



ARCUS
community resources

EMPLOYEE HANDBOOK

REVISED
November 2018

WELCOME TO ARCUS COMMUNITY RESOURCES

You have joined a dynamic team that is committed to working collaboratively to provide dignified and respectful personalized community living services. For over thirty years, Arcus has led with innovation and served with compassion, providing services to infants, children, adolescents and adults with high medical and developmental challenges.

As a privately Canadian owned and Community Living British Columbia (CLBC) funded organization, Arcus provides quality services because it listens and responds to consumers and stakeholders. Arcus believes that no matter the medical or developmental challenges of an individual, it is possible for him/her to have a maintained and/or improved quality of life within a community setting. Arcus maintains a reputation as a high-quality service provider – it offers selected services twenty-four hours a day, three-hundred-and-sixty-five days a year.

You have not necessarily been hired for what you already know, but rather for what we believe you can learn. Arcus offers extensive in-house training and development for its team leaders and community living caregivers. Arcus appreciates and welcomes diversity of its team leaders and community living caregivers – both sexes of varying races, colours, creeds, origins, ages & religions have, and will continue to come together to provide services to an equally diverse clientele.

Arcus maintains a comprehensive screening and selecting process. Upon selection, new community living caregivers complete six-hundred-and-fifty-six hours (equivalent to four months of full-time employment) of training under the supervision of nurse clinician/program manager and team leaders. Before a new employee can assume the duties and responsibilities of an Arcus certified community living caregiver, he/she must demonstrate competency in caregiving practice and theory. Team leaders and community living caregivers are re-certified annually. Should the need arise for further training and/or development, Arcus collaborates with external facilitators to identify, develop, implement and evaluate new teaching modules.

Behavior Interventionists hired on for our ABA Teaching homes are involved in the same screening process. Upon selection, BI's complete a 40 hour in home individualized training program. During this time BI's will learn the principles of ABA and associated tactics, techniques in the management of maladaptive behaviors, along with extensive training in data collection. Interventionists will receive supervision from professional consultants for each client that support. This will include direct observation and video training and feedback

Arcus will continue to strive for excellence and with you on board; we know we can get there.

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MISSION STATEMENT

To focus on its consumers' and stakeholders' priority quality of life considerations and to define its overall and enduring aim, Arcus offers the following mission statement:

- Arcus will help maintain and/or improve clients' quality of life by providing dignified and respectful personalized community living services.

VISION STATEMENT AND VISION COMPANION STATEMENTS

VISION STATEMENT

Creating a vision statement and vision companion statements commit Arcus to living its mission and achieving service effectiveness and efficiency. Visioning is about helping consumers and stakeholders to understand future organizational directions. Arcus' vision statement is:

- Arcus will be provincially recognized as a leading provider of quality community living services in Southern British Columbia.

VISION COMPANION STATEMENTS

To achieve its vision, in selected community living services (community access, in-home, residential and respite) in Southern British Columbia, Arcus embraces the following vision companion statements:

- clients and/or families select Arcus as the provider of choice;
- affiliated professionals select Arcus as the partner of choice;
- employees select Arcus as the employer of choice; and
- Ministry of Children and Family Development selects Arcus as the provider of choice.

PHILOSOPHY STATEMENT

Arcus offers the following message to its clients. Arcus believes:

- That your life is important and valuable;
- That your dignity is essential;
- That you come first;
- That your personal and family autonomy should be respected;
- That your family involvement is worthwhile;
- That your family should be able to help plan and make decisions;
- That your friends help make life more meaningful;
- That each of us should make sure that your days are full of experiences that are important to you;
- That you have the right to experiences that are not dangerous;
- That you deserve to live in safe and secure environments;
- That your home should always be a safe and loving place;
- That taking some risks should be encouraged if the activities are important to you;
- That each of us should help you balance any risk-taking with safety and security;
- That when we consider your past, present and future, we make better decisions;
- That each of us should always work hard to get you what you need and want;
- That each of us should always remember what you are good at, what you like to do, and what you can do;
- That each of us should utilize communication that captures yours actions, postures and languages;
- That each of us should value your pursuit of life-long learning and
- That each of us can learn from one another;
- That your personal and family confidentiality and privacy should be respected;
- That each of us should help to prevent illness and promote overall health well-being;
- That each of us should help facilitate your physical, emotional, intellectual, social, spiritual, cultural, and environmental health maintenance and enhancement;
- That you are worth every effort to keep you safe, healthy and happy; and
- That each of us believes in love, dreams, friends and fun – and that each of us believes in you.

