



CPLF ORIENTATION

Welcome to the CPLF Team

WELCOME TO

Calgary Progressive Lifestyles Foundation

We're excited for you to become part of our team here at CPLF!
Let us introduce you to our philosophy, mission and vision.

Philosophy

To be the best service provider in the industry and strive to provide a quality of service focused on developing, enhancing a person's potential and quality of life.

To offer our staff a safe environment and an enriched working experience at CPLF.

Mission

Our mission is to promote self-sufficiency and growth within individuals who have a disability.

This is achieved through community presence and participation, skill and image enhancement, autonomy and empowerment.

Vision

To provide quality support services focused on developing and enhancing a person's potential and quality of life using an individualized, client-centered approach.

Values & Beliefs

- Every person is a unique individual having worth, no matter what the degree of disability.
- Every Person has the need for self-determination to the greatest extent possible.
- Every person has the right to live in their own home and to have that home perceived as their home and not belong to an agency, association, or staff.
- Every person has the right to a group of people (family and friends) surrounding them who cares and wants the best for them.
- Every person has the right to live a life of dignity.
- Every person has the right to be accepted and respected for the person they are.
- Every person has the right to give of oneself and receive from others in return.
- Every person must be treated in an age-appropriate manner.
- Every person should have the opportunity to live as a full member of society in his/her own community.



History

Founded in 1989 with Adrienne Sabourin our current CEO, providing residential services to a client in her home.

CPLF uses an individual-centered approach, where the individual is assessed, and support services are developed around their needs.

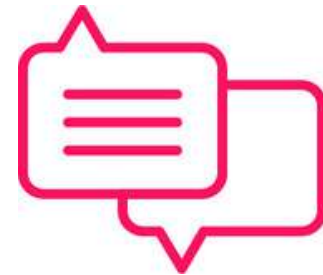
It is the belief of CPLF that quality of life is the goal for the individual. This starts with their basic needs such as housing, nutrition, and companionship, and continues on to address their goals and needs as an individual.

Services



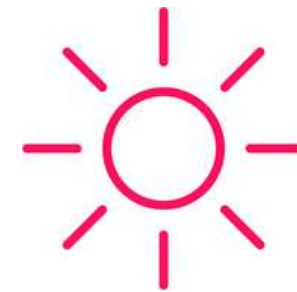
Residential Support

CPLF Supportive Roommates provide 24/7 supports within the home whether our clients own their home or need a new home. Supportive Roommates focus on daily living skills and companionship in a safe welcoming private home. CPLF also provides temporary residential supports we call Respite Supports. Respite Supports offer relax to parents and/or residential support staff for short periods of time, typically over a weekend in our client's home or in another Supportive Roommate's home.



Counselling Services

Take advantage of our in-house psychologist that offers a safe environment for our clients, CPLF Staff, and the general public to be understood while offering coping tools.



Community Day Programs

CPLF offers access and support in areas of recreation and social networking aspiring to achieve our clients' interpersonal goals in an engaging and fun way. We encourage lasting positive friendships that offer natural supports for our clients.



Employment Supports

Employment Supports focuses on successfully attaining and retaining gainful and fruitful employment that works within the skillsets of our clients. This is achieved by having our support staff keep our clients focussed on the work at hand while also being the liaison with the third party management.

Clients are individuals.

It is our responsibility to respect their rights and privileges, and to allow them to have all the responsibilities that they are able.



All individuals have the right to all basic human rights as outlined in The Canadian Charter of Rights and Freedoms

In addition, they have the following rights:

Our Client's Rights



Right to have a relationship and get married.

Right to choose your staff.

Right to talk about where you want to live.

Right to choose your own goals.

Right to be paid a fair wage for work.

Right to not be discriminated against.

Right to attend all meetings about me.

Informed Consent

Consent can be a complicated issue, made more so when working with individuals with complicated needs and diagnosis.

Consent is needed to be able to discuss anything regarding the client outside of their support team or CPLF administration.

Consent may be needed for taking medications, giving supports, going to locations, etc.

Consent may change or be revoked depending on the clients wishes, the guardians wishes, or the yearly consent form

If you are ever unsure regarding consent in a situation, contact your case manager; they will be able to provide guidance.



