

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. They are most concentrated in the top-left and bottom-right corners.

CSIL

PRESENTED BY PAUL GAUTHIER

INDIVIDUALIZED FUNDING RESOURCE CENTRE SOCIETY
&
SPINAL CORD INJURY BC

JULY 24, 2014



TODAY'S SESSION

TRAINING → PERFORMANCE EVALUATION

CONFLICT RESOLUTION

REGULATIONS AND ACTS

HOW TO BE A LAWFUL CSIL EMPLOYER





DEVELOPING A GOOD TRAINING PROGRAM

STEP 1: A GOOD ORIENTATION

STEP 2: BE CLEAR ABOUT YOUR NEEDS AND QUIRKS

STEP 3: BE ORGANIZED

STEP 4: GOOD SCHEDULING AND RESCHEDULING

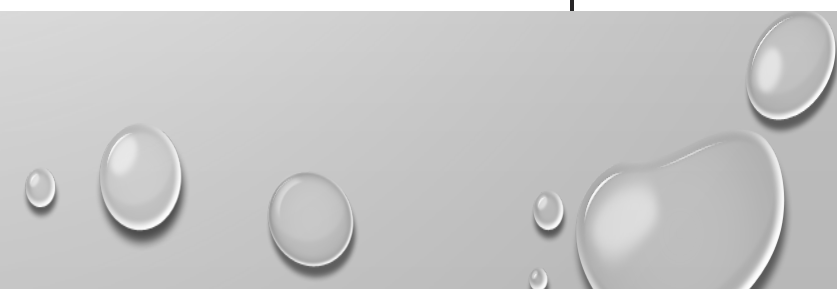


STEP 1: ORIENTATIONS

Job Description		
Standards of employee conduct		
Abuse Language Expectations regarding appearance and dress Harassment statement Smoking Guideline regarding visitors or friends Policy regarding staff using own vehicle Policy regarding staff using employers vehicle		

<p>Health care</p> <ul style="list-style-type: none">Universal health precautionsPersonal supports planBowel careCatheter careMenses careBath and showering preferencesFeeding supportMedication administrationTransferring / wheelchair lifts		
<p>Household</p>		
<ul style="list-style-type: none">Assisting with mealsReview of tasksShift expectationsAnswering phones		

Staffing Information		
Pay schedule Petty cash/handling money Mileage Staff schedule Vacation pay Sick leave Bereavement leave Mail slots Communication systems House keys		
Signature of Employee	Date	
Signature of Employer	Date	





STEP 2: BE CLEAR ABOUT YOUR NEEDS

BE *VERY CLEAR* ABOUT YOUR MOBILITY AND ASSISTANCE
NEEDS

BE *VERY CLEAR* ABOUT MEDICATIONS

BE *VERY CLEAR* ABOUT WHAT IS NOT OBVIOUS

BE *VERY CLEAR* ABOUT IMPERFECTIONS

I.E. I AM NOT A MORNING PERSON!



STEP 3: BE ORGANIZED

BE CONSISTENT

→ I.E. TIMESHEETS

HAVE WHAT YOU NEED ALWAYS AVAILABLE

KEEP YOUR HOME ORGANIZED

→ USE YOUR STAFF

STANDARDIZE SOME ROUTINES

→ ONLY WHEN POSSIBLE

STEP 4: GOOD SCHEDULING

POINTERS:

- ➔ GOOD ATTENDANCE IS A REQUIREMENT
- ➔ YOU SET THE ATTENDANCE SCHEDULE
- ➔ CONTACT BACK UP LIST FIRST
- ➔ STAFF NEED ENOUGH NOTIFICATION IF YOU CHANGE HOURS
- ➔ INVOLVE YOUR STAFF WHEN READY

WEEKLY SCHEDULE SAMPLE

Weekly Schedule Sample | Person with a regular weekly schedule (e.g., work or school)

	SUN	MON	TUES	WED	THURS	FRI	SAT
7 AM		Jason	Jason	Jason	Jason	Alicia	
8 AM							
9 AM	Lillian						Lillian
10 AM							
11 AM							
NOON							
1 PM							
2 PM							
3 PM							
4 PM							
5 PM		Alicia			Jason	Jason	
6 PM			Jason	Jason			
7 PM							
8 PM							
9 PM	Lillian	Alicia	Alicia	Alicia	Alicia		
10 PM						Jason	Lillian
11 PM							
MIDNIGHT							

