

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: LOGGING, DOCUMENTATION, COMMUNICATIONS AND ADMINISTRATION**

**Applies to:** All Personnel and Volunteers

Original Approval Date: 1993

Date Approved: July 18, 2023

Replaces Procedure Dated: May 9, 2022

Refer to the Person Served Files and Record of Effect policy for filing and concluding documents.

#### **All Service Areas**

1. When family, caregivers or individuals notify staff of changes for an individual, i.e., the person is in respite, going away on holidays, new medications, health changes, etc., they must notify their supervisor or designate and post the information on the individual's ShareVision page.
2. Staff review and update their evaluation goals monthly. Document the progress made to achieve the goals. If assistance is required, please let the immediate supervisor know.

#### **Activity Service**

##### 1. Starting a shift:

- Review the Agency, Activity Service and Employee Services home pages in ShareVision. Read all entries that occurred since the last shift worked.
- For the people you are scheduled to support, read their ShareVision home page, Individual Information, Notables and Goals. Read all entries that occurred since the last shift worked.
- Read Personal Communication books or email requirements (predetermined reporting information required by the family, person, or caregiver). Read all entries that occurred since the last shift worked.
- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.

##### 2. Completing a shift, document and/ or:

- For each person, you are assigned to work with Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- For each person you are assigned to work with, document any significant and unusual events specific to the person in their Notables.
- For each person you are assigned to work with, their Personal Communication books or send emails for predetermined reporting information required by the supervisor, family, person or caregiver.
- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.

- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, medication administration, washroom assistance, etc.

## **Integrated Career Opportunities (ICO)**

### 1. Starting a shift:

- Staff are required to call in as needed for updates if they do not begin their day at the office.
- Review the Agency, ICO and Employee Services home pages in ShareVision. Read all entries that occurred since the last shift worked.
- Staff beginning their day at the office, read the Notables and Goals in ShareVision for the person you are assigned to work with and document any information that you may have not been able to in the past (see Completing a shift).
- Casual support workers are required to begin their day at the office and read the individual's ShareVision site prior to beginning work at the specific job site. They will be provided with relevant job site information and requirements.
- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.

### 2. Completing a shift document:

- For each person you are assigned to work with, Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- For each person you are assigned to work with, document any significant and unusual events specific to the person in their Notables.
- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.
- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, follow-up forms, etc.

3. If staff are unable to complete the above at the end of the shift, you are required to make notes and document when you are in the office next. If the information is of an urgent matter, staff must phone the supervisor and have the information recorded.

## **Social Ventures**

### 1. Starting a shift:

- Review the Agency, ICO and Employee Services home pages in ShareVision. Read all entries that occurred since the last shift worked.
- Staff beginning their day at the office, read the Notables and Goals in ShareVision for the person(s) you are assigned to work with and document any information that you may have not been able to in the past (see Completing a shift).
- Casual workers are required to begin their day at the office and read individuals' ShareVision sites prior to beginning work at the specific job site. They will be provided with relevant job site information and requirements.
- Review the Work Orders list in ShareVision to check for specific jobs that you may be required to complete.

- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.

## 2. Completing a shift document:

- For each person you are assigned to work with, Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- For each person you are assigned to work with, document any significant and unusual events specific to the person in their Notables.
- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.
- Complete the Work Orders in the ShareVision list, noting hours worked on jobs, weight of shredding, or recycling pickups.
- Review the Individuals and Caregivers Away in Advance ShareVision list. Complete the list if notified that a person or caregiver will be away.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, follow-up forms, etc.

3. If staff is unable to complete the above at the end of the shift, you are required to make notes and document when in the office next. If the information is of an urgent matter, staff must phone the supervisor and have the information recorded.

