



# KCR

COMMUNITY RESOURCES

Enhancing Lives - Connecting Communities



**FAMILY & ADOPTION SERVICES**



**COMMUNITY SERVICES**



**IMMIGRANT SERVICES**



**EMPLOYMENT SERVICES**

# Employee Handbook 2017

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## WELCOME!

This handbook provides you with an introduction to KCR. Our mission, values, ethics, organizational structure and how we ensure safety in our work environment are explained.

Please review KCR's Personnel, General, and Health and Safety manuals as well as relevant program policies for more in-depth understanding of your role, our expectations and the agency's principles.

We hope this will answered basic questions and offer a set of practice guidelines intended to support and assist you in providing high quality, effective services.

## WHO WE ARE

**OUR VISION:** A community where individuals and families are supported in leading healthy, productive and fulfilling lives.

**OUR MISSION:** KCR is a not for profit agency fostering diversity, collaboration and resourcefulness by tailoring services to meet community, family and individual needs.

*KELOWNA COMMUNITY RESOURCES IS A SOCIAL AGENCY PASSIONATELY COMMITTED TO EMPOWERING INDIVIDUALS THROUGH THE DELIVERY OF OUR SERVICES AND SOLUTIONS, FIRM IN THE CONVICTION THAT WE ALL HAVE A RESPONSIBILITY TO ONE ANOTHER AND THAT OUR COMMUNITY IS MADE STRONGER THROUGH OUR WORK.*

## CORE VALUES

**Respect** –Value everyone

- We promote inclusion and human rights
- We build relationships based on mutual trust
- We consult with participants
- We help each other grow
- We value everyone's privacy
- We value individual choice and independence

**Integrity** –Do the right thing

- We care
- We act honestly
- We are trustworthy
- We are reliable and responsible
- We promote integrity to others
- We are accountable for our decisions and actions

**Inclusiveness** –Embrace and celebrate diversity

- We leverage resources, knowledge and skills
- We create a welcoming and safe environment
- We contribute to a welcoming and vibrant community



- We collaborate to improve efficiencies and effectiveness
- We support diversity in people
- We partner with others to improve the holistic health of our community

### Empowering –Strengthen lives

- We are passionate about working with others
- We encourage creativity, innovation and growth
- We recognize and support individual's needs
- We believe in peoples' resilience and recognize their strengths
- We support participants; accept their decisions and responsibilities
- We approach problems with a 'can do' attitude
- We are flexible and responsive to change
- We challenge, improve and learn



## INTRODUCTION

In an effort to live our vision, mission and values, we refer to the people we serve as “participants” rather than clients, students or patients. We believe this term better reflects the cooperative and participatory relationship we seek with those we serve.

KCR has been providing services to the Central Okanagan area and beyond since 1983 as a legally incorporated Society and a Registered Charity.

- We foster independence and promote diversity, regardless of race, ethnicity, faith, sexual orientation, social or economic background in all our programs.
- We support and encourage our participants toward true physical, economic, social and community integration and independence through all our programs.
- We strongly support the notions of self-reliance, participant involvement, innovative partnerships, outcomes, and accountability in our philosophy and as articulated in our core values. It has been our experience that participants have tremendous resiliency and strength and if presented with opportunity, can overcome significant challenges.

Many of our programs address issues of the marginalized and advocate for understanding and acceptance of diversity and recognition of strength and contribution.

- We guide participants towards integration or re-integration into the broader community.
- We focus on empowering all those with whom we work to play an active part in identifying community service gaps.

Our organizational culture embraces diversity and the belief that every individual has intrinsic worth and the right to be treated with dignity, honesty, integrity and respect.

- We work closely with individuals, voluntary organizations, not for profit societies, businesses and governmental bodies to make the Central Okanagan a more inclusive community and address gaps or perceived gaps.

### Registration of Society: 25 October 1983

KCR operates over 20 programs and services within four (4) departments: Family, Immigrant, Employment and Community Services. Funding is provided through all levels of government, grants, private funding, fee for service and donations.

**Location** 620 Leon Ave, Kelowna, BC V1Y 9T2

**ORGANIZATIONAL STRUCTURE**

KCR is governed by volunteer Board Members who are representative of our services.

The Society adopted the Policy Governance Model and uses principles of policy governance for not-for-profit Board of Directors known as "The Carver Model".