SCHEDULING DAILY ROUTINES

CSIL EMPLOYERS GENERALLY HAVE A DAILY ROUTING THAT EMPLOYEES FOLLOW:

- ➔ USING A DAILY SIGN IN/OUT SHEET
- ➔ USING A TASK SHEET

DAILY SIGN IN/OUT SHEET EXAMPLE

Time Card

Employee Name _____ Month _____ Year _____

Please give to employer by the first day of the new pay period so payroll can be completed. Thank you

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

Sample pay stub

For Pay Period Ended: 07/15/2014

	Period	YTD		Period	YTD		Period	YTD
Day Shift	96.00	228.00	CPP	31.08	101.86	Gross Pay	773.76	2,932.80
Night Shift	329.28	1,399.44	EI	14.55	55.15	Withheld	-78.19	-247.72
OT-Day	72.00	144.00	Tax	32.56	90.71			
OT-Night	246.72	1,048.56				Net Pay	695.57	2,685.08
Vacation Paid	29.76	112.80	Withheld	78.19	247.72	EI Insurable Hours	60.00	
Gross Pay	773.76	2,932.80				Day Shift: 8.00 @ 10.00/Hr		
Vacation Earned	29.76	112.80				Night Shift: 32.00 @ 10.00/Hr		
Vacation Paid	29.76	112.80				OT-Day: 4.00 @ 10.00/Hr		
Vacation Owed		0.00				OT-Night: 16.00 @ 10.00/Hr		

TASK SHEET EXAMPLE

Sample Weekly Task Sheet							
Task	MON	TUES	WED	THURS	FRI	SAT	SUN
Personal Equipment							
<input type="checkbox"/> Clean wheelchair							
<input type="checkbox"/> Clean commode							
<input type="checkbox"/> Grooming							
<input type="checkbox"/> Bowel movement							
<input type="checkbox"/> Trach suction							
Cleaning							
<input type="checkbox"/> Clean/wipe out fridge							
<input type="checkbox"/> Clean bathtub/shower/tiles							
<input type="checkbox"/> Wash dishes							
<input type="checkbox"/> Change sheets							
<input type="checkbox"/> Clean toilet							
<input type="checkbox"/> Laundry							
Bedroom							
<input type="checkbox"/> Make bed							
<input type="checkbox"/> Put clothes away							

STAFF EVALUATION

BE A GOOD EMPLOYER → PROVIDE YOUR STAFF WITH REGULAR WRITTEN EVALUATIONS OF THEIR WORK PRODUCTIVITY AND BEHAVIOR

EVALUATION IS A TOOL TO:

DETERMINE JOB COMPETENCE

MOTIVATE THE PERSON TO DO BETTER

RECOGNIZE ACCOMPLISHMENTS

IMPROVE COMMUNICATION BETWEEN YOU AND YOUR STAFF

IDENTIFY TRAINING NEEDS

DOCUMENT UNSATISFACTORY PERFORMANCE.

HOW?

- CREATE YOUR OWN EVALUATION FORM BASED ON OURS AND/OR OTHER AREAS OF PERFORMANCE THAT ARE IMPORTANT TO YOU.
- EVALUATE ALL OF YOUR EMPLOYEES FAIRLY AND HONESTLY.
- MAKE TIME WITH EACH EMPLOYEE TO DISCUSS THEIR EVALUATION.
- ALWAYS FIND SOMETHING TO BE POSITIVE ABOUT AND LET YOUR EMPLOYEE KNOW.
- SET AN APPROXIMATE DATE FOR THE NEXT EVALUATION.
- FINISH WITH BOTH OF YOU SIGNING THE EVALUATION FORM.

Performance Evaluation Form Sample

Place an "X" in the box that best describes employee performance.
 5 = Outstanding 4 = Good 3 = Neutral
 2 = Needs Improvement 1 = Unacceptable

5 4 3 2 1

ATTENDANCE/PUNCTUALITY: Keeps to scheduled working hours and work days.

JOB DUTIES: Follows job description and described ways of performing tasks.

COMMUNICATIONS: Communicates clearly and respectfully; understands direction well.

QUALITY OF WORK: Produces excellent results vs. simply getting the job done.

QUANTITY OF WORK: Produces an acceptable amount of work within the allotted time and guidelines.

