The Sunbeam Team
Our Values and Beliefs

Provide the best environment we can for our clients
Communicate openly and honestly with one another
Assist clients in achieving realistic goals
Be accountable for our actions

Our Common Interests

Respect each other and our differences of opinions
Communicate clearly
Listen and learn from each other
Maintain clearly written and consistently followed Individual Life Plans
Complete detailed job duties and assignments
Maintain the peace
Create an environment where holistic care can be successfully administered

A Client Centred Approach

Our clients are the first priority
See the individuals and allow them to be best in their abilities
Advocate
Respect choices, wants, needs
Set people up to succeed
Provide community and family involvement
Respect the home and keep it clean, safe, secure, stimulating and stress free
What Makes A Good Team

Good communication skills (verbal, written and receptive)
People who can lead, follow, encourage, respect and compromise
Being positive, optimistic, objective, trustworthy, caring, adaptable and flexible
Remembering you are part of a team, even when by yourself
Confidentiality for staff and residents
Mistakes and errors can be O.K.
Ensuring consistency in guidelines, policies and procedures
Utilization of the skills and resources in the group
Awareness of “Touch the Client” protocols
Constructive use of the Communication Book
Identifying short and long term goals
Dependability, reliability, courtesy
Knowing what to do and how to do it
Problem solving
Assertiveness; bring problems forward and ask for help if it’s needed
Planning; anticipate problems
Share successes and celebrate them
Creativity, Commitment, Sense of humour, Understanding, Patience
Ability to take criticism
Willing to support consensus
Know your own strengths and weaknesses and improve them
Pride
People who want to be there and want to stay
Ensuring clients are the first priority
Communication

Investigate, don't Assume
Don't discuss issues in front of clients (assume clients understand)
Think before speaking
Think about how it will be heard
Courtesy and respect are critical at all times
Try not to miss real message because of the way it was said

Communication Tools

Communication Book
Staff files
Verbal Reports
Call at home (if O.K. with person)
Call-in if information you need to share
Faxes
Consensus sheets
Staff meetings
Beeper
Group Time
Resident Casebooks, Records
Memos
Person Centred Planning Conferences
Non-verbal cues

Professionalism

Avoid being critical of each other in front of professionals, co-workers, clients
If there is a performance issue with a peer, deal with individual person first
If there is no change, say you will be going to Supervisor
If still no change, follow through and go to Supervisor
Staff Meeting Ground Rules

If you can’t attend let Supervisor know
If not attending, ask someone else to express your opinion
Solicit informal consensus (Ask what do you think?)
Address issue to appropriate person
Follow job duties, Individual Life Plans
Onus is on individual to express opinion at appropriate time
Deal with personal issues outside of meeting
Let person who is speaking finish speaking
An issue can be brought up again after a period of time and after the previous decision has been tried

Consensus

I have had the chance to express my view/feelings
I believe I have been heard and understood
If I were on my own, I would agree with this decision at least 70% of the time
Since I have had the opportunit yto influence others and truly feel that they understood what I think/feel, I will be 100% committed to this group’s decision

Staff Meeting Do’s

Speak up if you have an idea
Focus on common interests and issues, not personalities
Identify problem then look for solutions
Look at the right solution rather than who is right
Challenge constructively. Assess problems/solutions, not person
Have a vision of the preferred future
Use brainstorming to explore alternatives
Build a base for future problem solving

Staff Meeting Don’ts

Focus on defending position based on who’s right and who’s wrong
Talk more than listen
Limit exploration of ideas
Emphasize disagreement rather than agreement
Attitude

When confronted with strong personal feelings, remember the consensus model
If something’s “Not My Job,” it’s all right to redirect, try to educate on how to
solve problems independently
Avoid the “They Told Me To Do It” crutch

Confrontation

Investigate don’t assume
Know you could be the problem
Accept that friendships exist but do not exclude others
Don’t start/spread rumours
State at the beginning “This is confidential.” If it goes around grapevine, confront
individual whom you told it was confidential
Confront the situation and try to work out the problem
Confront later, when you are calmer
Know most rumours are misunderstandings
Mistakes should be learning experiences

Problem Solving Steps

Know areas beyond our control such as contract issues, policy and procedures,
financial limitations (can recommend a change)

Define problem
Brainstorm solutions
Evaluate solutions
Choose best solution
Implement
Monitor and follow-up

*Focus on right solution and not who is right

Shift Duties Not Done?

Check job duties to make sure you have completed them
Ask tactfully. Is there a reason?
If you know something hasn’t been done, communicate to next shift why