VALUES PLEDGE

As part of its strategic planning process, Arcus worked with its nurse clinician/program manager, team leaders and community living caregivers to refine its organizational values. Based on extensive discussion, Arcus reaffirmed that it cherishes the following organizational values as ideals of what it deems desirable, worthy or right:

- accountability - advancing recognition and responsibility;
- adaptability - innovating collaboratively and resourcefully;
- autonomy - broadening choices and freedoms;
- competency - expanding knowledge, skills and abilities;
- consistency - ensuring equality and equity;
- correctability - encouraging effectiveness and efficiency;
- dependability - modeling predictability and reliability;
- ethicality - inspiring justly and lawfully;
- generosity - empowering unconditionally and unselfishly;
- inclusivity - leveraging diversity passionately and empathetically;
- integrity - offering faithfulness, openness and truthfulness;
- participatory - connecting capabilities and capacities; and
- sincerity - interacting receptively and reverently.

CLIENT RIGHTS AND QUALITY OF LIFE SERVICE STANDARDS CHARTER

Arcus Community Resources:

1. Provides dignified and respectful personalized community living services; you have the right to high quality care.
2. Helps to prevent illness and promote health; you have the right to good health care, and a right to special help if disabilities are present.
3. Ensures safe and secure home like environments; you have the right to be safe and protected from abuse.
4. Encourage you and your family's involvement in decision making.
5. Promotes choice, freedom and independence; you have the right to express your views and have your opinions taken seriously, to be treated the same as people not in care.
6. Realizes you have the right to have your religion and heritage respected.
7. Realizes you have the right to have regular support of a social worker.
8. Advocates life as intrinsically valuable.
9. Champions development and growth; you have the right to a good education and assistance with developing your talents.
10. Maintains confidentiality and privacy; you have the right to information about your life and to have your personal information treated with respect and in confidence.
11. Co-ordinates leisure and recreation; you have the right to time for leisure activities.
12. Participates in and gives back to communities.
13. Supports friendship involvement; you have the right to contact your family, relatives and friends unless the court decides it is not safe. Advocates your right to help and support after you leave care.
14. Believes and respects that you have a right to come forward with a complaint without fear of retaliation or disruption of your service.

If you, or your family, feel that any of your rights are violated, you may do the following:

1. Call 604-406-1235 and speak directly to Paulette MacLean (Ext 228) or Cathy Mellalieu (Ext 223)
2. Fill out a Family Concern form and mail it to the Arcus Head Office
3. Contact the funding agency

Reference:

- *Charter of Rights for Children and Young People in Care*
- *World Health Organization Charter of Rights*
- *BC Canadian Charter of Rights and Freedoms*

CAREGIVING CODE OF ETHICS

Arcus Community Resources' *Caregiving Code of Ethics* identifies the principles that govern the conduct of all employees providing direct or indirect community living services. *Caregiving Code of Ethics* is a philosophy that unifies employees in the pursuit of excellence and in the actualization of goals worthy of their best efforts.

Caregiving Code of Ethics builds upon Arcus' *Mission, Vision and Vision Companion Statements* as well as Arcus' *Values Pledge* and *Quality of Life Service Standards Charter*.

Arcus employees providing direct or indirect community living services commit to embracing the following ethical responsibilities.

Responsibilities to Clients

- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Ensure clients' needs and wants are primary.
- Avoid potential and/or actual personal or professional conflicts of interest.
- Act as an ambassador for clients through courteousness, friendliness, kindness, thoughtfulness and warmth.
- Take responsibility for life-long community living services competency training and development.
- Comply with Arcus' *Health and Safety Policies and Procedures*.
- Comply with Arcus' *Direct Care Policies and Procedures*.
- Make decisions only within the bounds of knowledge, skills and abilities, seeking guidance from appropriate sources when unsure.

Responsibilities to Clients' Families

- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Maintain professional relationships with families at all times.
- Avoid potential and/or actual personal or professional conflicts of interest.
- Demonstrate acceptance and respect for the sanctity of family units.
- Respect the uniqueness of families, honouring families' values and beliefs;
- Foster and help support the integrity of families.

