

PATHWAYS ABILITIES SOCIETY

PROCEDURE: SERVICE ATTENDANCE AND MONITORING OF INDIVIDUALS

Applies to: People receiving service and personnel

Effective/Revision Date:

March 22, 2004
August 24, 2011
September 12, 2011
August 18, 2012
March 8, 2013
April 30, 2014
September 19, 2016
October 18, 2019

Vacation and Absences

1. Individuals funded by CLBC are expected to attend and notify Pathways Abilities Society if they are going to be absent.
2. Individuals who are sick or taking a vacation and not attending service on a specific day or days must call the service area they are expected at and let a staff know or leave a message on the voicemail. The caregivers or family have the responsibility to contact Pathways Abilities Society if the person is unable to.
 - Activity Service: 778-484-4490 or 250-763-4484
 - ICO: 250-763-9499
 - Social Ventures/ Social Enterprise: 250-762-4915.
3. The staff receiving the message is to inform the supervisor or manager and post the information in the Individuals and Caregivers Away in Advance ShareVision list.
4. Individuals who are taking more than 2 weeks off for any reason must contact the supervisor or manager. The supervisor or manager notifies the Community Placement Developer-Intake (CPD). She/he contacts CLBC to get their permission for that person to take the time off without giving up their spot.
5. The CPD contacts the person, their family or caregiver and supervisor or manager and informs them of CLBC's decision.

Attendance: Activity Service

1. One staff at each service location is designated to complete the attendance. There is a designated back up staff, when the first staff is away.
2. The person printing the daily activity service schedule also checks the Individuals and Caregivers Away in Advance ShareVision list.
3. The designated staff prints a copy of the ShareVision activity service attendance list for 123 Franklyn Road and posts the list with the schedule in the hallway. The staff

checks attendance and ensures each person is accounted for on the attendance list and on the schedule.

4. Each staff is responsible for individuals identified on the schedule to be in their group each day. As changes can occur frequently, it is important for staff to check the schedule regularly.

5. If individuals do not attend but are identified on the schedule and/or attendance list, staff is required to check the Individuals and Caregivers Away in Advance ShareVision list and speak with their supervisor to see if any contact has been made regarding the person.

6. If no reason for the absence is identified, staff is to read the individual's Community Support and Consent form and follow up as directed by the form. He/she notifies the supervisor or manager who either phones the person, their caregivers or family to inquire about whereabouts or delegates the responsibility to a staff. The outcome is documented in the person's notables.

7. If the supervisor or manager is unable to determine the person's whereabouts after following the procedures outlined on the form he/she refers and applies the Missing Person policy and procedure and completes a Critical Incident Report as outlined in the procedures.

8. If the supervisor determines a person has not been attending 40% of their scheduled time or has not attended for 3 days without a valid reason, the supervisor calls the person or their contact person and notifies the CPD.

9. The CPD contacts the CLBC liaison to determine how to proceed.

Monitoring: Activity Service and Social Ventures

1. One staff is required to be in visual proximity of people receiving service at all times during the service day activities at Pathways Abilities Society sites and while in the community, except as stated below.

2. Each individual who is not in visual proximity of the support worker for the following reasons: using the washroom, resting or working independently, etc. is monitored every 5 minutes while away from the core activity.

3. If an individual is not present and the group is leaving, staff must notify the supervisor or manager and a co-worker that the individual will be arriving and needs support.

4. If the last support worker in an area is required to leave, they must request another support worker to monitor the individuals. If no other support worker is available, they must contact the area supervisor or manager.

Monitoring: Residential Service

1. One staff person is required to be at the residential facility at all times when one or more residents are home unless a resident has a personal service plan which enables him/her to be in the home alone.
2. Each individual is observed every 15 minutes during the waking hours of the day.

Attendance and Monitoring: Integrated Career Opportunities (ICO)/Social Ventures

1. Staff reviews and understands each person's Community Support and Consent form.
2. If an individual does not attend or show up for a pre-scheduled appointment or shift, staff refers to the Community Support and Consent form and follow up as directed by the form.
3. If staff is unable to determine the person's whereabouts after following the procedures outlined on the form, notify the supervisor or manager, refer and apply the Missing Person policy and procedure and complete a Critical Incident Report as outlined in the procedures.
4. If the supervisor or manager determines a person has not been attending 40% of their scheduled time or has not been responding to employment developers and/or has not attended with a valid reason, they call the person or their contact person and notify the CPD.
5. The CPD contacts the CLBC liaison to determine how to proceed.