving Information and Consent to Provide Transportation as Part of Job Function** form must be signed by the individual/family and the DSP and comply with Extend-A-Family Waterloo Region (EAFWR) procedures prior to a DSP being able to transport participants during working hours.

Transportation - The individual/family is responsible for all travel expenses for the DSP during contract hours however, funding may be used to cover program approved travel expenses for DSPs during work hours. Please use the **Transportation Reimbursement - From Contract Funding** form.

- Transportation costs may include mileage (for use of the DSP's vehicle), bus or taxi fees that are incurred during contract hours.
- Mileage will be reimbursed to the DSP by the individual/family, or through the contract, at a rate of \$ 0.40 cents per kilometre.
- All mileage or transportation costs must be approved by the individual/family in advance. Monthly mileage forms should be completed by the DSP and signed by the individual/family for a record to indicate receipt of payment or authorization for payment.
- For trips outside the region, flat rates for mileage may be negotiated with the knowledge of your Support Coordinator.
- Mileage to and from the family home can be negotiated with your Support Coordinator for contracts in rural areas, where distance is a barrier.
- Any exceptions to the above must be approved by your Support Coordinator/EAFWR.

Expenses - Expenses incurred for the individual and for the DSP, related to the contract, are the responsibility of the individual/family.

- Expenses (ie. admissions, meals out, supplies) may not be charged to the contract.
- It is recommended that Monthly Expense forms be completed by the DSP with receipts attached and signed by the individual/family as a record and to indicate receipt of payment.
- All expenses need to be approved by the individual/family in advance.
- If eating out in the community is part of the contract goals, the individual/family is responsible to pay for the individual and the DSP. If the contract is under three (3) hours in length, and a snack is purchased, the DSP will be expected to pay for themselves.
- All other expenses (ie. craft, baking, educational supplies) are the responsibility of the individual/family.
- Any exceptions to the above must be approved by your Support Coordinator/EAFWR.

**ANNUAL Direct Support Person (DSP) UPDATE
(Coordinator)**

DSP's Name: _____ **Date:** _____

Individual's Name: _____

Support Coordinator: _____

The purpose of the Annual DSP Update is to allow for an opportunity for a face-face conversation with the DSP to celebrate growth, successes and to offer support and appreciation for their role.

1. How has the worker performed during the past year? (i.e. activities, goals, outings, etc.)

2. Please discuss the successes you have experienced with your DSP.

3. Have there been any challenges over the past year?

4. What can I do to support you with your DSP? (i.e. training, resources, etc.)

5. Discuss/reminders around driving and training expiries.

The Annual DSP Update is completed at the one year mark of a match and every year following with your Extend-A-Family Waterloo Region (EAFWR) DSP(s). Your Support Coordinator will ask for your feedback about your EAF DSP's performance over the past year based on the questions below.

1. How has the DSP performed during the past year? (i.e. activities, goals, outings, etc.)
2. Please discuss the successes you have experienced with your DSP.
3. Have there been any challenges over the past year?
4. What can I do to support you with your DSP? (i.e. training, resources, etc.)

*Having regular chances to sit down and discuss successes, challenges and "next steps" can help keep a match going smoothly. As well, your Support Coordinator is always available to discuss your relationship with your EAFWR DSP and to act as a support to the match.



Extend-A-Family
WATERLOO REGION

Pay Information

Before you start working, you must complete a **Payroll Information Form** and if applicable a **TD-1 FORM** in order to get paid. Please attach a VOID cheque to the Payroll Information Form. You will be paid by **direct bank deposit**.

Special Services at Home (SSAH)/Passport:

- Use the appropriate time cards entitled Extend-A-Family Waterloo Region (EAFWR) SSAH (Pink card).
- For Passport, use the appropriate time card entitled Passport (Green card).
- Complete the time you have worked, within the 2 week interval outlined on the card, **according to the pay periods indicated on the pay schedule**.
- Have the family sign the time card and initial entries for each day worked.
- Submit the time card to EAFWR.

Note: MFTD and Summer Enhancement use purple time cards.

Short Breaks Program (formerly Respite):

- Use the appropriate time cards entitled Respite (Blue card).
- After **EACH** period of respite, have the family sign the sheet clearly indicating the start and end times of the respite. Please include the year.
- Submit the time card to EAFWR.

FamilyHome and 1:1 Support:

- Use the appropriate time cards as designated by the Support Coordinator
- Have the family/caregiver sign the time card
- Submit the time card to the Coordinator linked with the family/individual

****IMPORTANT INFORMATION FOR ALL PROGRAMS. PLEASE READ****

- You must submit all time cards within 2 weeks of the hours worked in any program.
- Time cards must be submitted on the Monday, 2 weeks prior to the next pay day, or they will be held over until the next pay day 2 weeks later.
- Your time cards can be submitted either by mailing them in beforehand to 91 Moore Avenue, Kitchener, Ontario, N2H 3S4 or you can drop them off at one of the following locations:
 1. **Kitchener/Waterloo:** EAFWR Office (back entrance, white mailbox)
 2. **Cambridge:** Community Living Cambridge, 160 Hespeler Road (main entrance, black mailbox)
 3. **Elmira:** Elmira Association, 118 Barnswallow Drive, Elmira (back entrance, white mailbox)
- No pay is exchanged between the Direct Support Person (DSP) and the individual/family. All time cards must be submitted to EAFWR for payment.
- If there is a discrepancy between the amount paid and what you thought you should be paid, please notify our Financial Coordinator, at 741-0190 ext. 224.

IMPORTANT PAY INFORMATION

- Get your time cards in on time;
- Make sure the individual/family signs them as we are not able to process the cards without their signature;
- Put the first and last name of the person that you are providing SSAH or Respite for on all your time cards;
- Put your name, first and last, on all time cards;
- Submit your cards on a bi-weekly basis **(please do not save them up)**.

Remember, you are responsible for getting your time cards in on time and filled out correctly. We want to pay you on time and will do our best; however, **time cards that are filled out incorrectly must be checked. This delay may result in you not getting paid until the following pay period. Also, time cards that are submitted after the due date will be held over to the following pay period or longer depending on how long after the due date they are submitted.**

Please also NOTE that severely stale dated time cards (older than 6 months) might not be verifiable for payment.

If you need more information about how to fill out your time cards, your coordinators will be happy to teach you. We just want to make sure you get paid on time.

Last Name: _____ First Name: _____

Address: _____ (Street)
_____ (City, Prov.)
_____ (Postal Code)

Phone Number: () _____

Date of Birth (Mo/Day/Yr.): _____

Social Insurance Number: _____

☐ I have supplied a VOID cheque or BANKING INFORMATION to Extend-A-Family for **direct deposit** payroll purposes.

I declare that I am legally eligible to work in Canada.

I declare that I am 18 years of age and less than 65 years of age: ☐ Yes ☐ No

I, hereby give Extend-A-Family Waterloo Region, hereinafter referred to as EAFWR, consent to use my Social Insurance Number (SIN) for the purposes of identification.

I, hereby consent to paying any costs incurred by EAFWR because of my failure to update EAFWR with any changes in my address, bank accounts or other pertinent information.

EAFWR is required to collect personal information from time to time. EAFWR is required to use and disclose that information to families, individuals, third parties and government agencies for the purpose of matching, payroll, funding and other purposes. EAFWR may also disclose such information to third parties for the purpose of completing any of the above tasks on its behalf. I, hereby give my consent to EAFWR to use my personal information for the purposes as indicated in this clause.

By signing this document, I declare that the information provided by myself is true and I consent and agree to the clauses in this document.

Signature: _____

Date: _____

For Office Use Only

Employee Number: _____

Date of Hire: _____

Entered into CMS: ☐ Yes Initial: _____

Date Entered: _____

For HR Use Only

- ☐ SSAH
- ☐ Passport
- ☐ Respite
- ☐ FamilyHome
- ☐ Emergency Care
- ☐ Summer Program
- ☐ Individualized Support
- ☐ Adult Fun Groups
- ☐ Other:

PAY SCHEDULE 2018-2019
For EAF Pay Cards

PAY PERIOD	TIME CARDS DUE BY	PAY DAY
April 1 – April 14	Monday, April 16	Friday, April 27
April 15 - April 28	Monday, April 30	Friday, May 11
April 29 - May 12	Monday, May 14	Friday, May 25
May 13 - May 26	Monday, May 28	Friday, June 8
May 27 - June 9	Monday, June 11	Friday, June 22
June 10 - June 23	Monday, June 25	Friday, July 6
June 24 - July 7	Monday, July 9	Friday, July 20
July 8 - July 21	Monday, July 23	Friday, August 3
July 22 - August 4	Monday, August 6	Friday, August 17
August 5 - August 18	Monday, August 20	Friday, August 31
August 19 - September 1	Monday, September 3	Friday, September 14
September 2 – September 15	Monday, September 17	Friday, September 28
September 16 – September 29	Monday, October 1	Friday, October 12
September 30 - October 13	Monday, October 15	Friday, October 26
October 14– October 27	Monday, October 29	Friday, November 9
October 28 – November 10	Monday, November 12	Friday, November 23
November 11 – November 24	Monday, November 26	Friday, December 7
November 25 - December 8	Monday, December 10	Friday, December 21
December 9 – December 22	Monday, December 24	Friday, January 4
December 23 – January 5	Monday, January 7	Friday, January 18
January 6 – January 19	Monday, January 21	Friday, February 1
January 20 – February 2	Monday, February 4	Friday, February 15
February 3– February 16	Monday, February 18	Friday, March 1
February 17 – March 2	Monday, March 4	Friday, March 15
March 3 – March 16	Monday, March 18	Friday March 29
March 17 – March 31	Monday, April 1	Friday, April 12
NEW CONTRACT YEAR April 2019		
April 01 – April 13	Monday, April 15	Friday, April 26

2018 - 19 STATUTORY HOLIDAY SCHEDULE

Extend-A-Family Workers will be paid time and a half for working on the eligible Statutory Holidays listed below. This will impact the family's hours, therefore, please schedule the support for an alternate day, if possible. Please contact your Coordinator should you have any questions.

Victoria Day	Monday, May 21, 2018
Canada Day	Sunday, July 01, 2018
Labour Day	Monday, September 03, 2018
Thanksgiving Day	Monday, October 8, 2018
Christmas Day	Tuesday, December 25, 2018
Boxing Day	Wednesday, December 26, 2018
New Years Day	Tuesday, January 01, 2019
Family Day	Monday, February 18, 2019



Extend-A-Family
WATERLOO REGION

Screening Process

Extend-A-Family Waterloo Region (EAFWR) is always looking for reliable, energetic, creative and committed persons with a strong interest in working with individuals with disabilities. You can assist us in this search by asking yourself two questions:

- Do you enjoy your job at EAFWR?
- Do you have friend (s) that would enjoy the experiences as well?

If you answer 'yes' to both questions, please ask your friend (s) to contact:

Michelle Scala
Recruitment/Volunteer Coordinator
Extend-A-Family Waterloo Region
91 Moore Avenue
Kitchener ON N2H3S4
Phone Number: (519)741-0190,
ext.253
Fax: (519)741-0392
Email: mscala@eafwr.on.ca
Website: www.eafwr.on.ca

Kevin Guay
Recruitment Coordinator
Extend-A-Family Waterloo Region
91 Moore Avenue
Kitchener ON N2H3S4
Phone Number: (519)741-0190,
ext.315
Fax: (519)741-0392
Email: keving@eafwr.on.ca
Website: www.eafwr.on.ca

Thank you for your continued support with EAFWR and any assistance you can give us in recruiting new Direct Support People!!

1. Applicants submit most current resume and complete an Application/Preference Form.
2. If the applicant has previous experiences, relevant skills and an interest in supporting individuals with disabilities, they will be contacted by the Recruitment Coordinator.
3. The Recruitment Coordinator will call the applicant to discuss his/her interest in working for Extend-A-Family, skills/experience, availability, information about the Reference Inquiry Form and the Criminal Reference Check.
4. Three (3) Reference Inquiry Forms must be completed and submitted to the Recruitment Coordinator along with a Criminal Reference Check. After the Recruitment Coordinator reviews this information, an interview may or may not be arranged.
5. Interview.
6. Completion of paperwork and forms.
7. Information entered into Contract Management System (CMS).

WHAT TO EXPECT AFTER BECOMING A FULLY SCREENED DIRECT SUPPORT PERSON

Extend-A-Family Waterloo Region (EAFWR), as an agency, will make every effort to match you with a family in a timely manner. Depending on your skills and availability, and what the families have identified as needs. It may take a few weeks or even months until an appropriate match is found. To assist in this process, it is important to keep EAFWR updated as to your availability and newly acquired skills.