CONTRIBUTES TO POSITIVE WORK CLIMATE: Interacts well with fellow employees and/or with employer to create a pleasant work climate.

SELF-DEVELOPMENT: Analyzes own strengths and weaknesses, accepts constructive criticism.

CONFLICT RESOLUTION


DEALING WITH DISPUTES – A FEW HINTS!

- ✓ REMEMBER YOU'RE THE BOSS
- ✓ PICK YOUR BATTLES
- ✓ PRACTICE ASSERTIVE COMMUNICATION
- ✓ CHOOSE WHEN TO HAVE YOUR DISCUSSION



TERMINATING EMPLOYEES

EMPLOYMENT STANDARDS BC, TERMINATION FACT SHEET

1. BE PROFESSIONAL
 2. NEVER TERMINATE SOMEONE IN ANGER
 3. BUT IF SAFETY IS A CONCERN – TERMINATE IMMEDIATELY
- 

STEPS TO TERMINATE EMPLOYMENT

1. FOR AUTOMATIC DISMISSAL YOU NEED JUST CAUSE:

X ABUSE

X THEFT

X FRAUD

X BREACH OF DUTY

ETC.

WHAT ABOUT PLAIN OLD BAD PERFORMANCE?

PROGRESSIVE DISCIPLINE

GIVE THEM A CHANCE TO IMPROVE!!

- VERBAL WARNINGS
- WRITTEN WARNINGS
- FINAL WARNINGS

DOCUMENT- DOCUMENT - DOCUMENT

BEFORE TERMINATING CONSIDER:

- BROKE A SPECIFIC POLICY OR GUIDELINE?
- SPOKEN DIRECTLY WITH THE EMPLOYEE?
- INVESTIGATING THE DETAILS AND POSSIBLE REASONS?
- PROOF?
- PROVIDING OPPORTUNITY TO CHANGE?
- YOUR RECORDS?

TERMINATION PROCESS CONSIDER:

ARRANGE HOME SUPPORT SERVICES

HAVING SOMEONE WITH YOU

PERSONAL SAFETY

HAVING DOCUMENTS READY

RESPECT AND PROFESSIONALISM

DOING IT IN PERSON

BEING DIRECT AND CONCISE

PROVIDING ESSENTIAL INFORMATION

STAYING CALM

KEEP CONVERSATION ABOUT TERMINATION, NOTHING ELSE

LAST BITS!

1. TERMINATION PAY
HOW MUCH?
2. TERMINATION LETTER
3. DISPUTES?

Sample Termination Letter | After Warnings Given

July 31, 2010

Lillian Wei
333 3rd Avenue
Vancouver, BC V6X 5X5

Dear Lillian:

I am formally terminating your employment with me, two weeks from today. I met with you to discuss your chronic lateness on July 17th, 2005 and followed up with a written warning on July 22nd 2005. Unfortunately, you continued to be late. I am left with no other option, but to terminate your employment.

Please return your keys to me before you stop working for me.

I will send you a Record of Employment within five days of your last day of employment and a cheque for any vacation pay you are owed.

Sincerely,

John Stevens

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main title is centered in the upper half of the slide.