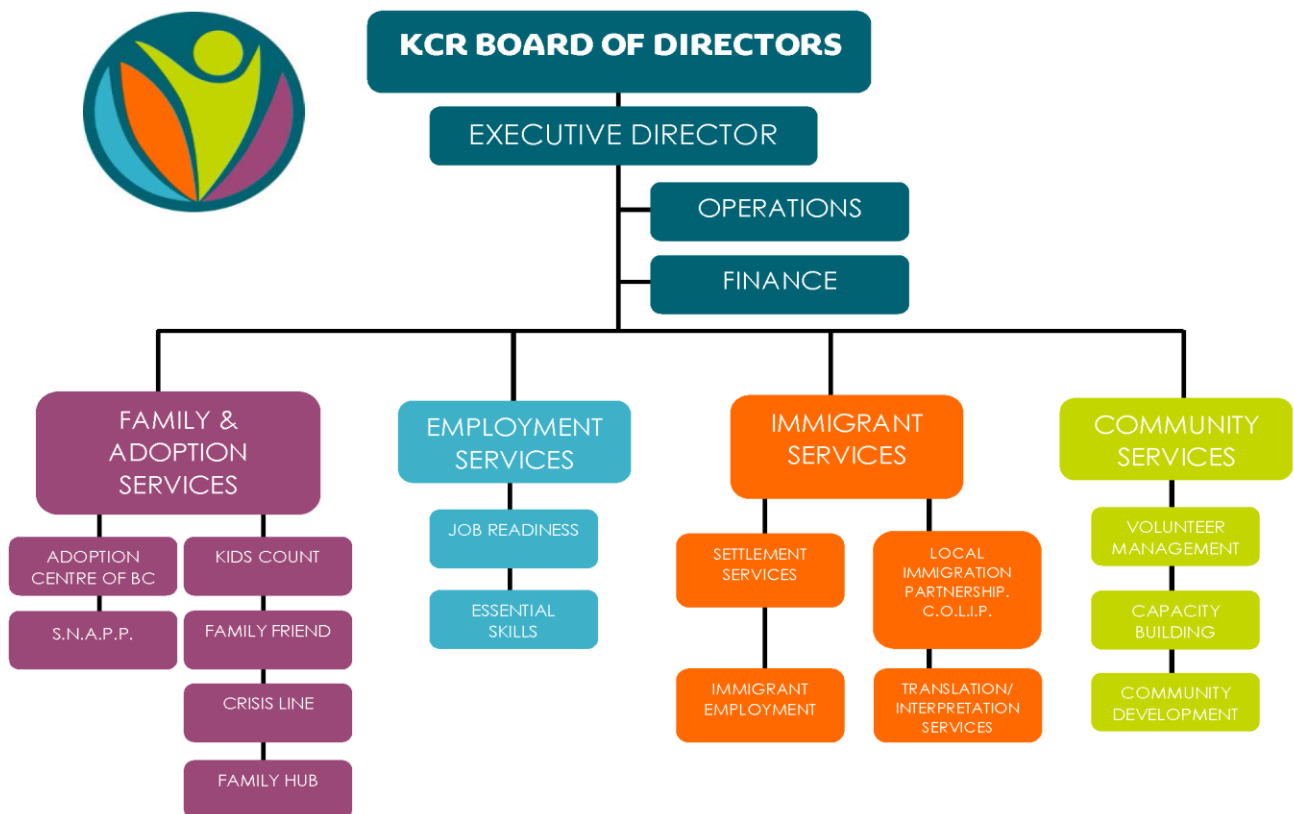


A governance model provides the Board with focus and a system for making decisions.

The Board is the highest level of decision-making and authority in a not-for-profit organization.

Please refer to our website ([www.kcr.ca](http://www.kcr.ca)) for the listing of our present Board of Directors with member roles, biography and picture.

The following illustrates the relationship of the Board to the organization and outlines the service areas, programs and the people who lead them. For a complete description of each program, please visit our website or pick up agency and program specific brochures at the administration office.



## RIGHTS AND RESPONSIBILITIES



### PRINCIPLES - PERSONNEL RESPONSIBILITIES

All staff will maintain the highest standards of ethical responsibility and will:

- Respect the intrinsic worth of the persons we serve
- Effect social change for the overall benefit of the community
- Be an integral part of the agency and embody its philosophy and mission statement
- Act with integrity with participants, community partners, volunteers, and coworkers
- Abide by the standards and policies set out by KCR
- Be competent in the performance of work undertaken on behalf of participants
- Act in a conscientious, diligent and efficient manner
- Maintain a professional participant-staff or volunteer-staff relationship
- Protect confidentiality whenever legally able to do so
- Ensure that outside interests do not jeopardize our professional judgment, independence or competence
- Work for the creation and maintenance of workplace conditions and policies, which are consistent with excellent practice standards

### SHARED RESPONSIBILITIES

Staff and participants share these responsibilities:



- No illicit drugs, alcohol or weapons are allowed on any program site
- There is no smoking or use of tobacco inside agency buildings or within 10 metres of any door, window or air intake
- Places where services are provided, such as homes and vehicles, must be smoke free for at least one hour prior to service
- Participants, families, volunteers and staff are expected to treat each other with dignity, respect and courtesy

### RIGHTS OF PARTICIPANTS

While receiving services at KCR, participants have the right to:

- Choose to participate in our services and to agree to or refuse any aspect of these services
- Be treated with dignity and respect, including freedom from any kind of abuse, exploitation, retaliation, humiliation or neglect
- Express opinions, values and beliefs and have them counted in anything that affects them
- Participate in and express their religion and spiritual beliefs
- Receive encouragement to maintain their cultural heritage
- Have all members of their family involved in the services they receive, where possible
- Be involved in the selection of the person(s) who will provide service, where possible
- Reasonable privacy and to have personal belongings respected
- Have their personal information kept in a secure and confidential manner and not be shared without their written consent unless we are legally required to do so
- Help in accessing legal help, self-help and advocacy support services, should they require it
- Be told about expectations and what will happen if these expectations are not met

## RIGHTS OF PERSONNEL

While working with KCR, personnel have the right to:

- Be treated with respect, dignity, honesty, and integrity
- Personal safety
- Confidentiality of their employee information
- Provide input regarding service delivery
- Ongoing feedback through performance reviews and supervision
- Timely communications regarding administrative items and pertinent information



## GUIDELINES FOR PERSON-CENTRED SERVICE DELIVERY

The Participant is at the core of all KCR services. The following best practice guidelines provide direction to our staff in the provision of our services. Guidelines are an extension of KCR policy, procedure, mission and values. If any information provided conflicts with what you believe to be in the participant's best interest, please consult with your Supervisor or the Executive Director.

In general, it is the responsibility of staff providing direct services to ensure that:

- Participants are included in all aspects of the service delivery process to the extent possible
- The health and safety of all people is of the highest priority at all times
- Everyone involved in the delivery of services is clear on their roles and responsibilities

The documentation process that records the provision of services should be clear, concise, and legible. More importantly, it should be a continuous record of the participant's involvement in services and reflect their progress over time in a logical and comprehensive manner. All records are subject to periodic review by Supervisors and Managers to ensure consistency and quality.

## VALUING YOUR INPUT

Your input helps toward planning our services, continuous quality improvement activities, and addressing any problems or issues. You can provide input by:

- Actively participating in staff meetings and on committees.
- Meeting with your Supervisor to provide input and feedback.
- Giving feedback during your annual performance evaluation.



## CULTURAL COMPETENCY AND DIVERSITY: UNIQUE NEEDS OF PARTICIPANTS

Cultural competence is a journey; not a destination that one can never fully attain. Cultural competence means the ability and the will to respond to the unique needs of an individual participant or family that arise and the ability to use the person's cultural strengths as resources to assist with the treatment, intervention or helping process. KCR is committed to provide equal and meaningful access and quality to individuals from each cultural and linguistic population served, based on an understanding of each individual's distinct needs.

Cultural competence is demonstrated by the ability to work across cultures; to serve appropriately participants while focusing on their individual cultures. At KCR we strive to:

- Learn about the participant's culture in terms of values, family, communications and beliefs.

- Learn skills, behaviors and intervention strategies to provide appropriate and high quality service for diverse populations.

Diversity is not specific to race or ethnicity. Many groups, such as the poor, homeless, persons with disability, gay/lesbian/bisexual/transgender, and immigrants/refugees exhibit distinct and diverse characteristics, which may present special service delivery issues. Diversity includes everyone, because people differ in many ways.

Diversity can be reflected within the following dimensions:

- Gender
- Religious/Spiritual beliefs
- Race
- Marital Status
- Ethnicity
- Age
- Education
- Income
- Physical and Mental ability
- Sexual Orientation
- Occupation
- Language



We desired to move beyond tolerance, to embrace and leverage the rich dimensions of diversity. By taking the time to learn about those around us, we can enhance our success in meeting participants' needs and ensure our employees contribute to their full potential by tapping into diverse thoughts, talents and backgrounds. We also grow as individuals as we learn and incorporate the richness of the participants we serve. At the core, diversity and inclusion is about connecting to people.

## ACCESSIBILITY

KCR is committed to providing services that are accessible to all persons in the communities we serve. In addition to addressing physical barriers, the organization considers other potential barriers including architectural, environmental, attitudinal, financial, employment, communication (staff and participants), transportation and others, to accessing services on an ongoing basis. We work to address these barriers through an accessibility plan that is updated at least annually. If you become aware of any potential accessibility issues being experienced by the participants you are serving, or by staff/volunteers, please bring these to the attention of your Supervisor or Manager.

## POLICIES AND PROCEDURES

KCR has a comprehensive Personnel Policies and Procedures Manual, which will answer, in detail, specific questions regarding your employment relationship with the Society and your responsibilities to the people we serve. As well, each program area has operational procedures to help define the service you are offering. Familiarize yourself with our policies and procedures.

### EMPLOYMENT PRACTICES

KCR adheres to all required laws and regulations for employment practices. KCR is an equal opportunity employer. We encourage qualified applications from diverse backgrounds and of differing abilities.



