

Professional Standards and Guidelines for Unicorn Family Care Providers

Welcome to Unicorn Family Care! This information package provides a comprehensive overview of the expectations, standards, and responsibilities for Unicorn Family Care Providers. This guide will assist you in understanding your role, adhering to company protocols, and effectively managing your responsibilities.

1. Mission Statement and Core Values

Mission Statement:

- At Unicorn Family Mission is to provide compassionate, high-quality care that enhances the well-being and independence of individuals in our community. We are dedicated to delivering personalized support with respect, integrity, and excellence.

Vision:

- Our vision is to become the leading provider of home, child, senior and pet care in the Lower Mainland while making a positive impact on the lives of those we serve and those who help us to care for others.

Core Values:

- Compassion:
 - We approach every interaction with empathy and kindness, striving to make a positive difference in the lives of those we care for.
- Respect:
 - We honour the dignity, rights, and individuality of every person, ensuring that their needs and preferences are valued.
- Integrity:
 - We operate with honesty and transparency, upholding the highest ethical standards in all aspects of our work.
- Excellence:
 - We are committed to continuous improvement and professional growth, delivering the highest quality of care through ongoing learning and development.
- Collaboration:
 - We work together as a team, fostering a supportive environment that encourages open communication and mutual respect.

2. Professional Skills and Responsibilities

Ability to Work Independently

- Task Management:
 - Develop and implement strategies to manage and prioritize tasks autonomously. Utilize organizational tools and techniques to track and complete assignments efficiently.
- Informed Decision-Making:
 - Gather and analyze relevant information before making decisions. Use critical thinking skills to evaluate options and potential outcomes. Seek guidance from supervisors or colleagues when necessary.

Professionalism and Problem-Solving

- Exhibit Professionalism:
 - Maintain high standards of conduct in all interactions, including following dress codes, punctuality, and showing respect for families and colleagues.
- Proactive Problem-Solving:
 - Anticipate challenges and address them proactively. Use innovative thinking to solve problems, document solutions, and share best practices with team members.

3. General Guidelines for All Roles

Safety and Health

- Adhere to Safety Protocols:
 - Follow all safety procedures, including emergency response plans, use of safety equipment, and proper handling of materials. Regularly review and update your knowledge of safety guidelines.
 - Report Health Issues:
 - Ensure personal hygiene standards are met and report any health conditions that may impact your work. Follow the company's policies for managing health-related absences.

Communication

- Regular Updates:
 - Provide clear and timely updates to families and supervisors regarding care activities, changes, and relevant information. Use appropriate communication channels and maintain transparency.
 - Address Concerns Promptly:

- ``+Resolve concerns or issues with professionalism and urgency. Employ effective conflict-resolution strategies and maintain open lines of communication.
- Active Listening:
 - Pay attention to clients' concerns and feedback. Reflect back what you hear to ensure understanding.
 - Clarity: Provide clear, concise information. Avoid jargon and ensure your messages are easily understood.

Training and Development

- Complete Required Training:
 - Engage in all mandatory training sessions and orientations. Demonstrate an understanding of training material and apply it effectively in your role.
- Pass Exams:
 - Achieve a minimum score of 80% on all Unicorn Family Care Ltd., exams to validate your understanding of care standards and protocols.
- Continuous Learning:
 - Pursue ongoing professional development through additional training, workshops, and educational opportunities. Stay updated on industry best practices and trends.

Policy Adherence

- Follow Company Policies:
 - Adhere to all policies and procedures detailed in the Professional Standards and Guidelines procedures as you represent Unicorn Family Care Ltd. in all your interactions. Stay informed about policy updates and ensure compliance with company standards.
 - FOIPP (Freedom of Information and Protection of Privacy Act) Compliance:
 - All staff must adhere to the Freedom of Information and Protection of Privacy Act (FOIPP) regulations to ensure the confidentiality and protection of client and company information.

4. Responsibilities

Care Delivery

- Client Care:
 - Provide compassionate and effective care tailored to the needs of each individual. Follow care plans and protocols to ensure high standards of care are met.
- Monitoring and Documentation:
 - Regularly monitor and document clients' progress, health status, and any changes. Ensure that all documentation is accurate, timely, and securely stored.

Collaboration and Teamwork

- Team Coordination:
 - Collaborate with other care providers, family members, and healthcare professionals to deliver coordinated care. Share relevant information and participate in team meetings as required.
- Support and Training:
 - Assist in training new team members and provide support to colleagues as needed. Share insights and strategies to enhance team effectiveness and care quality.

