

Persons with Developmental Disabilities Program
Family Managed Services

Being a Good Employer



Table of Contents

Getting Started	1
Employee Information	1
Job Duties	2
Employment Standards	3
Confidentiality	3
Supervising Your Staff	4
Training Your Staff	6
Resources	8
Areas to Consider in Your Staff Evaluation	9
Ideas for Formal Training	10
Samples	11
Sample Employee Information Form	12
Sample Time Sheet	13
Sample Basic Employment Agreement	14
Sample Service Agreement	15
Sample Oath of Confidentiality	19

Being a Good Employer

Getting Started

Now that you have hired staff to support your family member, you have become an employer. Here are some tips to help you in this role.

Employee Information

On your employee's first day of work, ask them to fill out a basic Employee Information Form so that you have information you need for payroll and know who to contact in case of an emergency. Here are some examples of the information to include on your form:

- Full legal name
- Home address
- Phone number (home and cell)
- Email address
- Social Insurance Number
- Emergency contact information

Your employee will provide some of this information when they fill in the forms for the federal (TD1) and provincial (TD1AB) *Personal Tax Credits Return*. Links to these forms are provided on [page 8](#) of this handbook.

Need an Employee Information Form?

Check out [page 12](#) for a sample.

Being a Good Employer

Job Duties

On the first day, it is also a good idea to review the job duties with your staff, and put in writing the types of support your staff is responsible for, and how you expect the support to be provided.

In addition, it is helpful to make sure both you and your staff have a clear understanding about things like:

- Hours of work (a sample time sheet is included on [page 13](#))
- Pay schedule
- Holidays
- Notifying you about absences
- Sick time
- Overtime
- Probationary period
- Staff evaluation

An **employment agreement** is one way to make sure your staff is aware of their duties and your expectations.

What does an employment agreement look like?

A sample of a basic **Employment Agreement** is included on [page 14](#) of this handbook and a sample of a more detailed **Service Agreement** is provided on [pages 15 – 18](#). The sample Service Agreement outlines the responsibilities of both the employee and the employer.

Employment Standards

In your role as an employer you will need to be aware of employment standards. Some sources of information on employment standards are listed on [page 8](#) of this handbook.

Confidentiality

It is important to make sure that your staff understands the issue of confidentiality.

Your staff will get to know about the personal lives of your family member and their extended family. Discuss with staff how you expect them to handle this personal information.

One way to emphasize the importance of this issue is to ask your staff to sign an oath of confidentiality.

Where can I find an oath of confidentiality?

Take a look on [page 19](#) of this handbook for a sample *Oath of Confidentiality*.

Supervising Your Staff

Good supervision can prevent or minimize difficulties and help your family member to make progress towards the goals in their Individual Service Agreement.

Although supervising staff in your home is different from supervising staff in a regular workplace, it is still important to make sure that your staff is providing good quality supports to your family member.

Supervision can occur in several ways as follows:

Be Observant

You can monitor your staff **informally** by simply observing the way they connect with your family member and provide support. As you observe, consider the following:

- Are the staff capable and pleasant while working with your family member? Do they fit well into your home situation?
- How does your family member feel about the staff? Is she or he happy with the arrangement?
- Are staff supporting your family member in the ways you asked them to?
- Are staff providing all of the required supports?
- Are staff providing supports at the scheduled times?
- Do you see signs that your family member is making progress towards the goals in their Individual Service Agreement?

Give Ongoing Feedback

You can also supervise more **formally** by scheduling regular meetings or conversations with your staff to talk about how things are going and provide feedback. The conversations could also include discussions about the things you monitor informally.

It is helpful to sit down with your staff periodically (e.g. every 3 months) to talk about their performance and hear their feedback and suggestions. To guide your conversation about performance, you could use an evaluation form. Your evaluation form should include the duties and responsibilities that are written in the job description.

Need some help deciding what to talk about during a staff evaluation?

Some areas to consider for your staff evaluation are included on [page 9](#).

Recognize Your Staff

When your staff does things the way you want them done, let them know. It is important to acknowledge good performance as soon as possible. This doesn't have to cost anything — a simple thank you goes a long way.

Training Your Staff

Good training will help your staff to provide quality support to your family member. All staff will need at least some informal training from you. Even if they have done the same kind of work for someone else, they need to be trained to provide supports in the way you would like supports to be provided.

Informal Training

It is important that you provide staff with information to help them properly support your family member.

Here are some examples of information about your family member that you may wish to discuss with your staff:

- Emergency information:
 - List of medications and how/when to administer them
 - Doctor, dentist, psychiatrist – names and phone numbers
 - Alberta Health Care Number
 - Allergies
- Any concerns with his/her general health
- Any special equipment or therapy needed
- Information about how he/she communicates
- A description of his/her interests
- Any particular behaviors that staff should be aware of
- Any relevant information about personal grooming, transportation and/or personal spending
- Any relevant information about volunteer or work placements and other programs he/she participates in

Formal Training

Formal training may be helpful when your staff need or ask for training that you cannot provide.

Where can my staff get formal training?