## ORIENTATION OF PERSONNEL

The orientation process is intended to ensure that you have a thorough understanding of job expectations and are familiar with your surroundings: The orientation of all personnel includes:

- Agency Orientation including walk through of the facility or facilities that you will be using
- Introduction to our Technology Systems including emails, audio-visual equipment and security system
- Human Resources introduction including completion of employment related forms
- Introduction to other staff and to program participants as appropriate
- Orientation and training on health and safety issues
- Orientation to the location of all manuals including Personnel, General, and Health and Safety and any other manuals or materials you may be required to access to do your job
- Introduction to our General Office Routine

## DRESS CODE

- Normal dress code is business casual attire
- Fridays are more casual, clean, not ripped jeans permitted
- Activity and dress code: Staff must dress in a professional manner appropriate for the activity

For example: During event set up, take down, or while moving heavy items, employees are to wear flat closed-toed shoes and, if possible, remove loose clothing that could hinder them while working

## Fragrance-Free

Due to health concerns arising from exposure to scented products, KCR will provide a scent-free environment for all employees and visitors. The use of scented products will not be allowed within the building at any time. In addition, all materials used for cleaning will be scent-free.

## HARASSMENT AND ANTI-BULLYING

KCR is committed to preventing discrimination and harassment in the workplace. KCR staff members have the right to expect a harmonious workplace environment. It is expected that the behaviour of staff members in the workplace will meet generally acceptable social standards. Staff members, in their relations with other persons in the workplace, are to treat them with respect and dignity. Staff members shall not engage in sexual harassment or any other form of personal harassment. Staff member is defined as any employee, contractor, volunteer or student.

## Harassment

The Canadian Human Rights Commission considers harassment to include:

- Unwelcome remarks, jokes, innuendo or taunting about a person's body, attire, age, marital status, ethnic or religious origins
- Displaying offensive or derogatory pictures
- Jokes which cause awkwardness or embarrassment
- Unwelcome invitations or requests
- Leering or other gestures
- Condescension or paternalism which undermines self-respect
- Any unwelcome physical, visual or verbal conduct

The BC Human Rights Code further defines harassment to include:

- Verbal abuse or threats
- Unwanted touching, patting or other physical contact
- Persistent unwelcome invitations or requests, whether direct or indirect
- Conduct or comment which is intended to, or has the effect of, creating an intimidating, hostile, or offensive environment

Personal harassment includes the above types of discriminatory behaviour based on another person's culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status, language, race, color, ancestry, place of origin, political belief, marital status, family status, physical or mental disability, or conviction unrelated to employment.

Harassment by any staff in the workplace is a serious offence, and will be subject to disciplinary action up to and including termination.

For further details, see the KCR Personnel Manual: Policies and Procedures Section 21.0.

## COMPLAINT RESOLUTION

For staff to perform in an effective and efficient manner, any concerns or issues must be brought to a professional and satisfactory resolution. Staff will not be penalized for bringing forth problems through the established complaint procedures.



### Staff Responsibilities

When a problem arises, the concerned staff member will first bring, if appropriate, the matter up with the individual(s) involved. If no satisfactory resolution is reached, or if they deem the nature of the concern to be a high priority, they will bring the issue to their Coordinator or Manager. If the problem is with the Coordinator or Manager and no satisfactory resolution is reached with him/her, the concerned staff will bring the issue to the Executive Director. If the problem is with the Executive Director, the staff will bring the issue to the Chair of the Board of Directors.

### Coordinator or Manager Responsibilities

A meeting will be held between the concerned staff member and the Coordinator or Manager in an effort to resolve the issue. If the dispute is not resolved, the Coordinator or Manager will submit the complaint, in writing, to the Executive Director within fourteen (14) days of the date the complaint process began. If the Manager is concerned, she or he will submit her or his concerns in the same way to the Executive Director.

### Executive Director Responsibilities

The Executive Director will reply, in writing, within fourteen (14) days of receiving the Manager's submission. She or he will meet with the complainant and/or Manager and outline the steps to be taken to resolve the problem. If the issue is still not resolved, the Executive Director will refer the complaint, in writing, to the Board Executive Committee.

### Executive Committee Responsibilities

The Executive Committee of the Board of Directors will convene within thirty (30) days of receiving a complaint. The Committee will hear from the Complainant and the Manager and/or Executive Director. The Committee will prepare a final written resolution.

For further details, see the KCR Personnel Manual: Policies and Procedures Section 22.0.

## CONFIDENTIALITY

Respect for confidentiality is the cornerstone of trust and confidence as well as a legislated obligation. Failure to maintain participant confidentiality could have adverse consequences for the participant/family and may expose KCR to controversy and liability. Employees will not relate participant/family information to anyone, including family members and other KCR staff without a signed Release of Information form as outlined in the Confidentiality Policy. Confidentiality also includes disclosures of staff difficulties, organizational difficulties, and discussions of staff comments or meetings, to people unauthorized for such disclosure, or in places where it may be overheard.

You will be asked to sign an Oath of Confidentiality and review the Confidentiality Policy (Personnel Manual – Section 13.0) at the start of your employment and annually thereafter. A breach of confidentiality could result in disciplinary action that may lead to dismissal.