Administrative Duties

- Record-Keeping:
 - Maintain detailed records of care activities, incidents, and client interactions. Ensure that all records comply with company standards and legal requirements.
- Report Generation:
 - Generate reports as required by families or management. Provide accurate and comprehensive information to support care planning and decision-making.

Compliance and Ethics

- Adhere to Regulations: Comply with all relevant laws, regulations, and company policies. Ensure that all practices are ethical and uphold the company's values and standards.
- Confidentiality:
 - Maintain strict confidentiality regarding all client information and company matters. Ensure that sensitive information is handled appropriately and securely.

Emergency Response

- Emergency Protocols:
 - Be familiar with and prepared to implement emergency response protocols. Act swiftly and effectively in emergency situations to ensure the safety and well-being of clients and staff.
- Crisis Management:
 - Handle crisis situations with calmness and professionalism. Follow established procedures and coordinate with emergency services as needed.
 - Immediate Threat:
 - If someone is in immediate threat of harm to themselves or others, authorities will be contacted immediately to ensure safety.

Personal Responsibilities

- Independent Commute:
 - All staff are responsible for getting to their shifts independently. Make necessary arrangements to ensure timely arrival at your assigned location.
- No Unaccompanied Guests:
 - Staff are not permitted to bring anyone with them to work, including children, friends, or relatives.
- Respect Privacy:
 - Respect clients' personal privacy. Do not enter washrooms unless it is indicated on their personal profiles that they need toileting assistance (if applicable).
- No Corporal Punishment:
 - Under no circumstances should corporal punishment be used. Staff shall never use physical aggression or force of any kind towards clients or others.
- Use of Technology:
 - Staff should not use personal technology during work hours unless it is a medical emergency. Focus on the tasks at hand and maintain professionalism.

5. Expectations

Leave It Better Than You Found It

- Workspace Maintenance:
 - Ensure that all areas you use are left in a cleaner and more organized state than you found them. This includes tidying up spaces, properly disposing of waste, and ensuring all materials are returned to their proper places.
- Respect for Environment:
 - Treat the physical environment with respect and take steps to enhance the cleanliness and organization of shared spaces.

Dress Code

- Business Casual Attire:
 - Adhere to a business casual dress code while on duty. This includes wearing clean, neat, and appropriate clothing such as slacks, collared shirts, blouses, and closed-toe shoes. Avoid overly casual attire such as jeans, t-shirts, and sneakers unless otherwise specified.

Personal Hygiene

- Practice Good Personal Hygiene:
 - Maintain high standards of personal hygiene. This includes regular hand washing, wearing clean and appropriate clothing, and ensuring that personal grooming is up to standard. Good hygiene practices are essential for creating a positive and professional environment.

Kindness and Politeness

- Respectful Interactions:
 - Treat all individuals with kindness and respect. Use polite language, listen actively, and acknowledge others' perspectives. Show empathy and understanding in all interactions.
- Positive Attitude:
 - Maintain a positive and courteous demeanour. Approach tasks and challenges with a constructive attitude and offer encouragement and support to others.
- Professional Courtesy:

- Demonstrate professional courtesy in all communications. Be punctual, attentive, and considerate of others' time and needs. Address any issues or conflicts with diplomacy and tact.

Substance Use

- Substance-Free Workplace: Ensure that you are not under the influence of any substances (including alcohol, drugs, or other impairing substances) while on duty. This policy is critical to maintaining a safe and professional environment.
- Immediate Reporting: If you are aware of any substance use issues that may affect your ability to perform your duties, report them to your supervisor immediately. The company has policies and resources in place to address such concerns.

Staff Conduct

- Professional Behaviour
 - Respectful Interactions:
 - Maintain a respectful and professional demeanour at all times. Avoid inappropriate language or behaviour and treat everyone with dignity and respect.
 - Accountability:
 - Take responsibility for your actions and behaviour.. Address mistakes openly and take steps to rectify any issues.

Conflict Resolution

- Approach with Diplomacy:
 - Handle conflicts and disagreements with tact and diplomacy. Focus on resolving issues constructively and professionally.
- Seek Resolution:
 - Address conflicts promptly and seek support from supervisors or Unicorn Family Care Ltd., if needed. Aim for a resolution that maintains a positive work environment.