- Support families with courteousness, friendliness, kindness, non-judgment, thoughtfulness and warmth.
- Accommodate and adapt however and whenever possible.
- Report any unsafe, unethical or abusive conduct through approved channels.

Responsibilities to Arcus

- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Live Arcus' *Mission Statement*.
- Help achieve Arcus' *Vision* and *Vision Companion Statements*.
- Comply with Arcus' *Human Resources Policies and Procedures*.
- Demonstrate loyalty.
- Present a positive image of Arcus to clients and families as well as to stakeholders.
- Report any unsafe, unethical or abusive conduct through approved channels.

Responsibilities to Co-Workers

- Adhere to Arcus' *Quality of Life Service Standards Charter*.
- Cherish Arcus' *Values Pledge*.
- Live Arcus' *Mission Statement*.
- Help achieve Arcus' *Vision* and *Vision Companion Statements*.
- Do not self-serve by undermining the reputation or competency of an individual.
- Respect the privacy of individuals (accept where there is a duty to report).
- Support individuals with courteousness, encouragement, friendliness, kindness, non-judgment, patience, thoughtfulness and warmth.
- Accept and apply valuable contributions made by individuals in the best interest of clients' quality of life.

Responsibilities to Affiliated Professionals

- Support individuals with courteousness, encouragement, friendliness, kindness, non-judgment, patience, thoughtfulness and warmth.
- Accept and apply valuable contributions made by individuals in the best interest of clients' quality of life.

ADMINISTRATIVE CALENDAR

Arcus 2018 Pay Days

- January 11 & 25
- February 8 & 22
- March 8 & 22
- April 6 & 19
- May 3, 17 & 31
- June 14 & 28
- July 12 & 26
- August 10 & 23
- September 7 & 20
- October 4 & 18
- November 1, 16 & 29
- December 13 & 27

Statutory Holidays in 2018

Family Day, Good Friday, Easter Sunday,
Victoria Day, Canada Day, BC Day, Labour Day,
Thanksgiving, Remembrance Day, Christmas,
Boxing Day and New Years

COMMUNICATION CHANNELS

Employees should direct any comments and suggestions to the following individuals:

1. Team Leader;
2. Nurse Clinician/Program Manager;
3. Director of Service; and
4. Vice-President.

Following this line of communication enables Arcus to respond to comments and suggestions more effectively and efficiently.

More information about communication channels is available from Team Leaders and Nurse Clinician/Program Manager.

CONFIDENTIALITY

Under no circumstances may client and family information be divulged either inside or outside Arcus other than to persons authorized to receive such information in the course of their day-to-day duties and responsibilities.

Release of client and family information shall be on a need-to-know-basis.

More information about confidentiality assurance is available from Team Leaders and Nurse Clinician/Program Manager.

CONFLICTS OF INTEREST

Arcus employees may engage in remunerative employment with another employer, carry on a business, or receive remuneration from public funds for activities outside her/his position provided that it:

- does not provide private care to an Arcus client;
- does not interfere with the performance of her duties and responsibilities;
- does not bring Arcus into disrepute;
- is not performed in such a way as to appear to be an official act or to represent Arcus;
- does not involve the use of Arcus' premises, services, equipment or supplies to which an employee has access by virtue of her/his position;
- does not sell goods or services to an Arcus client and her/his family; and
- does not borrow money from or lend money to an Arcus client and her/his family.

Arcus employees shall not accept gifts from individuals or organizations without the prior consent of Arcus.

Arcus employees may not establish a personal relationship with the families of Arcus clients and are not permitted to supply families with their home phone number and address.

More information about conflicts of interest is available from Nurse Clinician/Program Manager and Directors of Service.

CONTINUOUS QUALITY IMPROVEMENT

To ensure service effectiveness and efficiency as well as consumer and stakeholder satisfaction, throughout the year Arcus formally and/or informally surveys employees.

Depending on the survey, participation may be mandatory or optional. Employee input creates opportunities to maintain and/or improve clients' quality of life.

Continuous quality improvement is a dynamic, not static process. When thinking about continuous quality improvement, think of efficiency as turning the crank right and effectiveness as turning the right crank.

As part of its commitment to continuous quality improvement, Arcus encourages employee participation on many of the following committees:

- Affiliated Health Professional Advisory Committee;
- Business Development Advisory Committee;
- Client and Family Advisory Committee;
- Community Advisory Committee;
- Continuous Quality Improvement Client Care Advisory Committee;
- Continuous Quality Improvement Support Services Advisory Committee;
- Labour Management Committee;
- Occupational Health and Safety Committee;
- Strategic Planning Advisory Committee;
- Training and Development Advisory Committee; and
- Union Bargaining Committee.