TERMINATING EMPLOYEES FOR MISCONDUCT

A SCENARIO

- CHRIS HAS LONG-TERM EMPLOYEE OF EIGHT YEARS, PATRICIA
- SHE ROUTINELY ARRIVES LATE (WHICH CAUSES DIFFICULTIES FOR THE PERSON ON THE PREVIOUS SHIFT)
- SHE IGNORES CHRIS WHILE SHE DOES THINGS SHE SEES AS MORE IMPORTANT
- SHE FORGETS TO DO ROUTINE TASKS
- SHE DISPLAYS A POOR ATTITUDE WHEN CONFRONTED ABOUT HER LACK OF INTEREST IN IMPROVING HER PERFORMANCE.
- CHRIS HAS TOLD PATRICIA VERBALLY, ON AT LEAST A HALF DOZEN OCCASIONS, TO ARRIVE ON TIME AND ATTEND TO HIM IN A TIMELY MANNER WHEN HE DIRECTS HER TO DO SO
- BUT THESE INSTRUCTIONS WERE NEVER PUT IN WRITING. IF ASKED, CHRIS PROBABLY COULD NOT RECALL THE SPECIFIC DATES OR TIMES WHEN MOST OF THESE WARNINGS WERE DELIVERED, ALTHOUGH HE KNOWS THEY HAPPENED.
- ONE DAY, PATRICIA COMES IN TEN MINUTES LATE FOR THE START OF HER SHIFT. WHEN CHRIS CONFRONTS HER, SHE RUDELY TELLS HIM TO “KEEP IT TOGETHER” AND TELLS HIM SHE’LL BE WITH HIM IN A MINUTE.
- THIS IS THE LAST STRAW FOR CHRIS. AT THE END OF THE DAY, CHRIS SPEAKS TO PATRICIA PRIVATELY AND TELLS HER THAT SHE IS TERMINATED WITH “JUST CAUSE”, MEANING HER EMPLOYMENT IS ENDED IMMEDIATELY WITH NO SEVERANCE PAY.
- SHE EXPRESSES HER CONCERN ABOUT FINDING A NEW JOB AT 60 YEARS OF AGE, BUT CHRIS HAS REACHED HIS LIMIT AND STANDS BY HIS DECISION.

DID CHRIS HAVE THE RIGHT TO DISMISS PATRICIA? IF NOT, WHAT ARE THE POTENTIAL CONSEQUENCES?

- AS AN EMPLOYER, YOU ARE GENERALLY RELIEVED OF THE REQUIREMENT TO PROVIDE A DISMISSED EMPLOYEE WITH NOTICE OR PAY IN LIEU OF NOTICE, WHERE THAT EMPLOYEE IS DISMISSED FOR MISCONDUCT SERIOUS ENOUGH TO MEET THE LEGAL STANDARD OF “JUST CAUSE.”
- JUST CAUSE CAN RANGE FROM A PERSISTENT INABILITY TO MEET THE STANDARDS OF THE JOB TO SERIOUS ACTIONS SUCH AS THEFT OR DISHONESTY.

WHERE THERE ARE PROBLEMS WITH AN EMPLOYEE'S PERFORMANCE, THE EMPLOYER MUST:

- ADVISE THE EMPLOYEE THEY ARE NOT MEETING THE REASONABLE STANDARD OF PERFORMANCE
- ENSURE THE EMPLOYEE HAS THE OPPORTUNITY TO IMPROVE THEIR PERFORMANCE
- ADVISE THE EMPLOYEE THAT FAILURE TO MEET THE STATED STANDARDS MAY RESULT IN TERMINATION

- THIS EXAMPLE HIGHLIGHTS THE IMPORTANCE OF DOCUMENTING EMPLOYEE ISSUES AND DOING APPROPRIATE RESEARCH BEFORE MAKING DECISIONS.
- HAD CHRIS FOLLOWED THESE STEPS, HE WOULD HAVE PROVIDED PATRICIA WITH CLEAR GUIDANCE ON HIS EXPECTATIONS, IN A WAY THAT WOULD INCREASE THE CHANCE SHE WOULD IMPROVE HER PERFORMANCE.
- HE WOULD ALSO HAVE THE DOCUMENTATION HE NEEDS TO JUSTIFY DECISIONS ABOUT HER EMPLOYMENT, IF SHE DID NOT IMPROVE.
- GIVEN PATRICIA'S AGE AND LENGTH OF SERVICE, THE ALTERNATIVE IS A LAWSUIT WITH A POTENTIALLY SIGNIFICANT JUDGMENT IN HER FAVOUR.

WHERE TO LOOK FOR INFORMATION AND GUIDANCE?

- ① EMPLOYMENT STANDARDS ACT
- ① HUMAN RIGHTS ACT
- ① WORKERS COMPENSATION ACT
- ① PERSONAL INFORMATION PROTECTION ACT
- ① OCCUPATIONAL HEALTH AND SAFETY
REGULATION

EMPLOYMENT STANDARDS ACT

GOVERNS MANY ASPECTS OF THE EMPLOYER-EMPLOYEE RELATIONSHIP, INCLUDING THE FOLLOWING:

- THE MINIMUM HOURLY AND DAILY WAGE TO WHICH EMPLOYEES ARE ENTITLED
- WHEN OVERTIME HAS TO BE PAID TO EMPLOYEES AND AT WHAT RATES
- WHEN EMPLOYEES MUST BE PAID THEIR WAGES AND WHAT INFORMATION MUST BE PROVIDED ON THEIR WAGE STATEMENTS
- THE RECORDS YOU ARE OBLIGED TO KEEP REGARDING YOUR EMPLOYEES
- WHEN EMPLOYEES ARE ENTITLED TO STATUTORY HOLIDAY PAY AND AT WHAT RATES
- HOW MUCH VACATION TIME AND PAY TO WHICH EMPLOYEES ARE ENTITLED
- WHEN YOU ARE REQUIRED TO PROVIDE EMPLOYEES WITH TIME OFF FOR LEAVES OF ABSENCE, SUCH AS MATERNITY LEAVE
- THE LEGAL MINIMUM AMOUNT OF NOTICE OF TERMINATION, OR PAY IN LIEU, TO WHICH EMPLOYEES ARE ENTITLED
- THE DEFINITIONS OF VARIOUS INDIVIDUALS EXEMPT FROM CERTAIN PROVISIONS OF THE ESA

THE *HUMAN RIGHTS CODE* (HRC)

DICTATES, AMONG OTHER THINGS, HOW YOU ARE ALLOWED TO TREAT EMPLOYEES WHO FALL INTO ONE OF THE PROTECTED GROUNDS:

- RACE, COLOUR, ANCESTRY, PLACE OF ORIGIN, POLITICAL BELIEF, RELIGION, MARITAL STATUS, FAMILY STATUS, PHYSICAL OR MENTAL DISABILITY, SEX, SEXUAL ORIENTATION, AGE, CRIMINAL CONVICTION (IF THE CONVICTION RELATES TO A MATTER UNRELATED TO THE PERSON'S EMPLOYMENT)

THE *HUMAN RIGHTS CODE* (HRC) IS DESIGNED TO PROHIBIT DISCRIMINATION, INCLUDING DISCRIMINATION IN THE AREA OF EMPLOYMENT. IT ALSO ESTABLISHES THE HUMAN RIGHTS TRIBUNAL AND SETS UP A PROCESS FOR MAKING AND RESOLVING COMPLAINTS OF DISCRIMINATION.

THE WORKERS COMPENSATION ACT (WCA) AND OCCUPATIONAL HEALTH AND SAFETY REGULATION (OHSR)

REQUIRE YOU TO DO SUCH THINGS AS:

- PAY INSURANCE PREMIUMS TO COVER YOUR EMPLOYEES IN THE EVENT OF A WORKPLACE ACCIDENT
- REPORT WORKPLACE ACCIDENTS AND INJURIES TO WORKSAFE BC

WCA AND OHSR:

- EXPLAIN THE RIGHTS AND RESPONSIBILITIES OF EMPLOYERS AND WORKERS AROUND WORKPLACE SAFETY
- SET OUT THE ADMINISTRATIVE PRACTICES AND REGULATION-MAKING AUTHORITY OF THE WORKERS' COMPENSATION BOARD (ALSO CALLED WORKSAFE BC).

WORKSAFEBC REGULATES WORKPLACE SAFETY, INVESTIGATES WORKPLACE SAFETY ISSUES AND PROVIDES COMPENSATION TO INJURED EMPLOYEES.

THE PERSONAL INFORMATION PROTECTION ACT (PIPA)

- GOVERNS THE INFORMATION YOU ARE ALLOWED TO COLLECT AND DISTRIBUTE ABOUT YOUR EMPLOYEES.
- ALLOWS YOU TO COLLECT INFORMATION ABOUT AN EMPLOYEE, WITH THEIR CONSENT, IF THE INFORMATION IS REASONABLE FOR THE PURPOSE OF ESTABLISHING, MANAGING OR TERMINATING AN EMPLOYMENT RELATIONSHIP.
- INCLUDES INFORMATION SUCH AS THE EMPLOYEE'S SOCIAL INSURANCE NUMBER (SIN) NUMBER, CONTACT INFORMATION AND OTHER PERSONNEL DETAILS.

IMPORTANT NOTE: PIPA GENERALLY REQUIRES YOU TO KEEP YOUR EMPLOYEE'S PERSONAL INFORMATION PRIVATE.

