

Introduction: Policy and Procedure Manual

Kardel's Policies and Procedures have been developed over the years of our services. A copy of this manual is available on ShareVision and via the Kardel website www.kardelcares.ca. Kardel Policies and Procedures are public documents and available to all stakeholders.

The date of review of each section is included in the footer. References are noted where applicable. Issue and revision dates are noted when relevant. When no issue date is listed, the policy was in the manual prior to 2000. Policies and procedures are reviewed annually by the Director of Programs and Quality Assurance in November and revised as required. Various groups within the organization provide input into the manual based on CARF standards. In 2007 all policies and procedures were reviewed and updated by the Management team. There is no paper copy at each site now; the document is viewable on ShareVision or the Kardel website for all stakeholders only.

Staff members are encouraged to read the Policies and Procedures and initial and note in the ShareVision Communication Log "Read new and revised Policies and Procedures". This will serve as confirmation that staff members have kept current with policies and procedures. The revised policy/procedures are also available on ShareVision in the Communication Log of each Home or Program on ShareVision. This revision to the Policy and Procedure manual will be incorporated in the next revised manual. For the Individual Support Network, a copy of any revised policy will be sent electronically to all staff members with a request for a read receipt to be forwarded back to the manager. The guidebook for Home Share providers addresses issues relevant to that area of the organization.

When Policies and Procedures require revision, the issue should be brought to the attention of the Director of Programs and Quality Assurance for investigation and revision. The Director of Human Resources updates the sections on Human Resources and Health and Safety. The Director of Finance updates the financial section. Director of Programs and Quality Assurance updates the other sections of the manual with input from the appropriate sources. The CEO reviews and approves all policies and procedures. Forms referred to in the manual and in the Table of Contents are kept in the Forms Book on the G Drive.

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The following adjunct information is available at each home and program. This material may be found on ShareVision or in some cases in hard copy format.

Information is as follows:

- ❑ Infection Control
- ❑ Emergency Grab Book
- ❑ Medication Logbook
- ❑ Meals and More (issued from licensing)
- ❑ Hospital Employee Union Collective Agreement
- ❑ Occupational Health and Safety Required Documentation and Resources
- ❑ Plans relevant to the organization (Available on ShareVision only)
- ❑ CLBC: Community Living Services: Guiding Principles for Service Delivery Package for Contracted Resources (ShareVision Resources)
- ❑ Workplace Hazardous Materials Information System (WHMIS) information sheets
- ❑ Violence Protection; Guide for the Prevention of Violence in the Workplace

The Home Share provider guide is a separate document. It is our hope that the information contained within this document helps to ensure that our services achieve excellence.

Regarding the use of terminology, “people supported” or “person served” will be used for the people living in our homes and attending programs. When we reference the specific population we serve, the term used is “people with developmental disabilities”.

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