Informed Consent

For consent to be valid, it must be informed consent. This means that before someone can consent to something, you must explain it to them in a way that they can understand. You must also explain any risks involved in what they have been asked to consent to and offer and explain any alternatives to what they have been asked to consent to.

Remember, you do not have Informed Consent if:

- The person does not understand what they have been asked
- If, because of fear, a desire to please the person asking for consent or for any other reason, the person is not willing to say No to what has been asked
- The person is not their own legal decision maker, that is, they have a Public or Private Guardian appointed by the courts.



Policies & Procedures

It is important to communicate properly for both clients and staff to stay safe. Let's go over how to do this.

Violence and harassment is NOT acceptable at CPLF.

If at any time you feel that you are being harassed by a co-worker, you are encouraged to tell them to stop. If this does not work or you are unable to, please contact your Case Manager or HR.

Download the [Harassment Policy Handbook](#)

Violence & Harassment

Violence from another staff is NEVER appropriate. If another staff offers you violence, remove yourself from the situation if possible and contact the appropriate person (Police or your Case Manager or HR).

If a client offers you violence, please follow the given Support Plan/Protocol for that individual. If no Support Plan/Protocol is in place contact your Case Manager, HR, or the Police as is appropriate.

You have a right to a safe and harassment-free work environment. Effective communication can help us provide that for you.



Working Alone



“Working alone” is defined as not having another person around who is capable of providing help. A person able to provide help may include (but is not limited to):

Another staff



The general public



Family



The client (provided they are verbal and able to use a communication device)

Our working alone policy is to assist you in case of emergency.

This can include a medical emergency or a vehicle accident.

Download the [CPLF Working Alone Policy](#)



There will be times when employees are not needed to work with their client. During these times, to continue to be paid you are to report for alternative work.

To report for alternate work, you are to contact HR by email at alternatework@cplf.ca prior to the start of your shift.

If you do not report for alternative work or if you refuse an alternative shift, or you are unreachable during the duration of your shift you will be removed from the schedule and not paid for that day.

Alternative Work

Driving Protocol



For some clients, driving may be required. This will be communicated to you by your case manager. Before driving clients, you should ensure the following;

Your car is in proper working order

You have \$2,000,000 in third party liability (and HR has a copy of your current insurance for your file)

There are enough seatbelts for the passengers

When driving with the client, you are not to have anyone else in the vehicle (excluding other staff); that includes friends or family of either yourself or the client

Mileage

Mileage in the human services industry is not consistent, and is rarely paid on a per-km rate. It varies depending on the individual and their budget.

Mileage may be paid on a per km rate, as a flat rate (monthly or per occurrence), or there may not be a mileage budget depending on the individual.

CPLF does not pay staff mileage, however your case manager may act as a mediator between staff and trustee. Payment will come from the trustee, and CPLF may provide your contact information to them.

If driving is a condition of your employment, please request your case manager to get a T2200 issued to you.



Drug and Alcohol Contractors

For CPLF contractors, we recognize that our clients may be in your care 24 hours a day, 7 days a week. While we expect you to always be in control of yourself, some alcohol may be allowed in some situations. CPLF however retains the right to determine if you are or are not impaired.

Always remember; you are responsible for the individual. If something would make you impaired where you couldn't provide the needed care, don't do it!

Download the [CPLF Intoxication Policy](#)

Doctor's Case Notes

There will be times when a doctor or professional will have to fill out CPLF's Case Notes for a client. We provide an example form that is already filled out so that you can follow the formatting to then easily fill in or check the case notes.

Find the Doctor's Case Notes forms online or download them:

CPLF Doctor's Case Notes

Important! To save this interactive document with your filled information, please download it from your browser. Save the document on your computer with the correct name and submit the filled out form.

Calgary Progressive Lifestyles Foundation
Doctor's / Professional Case Notes
To be completed by Support Staff

Date: January 19, 2022

Client's Name: Justin Bieber

Doctor's / Professional's Name: Dr. Hibbard

Reason For Visit: Follow up on medication

Doctor's / Professional's Assessment: Dr. Hibbard reviewed the last 3 months with staff and client. She asked Justin about his moods, overall wellbeing, general health, and whether he was having any adverse effects to his current medications. Justin explained he has been more and more agitated with staff and general public. Staff explained there have been an increase in insomnia, verbal aggression, and moodiness.

