

## PATHWAYS ABILITIES SOCIETY

**POLICY: LOGGING, DOCUMENTATION, COMMUNICATIONS AND ADMINISTRATION**  
**Applies to:** All Personnel and Volunteers

Original Approval Date: 1993

Date Board Approved: July 10, 2023

Replaces Policy Dated: November 23, 2020

---

Board Member's Signature

### **PREAMBLE**

Pathways Abilities Society's various regulatory and funding bodies require specific documentation. Documentation includes charting individual and organizational information and completing internal and external forms and reports. Effective communication, both written and verbal is important to providing good services.

Electronic information, individual's binders, and communication books are legal documents that can be used to protect the individual, employee and/or the agency. They can and have been used in a court of law.

### **POLICY**

A majority of society documentation is managed electronically (see relevant technology policies and procedures) in various software programs. Formal forms of internal and external communication established must be approved by a supervisor or manager.

Pathways uses ShareVision to adhere to the documentation requirements of our various regulatory and funding bodies. Most individual's information is stored in their ShareVision site. Staff are responsible for knowing and understanding the information on each person's site. A binder (see Persons Served Files and Record of Effects policy and procedure) for each person receiving services is also maintained. The binder is used to keep paper copies of information that is signed and/or pertinent.

Staff and volunteers must know the reporting and documenting requirements of all policies and procedures and complete as stated. This includes but is not limited to:

- Reading the ShareVision home page and their service area home page daily.
- Reading and documenting in ShareVision Notables and Goal Progress steps daily.
- Completing other logging and documenting requirements specific to the service area.
- Notifying a supervisor or manager regarding specific information communicated relating to an individual's health, living arrangements, schedule changes etc. from an individual receiving service, a caregiver or a family member.
- Ensuring communication with families and caregivers is relevant, required, respectful and discussed with a supervisor prior.

Individuals may have their own communication book or a communication system set up to notify family and caregivers of the person's daily activities, health, how their day was or how they were feeling. Staff is responsible for communicating pertinent information when required using professional and respectful language. Anything out of the ordinary must be approved by a supervisor before it is sent home.

Verbal, written and electronic communication between any Pathways' stakeholders (individuals, coworkers, families, caregivers, volunteers, employers, Community Living BC) will be conducted in a professional and respectful manner. Phone, written or electronic communication between employees and any of Pathways' stakeholders will only occur with the approval of a manager or supervisor.

#### Documentation

-Documentation will be written or entered objectively, accurately, factually, concisely and legibly. Only what is observed is reported. Entries will not be wordy unless the events warrant specific details and will be kept confidential.

- Documentation must be grammatically correct and proper punctuation used.

- Abbreviations are not permitted unless the supervisor has previously approved them, medications are not meds, minute is not mins. Do not create your own i.e. using a person's initials in an incident report. Periods should only be used at the end of sentences.

- All documentation must be done in black or blue pen and dated including the year.

- Mistakes must be legible, one line drawn through the mistake with an initial beside it. Whiteout, scribbling or pencil is not permitted.

- All forms must be completed in their entirety.

- All log entries require the full date and full name of the person making the entry.