Those Direct Support People (DSP) who are flexible, available evenings & weekends, have access to a vehicle and those who are eager to learn and gain experience will most likely find the match process uncomplicated. Those DSP's with more limited availability/skills may find the process a little more time consuming. The family chooses who will work with their child/sibling. There is no guarantee of any work or how much.

If you have not been contacted by a Support Coordinator within a week of being fully screened, please contact the Recruitment Coordinator to inform them that you are still unmatched.

A Support Coordinator contacts a DSP who matches families' criteria. A meeting will be scheduled with the Support Coordinator to give you more detailed information about the family's needs and contract goals. This initial meeting is your opportunity to sell yourself! It is at this meeting that the Support Coordinator is assessing your suitability to the contract.

A Support Coordinator will then facilitate a match visit with you and the Individual and their family. Prior to or during this match visit, in consultation with the family, the Support Coordinator will be able to provide you with detailed information about the following;

- Hours of the contract, days of the week, etc.
- Needs of the Individual, including lifts and transfer, behaviours, medical needs, etc.
- Necessary training for the contract (i.e. First Aid, CPR, Safe Management, etc.)
- Expectations of the contract & SSAH, Passport goals (i.e. community centered, home based, personal care, social skills, etc.)
- Location of the home (what community locations are near i.e. community centers, churches, YMCA, schools, etc.)
- Other individualized information pertaining to the contract

We do not suggest that either the DSP or the Family make their decision during the match visit. Take the time to consider all that has been shared with you and your willingness to commit to this opportunity. If you have additional questions or concerns, please discuss them with the Support Coordinator before accepting a contract. We do ask for a one year commitment to the contract. Should you accept the contract, the Support Coordinator can assist you to set up your first shift and guide you through the next steps.

Although we understand that you are eager to be matched, we ask for your patience throughout the process. EAFWR does not just employ people rather; it offers them the opportunity to have a long term, mutually rewarding relationship with someone from their community.

The Type of Police Reference Check required is one that allows employees to work with individuals in the vulnerable sector. No other type is acceptable.

Police checks are required for all individuals who do work, paid or voluntary, with Extend-A-Family Waterloo Region. Also, if you are volunteering or providing Respite or Special Services at Home in your own home **every person residing in your household over the age of 18 must have a police check done as well.**

You may get a police check from any local precinct of the Waterloo Regional Police Services with two pieces of identification, one of which must be a government issued photo identification. The cost for this is approximately \$25.00. The police check from the police precinct takes anywhere from two to six weeks to process, or can be complete on the spot at Police Headquarters (200 Maple Grove Rd, Cambridge, ON).

All candidates for employment with Extend-A-Family Waterloo Region are responsible for the cost(s) of providing requested police checks. However, if you will be doing volunteer work with us or are on a student placement and are required to provide an updated police check, you will be provided with a letter to receive the Police Check at the Volunteer rate and will be reimbursed for the cost based on submission of your paid receipt.

Photocopies of police checks cannot be accepted because there is a possibility that they can be altered. **We can only accept originals.**

APPLICATION / PREFERENCE FORM

Last Name: _____ First Name: _____ Initial: _____

Address: _____ (Street) Phone #: _____

_____ (City, Prov.) Cell #: _____

_____ (Postal Code) Email: _____

Work Experience – Please list last position first

Start/End Date	Business Name/Location	Position Held

Volunteer Experience – Please list last position first

Start/End Date	Business Name/Location	Position Held

Education

Level of Education High school, College, University	Name of School (Optional)	Program & License/Diploma/Degree Achieved

I am interested in working with:

- | | | |
|---------------------------------|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Preschool | <input type="checkbox"/> Adults |
| <input type="checkbox"/> Female | <input type="checkbox"/> Elementary | <input type="checkbox"/> Seniors |
| <input type="checkbox"/> Either | <input type="checkbox"/> Teens | <input type="checkbox"/> Any age |

Geographic area preferred:

- | | | |
|------------------------------------|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Kitchener | <input type="checkbox"/> Cambridge | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Waterloo | <input type="checkbox"/> Elmira | <input type="checkbox"/> Other: _____ |

Skills/Experiences & Courses Taken

- | | |
|---|--|
| <input type="checkbox"/> Behavioural Challenges | <input type="checkbox"/> First Aid (Please provide copy of certificate)
Expiry Date: _____ |
| <input type="checkbox"/> Developmental Services/DH | <input type="checkbox"/> C.P.R. (Please provide copy of certificate)
Expiry Date: _____ |
| <input type="checkbox"/> Early Childhood Education | <input type="checkbox"/> N.V.C.I./C.P.I (Please provide copy of certificate)
Expiry Date: _____ |
| <input type="checkbox"/> Physiotherapy | <input type="checkbox"/> Recreation/Leisure/Camp |
| <input type="checkbox"/> Teaching | <input type="checkbox"/> Nursing (Type) _____ |
| <input type="checkbox"/> Occupational Therapy | <input type="checkbox"/> Augmented Communication
(Type) _____ |
| <input type="checkbox"/> Lifts/Transfers | |
| <input type="checkbox"/> Assisting with Personal Care | |
| <input type="checkbox"/> Kinesiology | |

Interests

- | | | |
|------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Crafts | <input type="checkbox"/> Reading | <input type="checkbox"/> Outdoor Activities: _____ |
| <input type="checkbox"/> Computers | <input type="checkbox"/> Gardening | <input type="checkbox"/> Sports: _____ |
| <input type="checkbox"/> Music | <input type="checkbox"/> Other: _____ | |

Availability

- | | |
|---|---|
| <input type="checkbox"/> Weekdays A.M. | <input type="checkbox"/> Weekend Days |
| <input type="checkbox"/> Weekdays P.M. | <input type="checkbox"/> Weekend Evenings |
| <input type="checkbox"/> Weekdays Evening | |

Please give specific time details if necessary: _____

How many hours would you like to work each week? _____

Languages Spoken and Understood: _____

Transportation:

1. Do you have access to a vehicle? ☐ Yes ☐ No
2. Do you have a valid driver's license? ☐ Yes ☐ No Liability Insurance: ☐ Yes ☐ No

Emergency Contact Information

Name: _____ Phone: _____

Name: _____ Phone: _____

I understand that if/when I am called for an interview I will be required to bring 3 completed reference forms and my completed Criminal Reference Check. I also declare that the information given above and all documents that I will sign are true. I understand that making a false statement on this form could result in termination of my employment if I am hired.

Signature: _____ Date: _____

Please complete the Application/Preference Form for Respite Only if you are interested in providing Respite and/or FamilyHome services in your own home.



Extend-A-Family APPLICATION / PREFERENCE FORM RESPITE ONLY
FOR PROVIDING OUT OF HOME SUPPORT (In Your Home)
WATERLOO REGION

1. Program Interest: ☐ Respite Program ☐ Family Home Program

2. Do you have any health concerns which you feel may impact on your ability to carry out the responsibilities involved in providing support? If yes, please describe: _____

3. Are there any other people living at your address: ☐ Yes ☐ No

If yes, please complete the following:

	Name	Age	Relationship	Occupation

N.B. I understand that any persons living in my home eighteen years of age or older, will be required to provide a completed police check, if I will be providing support in my home.

4. Please indicate your type of accommodation (i.e., apartment, townhouse, etc.): _____

5. Is your house wheelchair accessible (i.e., one level, ramped, etc.)? Please describe: _____

6. Do you have space to accommodate a child/adult in your home? (If yes, please describe sleeping arrangements, play areas, etc.) _____

7. Do you have any pets? If yes, describe: _____

8. Are you or anyone who lives in your house a smoker? ☐ Yes ☐ No

9. Do you have Comprehensive Home Insurance? ☐ Yes ☐ No

If Yes: Amount of liability coverage \$ _____

N.B. If matched with a family to provide support in my home, I would be willing to advise Extend-A-Family, the name of my insurance carrier and policy number for my Comprehensive Home Insurance.

10. Are you available to provide services for more than one family? ☐ Yes ☐ No

11. Is there a particular family you would like to provide services to? Please list their name: _____

I understand that if I am considered for an interview, I will be required to provide three completed reference forms and my completed police check. I also declare that the information given above is true and that making a false statement on this form could result in termination of my services and/or termination of my employment.

Signature: _____ Date: _____

SECONDARY APPLICANT INFORMATION
For Spouse/Significant Other Where Appropriate
FOR PROVIDING OUT OF HOME SUPPORT (In Your Home)

Name: _____

Relationship to Primary Applicant: _____

It is important that any spouse/significant other, who may be involved in providing this type of support, is understanding and supportive of this application. Please share with us your feelings about proceeding with this application, and describe your anticipated level and type of involvement:

Employment Information

Occupation: _____

Name of Employer: _____

Address of Employer: _____

Phone # of Employer: _____

Automotive/Insurance Information

Do you have access to a vehicle?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you have a valid driver's license?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you have Liability Insurance?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Amount: \$ _____

I understand that if I am considered for an interview, I will be required to provide three completed reference forms and my completed police check. I also declare that the information given above is true and that making a false statement on this form could result in termination of my services and/or termination of my employment.

Secondary Applicant

Signature: _____

Date: _____



**OFFER AND CONDITIONS OF EMPLOYMENT FOR EAFWR CONTRACT DIRECT
SUPPORT PEOPLE AND/OR FOR SERVICES AS AN EAFWR RESPITE OR
FAMILYHOME PROVIDER**

To: _____
Print Name

This is an offer of employment and the conditions of employment for the position of an Extend-A-Family Waterloo Region (EAFWR) Direct Support Person (DSP) AND/OR for your services as an EAFWR Respite/FamilyHome Provider as follows:

As an EAFWR DSP, you will be employed by EAFWR on a casual and an as required basis. There is no guarantee of any minimum hours of work being made available to you. An attempt will be made to match you with an individual or family. You will be required to work such hours as are determined and agreed to pursuant to your match with the individual or family. This offer is dependent on continued funding for the position(s).

Your employment with EAFWR will start on the first date you are actively at work. As per the Employment Standards Act, should you not work for 3 months during any 4 month period, you will be made inactive in our system and your employment with EAFWR will end. You are required to let your Support Coordinator know if you have not worked for 3 months. If you wish to be rehired, a new offer/conditions of employment will have to be signed.

As an EAFWR DSP, your hourly pay rate will be determined by the program. To be paid for hours worked only. Your vacation accrual will be 4% of your paid wages. This accrual will be paid to you at the same time as your wages. You will be enrolled for Government Benefits such as Canada Pension, Employment Insurance and Workplace Safety and Insurance Board coverage as soon as you are eligible. Coverage for these benefits is dependent on your earnings and hours worked.

As a condition of this offer/conditions of employment you may not be an Independent Service Provider/Private DSP for any of the individuals or families to whom you are also providing your services or support as a DSP/Provider of EAFWR, unless approved, in exceptional circumstances, in advance, by your EAFWR Coordinator.

As an EAFWR Respite/FamilyHome Provider, you will receive reimbursement from EAFWR for the cost of providing care and support. This offer is dependent on continued funding for the position(s).

All DSP's/providers are expected to complete training as required by EAFWR.

Any other terms and conditions of your employment and/or your services will be bound by EAFWR's policies, procedures and usual practices for its DSP's/Providers, as provided in the DSP/Provider Information Handbook, on the EAFWR Website, through your Coordinator and as applicable in the Employment Standards Act of Ontario (ESA). Any entitlement to notice or payments because of termination of your employment is limited to that indicated in the ESA.

This offer/conditions of employment can be terminated by either party with notice.

If both parties agree, the terms of this offer/conditions of employment will automatically be renewed on April 1st of each year for a one-year period, unless terminated by either EAFWR, or yourself.

I ACCEPT THIS OFFER AND AGREE TO ALL THE CONDITIONS IN THIS DOCUMENT:

Contract DSP/Provider Signature

Date Signed

Human Resources Delegate

Office Use:

Screened Date: _____

Entered Date: _____

Signature: _____

02/2012

Revised November 2017

Employment Standards in Ontario

The *Employment Standards Act, 2000* (ESA) protects employees and sets minimum standards for most workplaces in Ontario. **Employers are prohibited from penalizing employees in any way for exercising their rights under the ESA.**

What you need to know

Public holidays

Ontario has a number of public holidays each year. Most employees are entitled to take these days off work and be paid public holiday pay. Visit [Ontario.ca/publicholidays](https://ontario.ca/publicholidays).

Hours of work and overtime

There are daily and weekly limits on hours of work. There are also rules around meal breaks, rest periods and overtime. Visit [Ontario.ca/hoursofwork](https://ontario.ca/hoursofwork) and [Ontario.ca/overtime](https://ontario.ca/overtime).