Medication Prescribed: Yes No

Medication Name: Ativan 0.5mg PRn

Date Prescription was sent to pharmacy: January 19, 2022

Date Prescription was received from pharmacy: January 19, 2022


Follow-up instructions: Follow up appointment to be scheduled in 3 months time.

Guardian in attendance: Yes No


Guardian Informed: Yes No

Next appointment booked (if applicable): April 21, 2022 at 1:30pm

Brittney Spears
Support Staff Printed Name


Support Staff Signature

Taylor Swift
Case Manager Printed Name


Support Staff Signature

Client Support: Direction

While supporting an individual, you may be in discussion with many people including other staff, guardians, other agencies, the client themselves, etc.

It is important to note that your Case Manager is whom you are to take direction from for how to support the client, their day program, etc.

If someone other than your Case Manager is trying to give you direction for a client's support (that is outside the direction already given to you), talk to your case manager before moving forward.



Staff Expectations

The following are a list of expectations we have of our staff, no matter their position or whom they are working with.

There may be additional expectations depending your specific situation.

Staff Expectations

1. A positive attitude and belief that persons with disabilities have the right and responsibility to define and pursue their life choices, and pursue active participation and involvement in the community.

4. A basic understanding of relevant general and organization specific policies, procedures, operational protocols, legislation, professional codes of ethics and guidelines, contract terms and conditions, and other practice guidelines.

2. An understanding of the opportunities and options available to persons with disabilities; plus, demonstrated cultural and ethnic sensitivity.

5. Demonstrated ability to work effectively in a collaborative, team-oriented work environment. The ability to function effectively within the broader family environment if need be.

3. The equivalent of basic secondary school, with specialized training and/or experience in a relevant setting being preferred

6. Basic observation and interpretive skills to support judgments about issue resolution and required actions; this includes knowing when it is appropriate to ask for assistance or refer to a more experienced person.

Staff Expectations

7. Effective time and priority management skills, with the ability to balance competing demands/priorities. This includes knowing when it is appropriate to ask for assistance or refer to more experienced staff.

10. Relevant knowledge and ability to demonstrate and support the development of basic living and other relevant personal and social skills.

8. Basic coaching and mentoring skills, with the ability to employ various approaches.

11. First Aid and CPR certification, and possibly other additional training to support specific individuals' needs.

9. Effective communication skills.

12. Knowledge of basic health and safety rules and guidelines for personal health and safety, as appropriate.

Staff Expectations

13. Basic computer literacy, in accordance with the specific role and agency/service requirements.

14. A basic understanding of the broader range of community resources available to support the individual's participation and inclusion, and an understanding of how and when they may be accessed.

Code of Conduct for Staff

Staff should be focused on the individual and limit usage of their personal cell phone use (outside of CPLF business).

Download the [CPLF Phone Usage Policy](#)

To report to all meetings, appointments, etc. they are directed to by their Case Manager. Staff should wear appropriate clothing as per their individual and are appropriate for the activity. If you have any questions, please ask your Case Manager.

Download the [CPLF Dress Code Policy](#)

Code of Conduct for Staff

Staff are paid supports. Those who cross boundaries become natural support, and are not eligible to be paid.

Respecting personal boundaries, and recognizing that you are an individual's staff:

Download the [CPLF Code of Conduct Policy](#)

- Staff should not be referred to as mom, dad, sister, brother, friend, etc.
- Staff should not use terms of endearments for the individual
- Staff should limit casual physical touch, such as hugs

General Duties

Duties for every staff may be different, because we are all supporting unique individuals with unique needs and wants. However, common duties may include;

- Personal Support
- Feeding
- Cooking
- Bathing
- Advocating
- Community Access
- Cleaning
- Listening
- Driving
- Employment Support