### CONFIDENTIALITY AND PROTECTION OF PRIVACY

#### Purpose

KCR is responsible for all participant related business and personnel (including employees, contractors, volunteers and students) information under its control.

KCR's privacy policy outlines the principles and procedures for safeguarding the confidentiality and security of participant, employee, contractor, volunteer and student personal information. This includes information in written form or as knowledge retained in memory.

The policy on confidentiality remains in place indefinitely, even after the employee, contractor, volunteer or student has left the agency. Relating such matters to anyone including immediate family members shall constitute a breach to this policy.

For further details, see the KCR Personnel Manual: Policies and Procedures Section 14.0.



## ETHICAL ENVIRONMENT

### PRINCIPLE OF ETHICAL ENVIRONMENT

KCR and its employees, contractors, volunteers (including Board members) and students are expected to meet high standards of ethical conduct in all facets of KCR operations including professional, personal, clinical, business and marketing as set out in the principles and codes that follow. Not only are these principles and codes intended to guide KCR employees, contractors, volunteers and students in achieving high standards of behavior, but also to inform decision making when faced with ethical dilemmas.

### MAINTAINING AN ETHICAL ENVIRONMENT

While KCR respects the individuality of each staff member, the sensitive nature of KCR work requires some reasonable bounds on behaviour. Employees are expected to model the behaviour of healthy adults and limit the possibility of being accused of inappropriate behaviour.

To ensure adherence to a high standard of ethical conduct, KCR will require its employees, contractors, volunteers and students to know and follow the Society's core Code of Ethics (to follow) as well as the codes of ethics of their respective professions.

Employees are required to confront co-workers regarding a perceived breach of ethics, and/or report the issue to their Supervisor or the Executive Director.

There will be “no reprisal” for any personnel reporting a breach of ethics.

### UNETHICAL BEHAVIOR BY STAFF

Behavior by a KCR employee, contractor, volunteer or student that contravenes any of the principles or codes of ethics in this policy will be subject to disciplinary measures, up to and including possible termination of employment with KCR.

### Code of Ethics

All KCR personnel must adhere to:

1. Respect the intrinsic worth of the persons we serve – by recognizing the uniqueness of the individual including their values and beliefs as well as their potential for growth and development.
2. Effect social change for the overall benefit of the community – by advocating for public policies and community services that meet the needs of the individuals served.
3. Be an integral part of the agency and embody its philosophy and mission statement by promoting the physical, mental, social, emotional and spiritual health, safety and well-being of all participants, their families and support networks, and the communities they live in.
4. Act with integrity in association with participants, community partners, volunteers, and co-workers – by maintaining professional conduct and self-discipline to ensure each participant's needs remain the primary focus.
5. Abide by the standards and policies set out in the KCR Policy and Procedures Manuals – by becoming familiar with and complying with KCR standards and policies.
6. Be competent in the performance of the services and functions undertaken on behalf of persons we serve – by recognizing the need to further professional knowledge and skills as well as assisting others to further themselves that includes adding to the professional body of knowledge through involvement with research.
7. Act in a conscientious, diligent and efficient manner by being committed to competent and accountable practice that is both ethical and responsible.
8. Maintain a professional participant-staff or volunteer-staff relationship while employed with KCR- by practicing in a way that emphasizes partnerships with the participant, their family and support network, and the community including other community agencies.
9. Protect confidentiality whenever legally able to do so – by adhering to KCR policies involving participant confidentiality and privacy.
10. Ensure that outside interests do not jeopardize our professional judgment, independence or competence – by remaining self-aware of biases, pressures and limitations in working with participants.
11. Work for the creation and maintenance of workplace conditions and policies, which are consistent with excellent practice standards – by committing to excellence through personal, professional, agency, and community development.



## Decision-Making Process

When a situation or course of action presents an ethical dilemma that cannot be easily resolved by reference to the principles outlined below, employees and volunteers will first consult with their peers and supervisors within the agency. The use of the following decision-making model is recommended for resolving the dilemma:

- Identification of the ethical issues and the principles that might apply
- Development of alternative courses of action
- Analysis of plausible short-term, ongoing, and long-term risks and benefits of each course of action on the individual(s)/group(s) involved or likely to be affected
- Make a choice regarding a course of action
- Action, with a commitment to assume responsibility for the consequences of the action
- Evaluation of the course of action
- Assumption of responsibility for consequences of the action, including correction of negative consequences (if any and if possible) or re-engaging in the decision making process if the ethical issue is not resolved

## HEALTH AND SAFETY

We all want to have a safe and healthy workplace. To ensure we do, we need everyone's participation. The management of KCR is committed to providing safe and healthy working conditions, to promoting positive attitudes toward safety and health within the organization

in addition, for correcting all unsafe work procedures. All employees, volunteers, students and contractors are required to work safely, and to know and follow all the rules and safe work procedures. Everyone is expected to correct or report unsafe work conditions and activities, and to work cooperatively toward the prevention of accidents.