Located in office cupboards (community access, residential and respite services only) are forms for comments/suggestions and nominations (extraordinary service observations). Forms are also located attached to the inside of the back cover of this handbook. These forms are confidential – they can be submitted in a locked box or mailed directly to Arcus' head office.

More information about continuous quality improvement is available from Team Leaders and Nurse Clinician/Program Manager.

LOGO

Arcus' logo is the result of many years of service delivery and reflects the history and future of the organization.

First, Arcus is Latin for "Rainbow." The name incorporates the name of Arcus' first home that was developed, "Rainbow Ridge Special Care Home." Rainbow is significant because of the full spectrum of services that Arcus provides.

The shape of the pyramids represents growth, specifically not a bigger and bigger pyramid, but rather a series of pyramids overlapping representing communications between entities and sharing of resources with interdependent strengths.

The home in the middle represents all that Arcus strives for. Home is more than a house, it is a combination of individuals, security and caring.

Home is meant to be welcoming, surrounded by the warmest of colours and may be considered the pot of gold at the end of the rainbow. It is surrounded by the pyramids of strength and security and represents Arcus' greatest goal, the achievement of quality community living services and quality of life for the clients Arcus supports.

ORGANIZATIONAL STRUCTURE

SERVICE UNIT PHONE NUMBERS AND ADDRESSES

122

22229 - 122nd Ave, Maple Ridge BC V2X 3X8

Team Leader:	Linda Blythe
Phone:	604-467-8828
Fax:	604-467-5933

313

313 Keary Street, New Westminster BC V3L 3L2

Team Leader:	Angela
Phone:	604-522-4032
Fax:	604-522-4056

COMMUNITY ACCESS EAST

25598 - 100 Avenue, Maple Ridge BC V2W 1Y5

Team Leader:	Lynne Gilles
East Phone:	604-406-1235 Ext 237
Fax:	604-406-6361

COMMUNITY ACCESS WEST
112 & 114 - 12388 Patullo Place, Surrey BC V3V 8C3

Team Leader: Toni Hallam
Phone: 604-580-5230
Fax: 604-580-2811

FLECTCHER 1 AND 2
FL1 - 12062 Fletcher Street, Maple Ridge BC V2X 6K9
FL2 - 12076 Fletcher Street, Maple Ridge BC V2X 6K9

Fletcher 1

Team Leader: Sara Abbot
Phone: 604-463-7118
Fax: 604-463-7814

Fletcher 2

Team Leader: Angie Madhavan
Phone: 604-463-7444
Fax: 604-463-7451

FRANKLIN
Franklin - 22083 Lougheed Hwy, Maple Ridge BC V2X 3X8

Team Leader: Catalina Dubois
Phone: 604-463-9786
Fax: 604-479-1699

LOUGHEED**Lougheed - 22057 Lougheed Hwy, Maple Ridge BC V2X 2S7**

Team Leader: Trisha Rose
Phone: 604-463-0345
Fax: 604-463-3375

LADNER 1 AND 2**LD1 - 5281 Westminster Avenue, Ladner BC V3K 2J4****LD2 - 5010 Westminster Avenue, Ladner BC V3K 2H9**

Ladner 1

Team Leader: Rano Chauhan
Phone: 604-940-1290
Fax: 604-940-1297

Ladner 2

Team Leader: Jeanne Fung
Ladner 2 Phone: 604-940-1061
Ladner 2 Fax: 604-940-1062

NEWTON PLACE**NP - 7109 - 144 Street, Surrey BC V3W 5S1**

Team Leader: Vivian Shandel
Phone: 604-543-1408
Fax: 778-565-3445

NORTH DELTA**ND - 7415 - 116A Street, Delta BC V4C 5X6**

Team Leader: Lynne Gilles (temp)
Phone: 604-543-0201
Fax: 604-543-5044

RAINBOW RIDGE HOUSES (RR, THE COTTAGE, THE RANCHER)

RR - 10666 - 277 Street, Maple Ridge BC V2X 2L9

Rainbow Ridge

Team Leader: Leanne Porter
Rainbow Ridge Phone: 604-462-9824
Rainbow Ridge Fax: 604-462-9832