Termination notice and pay

In most cases when terminating employment, employers must give employees advance written notice of termination or termination pay instead of notice. Visit [Ontario.ca/terminationofemployment](https://ontario.ca/terminationofemployment).

Vacation time and pay

There are rules around the amount of vacation time and pay employees earn. Most employees can take vacation time after every 12 months of work. Visit [Ontario.ca/vacation](https://ontario.ca/vacation).

Leaves of absence

There are a number of job-protected leaves of absence in Ontario. Examples include sick leave, pregnancy leave, parental leave and family caregiver leave. Visit [Ontario.ca/ESAguide](https://ontario.ca/ESAguide).

Minimum wage

Most employees are entitled to be paid at least the minimum wage. For current rates visit [Ontario.ca/minimumwage](https://ontario.ca/minimumwage).

Other employment rights, exemptions and special rules

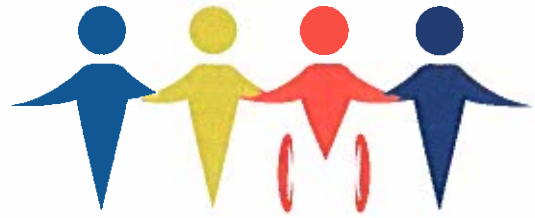
There are other rights, exemptions and special rules not listed on this poster, including rights to severance pay and special rules for assignment employees of temporary help agencies.

Subscribe to our newsletter and stay up to date on the latest news that can affect you and your workplace. Visit [Ontario.ca/labournews](https://ontario.ca/labournews).

Learn more about your rights at:

[Ontario.ca/employmentstandards](https://ontario.ca/employmentstandards)
1-800-531-5551 or TTY 1-866-567-8893

 [@ONTatwork](https://twitter.com/ONTatwork)  [@OntarioAtWork](https://facebook.com/OntarioAtWork)  [@Ontarioatwork](https://instagram.com/Ontarioatwork)



Extend-A-Family
WATERLOO REGION

Health & Safety Information

Extend-A-Family Waterloo Region HEALTH AND SAFETY POLICY

Preamble:

Extend-A-Family Waterloo Region (EAFWR) strives to provide a healthy and safe working environment and is responsible for ensuring that those environments under its control are maintained as healthy and safe places within the meaning and spirit of the *Occupational Health and Safety Act*. Each employee has primary responsibility for their own safety and actions, and for others affected by their actions. In addition, EAFWR expects employees to practice safe work habits at all times and insists on compliance with legislative requirements and regulations contained in, but not limited to, the *Occupational Health and Safety Act*. (The term employees includes providers and volunteers.)

General Requirements and Responsibilities:

- A. All EAFWR employees shall work safely and comply with all requirements of the *Occupational Health and Safety Act*, internal EAFWR policies and guidelines, regulations, standards and training programs.
- B. EAFWR shall acquaint all employees with any components of legislation, regulation, standards, policies, practices, procedures and guidelines that pertain to the control, management and elimination of hazards in the workplace and, where appropriate, develop and implement internal standards, training programs and procedures.
- C. Supervisors must provide for the health and safety of employees under their supervision, and must ensure that workers receive adequate training in their specific work tasks to protect their health and safety. (A Supervisor is anyone who holds a supervisory or managerial role over other EAFWR employees.)
- D. All EAFWR employees must report to their Supervisor any hazardous conditions which are contrary to good health or safety practices or which contravene any legislative requirements. The Supervisor must take every precaution reasonable in the circumstances for the protection of the employee.
- E. As provided in the Act, this policy shall be subject to annual review and will be signed by the Executive Director or designate as required to ensure that this policy and a copy of the *Occupational Health and Safety Act* are posted in conspicuous locations and that related health and safety information is available for review by all employees of EAFWR.

Safety Committee:

The Joint Health and Safety Committee is an advisory group that meets regularly to review injury reports, discuss health and safety concerns and make recommendations. The Committee's functions include:

- receiving health and safety concerns;
- providing input to the health and safety program;
- conducting workplace inspections;
- attending work refusal situations;
- and investigating a critical injury or fatality.

At least one representative of management and one representative of workers will be Certified Health and Safety Committee members.

Procedures to Address Health and Safety Concerns:

- A. All EAFWR employees must report to their Supervisor any injury or illness related to their work or assignments. It is the Supervisor's responsibility to ensure that prompt first aid and health care treatment is obtained, if necessary.

EAFWR will ensure that a report is filed as prescribed in the *Workers' Safety and Insurance Board Act* and the *Occupational Health and Safety Act*.

- B. Employees of EAFWR have the right to refuse work or assignments that they believe are unsafe. In such cases, the refusal must be immediately reported to their Supervisor, who must investigate the situation.
- C. All employees of EAFWR have the right and obligation to bring, without prejudice, health and safety concerns to their Supervisor. After their Supervisor has been informed and if a concern remains unresolved, the employee may take the concern to a member of the Joint Health and Safety Committee or if still unresolved to the Executive Director or designate.



Allan Mills
Executive Director

Dated: March 6, 2018

Preamble:

EAF is legally obligated to ensure the health and safety of all individuals within the workplace. Therefore, EAF has created a meaningful health and safety policy and program that involves management, coordinators and Direct Support People and an acceptance by all of the responsibility for health and safety. EAF is committed to support, where required, the health and safety representatives who will assist the organization towards continuous improvement in health and safety performance. The health and safety representatives are committed to review all accident claims and make recommendations to avoid the reoccurrence of such accidents.

Procedure: (In case of injury at work)

1. Get first aid immediately if needed;
2. **Direct Support Person:** You must report the injury to Human Resources at Extend-A-Family within 2 days;
3. **Direct Support Person:** You will be asked to fill out a Direct Support Person's injury report by Human Resources as soon as you are fit to do so. This should be done within 2 days of your injury (if possible).
4. **Employer:** Arrange and pay for transportation to get medical care, if needed;
5. **Employer:** Pay Direct Support Person's wages for day of injury;
6. **Employer:** Report injury to **WSIB** within 3 days if it involves:
 - a) Health care treatment, or
 - b) Time away from work, or
 - c) Lost wages

PLEASE NOTE: If your injury is of a serious nature and you are unable to fill out the Direct Support Person's injury report, please leave a message including your name, or have someone else leave a message as to how your injury was incurred and the seriousness of your injury.

WSIB – Workplace Safety and Insurance Board Questions?
Call 1-800-387-0750 or check out www.wsib.on.ca

Purpose:

Extend-A-Family Waterloo Region (EAFWR) is committed to keeping its Direct Support People (DSP's)/Providers, Staff and Volunteers safe, while working or volunteering for the organization, when there is a risk of exposure to infectious agents.

Scope:

This policy applies to all DSP's/Providers, Staff and Volunteers.

Policy:

All DSP's/Providers, Staff and Volunteers, for their own protection, must follow Standard Precautions (also sometimes referred to as Universal Precautions or Routine Practices) when working with any individual and their family as well as with fellow employees when there is a risk of exposure to infectious agents.

Such Standard precautions are outlined in the procedure "Standard Precautions Procedures for Infection Control for DSP's/Providers/Staff and Volunteers".

EAFWR will not be responsible or liable for consequences arising from failure of any DSP/Provider, Staff or Volunteer to follow Standard precautions.

STANDARD PRECAUTIONS PROCEDURE FOR INFECTION CONTROL

Standard Body Substance Precautions are measures intended to protect you and others from exposure to infectious agents such as HIV, Hepatitis B, Hepatitis C and even the common cold whether or not you know if a person is a carrier of an infectious substance or not. It is your responsibility to follow the precautions outlined in this document.

Since it is impossible to know who might be infectious, **assume everyone is potentially infectious**. Your use of precautions is determined by the risk of encountering a bodily substance rather than a person's diagnosis. Transmission of infections can be airborne, from droplets or through direct or indirect contact.

To reduce transmission infection risks:

1. Assess the infectious risk of any situation or interaction
2. Wash Your Hands
3. Wear Gloves
4. Use Other Protective Barriers as necessary
5. Clean Contaminated equipment and surfaces
6. Safe handling and Disposal of Contaminated Articles
7. Report Exposure

Standard Precautions is the concept that standard infection control precautions are to be followed for the care of all persons at all times.

The principals for Standard Precautions are:

- a) **Identify the procedure** you will be performing;
 - b) **Identify the body substance** you might be in contact with (ie. Blood, saliva, fecal matter, etc.);
 - c) **Determine the protection needed** such as personal protective equipment, barriers (ie. gloves, masks);
-
1. **Hand Washing/Sanitizing (The single most important infection control practice.)**
Wash hands with soap and water for 20 seconds or sanitize hands with an approved alcohol based hand rub, **before and after providing care**. Hands must be washed immediately if they may have been in contact with bodily substances. In many cases, good hand washing is adequate when there are no open cuts/sores. Hand washing with soap and running water must also be performed when hands are visibly soiled, after contact with your own or another's body fluids, after touching contaminated objects, before preparing/eating or feeding someone food and before and after putting on gloves. If running water is not available, clean hands with a damp towelette and scrub hands with about 5 ml of alcohol based hand sanitizer. Wash hands as soon as you have access to proper hand washing equipment.
 2. **Disposable Gloves**
Wear latex or vinyl gloves when it is likely hands will contact blood, bodily fluids, mucus membranes, or non-intact skin (open cuts/sores) and when giving first aid. The most important aspect of using gloves is to maintain an intact barrier. Gloves must be changed and discarded after contact with the person and when cleaning up surfaces. Hand washing/sanitizing must be performed before and after using the gloves. Put on gloves just before the task and remove them immediately upon completion. Remove gloves properly.

3. Other Protective Barriers as Necessary

Wear other protective barriers as necessary to reduce the risk of exposure to potentially infective body fluids on broken skin or mucous membranes. Always wear a protective barrier when there will be contact with blood and body fluids. If you have cuts or open sores on your skin, cover with a plastic bandage. If performing emergency mouth to mouth resuscitation, use a mouth shield if available even though the risk of infection remains extremely low. In certain circumstances the following personal protective barriers might be required:

Masks/Protective Eye Wear/Clothing are primarily intended for working in high risk environments. Wear protective eye glasses and/or masks during procedures where there is droplets, aerosols or splashes of blood or body fluids which may contact mucous membranes of eyes nose or mouth. Wear a gown or apron when skin or clothing are likely to be soiled.

4. Report direct exposure of blood on any open skin or in mucous membranes of eyes or mouth to your doctor if the risk is high (i.e. after a needle stick.) Advise your coordinator or supervisor as well.

5. Clean Contaminated Surfaces

Immediately wipe up spills of potentially infected material with paper towels and dispose carefully. Wash area with hot water and household cleaner. Rinse. Apply a fresh solution of 1 part bleach to 9 parts water to the area. Leave solution on for 10 minutes and wipe up. (Include contaminated counters, sinks, bathtubs.)

6. Dispose of Contaminated Articles

Dispose of soiled articles in plastic bags tied at the top. Double bag if leaking. Handle soiled laundry as little as possible and place in separate bag. Launder separately. Rinse in cold water, then machine wash in hot water and detergent. Sharps, including needles must be handled with caution. Wear gloves; dispose in a puncture resistant container with lid. Drop container at designated pharmacies. Always wear gloves when handling soiled laundry and wash hands after removing gloves.

7. Investigate immunizations and keep them up to date.

8. Refer to the Extend-A-Family Waterloo Region Procedures for "Health Care Precautions and Use of Personal Protective Equipment" and "Infection Control of Respiratory Illness" for additional information.

Universal Precautions

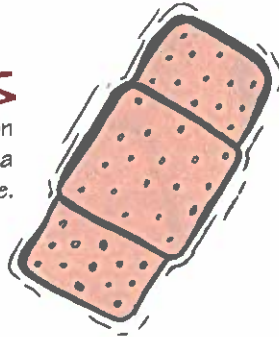
(often called routine practices)

To avoid getting infected with HIV, Hepatitis B or C or another communicable disease, use the following precautions when you come into contact with any body fluids or fecal matter.

In order to be safe and not to discriminate, assume that everyone is infectious.

cover cuts

If you have cuts or open sores on your skin, cover them with a plastic bandage.



Wear gloves

If there is any risk of coming into contact with blood or other body fluids, wear latex gloves. Gloves should only be worn once and disposed of in a plastic garbage bag.



Wash hands

Wash your hands with soap and hot water for at least 20 seconds after you have had contact with blood or other body fluids, after going to the bathroom, before preparing or eating food, and after removing latex gloves. Use hand lotion to help keep your hands from becoming chapped or irritated. Intact skin is your first defense against infection!



clean up

Spills of blood or other body fluids should be cleaned up with a fresh mixture of household

bleach (1 part) and water (9 parts).

Paper towels should be used and disposed of in a plastic garbage bag.