## **Homes**

### **2385/87 Bouvette Street**

#### 1. Starting a shift:

- Review the Agency, Bouvette, and Employee Service home pages in ShareVision. Read all entries that occurred since the last shift worked.
- Review the Bouvette schedule on ShareVision for events that may be occurring on your shift.
- Follow-up communications requiring action. Check the wall calendar for chores that are required to be completed or for other events that have been recorded.
- Take the medication binder out and check through each person's medication charts noting new medications, changes, discontinuations and/or missed medications. Cross-reference the medication charts to the medication rolls. Be sure to read the Medication Administration policy and procedure before administering medications.
- Read the individuals' Notables in Sharevision. Note any changes in health, behaviours, or routine.
- Review the home members' ShareVision site, Individual Information, Notables, Behaviour Support Plans, Goals and Protocols. Read all entries that occurred since the last shift you worked.
- Document in the required charts, i.e., Food Choices, snacks, refrigerator, and freezer temperatures.
- Check daily menus and ensure food products are available (take out any frozen foods required).

#### 2. Completing a shift document:

- Notables with any significant and unusual events specific to the person.
- Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- Changes to the menu plan, record directly on the posted plan.

- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, follow-up forms, etc.

### 3. Overnight staff:

- Complete the Night Check-In list in ShareVision between 9:30 pm and 10:00 pm.

## **1250 Guisachan**

### 1. Starting a shift:

- Review the Agency, Guisachan and Employee Service home pages in ShareVision. Read all entries that occurred since the last shift worked.
- Review the Guisachan schedule on ShareVision for events that may be occurring on your shift.
- Follow-up communications requiring action. Check the cleaning schedule for tasks that are required to be completed.
- Take the medication binder out and check through each person's medication charts noting new medications, changes, discontinuations and/or missed medications. Cross-reference the medication charts to the medication rolls. Be sure to read the Medication Administration policy and procedure before administering medications.
- Read the individuals' Notables in ShareVision. Note any changes in health, behaviours, or routine.
- Review the home members' ShareVision site, Individual Information, Notables, Behavior Support Plans, Goals and Protocols. Read all entries that occurred since the last shift you worked.
- Document in the required charts, i.e., Food Choices, snacks, refrigerator, and freezer temperatures.
- Check daily menus and ensure food products are available (take out any frozen foods required).

### 2. Completing a shift document:

- Notables with any significant and unusual events specific to the person.
- Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- Changes to the menu plan, record directly on the posted plan.
- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, follow-up forms, etc.

### 3. Overnight staff:

- Complete the Night Check-In list in ShareVision between 9:30 pm and 10:00 pm.

## **647 Old Meadows (New Meadows)**

### 1. Starting a shift:

- Review the Agency, New Meadows, and Employee Service home pages in ShareVision. Read all entries that occurred since the last shift worked.
- Review the New Meadows schedule on ShareVision for events that may be occurring on your shift.

- Follow-up on communications requiring action. Check the fridge for chores that are required to be completed.
- Take the medication binder out and check through each person's medication charts noting new medications, changes, discontinuations and/or missed medications. Cross-reference the medication charts to the medication rolls. Be sure to read the Medication Administration policy and procedure before administering medications.
- Read the individuals' Notables in ShareVision. Note any changes in health, behaviours, or routine.
- Review the home members' ShareVision site, Individual Information, Notables, Behaviours Support Plans and Protocols. Read all entries that occurred since the last shift you worked.
- Document in the required charts, i.e., Food Choices, snacks, refrigerator, and freezer temperatures.
- Check daily menus and ensure food products are available (take out any frozen foods required).

## 2. Completing a shift document:

- Notables with any significant and unusual events specific to the person.
- Goals and Goal Progress with the actions taken to achieve goals. Let the supervisor know if goals are concluded.
- Changes to the menu plan, record directly on the posted plan.
- Information that is relevant to staff in the service area or agency on the ShareVision homepage and/or Service Site.
- Any other miscellaneous reports that may be required by Pathways policies and procedures, i.e., incident reports, follow-up forms, etc.

## 3. Overnight staff:

- Complete CheckMate Safe Alone App at 12:00 am and 4:00 am.