INCOME TAX ACT (ITA) / CANADA PENSION PLAN ACT / EMPLOYMENT INSURANCE ACT

- INCLUDES MAKING NECESSARY DEDUCTIONS FROM YOUR EMPLOYEES' PAY FOR INCOME TAX, CANADA PENSION PLAN (CPP) AND EMPLOYMENT INSURANCE (EI) PREMIUMS.
- THESE DEDUCTIONS ALSO NEED TO BE REMITTED TO THE CANADA REVENUE AGENCY AND A T4 SLIP MUST BE PROVIDED TO EMPLOYEES ANNUALLY SO THEY CAN FILE THEIR INCOME TAX RETURNS.

THE CANADA REVENUE AGENCY OVERSEES AND ENFORCES COMPLIANCE WITH THE *ITA*.

EMPLOYMENT INSURANCE ACT AND REGULATION REQUIRES YOU TO ISSUE A RECORD OF EMPLOYMENT (ROE) ANYTIME THERE HAS BEEN AN INTERRUPTION OF AN EMPLOYEE'S EARNINGS DUE TO A LEAVE AND WITHIN 5 DAYS AFTER THEIR EMPLOYMENT IS TERMINATED. THE ROE CAN BE FILED ONLINE WITH SERVICE CANADA.

- RECORD OF EMPLOYMENT GUIDE:

[HTTP://WWW.SERVICECANADA.GC.CA/ENG/EI/EMPLOYERS/ROE_GUIDE.SHTML](http://www.servicecanada.gc.ca/eng/ei/employers/roe_guide.shtml)

- HOW TO FILL OUT A T4 FORM: [HTTP://WWW.CRA-ARC.GC.CA/E/PUB/TG/RC4120/RC4120-12E.PDF](http://www.cra-arc.gc.ca/e/pub/tg/rc4120/rc4120-12e.pdf)

WEB LINKS FOR REGULATIONS & ACTS

- *A GUIDE TO THE EMPLOYMENT STANDARDS ACT (BC)*

[HTTP://WWW.LABOUR.GOV.BC.CA/ESB/ESAGUIDE/GUIDE.PDF](http://www.labour.gov.bc.ca/ESB/ESAGUIDE/GUIDE.PDF)

- *HUMAN RIGHTS CODE, R.S.B.C. 1996, C. 210*

[HTTP://WWW.BCLAWS.CA/EPLIBRARIES/BCLAWS_NEW/DOCUMENT/ID/FREESIDE/00_96210_01](http://www.bclaws.ca/EPLIBRARIES/BCLAWS_NEW/DOCUMENT/ID/FREESIDE/00_96210_01)

- *WORKERS COMPENSATION ACT, R.S.B.C. 1996, C. 492*

[HTTP://WWW.BCLAWS.CA/EPLIBRARIES/BCLAWS_NEW/DOCUMENT/ID/FREESIDE/96492_00](http://www.bclaws.ca/EPLIBRARIES/BCLAWS_NEW/DOCUMENT/ID/FREESIDE/96492_00)

- *PERSONAL INFORMATION PROTECTION ACT*

[HTTP://WWW.BCLAWS.CA/RECON/DOCUMENT/ID/FREESIDE/00_03063_01](http://www.bclaws.ca/RECON/DOCUMENT/ID/FREESIDE/00_03063_01)

- *WORKSAFE BC*

[HTTP://WWW.WORKSAFEBC.COM/](http://www.worksafebc.com/)

RECORDS

RECORD KEEPING IS REQUIRED BY:

- CANADA REVENUE AGENCY
- OFFICE OF THE INFORMATION AND PRIVACY
COMMISSIONER
- EMPLOYMENT STANDARDS BRANCH

The type of information that an employee file contains includes:

- ✓ Job description for the position
- ✓ Job application form and/or resume
- ✓ Employment Contract
- ✓ Performance evaluations
- ✓ Emergency contact information
- ✓ Information on salary and history (i.e., dates of salary increases)
- ✓ Copies of certificates of training that you paid for the employee to attend
- ✓ Letters of commendations (or other written form). If verbally provided, note the date and nature of the commendation in a log.
- ✓ Warnings or disciplinary actions (these should be removed from the file after a period of time if the employee's performance has improved). Always date the entries. You cannot make notes of this nature in the file, unless you have spoken to the employee first about the issue.



MOVING OR LEAVING CSIL

1. DISCONTINUING OR ALTERING CSIL
2. PORTABILITY OF CSIL IF YOU MOVE PERMANENTLY