It is the expectation of management that all employees, volunteers, contractors, and students work in compliance with the KCR Policies and Procedures, CARF Standards, and standards set out by BC and Canadian Occupational Health and Safety Councils. Each new staff is to be oriented to the Health and Safety Manual.

### TRANSPORTATION USED FOR WORK

Working safely is a condition of employment. This includes following all laws required for the safe operation of any chosen mode of transportation used for work, e.g. Use of seat belts for all occupants of a motor vehicle, proper installation of certified car seats, and the use of approved helmets for other forms of transportation. Failure to follow the law and KCR policies and procedures may lead to disciplinary actions and/or dismissal.

For complete policy, details please refer to the KCR Health and Safety Manual.



### UNSAFE ENVIRONMENTAL AND WORKPLACE PHYSICAL RISKS

Annually, all staff should review the following unsafe environmental factors: Building Evacuation, Gas Leak, Fire, Severe Storm, Violent Person, Bomb Threat, Power Failure, Medical Emergency, Earthquake, Infectious Control and Communicable Diseases, and Missing or Abducted Child as

outlined on the KCR Emergency Codes Sheet (see page 19) and the KCR Health and Safety Manual.

For further details, see the KCR Health and Safety Manual Sections 6.0, 7.0, 8.0, 9.0, 10.0, 11.0, 12.0, 13.0, 22.0, 31.0, Appendices.

### RESPONDING TO EMERGENCIES AND COMPLETING EVACUATIONS

Emergency and evacuation procedures are posted at every exit. Employees are to review annually KCR Emergency Information Sheets (see page 21) and the KCR Health and Safety Manual. Staff will be provided with training and practice drills throughout the year. All will be familiar with each procedure, so that action becomes automatic in a real emergency.



### CRITICAL INCIDENT AND EVENT IDENTIFICATION AND REPORTING

KCR promotes a healthy and safe service delivery environment for staff, participants, volunteers, contractors, students and others involved with the organization, through the use of a comprehensive incident and event reporting and follow-up process.

### DEFINITIONS

#### Noteworthy Event

Any incident, event or occurrence that is significant or worthy of noting, but did not involve actual or potential harm. Examples could include suspicious activity near the agency facilities or the reporting of an event in the life of a participant or staff person that did not involve actual or potential harm but is worth noting and bringing to the attention of the Executive Director or designate.

#### Critical Incident

Any incident, event or occurrence that involves significant actual or potential harm to a participant, to staff, to volunteers and students, to a community member, to other individuals involved with the agency, or to the agency itself. This includes 'near miss' situations where threat was imminent but did not occur. Reporting and Follow-up of Critical Incidents

Critical Incidents and Noteworthy Events must be reported immediately and documented using the "Critical Incident and Event" form. Blank forms are located on Common. Completed forms are considered confidential, and are kept in a secure location.

When an incident or event occurs, whether on or off-site, the staff member involved should do the following:

- Notify their Supervisor as soon as possible
- Fill out the "Critical Incident and Event" form as soon as possible after the incident, including as many details as possible
- Submit the report form to their Supervisor
- Complete notifications as appropriate to the nature of the incident, including notify a child's legal guardian (if required)
- Work with their Supervisor to complete any required follow-up

620 Leon Avenue, Kelowna BC V1Y 9T2

250.763.8008

**KCR COMMUNITY RESOURCES EMERGENCY CODES**

<b>RED</b>	<b>FIRE</b>	<b>WHITE</b>	<b>VIOLENT PERSON</b>	<b>PINK</b>	<b>CHILD EMERGENCY</b>
<b>GREEN</b>	<b>EVACUATION</b>	<b>BLACK</b>	<b>BOMB THREAT</b>	<b>BLUE</b>	<b>CARDIAC ARREST</b>
<b>YELLOW</b>	<b>MISSING CHILD</b>	<b>YELLOW STAT</b>	<b>CHILD ABDUCTION</b>	<b>ORANGE</b>	<b>MASS CASUALTIES</b>

**First Aid Kits & Blood Clean-Up Kits** – located in the 1<sup>ST</sup> FLOOR RECEPTION & 2<sup>ND</sup> FLOOR SUPPLY ROOM  
**Fire Extinguishers** – 1<sup>st</sup> Floor – Reception, Corner Hallway, Kitchen, Back Area  
 2<sup>nd</sup> Floor – Reception, Supply Room, Employment Hallway, Inner Middle Classroom Hallway, Kitchen, IS Hallway, CS Group Room

**KCR**  
COMMUNITY RESOURCES  
*Emerging Lives - Connecting Communities*

**BUILDING EVACUATION & ROOM SEARCH**

For fire, earthquake, gas leak, power failure due to electrical shortage, or other emergencies as needed.

**EVACUATION PROCEDURE**

- Leave the building immediately by the nearest exit.
- Walk, avoid running.
- As staff leave the building, check rooms along the way for occupants and remove them.
- Close all doors on the way out.
- Gather at the following locations depending on facility:
  - Leon – Across Leon Avenue in the parking lot
  - Dolphin – Across Dolphin Avenue in the parking lot
- Account for any children and families under direct supervision.