Garden Suite

Team Leader: Andrea Ostopovich
Cottage Phone: 604-405-3442
Cottage Fax: 604-405-2011

RR2/The Rancher (BSH)

Team leader: Cindy Feuer
Rancher phone: 604-405-2010
Rancher Fax: 604-405-2011

CAMDEN/LANGLEY HOUSE

5041-214A Street, Langley, BCV V3A 8K9

Team Leader: Clint Ramsay
Phone: 604-427-3885
Fax: 604-427-3818

GREENCREST

GC - 14284 Greencrest Drive, Surrey BC V4P 1L9

Team Leader: Bryanna Anderson (Matthew)
Phone: 604-542-2870
Fax: 604-542-2817

HAMMOND HOUSE

11386 205 Street, Maple Ridge, BC V2X 1S2

Team Leader: Isaac Roussel
Phone: 604-457-3303
Fax:

POCO HOUSE 1
3541 Hastings Street, Port Coquitlam BC V3B 4N3

Team Leader: Reanna Engdahl
Phone: 604-474-4935
Fax: 604-474-4936

SELKIRK HOUSE
Selkirk - 22004 Selkirk Avenue, Maple Ridge BC V2Y 2W8

Team Leader: Lindsey Hemmerling
Phone: 604-380-1376
Fax: 604-380-1492

COWAN LADIES HOUSE
13846 Cowan Road, Surrey BC V3X 1X1

Team Leader: Sheena Crawford
Phone: 604-498-5707
Fax: 604-498-5708

COWAN MEN HOUSE
13844 Cowan Road, Surrey BC V3X 1X1

Team Leader: Michael Acosta
Phone: 604-498-5727
Fax: 604-498-5728

VANCOUVER HOUSE 1 and 2
3565/3567 Vanness Ave, Vancouver, V5R 5B5

Team Leader 1: Edward Carza
Phone: 604-620-9540
Fax: 604-620-9104

Team Leader 2: Ro Pender
Phone: 604-620-9685
Fax: 604-620-9690

Windsor House 1 and 2
32934 - 4th Avenue, Mission BC V2V 1S1

Communications

Team Leader: Nicole Piercy
Phone: 604-287-6545/604-287-1901
Fax: 604-287-6544/604-287-1902

ABBY HOUSE
34564 Hurst Crescent, Abbotsford BC V2S 5B4

Communications

Team Leader: Jas Dehal
Phone: 604-758-6170
Fax: 604-758-6172

SOUTH SURREY 1 and 2
15980/15982 - 20TH Avenue, Surrey BC V4A 2B2

Team Leader 1 Bryanna Anderson -temp
Phone: 604-385-3224
Fax: 604-385-2624

Team Leader 2 Kelli Earle
Phone: 604-385-1102
Fax: 604-385-1125

Main Street
225-47th Ave, East
Vancouver, BC V5W 2A8

Team Leader Candace Reed
Phone: 604-620-1524
Fax: 604-620-1909

TEAM WORK

TEAM WORK COMMANDMENTS

Eleven commandments for an enthusiastic team:

1. Help each other be right – not wrong;
2. Look for ways to make new ideas work – not for reasons they won't;
3. If in doubt – check it out – don't make negative assumptions about each other;
4. Help each other win and take pride in each other's victories;
5. Speak positively about each other and about Arcus at every opportunity;
6. Maintain a positive mental attitude no matter what the circumstances;
7. Act with initiative and courage as if it all depends on you;
8. Do everything with enthusiasm – it's contagious;
9. Whatever you want – give it away;
10. Don't lose faith – never give up; and
11. Have fun.

Adapted from Ian Percy

HUMAN RESOURCES WORDS

A short course in human relations:

- The Six Most Important Words;
 - "I admit I made a mistake."
- The Five Most Important Words;
 - "You did a good job."
- The Four Most Important Words;
 - "What is your opinion?"
- The Three Most Important Words;
 - "Yes we can."
- The Two Most Important Words;
 - "Thank you."
- The One Most Important Word; and
 - "We."
- The *Least* Important Word.
 - "I."

Notes:

This Handbook belongs to
Arcus Community Resources
if found, please call 604-406-1235
or kindly return to:

ARCUS HEAD OFFICE
25598 100th Avenue
Maple Ridge, B.C. V2W 1Y5

Thank you