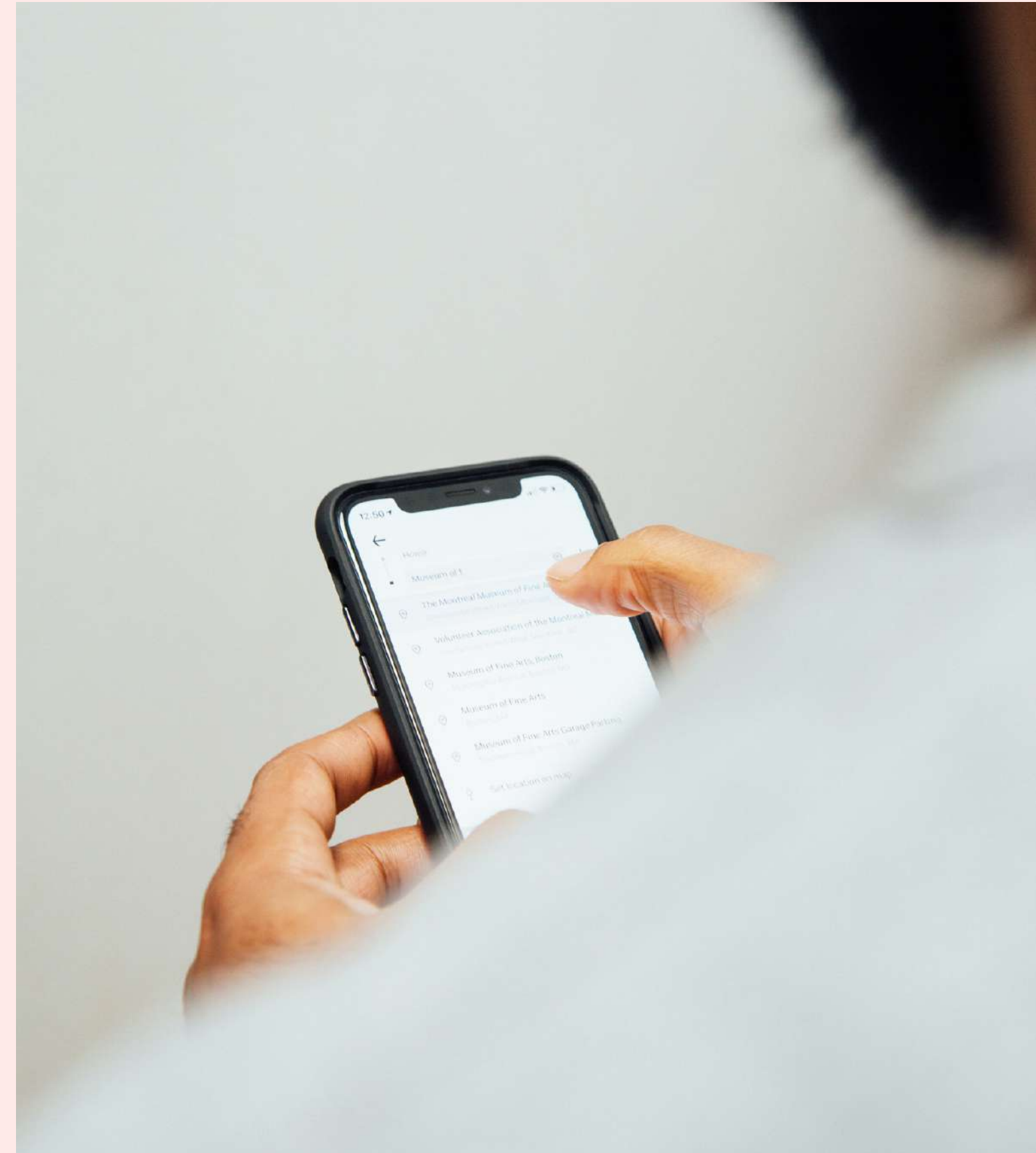


Reporting Lines

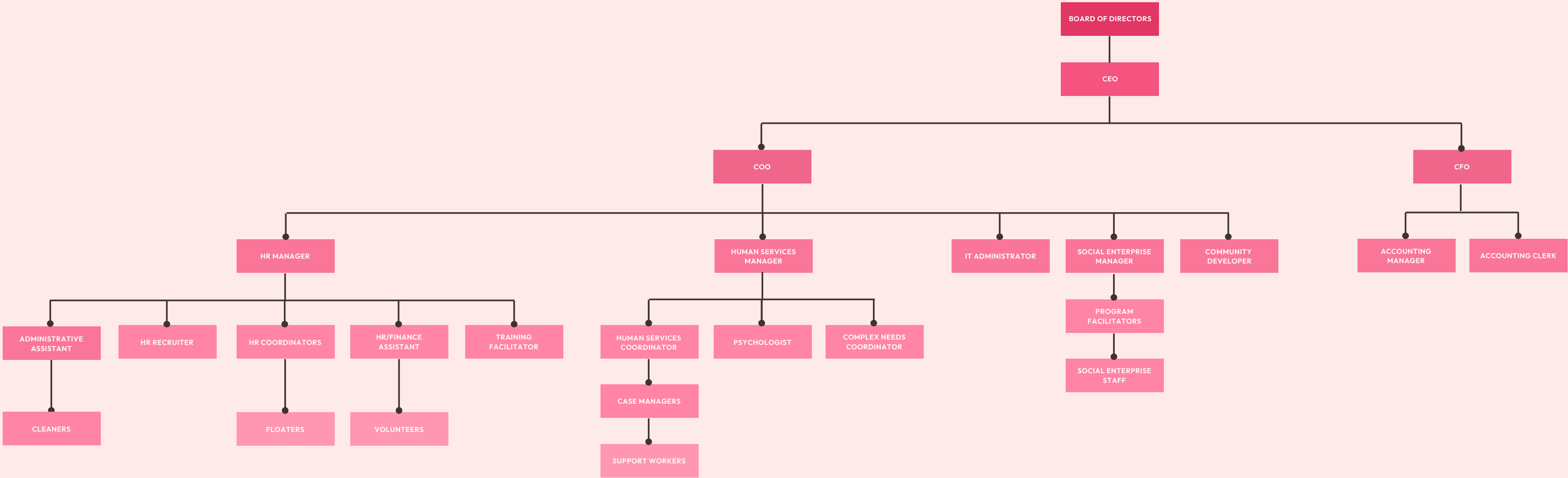
Your main contact is your case manager; if you have questions, need assistance, or are planning time away, you should contact them. Alternatively, you may contact HR.

If a staff has a short-notice issue (such as an inability to come to work) and is unable to contact their case manager, they should contact HR. If it is outside of normal working hours (8am-4pm, Monday through Friday), the after hours line should be contacted (403-809-2673).

If you have a safety concern and are not comfortable bringing it to your case manager, please reach out to your OH&S committee (more information given later).



CPLF Organizational Chart



Roles of Admin

Reception

Located at the front desk, they are the first point of contact for the agency. Helps to direct concerns and questions to the appropriate person to assist.

Case Managers:

Your managers. They provide direction & support to assist you in supporting the clients. They are your first point of contact for any concerns.

Human Resources:

HR Assistant: handles training coordination, documents, & CPLF-run classes

HR Coordinator: ensures clients are adequately staffed, & coordinates the hiring of employees

HR Manager: assists with staff concerns as well as disciplinary measures and terminations. Also handles all COVID tracing



Roles of Admin

Finance:

They look after the financial side of the agency. Your source of information for taxes, vacation pay, etc. it includes the accounting clerks, accounting manager, and CFO.

COO:

The operations manager, who ensures the smooth operation of the agency.

CEO:

Oversees the intake of new clients and supports the general operations of the agency.



Roles of Admin

Complex Needs Coordinator:

Acts as a resources for individuals with complex needs and/or complex supports

Psychologist:

Provides psychological support to individuals and their support team
OH&S Committee: to ensure the safety of all staff, and provide a resource for staff as needed when they have safety concerns in the workplace

Human Service Coordinator:

Oversees case managers and ensures quality services provided to clients.



Roles of Admin

Support Worker:

Provides hourly support to the client, dependent on the individuals needs.

Residential Support Worker:

Provides a home for the individual, and acts as a support worker as needed.

Respite Support Worker:

Takes over the residential support workers duties for a limited period of time.

Support workers, residential workers, and respite workers all work as part of a team, headed by the individuals Case Manager.



Residential Supportive Roommates



Additional responsibilities over and above those of other support staff are;

Responsible for the client 24/7

Are expected to go to all medical appointments

Are expected to attend all client meeting

Are expected to provide the mandatory monthly documentation required by the individuals Case Manager

Unless otherwise directed by the individuals Case Manager

Role of PDD

PDD: Persons with Developmental Disabilities.

PDD receives funds from the Alberta government to support adults with disabilities, and is the main funding body for our clients.

CPLF receives funding and direction from PDD to provide services to our individuals. This funding varies depending on the individuals support need.



