

Westlock Independence Network Performance Evaluation

(Employee Name)

to

(Evaluation or Qualification Period)

Principals of Evaluation:

The intent of our Performance Evaluation is to recognize and reinforce the skills of each employee, and to identify and support in development in need areas. This document provides a formal written record that this evaluation has been completed.

Everyone needs and deserves to be recognized for their efforts and achievements. We are each responsible to continually try to improve our skills. WIN has a role in each employee's performance, however the employee themselves is ultimately the one responsible.

Performance feedback is an ongoing process, there should be no surprises or new information sprung at the evaluation interview. As professionals we need to share, listen, and respond to feedback constructively. This is meant to be an open and supportive process.

Evaluation Process:

- The blank evaluation form is reviewed with new employees during their initial orientation. They can utilize it and their job description to guide them as they are developing work skills and abilities.
- The Employee and Team Leader (Team Leader in program they work the most hours in) will meet to complete initial 3-month evaluation.
- They review and discuss key areas in each section and determine rating of competencies. Areas where improvement is needed will be focused on in setting developing goals.
- Once agreement is reached in setting goals, the Employee and Team Leader develop strategies, set timelines and criteria for completion of goals.
- The Employee remains focused on improving in need areas, and in follow through on goal strategies.
- Every month Employee and Team Leader will meet to discuss and document goal issues and accomplishments.
- The Team Leader provides ongoing guidance and support towards the Employee's skill development. The Program Coordinator is also utilized as needed.
- This process will be completed again on 1st anniversary of employment, and annually thereafter.

Revised March 2021

WESTLOCK INDEPENDENCE NETWORK PERFORMANCE EVALUATION

Response Key:

- 0-Not Applicable
- 1-Needs Immediate Improvement
- 2-Opportunity for Improvement
- 3-Meets Expectations
- 4-Exceeds Expectations

E-Employee, TL-Team Leader

1. Direct Support

Key Areas	E	TL
a) Consistently respects people's rights		
b) Is a positive representative and model for WIN and the individuals we serve.		
c) Advocates on behalf of individual's		
d) Promotes individual's making informed choices		
e) Supports, respects and follows through with individual's choices		
f) Handles adverse or pressure situations with respect and control		
g) Offers suggestions to improve / increase work efficiency		
h) Relationship Building- How well do you know the individuals you are supporting?		
i) Uses creative and innovative means to encourage and support the individuals we serve		
j) Initiate/get people out to activities in the community- (FCSS activities for example)		
k) Able to think on your feet, and go with the flow of everchanging days		
l) Seeks feedback from others		
m) Accepts constructive criticism respectfully and professionally		
n) Treats client's property with respect and consideration		
Employee Comments:		
Team Leader Comments:		

2. Administrative/Indirect

Key Areas	E	TL
a) Meeting attendance and participation		
b) Household management/responsibilities		
c) Filling out Incident Reports thoroughly and on time (within 24 hours)		
d) Problem Solving (finding your own coverage, attempting to work through issues prior to reaching out for help from others, etc.)		
e) PayWorks is used accurately		
f) Completing Log Notes thoroughly and on time (before the end of the shift)		
g) Working towards, and recording goals in Outcomes and Progress on Sharevision		
h) Resolving conflicts following the proper channels/processes (talking to the right person)		
i) Participating in Communication Notes		
j) Following the Behaviour Support Plan(s) (if applicable)		
k) Completes additional responsibilities on time (Month end reports, other paperwork from Team Leader, etc.)		
l) Complying with policy of working a minimum of one weekend per month		
m) Ensures individuals finances are maintained (completing wallet counts daily, and filling out ledgers when any spending is done)		
n) Completed all annual training requirements	Yes	No
Employee Comments:		
Team Leader Comments:		