Remember to wear latex gloves during clean-up.

Discard garbage

Use caution when disposing of garbage and other waste that may contain infected materials or used needles. Discard material soiled with blood or other body fluids in a sealed plastic bag.



Wash clothes

Soiled items should be stored in sealed plastic bags. Wash soiled clothing separately in hot soapy water and dry in a hot dryer, or have clothes dry-cleaned.

Need more HIV information and resources?
Contact CATIE (Canadian AIDS Treatment Information Exchange) at 1-800-263-1638
E-mail: info@catie.ca
www.catie.ca

Published by the Canadian Public Health Association, 2002.
This publication has been reprinted by CATIE, 2010.

An infectious illness/disease is one that can be transmitted to another person by transmission of infectious agents through direct contact or indirect contact.

Direct contact is from one person to another person and indirect is by touching/ handling an object contaminated by infectious agents.

In general the transmission of infectious agents is categorized into two general groups:

- 1) First and most common is person to person contact through sharing/touching and airborne droplet spread (coughing, sneezing) and;
- 2) Secondly, through contact with blood or body fluids.

In the event a staff member has an infectious illness, or becomes ill while at work they should advise their supervisor and reception. The staff member should stay home from work during the infectious stage. In the case of a Direct Support Person (DSP)/provider they should advise the family or guardian of the individual. The DSP should stay home during the infectious stage.

All employees must be aware of and practice standard precautions for infection control. Such precautions include following good hygienic practices like proper hand washing/cleaning and the proper handling, wearing and disposal of personal protective equipment (PPE). Refer to the Extend-A-Family Waterloo Region (EAFWR) procedure "Standard Precautions For Infection Control".

If an employee is unsure of the standard precautions for infection control or the proper use and disposal of any personal protective equipment, they will contact their Supervisor or Support Coordinator for instruction. The employee is to be instructed in proper hygienic practices and the proper use/disposal of any required personal protective equipment.

PRECAUTIONS & USE OF PROTECTIVE EQUIPMENT

Hand Washing/Hand Cleaning:

Hand washing/cleaning should be done whenever hands are soiled or likely to be contaminated from body fluids or excretions including airborne contamination from coughing, sneezing. This includes indirect contamination from objects that have also been contaminated. If you get blood or bodily fluid/waste on your hands or other body surface, wash area immediately.

Using Soap and Water:

1. Use comfortably warm water and soap – germicidal soaps are not necessary. Liquid soap in a dispenser is preferred to bar soap.
2. Use running water.
3. Wash using friction for at least 20 seconds.
4. Wash thoroughly between fingers and around nails area
5. Rinse thoroughly.
6. Dry completely. Use of disposable towel is recommended.
7. Use the disposable towel to turn off taps.

Using Alcohol-based Hand Sanitizer:

1. Use of waterless hand cleanser is not recommended unless soap and water is not available. If soil is visible on hands, clean off with a moist towelette and then apply the hand sanitizer.
2. Apply a loonie-sized amount of sanitizer in palm of one hand.
3. Rub hands together and cover all surfaces from finger tips to wrists.
4. Continue to rub until the product is dry on your hands.

Disposable Gloves:

Disposable gloves are to be worn when you are likely to be contaminated from body fluids or excretions or if you have an open wound on your hands.

Using/Removing Disposable Gloves:

1. If using gloves with other protective equipment, put gloves on last.
2. Select the correct size and type.
3. Insert hands into gloves.
4. Extend gloves over sleeves if wearing a disposable gown.
5. Keep gloved hands away from face or from touching unnecessary items.
6. Wear the gloves at all times when cleaning up the area where surfaces are soiled.
7. Remove gloves if they become torn and put on new gloves.
8. If assisting with personal care for more than one individual, change gloves prior to caring to the second individual.
9. Remove glove by grasping edge near wrist, peel down and away from hand, turning inside out.
10. Slide ungloved finger under the wrist of other glove and peel down as above.
11. Insert the previously discarded glove into the second glove and discard.
12. Dispose of the gloves in a bagged disposal container along with any other waste product used in the care, such as tissue or wipes.
13. Always wash/clean hands as indicated above after discarding gloves and prior to touching a clean site or environment.

Disposable Face Masks:

A disposable face mask is used to protect the mucous membranes of the face (nose and mouth) from contamination from airborne droplets (caused by coughing, sneezing for example) or other bodily fluids that are likely to spray. The type of mask to wear depends on the type of contamination, the procedure or care activity, the length of the activity and the likelihood of contact with the droplets or spray. The mask can also be worn, if tolerated, by the individual being cared for to reduce contamination to others they are in contact with.

Using a Disposable Face Mask:

1. Select a mask appropriate to the activity:
 - Mask should be substantial enough to prevent droplet penetration;
 - Mask should be able to perform for the duration of the activity;
 - Mask should securely cover the nose and mouth.
2. Change mask if it becomes wet.
3. Do not touch the mask while wearing it.
4. Do not allow masks to hang or dangle from neck.
5. Do not fold or put into pocket for later use.
6. Remove mask immediately after completion of task.
7. To remove mask remove bottom then top tie or slip finger under back loop (depending on mask type) and lift away from face and remove mask. Discard mask in appropriate bagged container.

8. Wash/clean hands after removing mask.
9. Do not re-use disposable masks.

Using an N95 Respirator:

An N95 respirator is used to prevent inhalation of small particles that may contain infectious agents transmitted via the airborne route. It is highly unlikely that an EAFWR employee would be working in circumstances where a respirator is required. However in the event such a circumstance should arise, these procedures must be followed:

1. Select a respirator according to fit testing.
2. Place over nose, mouth and chin.
3. Fit flexible nose piece over nose bridge.
4. Secure on head with top elastic followed by bottom elastic.
5. Adjust to fit.
6. Perform a fit check:
 - Inhale - respirator should collapse;
 - Exhale - check for leakage around face (adjust).
7. Follow instruction number 2 to and including 6 as above for face mask.
8. To remove respirator, lift bottom elastic over head first then lift off the top elastic. Lift away from face while holding the elastic. Discard respirator in an approved bagged container.
9. Wash/clean hands after removing mask.
10. Do not reuse disposable respirator.

Gowns and Eye Protection:

Gowns and eye protection are used to protect uncovered skin, clothing and eyes while caring for an ill individual when the care is likely to generate splashes and sprays of blood or fluids. It is highly unlikely that an EAF employee would be working in circumstances where a gown or eye protection is required. However in the event such a circumstance should arise these procedures must be followed:

Using a Gown:

1. Select appropriate size and type of gown – opening to back.
2. Gowns can be disposable single use or washable before re-use.
3. Secure neck and waist.
4. If the gown is too small, use 2 gowns: gown #1 ties in front & #2 ties in back.
5. Remove gown immediately after task is completed.
6. To remove, unfasten ties.
7. Peel gown away from neck and shoulders.
8. Turn contaminated outside toward inside and fold or roll into a bundle.
9. Discard into bagged container for disposal or a receptacle for cleaning.
10. Wash/clean hands after discarding gown.

Using Eye Protection:

1. Select appropriate goggles for size and type. Must provide a barrier on the side.
2. Eye protection may be single use disposable or washable before re-use.
3. Regular prescription glasses are not acceptable as eye protection.
4. Position goggles over eyes or prescription glasses and secure to the head using ear pieces or headband.
5. Adjust to fit comfortably.
6. Remove goggles when task completed.
7. Grasp ear or head pieces with ungloved hands and lift away from face.
8. Discard in designated receptacle for disposal or cleaning.

9. Wash/clean hands after discarding.

Wearing Multiple Personal Protective Equipment:

Follow the order below when putting on multiple personal protective equipment, starting with the required equipment first listed and then the required equipment listed next. For example, if a gown is not required but a mask is, start with the mask and skip to the next required item on the list. Follow for the removal and discarding of equipment as well.

Order for Donning Personal Protective Equipment:

Wash/Clean Hands
Gown
Mask/Respirator
Eye Protection
Gloves


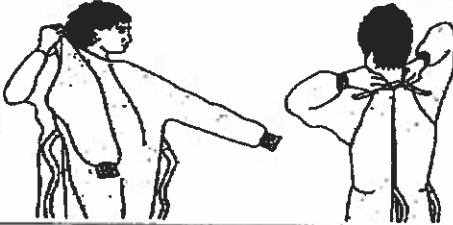


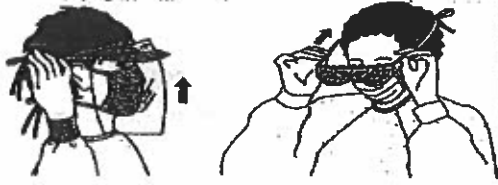

Order for Removing Personal Protective Equipment:

Gloves
Gown
Wash/Clean Hands
Eye Protection
Mask/Respirator
Wash/Clean Hands

Disposals

1. Disposable gloves, clean up supplies, masks and gowns should be put into a garbage bag, tied off and put into a larger bag for disposal in the garbage. If leaking, double bag.
2. If disposing of sharp items, they must first be put into a hard glass or metal container with a closed lid and then discarded into a garbage bag or taken to a drop off designated pharmacy.
3. Bed linens must be put into a garbage bag, tied off and set aside to be laundered as specified.

DONNING PERSONAL PROTECTIVE EQUIPMENT (PPE)

1 Perform Hand Hygiene <i>Images courtesy of justcleanyourhands.ca</i>		
2 Put on Gown <ul style="list-style-type: none"> • Select appropriate size and type • Opening to the back • Secure neck and waist • If gown is too small, use two gowns: <ol style="list-style-type: none"> 1. Gown #1 ties in front 2. Gown #2 ties in back 		
3 Put on Mask <ul style="list-style-type: none"> • Use a fluid resistant procedure mask or surgical mask or one step mask with attached eye protection • Place over nose, mouth and chin • Fit flexible nose piece over nose bridge • Secure on head with ties or ear loops • Adjust fit 		
Or N95 Particulate Respirator <ul style="list-style-type: none"> • Select respirator according to fit testing • Place over nose, mouth and chin • Fit flexible nose piece over nose bridge • Secure on head with top elastic followed by bottom elastic • Adjust to fit • Perform a fit check: <ol style="list-style-type: none"> 1. Inhale - respirator should collapse 2. Exhale - check for leakage around face 		
4 Put on Eye Protection <i>(Unless one step mask with attached eye protection)</i> <ul style="list-style-type: none"> • Position goggles over eyes and secure to the head using the ear pieces or headband • Position face shield over face and secure brow with head band • Adjust to fit comfortably 		
5 Put on Gloves <ul style="list-style-type: none"> • Don gloves last • Select correct type and size • Insert hands into gloves • Extend gloves over isolation gown and cuffs 		


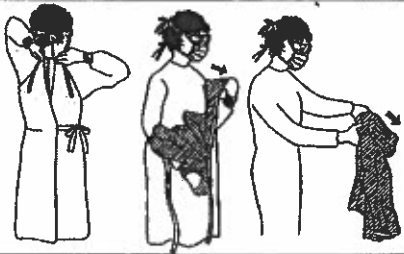





HOW TO SAFELY USE PPE

- Keep gloved hands away from face
- Avoid touching or adjusting other PPE
- Remove gloves if they become torn; clean hands before donning new gloves
- Limit surfaces and items touched



REGIONAL INFECTION
CONTROL NETWORKS

REMOVING PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where to Remove PPE <ul style="list-style-type: none"> At doorway, before leaving patient room or in anteroom Remove N95 respirator outside room, after door has been closed 	
1 Remove Gloves <ul style="list-style-type: none"> Grasp outside edge near wrist Peel away from hand, turning glove inside-out Hold in opposite gloved hand Slide ungloved finger under the wrist of the remaining glove Peel off from the inside, creating a bag for both gloves Discard 	
2 Remove Gown <ul style="list-style-type: none"> Unfasten ties Peel gown away from neck and shoulder Turn contaminated outside toward the inside Fold or roll into a bundle Discard in designated receptacle for reprocessing or disposal Wash hands with soap and water or use an alcohol-based hand rinse 	
3 Perform Hand Hygiene <i>Images courtesy of justcleanyourhands.ca</i>	
4 Remove Eye Protection <ul style="list-style-type: none"> Grasp ear or head pieces with ungloved hands Lift away from face Place in designated receptacle for reprocessing or disposal 	
5 Remove Mask <ul style="list-style-type: none"> Untie the bottom, then top tie or remove ear loops Lift away from face while holding the ties or loops Discard 	
Or Remove N95 Particulate Respirator <ul style="list-style-type: none"> Lift the bottom elastic over your head first Then lift off the top elastic Lift away from face while holding the elastic Discard 	
6 Perform Hand Hygiene <i>Images courtesy of justcleanyourhands.ca</i>	



REGIONAL INFECTION
CONTROL NETWORKS

Adapted from the Center for Disease Control: Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007 by Champlain Infection Control Network

Extend-A-Family Waterloo Region (EAFWR) hereinafter referred to as EAFWR is interested in the safety and health of its Direct Support People/Providers and Volunteers and has put together these precautions or protocols as guidelines. This is not intended to be an all-encompassing list. DSP's/Providers and Volunteers are expected to take reasonable precautions when encountering safety and health concerns in the course of performing their job functions and to report these concerns to their Supervisor. When DSP's/Providers are referred to in this document it will also include volunteers working for EAFWR.