Dispute Resolution

Staff should be focused on Dispute Resolution. There will be times when you have disputes with your co-workers, supervisors, etc.

These should be handled or brought forward to your supervisor or HR in a timely manner. Delays of 30 days or more once you are aware of an issue may cause CPLF to be unable to assist.

Download the [CPLF Dispute Resolution Policy](#)

Dispute Resolution



Communication:

Speak with the person you have concerns with.

Negotiation:

You bring it forward to your case manager to assist in solving the concern.

Mediation:

The concern is brought forward to the HR manager to mediate the concern.

Arbitration:

An external arbitrator is brought in, often the PDD coordinator involved with the client.

Court:

If a solution cannot be reached, you have the right to bring it forward to the courts. You would be responsible for any and all of your own legal costs.

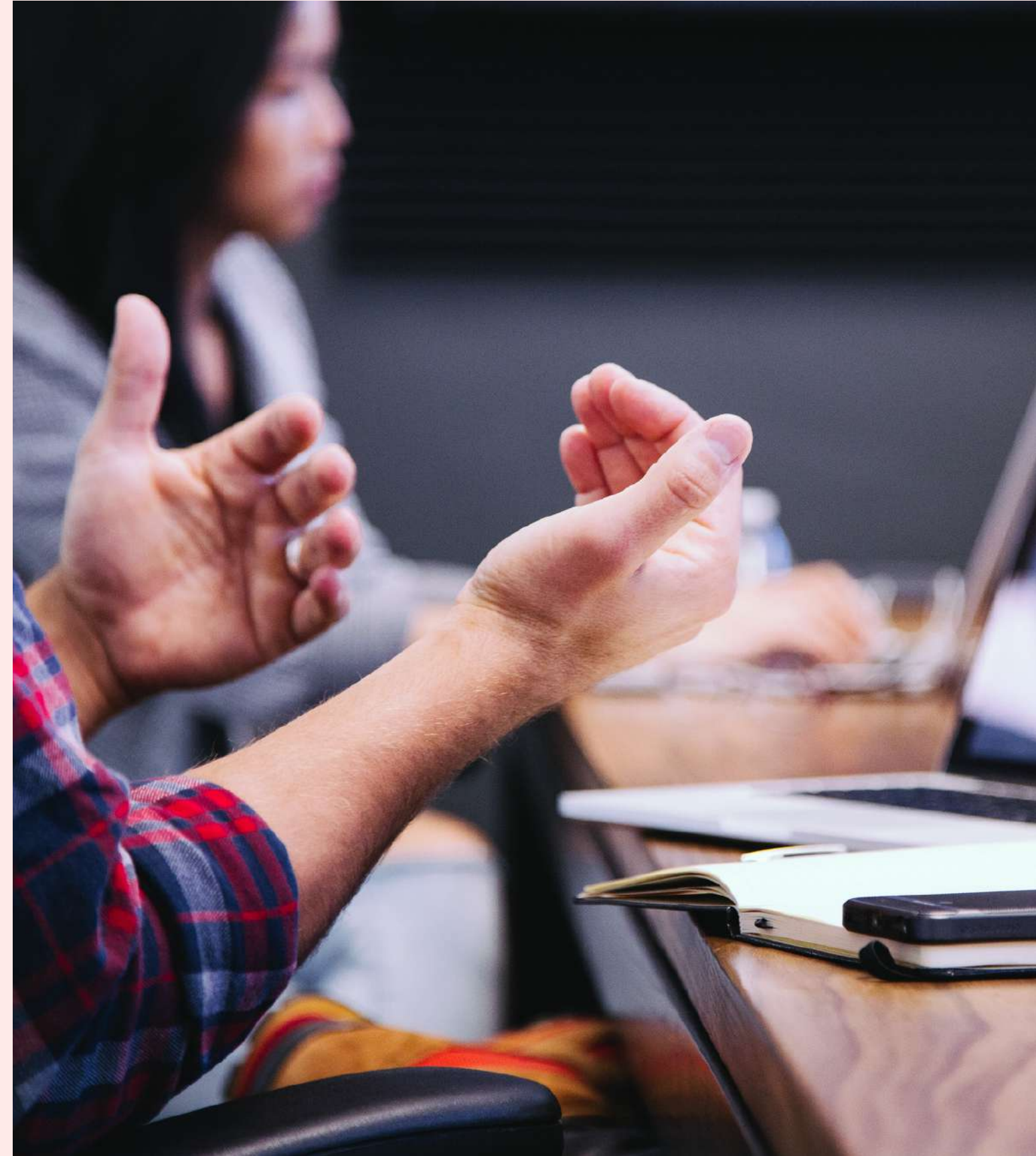
Discipline Procedure

All employees are entitled to a fair and equal discipline procedure.