3. Overall

Key Areas	E	TL
a) Communication among staff		
b) Communication among individuals (uses language appropriate to the individual)		
c) Communication among families/guardians (maintains positive family contact)		
d) Resolves conflicts using positive and responsible means		
e) Being a good team member (paying it forward, not leaving things for the next staff)		
f) Shift expectations are all completed at the end of your shift		
g) Boundaries (Maintains a positive work/home life balance)		
h) Punctual- arrives on time for shifts and meetings, etc.		
i) Time management/Taking initiative (what do you do when individuals have gone to bed early, or are not needing direct support?)		
j) Willing to improve job knowledge and share new skills with others		
Employee Comments:		
Team Leader Comments:		

4. Leadership

Key Areas	E	TL
a) Participation in the Team Leader Team (Meetings, etc.)		
b) Team Building within your team (paying it forward to your team)		
c) Promotes staff involvement in planning and additional areas (ex. involving the team in monthly reports or PCP processes)		
d) Delegating responsibilities to your team members		
e) Completing monthly reports thoroughly and on time		
f) Scheduling completed in a timely manner and is fair to all		
g) Approving PayWorks, LogNotes, and time off in a timely manner		
h) PCP Processes (ISP's completed annually, Sharevision and Monthly reports updated in a timely manner, paperwork submitted for files, ISP's followed up with quarterly, etc.)		
i) Develops ways of increasing and balancing staff potential		
j) Open, honest, and fair to all staff- Listens to others objectively		
k) PSR's		
l) Ensures comprehensive orientation as well as clear ongoing guidelines		
m) Teaching		
n) Assesses performance on a consistent and objective basis		
o) Actively developing potential successors		
p) Team meetings are scheduled a minimum of every 6 weeks		
q) Completing and sending back incident reports to RM and BPC		
r) Comments on incident reports within 24 hours		
s) Picks up and approves LogNotes/Overtime reports and returns in a timely manner		
t) Informs families/guardians of issues as they arise or as necessary		
u) Ensures that household management is followed through with		
v) Ensure that household and individual finances are maintained and balanced on a monthly basis		
Employee Comments:		
Team Leader Comments:		

Westlock Independence Network Employee Development Goal Update Sheet

Name: _____ Timelines: _____

Goal: _____ _____ _____ _____ _____ _____	Tasks to Accomplish Goal: _____ _____ _____ _____ _____ _____		
3 Month Update: _____ _____ _____ _____ _____ _____	6 Month Update: _____ _____ _____ _____ _____ _____	9 Month Update: _____ _____ _____ _____ _____ _____	12 Month Update: _____ _____ _____ _____ _____ _____
Achieved Criteria: <input type="checkbox"/> Rational: _____ Carried Over: <input type="checkbox"/> Discontinued: <input type="checkbox"/> Approval: (Employee) _____ (Team Leader) _____ Date: _____			

5. General Comments (Employee):

6. General Comments (Supervising Staff):

7. Qualification Period successfully completed
OR Extended until _____

8. Team Leader reviewed Job Description: yes no

9. Employee reviewed their Employee File: yes no

10. Signatures of Agreement:

Employee: _____

Team Leader: _____

Program Coordinator: _____

SECTION 8. ABUSE REPORTING PROTOCOL

Westlock Independence Network shares the ethical responsibility with all stakeholders to try to prevent or reduce the risks of abuse. WIN also has an ethical and moral responsibility to take action with all allegations of abuse.

All Employees will participate in the Abuse Prevention and Response Training and the Protection for People In-Care Act presentation within the first six months of employment and every three years thereafter. All individuals WIN serves will participate in yearly review of the Services Manual which includes information on their rights and what to do in case of abuse.

8.1. DEFINITIONS:

Abuse occurs "in any situation where a more powerful person takes advantage of a less powerful one"... power differential.