Safety Protocols

1. It is recommended that DSP/Providers advise someone where they are going and how long they expect to be when visiting/working with a supported individual and their family. This is especially important on first time visits.
2. If the DSP/Provider is unfamiliar with either the family or the area, this should be discussed prior with the Support Coordinator/Supervisor before going out and a plan conceived to help make the visit as safe as possible. If the area is unknown the DSP/Providers should double check the address and directions prior to setting out.
3. DSP's/Providers are expected to ensure their vehicle is in safe condition, their driver's license and auto insurance are up to date and that they have both the license and insurance certificate with them. DSP's/Providers should ensure that they have enough gas in their vehicle to make the visit and to return, especially when going to a rural location and/or making the visit during evening hours.
4. It is recommended that DSP's/Providers carry a cell phone or be aware of where they can make a phone call as quickly as possible in the event they encounter a situation where a call for help might be required, especially if going into an unknown situation or area and/or during evening hours.
5. If working alone after hours, the DSP/Provider should park their vehicle in a well lit area as close to the building as possible.
6. If the DSP/Provider encounters threatening or violent behavior from a supported individual the DSP/Provider should make every effort to calm the individual. If efforts to control the behavior have failed and the situation warrants, they should remove themselves from the immediate proximity while continuing to monitor the individual, call for help or depending on the situation, call 911. The incident must be reported to their Support Coordinator/Supervisor as soon as possible and reports submitted as required.

7. If the DSP/Provider experiences threatening or violent behavior from someone other than a supported individual, it is expected that the DSP/Provider will remove themselves and depending on the situation, any supported individual with them and call for help or depending on the situation call 911. The incident must be reported to their Support Coordinator/Supervisor as soon as possible and reports submitted as required.
8. In the case of known safety concerns, a plan of service should be discussed with the Support Coordinator/Supervisor prior to a visit or prior to the commencement or continuation of support work or respite. Such a plan of service will be individual to the circumstances and be appropriate to the known concerns.
9. If working alone with an individual in the family home, it is advisable that the DSP/Provider have a list of emergency numbers for contacting the individual's family members, the Support Coordinator/Supervisor and the EAFWR on call service. The DSP/Provider should also take precautions by ensuring outside doors are locked and not admitting anyone except persons known to themselves or the family.
10. Training for Crisis Prevention by Safe Management is recommended for DSP/Providers.

Health Protocols

1. It is important that a DSP/Provider be aware of and follow the **"Standard Precautions for Infection Control"** and the **"Personal Protective Equipment Procedure"**.
2. In the event of influenza or suspected influenza see the **"Precautions for Infection Control of Respiratory Illness"**.

Extend-A-Family Waterloo Region **WORKPLACE HARASSMENT AND VIOLENCE PREVENTION POLICY FOR DIRECT SUPPORT PEOPLE/PROVIDERS/VOLUNTEERS**

Policy:

Extend-A-Family Waterloo Region (EAFWR) believes that every employee or volunteer has the right to work in an atmosphere that is safe and free from violence, threat of violence and harassment.

Unacceptable or violent behaviour perpetuated by or against an employee, volunteer, family, individual or other third party at EAFWR is not acceptable and will be dealt with appropriately. For the purpose of this policy the term Direct Support Person (DSP)/Provider will include volunteers doing work for EAFWR.

Due to the nature of the work involved, the work environment and EAFWR's ability to control the work environment, this policy has been created for DSP's/Providers/Volunteers. A separate policy has been created for Staff.

EAFWR interprets workplace harassment and workplace violence as defined in Bill 168, an amendment to the Ontario Occupational Health and Safety Act effective June 2010.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

In compliance with Bill 132 effective September 8, 2016, EAFWR further defines 'workplace sexual harassment as:

- a) Engaging in a course of vexatious (distressing/inappropriate) comments or conduct in a workplace because of sex, sexual orientation, gender identity or expression where it is known or should be known to be unwelcome ; or
- b) A sexual request or advance where a person is in a position to give, grant or deny a benefit or advancement to the worker and the person knows or should be known that the request or advance is unwelcome.

Workplace violence means:

- a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violence that occurs outside the normal workplace but which has an impact on the working environment, including relationship and/or domestic violence, may also be considered violence in the workplace. (See Policy for Domestic Violence in the Workplace.)

Following are examples of harassing and violent behaviour, including but not limited to:

- Unwelcome, suggestive or bothersome remarks
- Jokes, innuendos, taunts about another person's body or attire
- Making offensive gestures or leering
- Non-work related discussions that are harassing in nature
- Unwelcome physical contact (examples: touching, patting, pinching, grabbing)

- Implied or actual threats of violence to a person
- Stalking, obscene or unwelcome phone calls
- Sexual or physical assault

Harassing and violent behaviour should not be ignored, and reports of such behaviours in the workplace will be considered and dealt with appropriately.

Responsibility- DSP's/Providers:

DSP's/Providers are responsible for informing their Support Coordinator/Supervisor of any unacceptable behaviour, potential risk of violence or violence they may experience or witness. This includes issues in the employee's non-work life that may impact on the DSP's/Provider's or other's safety in the workplace.

DSP's/Providers are responsible for attending any training or information sessions provided by EAFWR and following all policies, procedures or guidelines provided to reduce harassing behaviour, violence or risks of violence.

DSP's/Providers are expected to co-operate with EAFWR investigators or other authorities as required during any investigation related to harassment or workplace violence.

Responsibility – Support Coordinators/Supervisors:

Support Coordinators/Supervisors are responsible for assessing the risk of violence to DSP/Providers in their case load or jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected DSP/Provider of such risk or potential risk.

Some exposure to the threat of violence or violence while working with a supported individual is inherent to the work we do and as such should be considered for the purposes of clause 43 (1) (a), (b) as an exemption to the right to refuse or stop work. It is recommended that workers/providers and staff subject to such exposure, be trained in Crisis Prevention (Safe Management).

Support Coordinators/Supervisors are responsible for ensuring DSP's/Providers are trained to:

- a) Be aware of and follow the policies, procedures, protocols or guidelines developed to handle harassment and minimize the risk of violence,
- b) Recognize and know how to mitigate the potential for violence and respond to the incident appropriately,
- c) Know when and how to report and document incidents of harassment, potential violence or violence.

Support Coordinators/Supervisors are responsible to ensure that any medical treatment as required has been provided and reported as part of the investigation and that any medical treatment given to a worker has been reported to Human Resources so a WSIB claim can be initiated.

Support Coordinators/Supervisors are expected to co-operate with EAFWR investigators or other authorities as required during any investigation related to harassment or workplace violence.

Procedure:**Complaint Process:**

It is suggested that a note of the dates, times, nature of the behaviour and any witnesses to the incident be made by the impacted party as soon as possible after the incident(s).

- a) If safe to do so, make your objection to the behaviour clearly known and ask the individual to stop. If you are unable to confront the individual, then seek assistance from your Support Coordinator/Supervisor as soon as possible to remedy the situation.
- b) If the behaviour continues and/or becomes or is threatening or violent, report the behaviour to your Support Coordinator/Supervisor. If the situation warrants, while continuing to supervise the supported individual, remove yourself from the immediate proximity as soon as possible. If immediate help is required, call 911 prior to reporting to your Support Coordinator/Supervisor. If unable to bring the matter to your Support Coordinator/Supervisor, report the behaviour to the Program Manager. If the incident happens during off hours, call the EAFWR on call service and do a follow up call to your Support Coordinator as soon as possible.
- c) Once this report has been made, this will initiate the investigation process. A complaint report form will be filled out by the complainant.

EAFWR wishes to provide a safe environment for claims to be made. However, disciplinary action may be taken if any employee or any witness makes a claim or statement that is *knowingly* false.

Investigation Process:

All inquiries and formally lodged complaints will be treated with the utmost confidentiality. Every effort will be made to ensure that investigations will be fair and impartial to all parties concerned.

- a) The Support Coordinator/Supervisor or the Program Manager and/or alternates will investigate the complaint by meeting separately with the complainant, the alleged offender and any witnesses. Any person attending an investigation may come with an appropriate support person. A written record will be kept of all statements made during the investigation and the person giving the statement will be asked to sign the statement. All statements obtained as a result of the investigation will be given to the Program Manager or alternate and as appropriate, Human Resources, within ten days of completion of the investigation.
- b) The Program Manager or their alternate with input from Human Resources Manager, as required, will determine as expeditiously as possible if a violation of this policy has occurred and will determine the appropriate action to be taken. A written report will be prepared by the Program Manager or their alternate and will include any recommended actions or resolutions. Both the alleged offender and the complainant will be advised in writing, of the outcome of the investigation and any actions to be taken.
- c) All documents concerning the complaint and its resolution are to be maintained in the appropriate confidential files, (family/DSP/volunteer files) depending on the participants in the incident(s) and the circumstances.
- d) A follow-up will be conducted by the Program Manager or their alternate within three months of the final decision in order to ensure that the resolutions and actions have been followed and whether any further action needs to be taken.

At any time during this process the parties may seek consultation and/or resolution outside the Organization.

Appendices:

Worker/Provider Safety & Health Protocols

FIRE SAFETY AND EMERGENCY EVACUATION FOR PARENTS AND DIRECT SUPPORT PEOPLE (DSP)

Parents:

The Ontario Fire Code requires that every home have Working Smoke Alarms. A working smoke alarm will detect smoke and will sound an alarm to alert you and allow precious time to evacuate. A carbon monoxide alarm is also recommended.

Make sure that everyone knows the sound of the smoke alarm and what to do if a fire occurs.

Review the evacuation process with individuals in your home and your DSP!!!!!!

It is recommended that you draw a floor plan of your home or apartment indicating all possible escape routes. If possible, mark two escape routes from every room. If you are unable to use the main exit to evacuate, the second exit is usually a window or an apartment balcony.

Leave both written and oral information with individuals in your home and your DSP, including:

- if you will be absent, where you will be, how you can be contacted and when you will return
- where your phone is located
- a list of emergency phone numbers **including 911**
- the location of the nearest phone outside your home (neighbor)
- the complete address of your residence
- where the exits are located
- where a flashlight or candles are located in case of a power failure

Parents, Individuals and DSP Evacuation:

1. If you smell smoke or gas, take everyone out and go immediately to a safe location outside the building.
2. Never waste time dressing yourself or others - a blanket will do even in cold weather.
3. Do not turn on any switches as this may cause a spark or explosion.
4. Close all doors behind you.
5. **NEVER** go back into a burning building for any reason whatsoever. Smoke and gas are dangerous, even from a small fire.
6. Have a neighbor or passerby call the Fire Department.

NEVER LEAVE CHILDREN OR INDIVIDUALS IN YOUR CARE ALONE!!!!!!

Fire and Emergency Evacuation in an Apartment Building:

If the fire alarm goes off or you smell smoke or gas, carefully open the apartment door and check the hall for smoke. If there is no smoke, evacuate everyone immediately to a safe location outside the building, closing the door behind you. Proceed as follows:

- pull the Fire Alarm on your floor and yell **'FIRE'**;
- evacuate using the stairwell(s), **NEVER USE THE ELEVATOR**. Before using the stairwell(s), open the stairwell door and check for smoke. If no smoke, proceed out of the building and wait for the Fire Department to arrive;
- if you cannot use the stairwell(s), return to the apartment and seal the doorway using duct tape and/or wet towels to seal cracks around and under the door;
- telephone the Fire Department, tell them your location and move with the individual(s) to the balcony, closing the door behind you. If no balcony, move to the most smoke-free room and seal the door;
- open a window in the sealed off room for fresh air and, if possible, hang a sheet out the window to indicate where you are. Keep low to the floor where air is cleaner and wait for the Fire Department.

IN ALL CASES WHEN A FIRE AND/OR EMERGENCY EVACUATION HAS TAKEN PLACE CONTACT YOUR SUPPORT COORDINATOR OR THE EMERGENCY ON CALL SERVICE AT EXTEND-A-FAMILY AS SOON AS IT IS SAFE FOR YOU TO DO SO.