**Remain outside the building until instructed by emergency personnel.**

**GAS LEAK**

- Report the concern to the administrative staff.
- Administration calls Fortis, 1-888-224-2710.
- Immediately evacuate the building (see above).
- Remain outside the building until instructed by emergency personnel.

**FIRE**

- Remove those in immediate danger.
- Immediately notify everyone through the intercom system.
- Call 911 (Emergency Response).
- Follow Evacuation Procedure.

**VIOLENT PERSON**

1. Evacuate the building. If unable to exit the building, go into a room with a self-locking door. **Lock the door.**
2. Take participants under direct supervision. Avoid personal contact with the dangerous person.
3. Call 911.
4. Wait for emergency personnel to arrive.

**BOMB THREAT BY PHONE**

1. **REMAIN CALM.**
2. Try to identify the caller and time threat was received.
3. Keep caller on the line as long as possible.
4. Gather as much information as you can:  
 Voice: Language, accent, speech patterns, approximate age, male or female, any **Background Noise**.
5. Ask the following questions and carefully record the information:
  - **WHERE** is the bomb?   ▪ **WHAT KIND** of bomb is it?
  - **WHY** was it put there?   ▪ **WHEN** is bomb set to go off?
  - **WHO** put it there?   ▪ **WHERE** are you calling from?

Call 911 **IMMEDIATELY** to report the threat.  
 Leave any suspicious objects untouched.

**CHILD ABDUCTION**

1. Call 911 **IMMEDIATELY** and describe abductor if possible.
2. Contact Administration and the child's legal guardian.
3. Wait for instructions.

**POWER FAILURE**

1. If power is interrupted in the work area, account for all participants and families under direct supervision. Guide them to a lighted area.
2. Wait for instructions from administration staff.

Administration staff  
 Determine the reason for any power outage and plan accordingly. For example, outage as a result of severe weather conditions may require a wait in the building. Outage as a result of electrical shortage may require an evacuation.

1. Contact Fortis Emergency Call Centre to report the outage and ask for anticipated duration 1-866-436-7847.
2. If the outage is anticipated to be of long duration, the Executive Director may choose to close the building. In this case, administrative staff should initiate the Staff Emergency Contact Procedure.

**MEDICAL EMERGENCIES**

<b>Child Emergency</b>	<b>Cardiac Arrest</b>	<b>Mass Casualties</b>
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- Make sure the situation is safe to enter.
- Call 911 **IMMEDIATELY** to report the emergency.
- Provide needed critical first aid as required.
- Notify administration staff immediately.
- Remain calm and reassure all present (children must have adult supervision).
- Remain with the injured person.
- Contact family members of the injured person.

**EARTHQUAKE**

Signs of an earthquake (the ground shaking, hanging objects swaying, objects wobbling on shelves)

- Take cover immediately under desks, tables or other heavy furniture OR stand in interior doorways, narrow halls or against weight bearing walls.
- Turn away from windows.
- Stay away from windows, light fixtures and suspended objects.
- Remain calm; reassure others including children by speaking and giving instructions in a firm, calm voice.
- When the quake is over, remain inside the building unless ordered to evacuate.
- Account for all children, families, participants and all others under direct supervision.

**CHILD MISSING**

1. Do a quick visual search in the immediate area, calling the child's name. Recruit help from other staff.
2. Do a walking search of the building and look in every room. Search each room then close the door.
3. Make an announcement over the intercom system that the child is missing and describe the child.
4. Do a walking search of the immediate area surrounding the building.
5. If the child is not found in or around the building:
  - Call 911 **IMMEDIATELY** to report the child missing.
  - Contact the child's legal guardian if they are not present.

Wait for further instructions from the emergency person.

## ABUSE OR NEGLECT

Any report of child abuse or neglect is required to be reported to an MCFD social worker, under the Child, Family and Community Services Act of BC, and/or the RCMP. Report the disclosure to the Program Manager and/or Executive Director immediately. The Program Manager and/or Executive Director and staff will consult as to who will inform the Ministry or what procedures should be followed, depending on the nature of the disclosure.

### REPORTING ABUSE OR NEGLECT

Staff must fully comply with the requirements of the Child, Family and Community Service Act (1996) and the “BC Handbook for Action on Child Abuse and Neglect,” and “Responding to Child Welfare Concerns – Your Role in Knowing What and When to Report” in reporting suspected child abuse. The Act and both Handbooks are online (‘Legal Documents’ link) and available through Managers.

For complete policy, details please refer to the KCR Health and Safety Manual: Section 27.0.