WIN recognizes that abuse means many different things to people and is defined in many ways. For the purpose of this manual, WIN defines categories of abuse under the following headings:

- * Physical Abuse – Physical acts of assault (or threats of) such as hitting, kicking, biting, throwing, burning or violent shaking that cause or could cause physical injury.
- * Sexual Abuse – Sexual assault (touching of a person's sexual features without consent) or Sexual harassment (any conduct, comment, gesture or contact of a sexual nature likely to cause offense or humiliation to an individual).
- * Negligence – Failure to provide or make available necessities (such as food, clothing, shelter or protection from hazardous environments, care or supervision appropriate to the person's age or development, hygiene and medical care).
- * Emotional Abuse – The rejecting, ignoring, criticizing, insulting, threatening, harassing, degrading, humiliating, intimidating or terrorizing of a person. Acts of omission that cause or are likely to cause conduct, affective or other mental disorders, emotional stress or mental suffering.
- * Exploitation – Taking advantage of a person, including but not limited to money and things, as well as persuasion to do things that are illegal or not in the individual's best interest.
- * Inappropriate Use of Restrictive Procedures – Use of restrictive procedures that are outside the parameters of the Creating Excellence Together (CET) provincial Certification Standards adopted by the PDD Regional Board.

8.2. LEGAL ASPECTS OF ABUSE:

WIN supports Individuals of different ages, with different funding sources and in different settings. These factors can impact the authority or the external source that may need to be informed or involved in reviewing abuse allegations. (Examples: Police, Child Welfare, Protection for Persons in Care Act, Funders of the Support Services, etc.) It is the responsibility of the Executive Director and/or the person leading the internal review to be aware of those authorities and involve others as needed.

Some allegations of abuse may be criminal acts and are dealt with by the judicial system. Other allegations of abusive incidents or situations may be of an ethical rather than criminal nature. Ethical dilemmas are common in human services. An example of this may be the inappropriate use of restrictive procedures. Non-criminal abuse is dealt with by the agency through the correction of policy and practices, or the correction and/or discipline of Employees which could include termination.

8.3 PREVENTION AND EDUCATION (EMPLOYEES):

In order to try to prevent incidents of abuse, WIN will not hire an employee who has a known record of abuse. Furthermore, all employees, full-time, part-time, casual, and volunteers will be thoroughly familiar with the agency's philosophy and principles of support. In addition, all employees shall be trained in the abuse policy, i.e. they shall know the signs of abuse to watch for, how to deal with abusive incidents/situations, and reporting requirements. All Employees will participate in mandatory training in preventing and responding to abuse. A certificate to confirm training (signed by both the presenter and the employees) will be kept on the employee's file. All Employees and Volunteers of WIN will be required to obtain Canada Police Information Clearance as well as a Child Welfare Information Service Clearance prior to their employment with the association and according to Personnel Policy thereafter. Potential employees will be asked interview questions in this area as well.

8.4 PREVENTION AND EDUCATION (INDIVIDUALS):

In order to prevent incidents of abuse, WIN will ensure that employees recognize the rights of Individuals and encourage the development of decision-making skills. WIN will assist Individuals to understand their right to be treated with dignity and respect, how to recognize abuse and know actions to take. Individuals are given a Services Manual, which will include a section dealing with Individual's rights and what to do in case an Individual's rights are violated or an otherwise abusive situation occurs. This handbook will be reviewed with the Individual and an Employee as part of the initial orientation and annual planning checklist thereafter.

8.5 TAKING ACTION:

WIN and its employees have an ethical and legal responsibility to report any concerns about wrongdoing or mistreatment of Individuals in service. If an Employees reasonably suspects or believes that an Individual has been or is being abused, they are required to immediately report the matter. All allegations of abuse will be reported to all applicable authorities and will be followed with a review(s).

Employees may suspect abuse:

- * By witnessing it
- * Through behavioural indicators
- * Through a report from a third party
- * Through a disclosure by the alleged victim
- * Through any other means i.e. contact notes

When an employee suspects abuse, they will:

- * If there is physical evidence from the person or the environment DO NOT move it or clean it. (Do provide first aid if required)
- * Report the incident to the Program Coordinator/Executive Director WITHIN 24 HOURS.