Ethical Conduct

- Integrity:
 - Uphold the highest standards of integrity in all professional interactions. Avoid any actions that could be perceived as unethical or unprofessional.
- Compliance:
 - Adhere to all company policies and procedures, as well as relevant laws and regulations. Ensure that your conduct aligns with the company's ethical standards and values.
- Honesty:

- Provide truthful information about services and care. Do not make promises you cannot keep.

Personal Responsibilities

- Representing the Company:
 - Follow all policies and procedures as you represent Unicorn Family Care Ltd. in all your interactions. Your behaviour reflects the values and standards of the organization.
- Written Agreements:
 - Ensure that all agreements or changes related to your employment are documented in writing. Verbal agreements will not be accepted.
- Time Management:
 - Prioritize tasks based on their importance and deadlines. Plan your day to balance multiple responsibilities effectively.

Employment Equity

- Equal Opportunity Employer:
 - Unicorn Family Care Ltd. is committed to employment equity and is an equal opportunity employer. We do not discriminate based on race, gender, disability, sexual orientation, religion, or any other protected category.

Human Rights Code

- Adherence to Human Rights:
 - Uphold the principles of the Human Rights Code in all interactions and workplace practices. Ensure that all individuals are treated fairly and with respect, and that their rights are protected.

Social Media Privacy

- Confidentiality:
 - Maintain privacy and confidentiality when discussing work-related matters on social media. Do not share any client information or company details online. Ensure that your online presence reflects the professionalism and values of Unicorn Family Care.

Substance Use

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on duty. This policy is critical to maintaining a safe and professional environment.

- Immediate Reporting:
 - If you are aware of any substance use issues that may affect your ability to perform your duties, report them to your Unicorn Family Care Ltd. immediately. The company has policies and resources in place to address such concerns.

Performance Management

- Performance Evaluation
 - Regular Reviews:
 - Staff performance will be reviewed regularly through formal evaluations. These reviews will assess job performance, adherence to policies, and overall contributions to the team and organization.
 - Feedback and Improvement:
 - Constructive feedback will be provided to support continuous improvement. Staff are encouraged to set personal goals and seek development opportunities to enhance their skills and performance.



- Performance Issues
 - Addressing Concerns:
 - Performance issues will be addressed promptly and directly. Supervisors will provide specific feedback and work with staff to develop a plan for improvement.
 - Support and Resources:
 - Support will be offered to help staff overcome performance challenges. This may include additional training, mentorship, or adjustments to workload and responsibilities.

Disciplinary Action

- Subcontractor Status:
 - Staff are subcontractors and can be immediately dismissed by Unicorn Family Care Ltd. if performance or conduct is deemed unsatisfactory or in violation of company policies.
- Immediate Termination:
 - In cases of severe policy breaches or misconduct, immediate dismissal may be enacted without prior warning.

Encouraging Communication

- Ongoing Communication:
 - Encourage regular communication with Unicorn Family Care Ltd.. Staff should feel comfortable discussing any concerns, questions, or suggestions for improvement. Open dialogue is essential for a positive and productive work environment.

Compliance and Enforcement

Policy Adherence

- Mandatory Compliance:
 - All staff are required to adhere to the policies and procedures outlined in this information package. Compliance with these standards is crucial for maintaining a high level of care and professionalism.
- Regular Updates:
 - Stay informed about any updates or changes to policies and procedures. It is your responsibility to review and understand these updates as they are communicated.



Reporting Violations

- Internal Reporting:
 - Report any violations of policies or unethical behaviour to the company or the designated reporting channels. Prompt reporting helps maintain a safe and compliant work environment.
- Anonymous Reporting:
 - If you prefer, you may use anonymous reporting methods to disclose concerns or violations. The company is committed to addressing reported issues while respecting confidentiality.

Accountability

- Personal Responsibility:
 - Each staff member is accountable for their own actions and adherence to company policies. Demonstrate accountability through professional behaviour and compliance with all guidelines.
- Team Accountability:
 - Foster a culture of accountability within the team by supporting colleagues and addressing any issues collaboratively.

Legal Compliance

- Adherence to Laws:
 - Ensure that all activities and practices are in compliance with applicable laws and regulations. This includes maintaining confidentiality, following safety protocols, and upholding ethical standards.

Thank you for your commitment to Unicorn Family Care Ltd.. By adhering to these guidelines, you contribute to the high standards of care and professionalism that define our organization. If you have any questions or need further clarification on any aspect of this information package, please reach out to your supervisor or contact Colleen and Corrina.

Colleen & Corrina Walsh

Owners

Unicorn Family Care Ltd.



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