Have a look at [page 10](#) for ideas.

Resources

Personal Tax Credit Forms (TD1 and TD1AB)

You can find forms for the federal (TD1) and Alberta (TD1AB) Personal Tax Credits Return at this Canada Revenue Agency website: www.cra-arc.gc.ca/formspubs/frms/td1-eng.html. The information collected on these forms is used to determine the amount of tax deductions for your employee(s).

Employment Standards Information

- Employment Standards – main page:
www.employment.alberta.ca/SFW/1224.html
- Employment Standards – Fact Sheets:
www.employment.alberta.ca/SFW/999.html. The Fact Sheets provide basic information on these and other topics:
 - Caregivers
 - Deductions from Earnings
 - Domestic Employment
 - General Holidays and General Holiday Pay
 - Hours of Work, Rest Periods and Days of Rest
 - Maternity Leave and Parental Leave
 - Minimum Wage
 - Overtime Hours and Overtime Pay
 - Payment of Earnings
 - Termination of Employment and Temporary Layoff
 - Vacations and Vacation Pay
- Government of Alberta, Human Services,
Employment Standards Contact Centre: 1-877-427-3731 (toll free) or 780-427-3731 (Edmonton area)

Areas to Consider In Your Staff Evaluation

Your staff evaluation should include the duties and responsibilities written in the staff job description. Here are some general areas you may also wish to consider for your staff evaluation.

How well does your staff support your family member?

Examples:

- works towards achieving the goals that were set for your family member
- alert in health and safety matters

Is your staff dependable?

Examples:

- arrives on time
- reliable in attendance
- gives adequate notice for absences
- follows through on commitments

How does your staff work with the family/Funds Administrator?

Examples:

- follows instructions
- accepts constructive criticism
- approachable
- actively listens and asks questions for clarity
- respectful
- takes responsibility
- maintains confidentiality
- self-motivated

What are their areas of strength?

Are there any areas for improvement?

Ideas for Formal Training

- **Alberta Council of Disability Services (ACDS)** – ACDS offers a Foundations in Community Disability Studies Program which is designed for direct service workers who provide community support for people with disabilities. The program is offered in the classroom and online. www.acds.ca
- **Grant MacEwan University** offers a diploma in Disability Studies: Leadership and Community. Courses can be taken part-time through online distance learning. www.macewan.ca/wcm/SchoolsFaculties/HCS/Programs/DisabilityStudies/index.htm
- Families can approach service providers in their community to see if they are willing to train the family's FMS staff through courses offered in their organization.
- **Supporting Individuals through Valued Attachments (SIVA)**
www.sivatraining.ca
- **First Aid and Cardiopulmonary Resuscitation (CPR) Training** – CPR training is offered by several organizations including Red Cross and St. John Ambulance.
- Medication administration — your pharmacist may provide information on how to properly administer medications.
- Transferring and lifting
- Behavioral management
- Restrictive procedures
- Nonviolent crisis intervention www.crisisprevention.com
- Abuse Prevention and Response Protocol

Here are some other sources of information that may be useful:

- HealthLink Alberta — can give you information on where to find a public health nurse in your community.

Toll-free: 1-866-408-5465
Edmonton: 780-408-5465

Calgary: 403-943-5465
or www.HEALTHLinkAlberta.ca

Samples

Please note: the following documents and forms are samples only; you are not required to use them. Please feel free to change the samples or make up your own documents to fit your needs.

Sample Employee Information Form

Employee's Personal Information

Date of hire: _____

Employee name: _____

Address: _____

Home phone: _____

Cell phone: _____

Email address: _____

Social Insurance Number: _____

Emergency Contact Information

Name: _____

Home phone: _____

Cell phone: _____

Relationship to employee: _____

Do you have any allergies? _____

Do you have any medical conditions? _____

Alberta Health Care Number: _____

Sample Time Sheet

Name _____ Month/Year _____

Date	Shift Start	Shift End	Total Hours	Hourly Rate	Signature	Date	Shift Start	Shift End	Total Hours	Hourly Rate	Signature
1						16					
2						17					
3						18					
4						19					
5						20					
6						21					
7						22					
8						23					
9						24					
10						25					
11						26					
12						27					
13						28					
14						29					
15						30					
						31					

Signature

Date

Sample Basic Employment Agreement

This is to confirm the terms of your employment beginning _____ [insert date]

Hours:

Be specific. Is it part time or full time? Will there be any overtime? Are there specific hours?

Salary:

Be specific. How much will they be paid? When will they be paid (once a month, every two weeks, etc.)?

Terms:

Things to include:

- Is there a probationary period?
- What is the policy on holidays?
- How should the staff person tell you when they are sick or not able to come to work?

Responsibilities:

- What do you expect the staff to do? (be specific)
- What can the staff expect from you?

Place of work:

Is it in the household, out in the community, at the job site?