When an Employee witnesses abuse, they will:

- * Intervene and ensure the safety of the alleged victim, (employees are not required to put their own physical safety at risk),
- * Seek medical assistance if required,
- * Ensure the safety of all individuals impacted by the incident,
- * If there is physical evidence from the person or the environment DO NOT move it or clean it. (Do provide first aid if required)
- * Report the incident to the Program Coordinator/Executive Director as soon as reasonably possible.
- * If the allegation involves the Program Coordinator(s) then go directly to the Executive Director. If the allegation involves the Executive Director report to the Program Coordinator(s) or directly to the applicable authority (PDD, Protection For People in Care or RCMP).
- * File an incident report to Program Coordinator within 24 hours.
- * If uncertain, err on the side of caution and report your concern. It is not up to the person reporting the matter to determine whether the observation is sufficient evidence for any type of investigation or review. All concerns will be addressed.
- * If an Employees reasonably suspects or believes that an Individual has been or is being abused, they are required to immediately report the matter.

- * No action can be taken against employees who report abuse unless they made a report maliciously or without reasonable grounds for their belief
- * An employee who fails to report abuse within 48 hours may be subject to discipline up to and including dismissal.
- * All reasonable steps will be taken to protect the reporter's privacy,
- * The Executive Director must be informed within 24 hours from the initial report.

8.6 THE REVIEW PROCESS:

Once the Executive Director has received and reviewed the incident report, they or their designate will initiate the review process including:

- An internal and/or external review. All Employees will fully co-operate with this process. This review will ensure the immediate safety of the Individual and address employee relations' issues.
 - * The Executive Director will reassign the alleged abuser to work non-direct care and/or will suspend the alleged abuser with or without pay until a review is completed and long term decisions can be made.
 - * A letter will be placed on the employee's personnel file outlining the incident regardless of the finding.
 - * Recommendations based on the findings of the investigation, may include a plan for changes to procedure or practice, retraining employees, etc.
 - * Upon completion of the review, the Executive Director will share this report with the Individual and or family guardian, the reporter and alleged perpetrator, whenever reasonable.

Every attempt will be made to maintain confidentiality in all aspects of the reporting and review process. Disclosure of any personal information collected during the process by or on behalf of WIN is subject to rules of Freedom of Information Protection (FOIP).

Note: As per *Section M. Disciplinary Action* in WIN's Personnel Policy and Procedures Manual; abuse of an individual is considered a major offense and is subject to severe action including but not limited to suspension with or without pay, demotion, or immediate dismissal.

Staff Signature

Date



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EMPLOYEE CODE OF ETHICS

I. RESPONSIBILITY TO CLIENTS

I AFFIRM THAT

I shall dedicate myself to the best interest of my clients and to helping them to help themselves.

I shall not discriminate against or refuse services to anyone for any reason including but not limited to race, color, creed, age, sex, sexual orientation, religion or national affiliation.

I shall not use my relationship with clients to further my own interests.

I shall continue to provide supports only so long as it is reasonably clear that clients are benefitting.

I shall not abandon or neglect clients. I shall assist persons in obtaining other services if I am unable or unwilling for appropriate reasons, to support individuals who have requested my help.

II. CONFIDENTIALITY

I AFFIRM THAT:

I shall respect the privacy of clients and hold in confidence all information obtained in the course of service. Therefore, I will not disclose client confidences to anyone, except:

(1) as mandated by law;

(2) to prevent a clear and immediate danger to a person or persons;

I recognize that confidentiality and privacy requirements apply also to co-workers and the activities of WIN.

I shall be responsible to store or dispose of client records in ways that maintain confidentiality.

I shall maintain confidentiality toward clients, colleagues, applicants and any sensitive situations arising within the agency.

Upon my termination, I shall maintain client, co-worker and WIN confidentiality and I shall hold as confidential, information about sensitive situations involving such.

III. RESPONSIBILITY TO COLLEAGUES

I AFFIRM THAT:

I shall respect the rights and views of my colleagues and treat them with fairness, courtesy, maturity and good faith.