## CONTINUOUS QUALITY IMPROVEMENT

The organization engages in continuous quality improvement activities that utilize information collected from service delivery to identify and implement improvement initiatives. Employees are active participants in the quality improvement process. The data collected from ongoing service delivery, including assessments, service planning and reviews, and risk management summaries, is aggregated and forms the basis of agency wide improvement initiatives. Input is sought from personnel, participants, stakeholders, Board and volunteers, funders, and others.

We ensure that feedback is central to our quality improvement activities and is included in planning, implementation, and ongoing evaluation. To assist us in efforts to improve continuously, we use a defined quality improvement cycle:



### SUPERVISION, OVERSIGHT AND EVALUATING PERFORMANCE

KCR is firmly committed to providing ongoing feedback to its personnel to ensure that staff have a clear understanding of expectations and are able to strive for excellence in the delivery of services. Feedback is provided to personnel through:

- Ongoing direction and mentoring—this is provided by Supervisors and Managers in the course of everyday interactions
- Performance evaluations—these are completed prior to the completion of the employee’s probationary period and annually. This process includes an assessment of performance in



relation to the expectations and competencies required in their job and the review and/or development of performance goals for the coming year

- Regularly scheduled supervision—addresses both progress towards achieving goals outlined in the employee’s performance plan and any issues relating to caseloads or service delivery
- Agency Staff Meetings—provide general administration and agency updates as well as in-services on varied topics including health and safety, cultural diversity, ethics and more
- Department/Program staff meetings - an opportunity to discuss and review cases and provide feedback and direction regarding the provision of service

The feedback mechanisms listed above are intended to be participatory opportunities for the ongoing development of skills and abilities in staff. While the focus is intended to be on identifying and building strengths, they are also opportunities for addressing any issues relating to performance. KCR is committed to the principles of progressive discipline in dealing with performance issues. Violations of agency policy and procedure, including our Confidentiality Policies and our Code of Ethics, will be dealt with through progressive discipline, up to and including termination.

For further details, see the KCR Personnel Manual: Sections 26.0 and 31.0.

### PROFESSIONAL DEVELOPMENT

In addition to the health and safety training at orientation and annually, there will also be opportunities to enhance your skills through professional development activities. This can include in-service training events, independent study, and attending workshops or conferences. Although the organization will consider requests for participation in professional development activities that become available during the year, employees are asked to use their annual performance planning process to identify areas they would like to focus on and then proactively look for learning opportunities. Requests to attend training events or conferences that do not fall within the development areas identified in personnel performance plans may not be supported by KCR.

For further details, see the KCR Personnel Manual: Section 34.0.

### STAFF MEETINGS AND AGENCY COMMITTEES

KCR holds monthly agency staff meetings. Further, departments and programs meet regularly. Your participation in these meetings is very important. These meetings are opportunities for:

- Discussion and review of case or participant related issues
- Providing in-service training
- Addressing operational issues such as scheduling or facility issues
- Opportunities for connecting and networking

In addition to staff meetings, you may be asked to participate in an agency committee. Agency committees include the Health and Safety Committee and Ad Hoc Committees.

KCR also promotes community involvement by encouraging staff to participate in committees and projects within our community relevant to their employment.

For further details, see to the KCR Personnel Manual: Policies and Procedures Section 13.0.

## TECHNOLOGY MANAGEMENT

KCR has invested significant resources in maintaining up-to-date technology to serve efficiently the needs of personnel and participants. These include desktop and/or laptop computers with appropriate software, network and online servers, printers, copiers, scanners and fax access for all personnel, facility-based and cellular phone service specific to the needs of each program, social media, and a web-based information system. The organization has a Technology and System Plan that is updated annually to ensure that the technology employed by KCR supports the efficient delivery of services. You will receive orientation and training on any equipment/technology you are required to use. If you have suggestions or requests that you feel would enhance service delivery or productivity, please bring it to the attention of your Supervisor or Manager.

## COMMUNICATIONS AND CORRESPONDENCE

The agency uses several mediums for sharing information and strives to use progressive forms of technology to remain current in the field. KCR is a professional agency that seeks to ensure that standards are maintained in all areas of agency representation. Documentation presented outside of the agency is on letterhead and formatted to professional standards. Formats for reports, letters, or other communications are standardized and proofread by the Department Manager, Executive Director or designate prior to distribution outside of the agency.



All media enquiries and relations and all requests for public statements are referred to the Executive Director or designated Manager.

For further details, see the KCR Personnel Manual: Sections 39.0.

## DISCLAIMER

KCR at its discretion, may change, delete, suspend or discontinue parts or the policy in its entirety, at any time without prior notice. In the event of a policy change, Employees will be notified. Any such action shall apply to existing, as well as future, Employees. Should there be a conflict between what is written in this Employee Handbook and relevant legislation, in all cases, the legislation prevails. We seek to maintain an open and inviting work environment. If you have any questions or comments about the contents of this handbook, please do not hesitate to ask.



# KCR

COMMUNITY RESOURCES

Enhancing Lives - Connecting Communities

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P: 250.763.8008 | F: 250.763.6282  
[www.kcr.ca](http://www.kcr.ca)