July 2005
Reviewed May 2011
Revised March 2017

For the safety of the individual being supported, the Direct Support Person (DSP) and others who may be assisting, Extend-A-Family Waterloo Region (EAFWR) will ensure that DSP will be informed and receive training on how to do lifts and transfers properly. The family of the supported individual will provide information on lifting and transfer requirements, any lifting aids in the home and assist in the development of a lift and/or transfer plan including any training required. The Support Coordinator will ensure that the DSP is aware of the requirements and is able to perform the required lifts and/or transfers including the transport of any equipment such as a wheelchair.

Generally, if a supported individual weighs more than 50 pounds (22.7 Kg) and up to 90 pounds (40.8 Kg), a two-person lift or transfer is required. These lifts/transfers will be dependent on the size and ability of the DSP as these weights might be too heavy for some DSP's. Lifting any Individual whose weight is over 90 pounds will require approved lifting equipment.

Lifting up or down stairs is not recommended. However, in the case of a small child or in an emergency, the situation should be assessed as to the best possible way to proceed. At all times, the safety of the individual and of the worker must be considered.

Responsibilities of DSP:

1. Know your own ability to lift and advise any limitations to the family and your Coordinator.
2. Be familiar with and perform only authorized lifts.
3. Participate in training.
4. Plan your lift or transfer prior to proceeding.
5. Use lifting equipment with care.
6. Learn how to properly use any lifting aid provided.
7. Report any lifting problems to the family and your Coordinator.

Use Good Body Mechanics:

1. Keep your feet shoulder width apart for good balance.
2. Bend your knees; keep your back straight/flat.
3. Keep the weight of the individual or object as close to you as possible.
4. Lift with your leg muscles, not your back muscles.
5. Point one foot in the direction of travel.
6. Move your feet in the direction you are lifting to; do not twist at the waist.
7. Where possible, place one knee on a bed or other surface for leverage.
8. Maintain a good grip throughout the lift; use body weight and momentum to perform the lift.

Assess the Environment – Lifts:

1. A path should be cleared and the area arranged so the lift can be carried out smoothly. Use the shortest route.
2. Wear sturdy shoes for stability.
3. Prepare the person and inform him/her of the procedure before doing the lift.
4. Carry the individual or object in a manner that allows for good visibility.

5. Assess the situation. If you have doubts about your ability to safely lift the weight, get help.
6. When two or more lifters are involved a designated leader should call signals to begin the lift.
7. Use lifting devise(s) provided to assist with the lift.

Assess the Environment - Transfers

1. Adjust the height of the bed, if applicable.
2. Remove footrests or adjust them on the chair so they do not endanger the individual.
3. Lock all brakes.
4. Have the individual assist in the transfer as much as possible.
5. Ensure that the individual is in a comfortable position to assist in the transfer if they are able to assist.

The above are general guidelines only. Supported individuals will require an assessment and an individual plan prepared with the family, the DSP and the Support Coordinator. This will be documented on the Lift and Transfer Guideline Form and will include any formal lift and transfer training required by the DSP.

April 2012
Revised April 2015
Revised November 2017

LIFT AND TRANSFER GUIDELINES FORM

For the safety of the individual, the Direct Support Person (DSP) and others who may be assisting, it is important that the DSP is properly informed, has a copy of the Lift and Transfer Guidelines and is trained on the lifting and transfer needs of the supported individual.

Generally, if a supported individual weighs more than 50 pounds (22.7 Kg) to a maximum of 90 pounds (40.8 Kg), a two-person lift or transfer is required. These lifts/transfers will be dependent on the size and ability of the DSP as these weights might be too heavy for some DSP's. Lifting any individual whose weight is over 90 pounds will require approved lifting equipment.

With DSP present, please review the expectations for lifts/ transfers and outline any training required.

1. How much does the individual weigh? _____ lbs. _____ kg.
2. The support worker will require Basic Lift and Transfer Training Yes ☐ No ☐
3. How often would the individual have to be lifted /transferred?
Describe: _____
4. The individual requires physical support for mobility? Yes ☐ No ☐
5. Is the individual able to sit independently? Yes ☐ No ☐
6. Can the individual bear weight? Yes ☐ No ☐
7. Can the individual help with lift/transfer physically? Yes ☐ No ☐
8. Will the individual understand/cooperate with verbal and/or physical direction? Yes ☐ No ☐
9. Is there any pain for the individual related to the lift/transfer? Yes ☐ No ☐
Describe: _____
10. Is there any equipment in the home to assist with the lift/transfer? Yes ☐ No ☐
Describe: _____

Training will be required on /with the following equipment: _____

11. Other expectations/instructions requiring lifts/transfers support (ie. stairs): _____

Family/Individual: _____ Coordinator: _____

Direct Support Person: _____ Date: _____

Introduction to WHMIS

Regulation 860, Workplace Hazardous Materials Information System (WHMIS), is part of the Ontario Occupational Health and Safety Act. WHMIS covers hazardous materials used in the workplace. WHMIS calls these hazardous materials controlled products. Under WHMIS, workers have the right to receive information about controlled products they use in the workplace, including their identity, the hazards involved and the safety precautions that should be taken. The information is provided through an assessment of the workplace, labels on the products, assigned hazard symbols shown on the labels, material safety data sheets supplied by the suppliers of the product and an information/training delivery system.

Preamble:

Extend-A-Family Waterloo Region (EAFWR), hereinafter referred to as EAFWR, strives to provide a healthy and safe work environment for its employees. The term employees include all staff, Direct Support People (DSP)/Providers and Volunteers with the Association. EAFWR has prepared the following guidelines for its employees under the Workplace Hazardous Materials Information System (WHMIS).

1. Assessment

EAFWR will assess its buildings on Moore Avenue in Kitchener to determine what WHMIS controlled products are on the premises and will prepare a list of these products in writing. The assessments shall be made available for review by all employees who work at these premises.

2. Material Safety Data Sheets

EAFWR will obtain Material Safety Data Sheets from suppliers for all products on its premises controlled under WHMIS. These will be kept on file at the particular premise where the chemical is located and will be available for review by all employees who work at the particular location. Material Data Safety Sheets will be updated annually to ensure that expired sheets (older than three years) are replaced.

3. DSP's/Providers and Offsite Employees

These employees will receive WHMIS Information Sheets advising what WHMIS is, its hazard symbols, what they mean and what they should do to protect themselves. Employees should always read the label on any chemical product before using it. For more information they should ask the individual/parent at the location or call EAFWR for the supplier for a material safety data sheet. Employees must never use an unlabelled chemical.











4. Training/Information Delivery

Training and information delivery on WHMIS will be done annually and will consist of WHMIS Information Sheets being posted and/or distributed to employees and/or videos and other training aids being used.

These guidelines have been prepared by the Health & Safety Committee of Kitchener-Waterloo.

WHMIS – WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

WHMIS provides information about many controlled hazardous materials in the workplace. These hazardous products fall into the category of one or more of nine classes of hazards and are labeled using one or more symbols of these hazards. These classes of hazards and their symbols are as follows:

	Exploding bomb (for explosion or reactivity hazards)		Flame (for fire hazards)		Flame over circle (for oxidizing hazards)
	Gas cylinder (for gases under pressure)		Corrosion (for corrosive damage to metals, as well as skin, eyes)		Skull and Crossbones (can cause death or toxicity with short exposure to small amounts)
	Health hazard (may cause or suspected of causing serious health effects)		Exclamation mark (may cause less serious health effects or damage the ozone layer*)		Environment* (may cause damage to the aquatic environment)
	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people or animals)				

* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs) including information about environmental hazards is allowed by WHMIS 2015.

Always practice good hygiene and wash your hands thoroughly after handling any chemical material.

Always read the labels on any chemical product you use for safe storage, handling and disposal information. For more information, including first aid, see a Material Safety Data Sheet which is available through your employer or the supplier. Seek medical treatment if symptoms persist. Know your local Poison Control telephone numbers and/or call 911 in an emergency.

WORK RELATED ACCIDENT, INJURY AND ILLNESS REPORTING PROCEDURE

Extend-a-family Waterloo Region (EAFWR) is legally obligated to ensure the health and safety of all individuals within the workplace. Therefore, EAFWR has created a meaningful health and safety policy and program that involves management, Support Coordinators/Supervisors, Staff, contract Direct Support People (DSP's)/Providers and an acceptance by all of the responsibility for health and safety. EAFWR is committed to support, where required, the health and safety representatives who will assist the organization towards continuous improvement in health and safety performance. The health and safety representatives are committed to review all work related accident, injury and/or illness claims and make recommendations to avoid reoccurrences.

Purpose and Scope: To outline the requirements, methods and outcomes of reporting all occupational accidents, injuries and illnesses. This includes any motor vehicle accident during scheduled working hours. The following categories of accidents, injuries and illnesses will be reported:

- | | | |
|--------------------|------------------------|-------------------|
| - First Aid | - Critical Injury | - Fire/Explosion |
| - Health Care | - Occupational Illness | - Property Damage |
| - Lost Time Injury | - Environmental Leak | - Near Misses |
| - Fatality | | |

Definitions:

- **First Aid:** Generally a minor injury just requiring cleaning, dressing, a compress, a cold pack, etc, but can be emergency treatment given to an employee waiting for professional health care, for example CPR;
- **Health Care:** An injury that requires treatment from a recognized health care provider but does not result in lost time or wage loss;
- **Lost Time:** An injury that results in the injured employee missing scheduled work time beyond the day of the injury and wage loss;
- **Fatality:** An injury that results in loss of life;
- **Critical Injury:** An injury of a serious nature as defined in Ontario Regulation 834/90;
- **Occupational Illness:** A condition that results from exposure in a workplace to a physical chemical or biological agent to the extent that the employee's health is impaired;
- **Environmental Leak:** An accidental discharge of a chemical or biological substance into the workplace and/or the community;
- **Fire/Explosion:** An event where undesired combustion occurs;
- **Property Damage:** Damage to property or equipment is occurred as a result of an accident;
- **Near Miss Accident:** An accident that could have resulted in injury, illness or property damage.

Roles and Responsibilities:

DSP/Provider, Staff (all employees)

An employee who is involved in an accident and/or sustains an injury or becomes ill as a result of workplace conditions or a workplace activity is to report the accident, injury, or illness **to their Support Coordinator, Supervisor or a Manager immediately**. If the employee is unable to do so due to injury or illness, then it is the responsibility of another employee or a delegate who is aware

of the incident to promptly report it. **Such notification must take place within 2 working days of the accident, injury or illness.**

Support Coordinator/Supervisor/Manager or Delegate:

The Support Coordinator, Supervisor, Manager or delegate upon being notified of the accident, injury or illness shall:

- Promptly ensure necessary first aid is administered and recorded;
- Ensure any necessary subsequent medical treatment is provided and recorded;
- Any additional rescue or response persons are notified as necessary;
- Advise Human Resources or delegate of the accident, injury or illness and the details as soon as possible, including any treatment given and if known, the name of the doctor, clinic, or hospital providing the treatment.
- Ensure the injured employee is paid for the entire scheduled time on the day of the injury;
- **In the event of a critical or fatal injury**, the Ministry of Labour must be contacted immediately as well as Human Resources or delegate and a Health and Safety Committee Representative.

Human Resources or Delegate:

Human Resources or delegate will ensure the following:

- An internal "Employee's Report of Accident, Injury/Illness" is filled out;
- That the employee is paid for full scheduled time on the day of a workplace injury;
- **Fill out and send a form 7 to the Workplace Safety and Insurance Board (WSIB) within three (3) working days of the employee giving notification of the injury or illness if it involves:**
 - Subsequent Medical treatment, or
 - Lost time and/or lost pay beyond the day of the injury
 - Do necessary follow up with the employee and prepare any follow up reports to WSIB including return to work information
 - Advise the joint Health & Safety Committee of the injury/illness and WSIB reports;
 - Ensure any required "Workplace Accident Investigation Report" is completed.

In the event of a critical or fatal injury the Ministry of Labour must be notified immediately as well as Human Resources and a Health and Safety Committee Representative. Notification to be by phone or e-mail. A written investigation report must also be submitted within 48 hours of the accident to a Director of the Ministry of Labour. See www.labour.gov.on.ca for contact information.

Communication and Evaluation:

This procedure is communicated to all employees through staff meetings, orientation of new employees, employee handbooks and the EAFWR website. Support Coordinators, Supervisors and Managers are trained in their roles and responsibilities to administer this procedure. Employee compliance and this procedure are reviewed regularly as part of the overall review of our Health & Safety program.