I shall be aware of my potential influences on volunteers and colleagues and will not exploit their trust. I will make every effort to ensure dual relationships with volunteers or colleagues do not impair my judgment.

I shall not engage in or condone any form of harassment or discrimination.

I shall not permit volunteers or colleagues to perform or present themselves as competent to perform services beyond their training and/or level of experience.

When I replace a colleague or am replaced, I shall act with consideration for their interest, character and reputation.

I shall extend respect and cooperation to colleagues of all professions.

I shall not assume responsibility for the clients being served by a colleague without appropriate information.

When I support a client during a temporary absence or emergency, who is usually served by a colleague I shall serve that client with devotion and consideration.

If I have the responsibility for employing and evaluating the performance of other staff, I shall do so in a responsible, considerate and equitable manner.

If I know firsthand that a colleague has violated ethical standards, I may attempt an informal solution by bringing this to my colleague's attention. I shall then immediately report the unethical activity to my supervisor.

IV. RESPONSIBILITY TO WIN

I AFFIRM THAT:

I shall preserve the integrity and reputation of WIN.

I shall work to improve the effectiveness and efficiency of services provided by WIN.

I shall act to prevent and eliminate discrimination in work assignments, personnel policies and practices.

I shall use the resources of WIN only for the purposes for which they were intended.

I shall fulfill any and all commitments made by me to WIN.

I shall maintain respect for WIN policies, procedures and management decisions and will take the initiative toward improvement of such'

I shall exercise special care when making public statements.

I shall correct, whenever possible, false, misleading or inaccurate information and representations made by others about clients, colleagues and WIN.

I shall at all time act and dress in a professional manner.

VI. COMPETENCY

I AFFIRM THAT:

I shall act in accordance with the highest standards of integrity.

I have continuing commitment to assess my own personal strengths, limitations, biases and effectiveness.

I have a commitment to advancing my abilities through ongoing education, I shall not attempt to diagnose, treat or advise on problems outside the recognized bounds of my competence.

I shall seek appropriate assistance for personal problems or conflicts that may impair my work performance or judgment.

I UNDERSTAND THAT:

Violation of this code of ethics may be grounds for immediate dismissal.

Signature

Date

Informed Consent

What is “Informed Consent?”

Consent implies voluntary agreement or permission for something to occur. Informed consent implies that the individual's agreement or permission is based on a full understanding of what is being agreed to and the likely consequences of giving consent.

By presuming individuals have the capacity to make free and informed decisions, organizations are showing Respect for the Dignity for Persons. In practical terms, the principle of respect relative to free and informed consent translates into a process that includes acknowledging the individuals' rights, discussing the need for consent in clear terms and plain language, providing information in a way individuals can understand, giving them time to ask questions and think about what is being asked of them and respecting their decisions.

There are 2 parts to informed consent

1. An informing process
2. Documentation of the informing process and its outcome (typically, but not always, a signature on a consent form)

Informed consent is needed by organizations in several types of situations.

- Consent to receive services under the conditions set by the organization (e.g., confidentiality or information sharing rules, service planning and review practices, medication administration policies and procedures)
- Consent to a restriction of rights in order to safeguard individuals or others
- Consent for individuals to travel out of town in the company of staff (e.g., vacation or meeting)
- Consent to participate in a specific program, treatment, research or project of a time-limited nature (including program reviews by internal or external evaluators, such as Creating Excellence Together (CET) surveyors)
- Consent to allow individuals' names, stories and/or images to appear in public relations materials (e.g., brochures, newsletters, annual reports, website, displays)

1. Be Informed

All stakeholders (i.e., individuals, guardians, staff) must be knowledgeable about the decision to be made, the various courses of action they can choose and the implications (i.e., pros and cons of each)

from the perspective of their unique values, attitudes and goals. In other words, if the individuals do not know exactly what they are consenting to, the consent should not be considered valid.