The usual discipline progression is the following:

1. Verbal warning
2. Coaching
3. Written disciplinary
4. Suspension
5. Termination

This may vary depending on the severity of the incident.



Performance Development

This is completed at about 3 months after you start with CPLF, then yearly afterwards with your case manager.

This is an opportunity for you and your case manager to discuss what your strengths are, where improvements may be made, and what you would like/need in the future.

Download the [CPLF Professional Development Evaluation](#)

Time Off Requests

When you are aware ahead of time that you will be away from work, it is expected that you will submit a time off request.

These are to be sent to reception@cplf.ca.

Download the [CPLF Time Off Request Form](#)

Download the [CPLF Time Off Request Form \(Completed Sample\)](#)

Vacation Pay Requests

All employees accrue vacation pay, which may be accessed (after probation ends) separate from the days they chose to take off.

We provide our staff the flexibility to decide when they receive their vacation pay, however we do encourage staff to take both their time and pay as needed and within a year or two of earning it.

These are to be sent to vacationpay@cplf.ca

Download the [CPLF Vacation Pay Request Form](#)

Download the [CPLF Vacation Pay Request Form \(Completed Sample\)](#)

Respite Timesheets

There is to be one filled out for each client you do respite with.

There are two codes you may use:

- 1040 = respite is done in the client's home might be removing
- 1050 = respite is done in the staff's home

You are to confirm with your Case Manager before respite occurs.

These are to be sent to vacationpay@cplf.ca

Download the [CPLF Respite Timesheet](#)

Download the [CPLF Respite Timesheet \(Completed Sample\)](#)



Incident reports must be completed any time something outside of daily routine or baseline behaviour occurs with the individual you are supporting.

This could involve aggression, self-harming behaviour, AWOL, vehicle accident, loss or theft of property, illness or anything that could be potentially harmful to the individual or to others in the community.

The incident report must be completed & submitted to CPLF within 24 hours of the incident.

Incident Reports

Contacts

Your Case Manager:

Your primary contact for client-related questions, instruction, initial concern resolution, pay discrepancy, etc.

Please refer to your specific client and case manager for contact information.

HR:

Your contact for shift cancellation (please include your case manager), additional shifts, general questions, etc.

Contact them through email: HR@cplf.ca

After Hours Reporting Line:

For emergencies or after-hours shift cancellation

Contact them through phone: [403-809-2673](tel:403-809-2673)

Finance:

Your contact for vacation pay, etc.

Contact them through email: finance@cplf.ca



More Contacts

Office :

Telephone: [403-276-1016](tel:403-276-1016)

Fax: [403-276-1017](tel:403-276-1017)

Address: Suite#140 1935 32nd Avenue NE T2E 7C8

Submission of timesheets:

timesheets@cplf.ca

Submission of personal documentation (insurance, training documentation, etc.):

documents@cplf.ca

Submission of time off requests or for general information:

reception@cplf.ca



OH&S Committee

This is your Health and Safety Committee, dedicated to your safety. It consists of 6 members;

Penny Tataryn: Management Representative/co-chair

Sharon Ng: Management Representative

Ubaid Saeed: Management Representative

Nancy Frost: Administration Representative

Sharon Kwan: Employee/Contractor Representative

Gabriel Mbonigaba: Employee/Contractor Representative/co-chair

Please contact them with any safety concerns you may have

Contact them through email: OHSCommittee@cplf.ca



If you feel unsafe in the workplace (not urgent)

Contact your case manager and tell them the situation

Work with your case manager to see if there is a solution where you are safe and the work can be done

If a solution cannot be found, ask for it to be looked into farther.

HR will be brought in, and they will bring an OH&S representative in to consult.