HEALTH AND/OR SAFETY CONCERN/HAZARD REPORTING PROCEDURE

The purpose of this procedure is to outline the steps to follow in reporting a health and safety concern or a hazardous situation that may endanger the health or safety of our employees. This procedure applies to all employees of Extend-A-Family Waterloo Region (EAFWR) and is to be used when a potential concern or hazardous condition/act is discovered. Unsafe actions can include behaviours that can lead to an accident. An unsafe condition can include containers in the workplace that are not labeled.

Definitions: Unsafe Acts: behaviours which could lead to an accident

Unsafe Conditions: circumstances, which could allow an accident to happen

Roles and Responsibilities:

- It is the responsibility of the employer, to maintain safe and healthy working conditions;
- It is the responsibility of all employees to report to their Support Coordinator, Supervisor, Manager or delegate, the existence of any health and safety concern or hazard that they are aware of;
- It is the responsibility of the Support Coordinator, Supervisor, Manager or delegate to ensure that any health and safety concerns or potential hazards are followed up with a timely response or action;
- It is the responsibility of the Support Coordinator, Supervisor, Manager or delegate that if warranted, a "Health and Safety Concern/Hazard Report" is prepared and distributed to the appropriate management person for the program involved, to Human Resources and a copy to the Joint Health & Safety Committee.

Reporting Standards:

- When observed, a health and safety concern or hazard must be reported immediately to either the Support Coordinator, the Supervisor, the Manager or delegate;
- When reporting, it must be done immediately and where warranted, by using the "Health and Safety Concern/Hazard Report";
- When reporting, the health and safety concern or hazard must be defined;
- The person to whom the observation is reported will rate the concern or hazard as: Major, Moderate or Minor;
- When reporting the form must detail what actions were taken or will be initiated, by whom and when;
- When reporting the form will indicate any follow-up actions/responses have been completed and when;
- The joint Health and Safety Committee to review the report, suggest any further actions that should be taken, get approval for further actions and do a follow up to ensure all approved actions have been completed.

Communication and Evaluation:

This procedure is communicated to all employees through staff meetings, orientation of new employees, coaching and postings. Employees, including Support Coordinators, Supervisors and Managers are trained in their roles and responsibilities to administer this procedure. Employee compliance and this procedure are reviewed regularly as part of the overall review of our Health & Safety program.

**HEALTH AND/OR SAFETY CONCERN/HAZARD
REPORT FORM**

Reported by: _____

Name of Employee: _____

Reported to: _____

Work Location: _____

Date of Report: _____

This concern was discussed with: the Employee __ the Coordinator/Supervisor __
Manager/Delegate __ Other _____

Signature of Person Reporting: _____

Details of Safety Concern or Hazard: _____

Concern/Hazard is: Major (high risk) ☐ Moderate (Medium Risk) ☐ Minor (low risk) ☐

Details of Actions Taken: _____

Continue on back or separate page if required.

Suggested Further Actions: _____

Final Disposition: _____

Signature for Final Disposition: _____

Cc: Supervisor/Coordinator/Manager, Human Resources, Health & Safety Committee

Extend-A-Family Waterloo Region (EAFWR) believes that having an early and safe return to work policy is in the best interests of both the organization and the employee. This program is to assist injured or ill employees to return to work as soon as possible by offering, whenever possible, temporary modified work to ensure a safe and early return to work.

Modified Work:

Modified work is a modification of the employee's position that allows for the employee to carry out the work assigned within the employees' capabilities.

1. The work must be productive and the result must have value;
2. The work provided must not aggravate the employee's disability;
3. The employee's disability must not constitute an additional hazard to the employee, fellow employee(s) or individuals being served while performing the duties assigned;
4. Where possible the work should assist the employee in returning to their original position;
5. The duration of the modified work plan will be determined at the commencement of the program wherever possible;
6. Prior to starting the modified work, the employee will sign an agreement with respect to the hours of work, the reporting required and the nature of the modified work;
7. The employee's physician statement and the requirements of EAFWR will be reviewed for and during the modified work plan;
8. The employee will supply medical progress reports every two weeks or as often as required by EAFWR.
9. The modified work can consist of:
 - Reduced hours of work
 - Physical changes to the work
 - Use of assistive devices
 - Assignment to a different position
 - A special work project

Roles and Responsibilities:

Human Resources

- a. To determine in consultation with the Manager, Supervisor or Support Coordinator if the position can be modified;
- b. To ensure the program forms including functional abilities forms, are given to the employee;
- c. Advise the appropriate external parties of the modified work plan;
- d. To develop the modified work plan in consultation with the employee, the physician or treating facility and the Supervisor or Support Coordinator;

- e. To monitor the progress of the employee through regular, scheduled meetings with the employee and the Supervisor or Support Coordinator;
- f. To ensure medical follow-up is obtained at the scheduled times as agreed;
- g. To liaise with the employee's physician or treating facility;
- h. Maintain medical monitoring with the use of the appropriate functional abilities form and advise the appropriate internal and/or external parties (WSIB or benefit insurance Carrier).

Supervisor or Support Coordinator:

- a. To advise the employee of the availability of the "Early Return To Work Program"; and if the employee is a Direct Support Person (DSP)/Provider, to liaise with the family or individual involved;
- b. To assist in the creation of a possible modified work plan and offer support to the plan and the parties involved;
- c. To maintain communication with the employee and, if a DSP/Provider, with the family or individual involved and with Human Resources;
- d. Assist in the evaluation of the modified work plan's effectiveness.

The Employee:

- a. To maintain regular contact with the Supervisor or Support Coordinator and Human Resources;
- b. To take an active role in developing the modified work plan;
- c. To communicate any concerns or problems with the modified work to the Supervisor or Support Coordinator as soon as possible;
- d. To obtain the necessary forms from the treating physician or treatment agency;
- e. To continue any scheduled rehabilitation, therapy sessions and physician's appointments while on modified work and to schedule these if possible, outside of work hours;
- f. To cooperate with requests for documentation as required.

Health Care providers:

- a. Provide up to date medical information as requested;
- b. Act as a resource to determine the employee's functional abilities.

If the Employee Remains Off Work After Injury or Illness:

- a. The employee must contact their Supervisor or Support Coordinator and Human Resources on a regular basis and provide:
 - Updated status of injury or illness and name of physician or treating agency;
 - Dates of medical visits and dates of subsequent visits;
 - The expected length of time off work;
 - Updated medical information and functional abilities forms as requested.

Extend-A-Family Waterloo Region (EAFWR) strives to create and maintain a safe workplace. Consistent and continuous efforts by the organization and its employees are directed to preventing workplace accidents and illnesses and maintaining a safe work environment. EAFWR and its employees are required to observe and comply with the requirements of the Ontario Occupational Health and Safety Act.

Roles and Responsibilities of EAFWR and its Employees

Extend-A-Family Waterloo Region - Employer

As the employer EAFWR has the following responsibilities under the Occupational Health and Safety Act:

- Instruct, inform and supervise employees to protect their health and safety;
- Assist in a medical emergency by providing any information – including organizational information to a qualified medical practitioner or other prescribed persons for the purpose of diagnosis or treatment;
- Appoint competent persons as supervisors who are qualified through knowledge, training and experience to organize the work and its performance, are familiar with the OH&SA and its regulations relevant to the work being performed, and who know about any actual or potential danger to health and safety in the workplace;
- Inform employees, or a person with authority over employees, about any hazard in the work and train employees how to safely perform all aspects of the work;
- Report any workplace accidents/injuries requiring medical treatment or lost time to the Workers Safety and Insurance Board as required;
- Help joint Health and Safety Committees and its representatives to carry out their functions and provide it with the results of any occupational health and safety report the employer has, including any written reports and advise employees of the results of such reports;
- Not employ persons who are under the prescribed age for the employer's work;
- Take every precaution reasonable in the circumstances to protect the employee;
- Prepare and review annually, a Health and Safety policy, and set up and maintain a process for implementing it. Post the policy in the workplace and have it accessible for employees to review it.
- Prepare and review annually, policies with respect to workplace violence and harassment and prepare and develop procedures for employees to report incidents of violence and harassment and for the EAFWR investigative process. Post the policy and procedures in the workplace and have it accessible for employees to review them;
- Identify hazardous materials in the prescribed manner, ensure proper labelling on the material including on any decanted materials, obtain Material Safety Data Sheets and provide the information and ensure training to employees who are exposed or likely to be exposed to hazardous materials in the workplace including the safe usage, handling and storage of the hazardous materials and procedures for an emergency involving hazardous materials. Advise the Ministry of Labour in writing if unable to obtain proper labels or M.S.D.S. sheets after reasonable efforts to obtain them;
- Ensure both Moore Avenue and Braun Street Buildings comply with the structural load requirements in the applicable building code and any applicable standards and sound engineering practices;
- Post in the workplace a copy of the OH&SA and explanatory materials put out by the Ministry of Labour that outlines the rights, responsibilities and duties of employees in English and/or the majority language used in the workplace.

Extend-A-Family Waterloo Region – Supervisor

A Supervisor is an employee or person who has charge of a workplace or authority over an employee/Direct Support Person (DSP) even if only on a temporary basis. Supervisors are accountable to the organization for the activities of their department or service, including health and safety activities. Supervisors are able to set or reinforce policy and have functions relating to hiring promoting and disciplining employees even if they can only recommend such actions.

A Supervisor must be a competent person who is qualified because of knowledge, training and experience to organize the work and its performance, is familiar with the OH&SA and its regulations and the EAFWR policies and procedures that apply to the work, and has knowledge of any potential or actual danger to health and safety in the workplace. An EAFWR Supervisor has the following responsibilities under the Occupational Health and Safety Act:

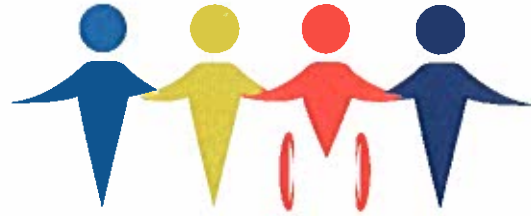
- Ensure that an employee/DSP works in compliance with the OH&SA and its regulations and is aware of and complies with the applicable EAFWR health and safety policies and procedures;
- Ensure that any equipment, protective device or clothing required by EAFWR is used or worn by the employee/DSP;
- Advise the employee/DSP of any potential or actual health and safety dangers known by the supervisor;
- Take corrective action as required to eliminate and minimize identified hazards;
- Participate in accident and work refusal investigations and reports;
- If prescribed, provide the employee with written instructions about the EAFWR measures, policies and procedures to be taken for the employees/DSP protection;
- Take every precaution reasonable in the circumstances for the protection of the employees/DSP.

Extend-A-Family Waterloo Region – Employee/DSP

An EAFWR employee/DSP is a person who performs work or supplies services for monetary compensation. Under the OH&SA an EAFWR employee/DSP can also be a student who performs work or supplies services for no monetary compensation under an authorized work experience program approved by a school board or a post secondary college, university or other post secondary institution or, such other persons who perform work or supply services to EAFWR (volunteers) for no monetary compensation. An employee/DSP has the right to refuse work that they have reason to believe will endanger themselves or others.

An EAFWR employee/DSP has the following responsibilities under the Occupational Health and Safety Act:

- Work in compliance with the Occupational Health and Safety Act and regulations and comply with the applicable EAFWR health and safety policies and procedures;
- Use or wear any equipment, protective devices or clothing required by EAFWR;
- Report any hazard or contravention of the Act or regulations to the EAFWR Supervisor or Human Resources;
- Not remove or make ineffective any protective device required by EAFWR as specified in the OH&SA;
- Not use or operate any equipment or perform work in a way that may endanger him/her self or another employee/DSP
- Not engage in any prank, including unnecessary running or rough and boisterous conduct;



Extend-A-Family
WATERLOO REGION

Accessibility

Extend-A-Family Waterloo Region

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES POLICY

Purpose:

Extend-A-Family Waterloo Region (EAFWR) is committed to achieving accessibility for people with disabilities with respect to customer service, information, communication, employment and facilities as outlined in the "Accessibility for Ontarians With Disabilities Act 2005" (AODA) and its regulations.

Scope:

This policy applies to all Direct Support People (DSP's)/Providers, Staff and Volunteers.

Policy:

All DSP's/Providers, Staff and Volunteers, must follow the EAFWR Accessibility Policy as outlined in the accessibility plans and procedures prepared for compliance with the Act.

November 1, 2011
Revised December 13, 2017

Providing Customer Service to People with Disabilities

Extend-A-Family Waterloo Region (EAFWR) is committed to excellence when serving all people including people with disabilities.