2. Be Specific

The consent must outline what the individuals and others (e.g., service provider staff) are expected to do, under what circumstances or conditions and within what timelines. Most consent processes and forms are lax when it comes to setting all specific time when the consent expires or must be reviewed or renewed. For example, how often do permissions allow organizations to use a person's photograph for a particular public display to a specific audience at a specific time? While more "blanket" consents tend to be accepted for a variety of situations (restrictive procedures being the exception), there needs to be some liability stated for organizations that fail to recognize that consent has been withdrawn by the individuals in question and that continue to act as if it had consent.

3. Be Voluntary

Consent must be given freely and with the awareness that individuals have the right to say "no" or to withdraw consent. If individuals feel that they might lose services if they say "no", even if the organization does not actually threaten to do so, the consent is not truly voluntary. Furthermore, the validity of any voluntary consent given may be nullified if an organization indicates that it cannot provide service to high-risk individuals unless they consent to restrictions on their rights or limits on their confidentiality.

4. Be Competent

Competency to give consent is a basis for deciding whether individuals need guardians or trustees. In order to be considered competent, one must be able to understand what actions are being proposed, to weigh the various alternatives and to make a reasonable choice based on those alternatives. Whether it is reasonable needs to be judged in light of the individuals' values, attitudes and goals. Individuals who have guardians are considered to be competent to make decisions in areas not covered by the guardianship order. (For example, a guardian cannot vote for or make a will on behalf of a dependent adult) While the guardians' informed consent may be required to take cooperative action (e.g., participate in interviews with a CET surveyor), their ongoing consent is critical to the success of the activity.

Informing for Consent

Informing for consent can present a challenge for people who work with individuals who have developmental disabilities. Most standard consent forms use legal jargon and are written at or above an undergraduate level. If challenged in court, such consents would almost certainly be declared invalid by virtue of being uninformed. Therefore, it is important for service providers to make and document efforts to ensure that individual's understand what they are consenting to.

There are 3 key points to remember in informing for consent.

1. Present information in simple language

Sometimes the individuals' understanding of the words is enhanced by pictures or by role-playing what can be expected to happen.

2. Give individuals plenty of time to think things through

Individuals need time to figure out what they need to know to make a decision, and most individuals naturally feel anxiety and have difficulty making sense of the "fine print" under circumstances whereby they are required to sign a form in front of witnesses. If the process produces feelings of pressure, this can invalidate their consent.

3. Let individuals know that it is okay to say "no"

Individuals need to feel that they have a choice and that, even if they say "yes" now, they can withdraw their consent later. As well, they need to know whom they can tell if they wish to withdraw consent and how to go about it. (A common concern of service providers around consent withdrawal is that individuals with challenging behaviors could withdraw consent to service verbally just before throwing themselves in front of an oncoming car. The obvious solution is to require individuals to communicate withdrawal of consent to someone other than the support staff providing assistance in the community. The safety of individuals in life-threatening circumstances requires staff to take action, regardless of apparent withdrawal of consent). Service providers have an obligation to pay attention to the individuals' behavior to determine whether they continue to consent or wish to withdraw their consent. If their behaviour indicates that they wish to withdraw their consent (e.g., to continue with an activity or program), the service provider needs to assure them that it is okay to change their minds and to remind them of the process for withdrawing consent.

Informed Consent on a Day-to-Day Basis

In addition to obtaining signed consent forms on an annual basis for the activities mentioned above, it is important for organizations and staff to



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Declaration of Confidentiality

I, _____ agree to hold privileged information in trust and confidence regarding Westlock Independence Network (WIN) and the individuals personal and private affairs. I declare not to divulge any of this knowledge, at anytime, or anyplace, or to any unauthorized persons. I acknowledge that a breach of this may be grounds for dismissal.

Signature

Date

I have explained that implications of signing the Declaration of Confidentiality to _____, and am satisfied he/she is aware of necessity to hold the affairs of the individuals and of WIN in absolute confidence.

Signature

Date

Title