Download the [CPLF Right to Refuse Unsafe Work Policy](#)

If you are unsafe in the workplace (urgent)

IF YOU ARE IN AN UNSAFE SITUATION AND IT IS URGENT/ACUTE, FOLLOW YOUR CLIENT SUPPORT PLAN

This may include contacting your case manager, the after hours line (403-809-2673), the roommate, or the police (911)

If you are unsure what you should do if such an incident happens, talk to your case manager ahead of time

Unanticipated Emergency Restrictive Procedure

A restrictive procedure is anything that restricts the rights, freedoms, choices, self-determination or mobility of an individual. and/or others safe as long as you are able to maintain your own safety.

Download the [CPLF Emergency Restrictive Form](#)

Download the [CPLF Restrictive Procedure Form \(Completed Sample\)](#)

Emergency Restrictive Procedure

When the incident is resolved a restrictive procedure should only be used if there is a support plan or protocol in place explaining what restrictive procedures can be used and under what circumstances these procedures may be used. The only exception to this policy is if the individual, their staff or a member of the public are in immediate danger of severe or catastrophic harm. Examples of this could be, but are not limited to, the individual suddenly walking into traffic, the individual assaulting a member of the public, the individual attempting to interact with a dangerous or aggressive animal.

If these types of situations occur, you should do whatever is needed to keep the individual safe, complete an Incident Report form to explain the circumstances that occurred and an Emergency Restrictive Procedure form to describe the behaviour of concern, the action you took and the results of the action. Forward both forms to your Case Manager within 24 hours of the incident.

Note: if the behaviour occurs more than 3 times in 6 months, this will trigger the development of a behavioural Support Plan for the individual.



The world is in the midst of a global pandemic, changing our norms.

We are constantly updating our procedures to stay up to date with AHS recommendations and requirements.

All policies and procedures are subject to change. Please follow the most recent direction given to you by CPLF management.

Suggestions & Mandates

- You are to take the COVID-19 screening questionnaire confirming you do not have any COVID symptoms BEFORE going to work (as given by your case manager)
- You are to wear a mask whenever you are within distance
- You are to wear a face shield whenever you are providing services, other than when it's deemed to be unsafe
- You are to keep distance whenever possible – 6 feet minimum
- You are to wash your hands frequently, and ensure the individual does as well
- Avoid touching your face



Driving

Depending on the individual, driving may be required even during the pandemic.

When driving with an individual, as much distance is to be maintained as possible (Ex. having the individual in the back seat passenger side).

Face shields do not have to be worn while driving if driver feels it is unsafe, however the mask must be worn
Please follow the Pandemic Driving Protocol as provided by your Case Manager .



Cleaning

We know that cleaning regularly and properly can assist in reducing the spread of infections, including COVID-19.

All high-touch zones should be cleaned properly and frequently. This includes in the clients home, in the staffs home if the client is there, in vehicles if you are driving the client, etc.

Not all cleaning materials work the same or in the same time frame. Please check the container to confirm the proper use for full effectiveness for that particular item





COVID in the workplace is currently a risk that we all may face.

We take precautions to reduce the chances of anyone contracting COVID, but we cannot completely eliminate the risk.

COVID Positive Risk

If there is a risk, the following are the steps we take:

You as the staff are to let your Case Manager and HR know right away if there is a potential risk of COVID.

This is if the risk is from yourself, the client, or another staff.

If it is on the weekend or after hours, you are to contact the after hours line ([403-809-2673](tel:403-809-2673)).

CPLF's COVID tracer will be involved right away. They will be able to advise you on the potential risks and if AHS is to be contacted, as well as advise you how to otherwise proceed.

If appropriate, you will be advised to contact AHS to book an appointment. Always register as a healthcare worker, for that is what you are.



Exposed to a Positive Case

Chances are, you will have already been contacted that you may have been in contact with someone going for testing before the results come back positive.

This will be followed up once results come back

If a positive case is suspected or confirmed for a client, additional PPE will be provided in accordance to AHS recommendations and guidelines to avoid additional exposure. CPLF also follows all AHS guidelines and recommendations in regards to isolation and quarantine.

AHS will also be informed of the situation as needed, and your COVID tracer will confirm if any additional steps need to be taken. These will be communicated to you by either the COVID tracer or your case manager.

Your privacy is your own, as is your co-workers. If you test positive for COVID, your results will not be shared with your peers unless you give permission





THANK YOU

**Now you're
part of the
team!**