Signature (Employee)

Date

Signature (Employer)

Date

Sample Service Agreement

SERVICE AGREEMENT BETWEEN

Day Support Worker for _____

AND

Funds Administrator for _____

THIS AGREEMENT IS IN EFFECT COMMENCING _____

and shall remain in effect until ____ (month), 20____, or until either party feels that _____'s needs are no longer being met through the Agreement, or if extenuating circumstance require the termination of the Agreement. One month notice must be given by either party for the termination of the Agreement unless an emergency situation or breach of contract requires immediate termination or if both parties agree it is in the best interests of _____ to terminate the Agreement without the required one month notice. The contract may be reviewed on ____ (month), 20____, provided PDD funding remains consistent.

OBJECTIVE OF THE AGREEMENT

The Day Support Worker and Funds Administrator will work together to develop a plan that works in the best interests of _____ in preparing him/her for employment and giving him/her opportunities for continuous growth in his/her social and recreational development. This assistance will focus on giving _____ as much independence as possible and will maintain the philosophy of inclusion in his/her community.

TERMS OF THE AGREEMENT

Day Support Worker's Responsibilities

- The Day Support Worker will assist _____ with writing up an agenda each week, outlining his/her activities and mode of transportation for that week.
- The Day Support Worker will assist _____ to access appropriate recreational activities in the community.
- The Day Support Worker will ensure that _____ has access to community events.
- The Day Support Worker will assist _____ in making inclusive social contacts and appropriate social plans.
- The Day Support Worker will monitor _____'s budget book and personal recordkeeping.
- The Day Support Worker will assist _____ to find suitable volunteer positions and, if necessary, supervise and guide him/her at a job site until he/ she masters the skills inherent to that particular job. The Day Support Worker will maintain contact with employers as necessary and monitor the position if appropriate.
- The Day Support Worker will assist _____ with public speaking commitments (setting up public speaking opportunities and helping him/her with revisions of his speeches).
- The Day Support Worker will augment _____'s business skills.
- The Day Support Worker will help _____ with the organization of his/her business, supplemental training when necessary, and client contacts.
- The Day Support Worker will record hours worked and write up a brief weekly report on the above.
- The Day Support Worker will provide a copy of a valid driver's license and appropriate insurance.
- The Day Support Worker will review the Abuse Prevention and Response Protocol.

Funds Administrator's Responsibilities

- On the last day of each month, the Funds Administrator will pay the Day Support Worker \$_____/hour for up to 20 hours per week for the time he/she spends on the above program. (Note: If it becomes necessary to hire an additional Day Support Worker, the hours would be deducted from the 20 hours/week of the main Day Support Worker.)
- The Funds Administrator will be responsible for deducting Canada Pension Plan (CPP), Employment Insurance (EI), and Income Tax (IT) from the employee's pay cheque and submitting these and the employer's portion to the Receiver General.
- The Funds Administrator will assist in the development of the monthly goals and will monitor to ensure that goals are being addressed.
- The Funds Administrator will review the Day Support Worker's weekly reports and will monitor to ensure that the Day Support Worker is addressing all of the responsibilities as listed in this agreement.

_____ 's (your family member's name) Responsibilities

- _____ will set recreational, social, and work-related goals and strive to meet these goals.
- _____ will write up a weekly agenda.
- _____ will complete a daily journal and help with the weekly reports.
- _____ will endeavour to become more independent in both household management and in the workplace.
- _____ will keep the Day Support Worker and/or his/her Funds Administrator informed of his/her whereabouts throughout the day.

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SIGNATURES

The following signatures indicate that we understand and agree to the above responsibilities, that we will keep each other informed of changes or concerns regarding _____'s Service Agreement and Program Plan, and that we will protect the confidentiality of all parties.

_____	_____
Individual	Date
_____	_____
Funds Administrator	Date
_____	_____
Day Support Worker	Date

Sample Oath of Confidentiality

OATH OF CONFIDENTIALITY

AS AN EMPLOYEE OF _____[Funds Administrator's name],
I UNDERSTAND AND AGREE THAT THE FOLLOWING CONDITIONS
SHALL APPLY TO MY POSITION.

1. Any information, recorded or not, received or acquired in connection with my duties is considered confidential. Confidential information includes all records which in any way would divulge information in regards to _____and his/her family.
2. All information given out or discovered about _____ and his/her family's circumstances and/or the operations shall be held in confidence by me.
3. I will not make public statements to the media expressly or impliedly, on behalf of _____ or his/her family.
4. I shall act in a professional manner in the performance of my duties as an employee of _____[Funds Administrator's name].

Signed this ____ day of _____, 20____

Employee's signature

Employer's signature

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Tear along dotted line

We Welcome Your Feedback ...

Please tell us what you think about the *Being a Good Employer* handbook. We welcome all comments.

Did you find the information in this handbook useful? How did it help you?

Do you have any suggestions for how to improve this handbook?

Would you recommend this handbook to other families/
Funds Administrators using Family Managed Services?

Yes No... please tell us why not _____

Please mail or fax your comments to:

PDD Program Branch
#404, 10011 – 109 Street
Edmonton, AB T5J 3S8

FAX: 780-427-1220

OR you can fill out this form on-line at www.seniors.alberta.ca/PDD/FMS

Thank you!

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