1. We will communicate with people with disabilities in ways that take into account their disability.
2. We will ensure that our employees and volunteers are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.
3. We welcome people with disabilities and their service animals. Service animals are allowed in our meeting rooms and on the parts of our premises that are open to the public.
4. If they wish, a person with a disability who is accompanied by a support person while on our premises may have that person accompany them.
5. In the event of a planned or unexpected disruption to our services or facilities, EAFWR will notify people promptly. This will include a clearly worded notice advising the reason for the disruption, its anticipated length of time and a description of alternate facilities or services if available. Such notices will be communicated and/or posted as appropriate to the disruption.
6. EAFWR will provide training to its employees and volunteers and any other third parties that deal with the public on its behalf. Training will be provided as soon as practicable for all new employees, volunteers and relevant third parties. Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the Customer Service Standard;
 - EAFWR's plan related to Customer Service;
 - How to interact and communicate with people with various disabilities;
 - How to interact with people with an assistive device or who require a service animal, or a support person;
 - How to use assistive devices provided on the premises and otherwise help to provide services to people with disabilities;
 - What to do if a person with a disability is having difficulty in accessing EAFWR's services;
 - Additional training will be provided when any changes are made to the plan.
7. People who wish to provide feedback on the way EAFWR provides customer service to people with disabilities can do so in person, via telephone, fax or by e-mail. Such feedback should be directed to Human Resources and will be responded to as soon as reasonably practicable.
8. Any EAFWR policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
9. EAFWR will report our compliance to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as required.
10. The documents required by the Customer Service Standard are available upon request and can be made available in an alternate format if required.

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 - Additional training will be provided when any changes are made to the plan.
7. People who wish to provide feedback on the way EAFWR provides customer service to people with disabilities can do so in person, via telephone, fax or by e-mail. Such feedback should be directed to Human Resources and will be responded to as soon as reasonably practicable.
8. Any EAFWR policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
9. EAFWR will report our compliance to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as required.
10. The documents required by the Customer Service Standard are available upon request and can be made available in an alternate format if required.

To Our Direct Support People (DSP), Providers and Volunteers:

The Provincial Government has passed a law that will help make the lives of people with disabilities easier. This law is known as the *Accessibility for Ontarians with Disabilities Act 2005* (AODA). Under this law is a section (Regulation 429/07) relating to Customer Service. This section requires that Extend-A-Family Waterloo Region (EAFWR) provide you with training/information such as this Education Fact Sheet.

Thank you for taking the time to read this information. If you have any questions, or wish to see our Customer Service Plan please contact Human Resources at EAFWR.

EAFWR Fact Sheet:

- The purpose of the legislation is to remove barriers, make it easier for people with disabilities to enter buildings, use transportation, receive services or get jobs.
- The Standards will affect how information is provided, how we communicate, how we train and hire staff and how we provide access to our building for people with disabilities.
- Organizations are required to have the Customer Service (Regulation 429/07) piece in place by January 1, 2012.
- It is crucial that the principles of independence, dignity, integration and equality of opportunity are reflected in the policies, procedures and practices that are developed in response to the legislation.
- A Customer Service plan, policies, guidelines and/or procedures must be developed and implemented that make sure people with disabilities are:
 - Able to use their own personal devices
 - Communicated with in a way that takes their disability into consideration
 - Informed about admission fees before coming to a facility
 - Informed when facilities or services that are essential to people with disabilities (i.e. elevators) are not available
 - Made aware of a complaint and feedback process
- EAFWR's responsibility includes meeting the requirement of the Customer Service Standards by providing information and training to its employees and volunteers.

- Employees and volunteers are to keep in mind that not all disabilities are easily detected including hearing, seeing, speech, mental health, learning, physical and intellectual challenges.
- Employees and volunteers need to provide services in a way that accommodates the challenges faced by people with disabilities (i.e. face a person with a hearing difficulty).
- Employees need to be vigilant, be aware, provide assistance (keeping in mind the principles) and if necessary make any needed changes.
- Barriers for people with disabilities can involve physical, architectural, attitudinal, technological and communication/information barriers. Barriers can also exist in an organization's policies, procedures and practices.
- As an EAFWR employee or volunteer we must:
 - Be aware of any barriers and do our best to remove them
 - Communicate so that people understand and are understood
 - Provide or accommodate assistive devices
 - Allow service animals and support persons in the workplace
 - Let people know if something in the building is not available/working (i.e., elevators)
 - Provide information/training in relation to this legislation
 - Make sure that there is a process in place for complaints and feedback

November 2011
Revised December 13, 2017

Extend-A-Family Waterloo Region

INTEGRATED ACCESSIBILITY STANDARD REGULATION (IASR)

EDUCATION FACT SHEET

To our Employees, Volunteers, and Students:

The Provincial Government passed a law known as the Accessibility of Ontarians with Disabilities Act 2005 (AODA). The purpose of this law is to achieve accessibility for Ontarians with disabilities by 2025. We have a policy covering the Accessibility Act and we are up to date on our obligations under the Act. For the Customer Service Regulation we have a Plan, an Education Fact Sheet and have completed our training requirements for Customer Service. If you have any questions or wish to see our Customer Service Fact Sheet or Plan, please contact Human Resources at Extend-A-Family Waterloo Region (EAFWR).

Another part of this Act is regulation 191/11 known as the Integrated Accessibility Standard. This standard establishes our obligations under the Act for Employment, Information and Communication, and the Human Rights Code related to persons with disabilities. Under the Integrated Accessibility Standard Regulation to date, we have to provide you with information /training as included in this Fact Sheet.

Employment Standard:

A Workplace Emergency Response Information Plan for Employees and Volunteers who might need assistance during an emergency has been developed. If anyone requires assistance in an emergency they should advise Human Resources and an individualized plan will be developed with their input. This is incorporated into our Official Fire Safety and Emergency Plan. A Fire and Emergency Response Procedure for Direct Support People (DSP)/Providers is incorporated in our Handbook and is available on our website in the Support Person Section.

Under the Ontario Human Rights Code, all employers have the responsibility to accommodate current and prospective employees. EAFWR is committed to this responsibility and accommodation can be requested if required. We are an equal opportunity employer and we will indicate this in our job postings.

Information and Communication Standard:

EAFWR will notify people promptly about any emergency or disruption to our services or facilities. This will include a clearly worded notice advising the reason, its anticipated length of time and a description of alternate facilities or services if available. Such notices will be communicated and/or posted as appropriate to the disruption. Emergency evacuation or lock down is part of our "Fire Safety Plan" and our "Emergency Response Plan" and includes aiding persons requiring assistance.

Our website is accessible. We have installed Browse Aloud on our website. This is located on the top right hand of the website page. To access Browse Aloud, click on the symbol, a round orange circle with black headphones. This allows the information on our website to be read to the person accessing our website. It will also enlarge text, highlight selected portions of text and simplify reading the text including changing colours of the text and/or background.

Anyone who wishes to provide feedback on the way EAFWR is working towards accessibility for people with disabilities can do so in person, via telephone, fax or e-mail. Such feedback should be directed to Human Resources and will be responded to as soon as reasonably practicable. Please also advise if you require an accessible format to provide your feedback or to review any of our accessibility documents.

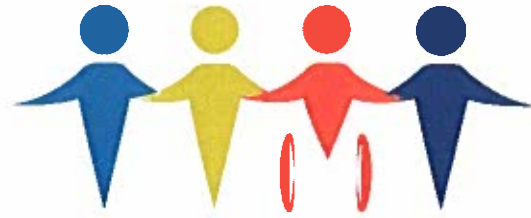
General Requirements:

Any EAFWR policy that does not respect and promote the dignity of people with disabilities will be modified or removed. We have a "Statement of Commitment" to the Accessibility Standards and we have a "Multi-year Accessibility Plan" to help us become fully compliant with the regulations. Both of these are posted on our website. These can be accessed by going to the very bottom of our home page under "Accessibility".

EAFWR will provide information/training about the Integrated Accessible Standards Regulation to its employees, volunteers and any other third parties that deal with the public on its behalf. Such information/training will be provided as soon as practicable for all new employees, volunteers and relevant third parties.

EAFWR will comply with the reporting responsibilities under the Accessibility Act as required for private sector organizations with 50 or more employees.

October 2014
Revised December 13, 2017



Extend-A-Family
WATERLOO REGION

In Closing...

Welcome To Holland

By Emily Perl Kingsley

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I am often asked to describe the experience of raising a child with a disability - to try to help people who have not shared that unique experience to understand it, to imagine how it would feel. It's like this.....

When you're going to have a baby, it's like planning a fabulous vacation trip - to Italy. You buy a bunch of guide books and make your wonderful plans. The Coliseum. The Michelangelo David. The gondolas in Venice. You may learn some handy phrases in Italian. It's all very exciting.

After months of eager anticipation, the day finally arrives. You pack your bags and off you go. Several hours later, the plane lands. The stewardess comes in and says, "Welcome to Holland."

"Holland?!?" you say. "What do you mean Holland?? I signed up for Italy! I'm supposed to be in Italy. All my life I've dreamed of going to Italy."

But there's been a change in the flight plan. They've landed in Holland and there you must stay.

The important thing is that they haven't taken you to a horrible, disgusting, filthy place, full of pestilence, famine and disease. It's just a different place.

So you must go out and buy new guide books. And you must learn a whole new language. And you will meet a whole new group of people you would never have met.

It's just a different place. It's slower-paced than Italy, less flashy than Italy. But after you've been there for a while and you catch your breath, you look around.... and you begin to notice that Holland has windmills....and Holland has tulips. Holland even has Rembrandts.

But everyone you know is busy coming and going from Italy... and they're all bragging about what a wonderful time they had there. And for the rest of your life, you will say "Yes, that's where I was supposed to go. That's what I had planned."

And the pain of that will never, ever, ever go away... because the loss of that dream is a very very significant loss.

But... if you spend your life mourning the fact that you didn't get to Italy, you may never be free to enjoy the very special, the very lovely things ... about Holland.

Celebrating Holland – I'm Home

By Cathy Anthony

(My follow-up to the original "Welcome to Holland" by Emily Perl Kingsley)

I have been in Holland for over a decade now. It has become home. I have had time to catch my breath, to settle and adjust, to accept something different that I'd planned. I reflect back on those years of past when I had first landed in Holland. I remember clearly my shock, my fear, my anger, the pain and uncertainty. In those few years, I tried to get back to Italy as planned, but Holland was where I was to stay. Today, I can say how far I have come on this unexpected journey. I have learned so much more. But, this too has been a journey of time.

I worked hard. I bought new guidebooks. I learned a new language and I slowly found my way around this new land. I have met others whose plans had changed like mine, and who could share my experience. We supported one another and some have become very special friends.

Some of these fellow travelers had been in Holland longer than I and were seasoned guides, assisting me along the way. Many have encouraged me. Many have taught me to open my eyes to the wonder and gifts to behold in this new land. I have discovered a community of caring. Holland wasn't so bad. I think that Holland is used to wayward travelers like me and grew to become a land of hospitality, reaching out to welcome, to assist and to support newcomers like me in this new land. Over the years, I've wondered what life would have been like if I'd landed in Italy as planned. Would life have been easier? Would it have been as rewarding? Would I have learned some of the important lessons I hold today?

Sure, this journey has been more challenging and at times I would (and still do) stomp my feet and cry out in frustration and protest. And, yes, Holland is slower paced than Italy and less flashy than Italy, but this too has been an unexpected gift. I have learned to slow down in ways too and look closer at things, with a new appreciation for the remarkable beauty of Holland with its tulips, windmills and Rembrandts.

I have come to love Holland and call it home.

I have become a world traveler and discovered that it doesn't matter where you land. What's more important is what you make of your journey and how you see and enjoy the very special, the very lovely, things that Holland, or any land, has to offer.

Yes, over a decade ago I landed in a place I hadn't planned. Yet I am thankful, for this destination has been richer than I could have imagined!

A FEW FINAL WORDS AND THOUGHTS

Tell me and I'll forget
Show me and I may remember
Involve me and I'll understand
~ Native Saying~

Connections are made slowly
Sometimes they grow underground
You cannot always tell by looking
What is happening
More than half a tree is spread out
In the soil under your feet
~ Mary Plery~

Friendship is like a flower. When one takes good care of it the world turns into a beautiful garden.
~ Sister Karlyn Cully

No matter the length of the journey, it begins with the first step.

The Joy of Living
If nobody smiled, and nobody cheered,
And nobody helped us along;
If each one only looked after himself,
And the good things all went to the strong;
If nobody cared just a little for you,
And nobody cared for me,
And we all stood alone in the battle of life
What a dreary world it would be!
Life is sweet because of friends we have made
And the things which in common we share.
We want to live on, not because of ourselves
But because of the people who care.
It's giving and doing for somebody else
It's on that all life's splendour depends.
The joy of this world when we've summed it all up
Is found in the making of friends.
~ Good Reading~

This is a vocation for us all, to live real and loving relationships, to be peace-makers, creating and re-creating the body of the community.
~Jean Vanier~