



Employee Handbook

Revised: November 2011

To the world
you are one
but
to one Fairhaven
resident,
you are the world.



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An Attachment Package is provided at the back of the Employee Handbook. It is to be removed, completed and submitted to Occupational Health and Safety Specialist, Heather Ryner. Directions are included with the package.

Welcome to Fairhaven Employees

On behalf of the Committee of Management, the residents, the staff, and volunteers of Fairhaven, I would like to extend a very warm welcome to you.

Fairhaven, Peterborough's only not-for-profit municipal Long-Term Care Home, has been providing long-term care services since 1960. Over this time period, Fairhaven is proud to have been a first choice for both residents and employees.

Fairhaven has provided quality care to over three thousand residents who needed either long term or respite services. Programs are regularly reviewed and modified to ensure that services meet changing resident, family and community needs and Ministry of Health and Long-Term Care standards.

It is Fairhaven's goal to continue to be a leader in the provision of competent and compassionate care. Fairhaven works collaboratively with the local health service community to ensure that the needs of our existing and future residents are met within a network of comprehensive services.

Please review the material provided for you in this booklet thoroughly. It has been chosen to assist you in learning and understanding expectations for employees of Fairhaven. You will be supported further in your Fairhaven education when you are scheduled for a one day "General Orientation" session. Please bring your handbook, be prepared to participate, and have your specific questions answered. We are pleased you have decided to become one of the valued members of the care team of Fairhaven.

Joy L. Husak

Joy L. Husak
Executive Director

A. GENERAL INFORMATION ABOUT FAIRHAVEN

Building Layout

The Resident Home Areas (RHAs) are located on either side of the central core and are similar in layout. The offices and services located in the core area are listed below:

Level 1	Staff Entrance Nutrition Services Maintenance	Recycling/Waste Station Laundry Male Staff Locker Room
Level 2	Main Entrance Reception Foundation Office Administration Offices Family Support Office	Boardroom Great Room Café Lab Specimens/Supplies Chaplain and Social Worker
Level 3	Worship Centre Family Room Nutrition Services Manager Volunteer Office Housekeeping Services Supervisor First Aid Station (RN Office 3202)	Nursing Supply Resident Care Offices Recreation Office RAI/MDS Co-ordinators Oxygen Room
Level 4	Staff Lounge/Balcony Female Staff Locker Room Occ. Health and Safety Scheduling Office	Physiotherapy IT Support Payroll
Level 5	Beauty/Barber Dental Therapy Room	Volunteer Lounge Library/Book Exchange

Leadership Directory

Executive Director-----	Joy Husak
Director Corporate Services-----	Eric Lodgins
Director Resident Care -----	Sharon Drew
Senior Manager Human Resources-----	Liz DeCarlo
Finance Manager-----	Kerri Wellstood
Manager Support Coordinator-----	Jen Baro
Resident Care Manager-----	Betty Hazen
Resident Care Manager-----	Anne Florence
Resident Care Manager -----	Wendy Smith
Resident Care Specialist -----	Lori Rowsell
RAI Coordinators -----	Michelle Abrioux & Jamie Gee
Nursing Supply & Support-----	Tanya Esson

Physiotherapists-----	Kay Salcedo & Rasool Sharik
Social Worker-----	Susan Hill
Accountant-----	Doug Frost
Family & Client Relations Supervisor-----	Marilyn Young
Occupational Health and Safety Specialist-----	Heather Ryner
Nutrition Services Manager-----	Karen Lombardo
Dietician-----	Meaghan Wallace
Food Service Supervisor-----	Sheridan Cardwell
Programs & Volunteer Manager-----	Rhonda Lusic
Recreational Planner-----	Danielle Thomas
Chaplain-----	Heather McMillan
Building Services Supervisor-----	Randy Hauth
Housekeeping Services Supervisor-----	Lillian Horn
Human Resource Coordinator-----	Lana Jeater
IT & Scheduling Supervisor-----	Carrie Rombough

Overview of Fairhaven’s History

- 10 February 1960, first resident moved into facility at 131 Langton Street
- 26 May 1960, Official Opening of “Fairhaven Home for the Aged”
- 5 July 2001, Ground Breaking Ceremony for “new” Fairhaven
- 27 January 2003, residents occupy “new” Fairhaven at 881 Dutton Road in one-day move along a covered walkway between the two buildings – 1st resident to be admitted was number 2,355

Ownership of Fairhaven

The corporations of the city and the county of Peterborough own Fairhaven, 2/3 and 1/3 respectively.

Governance

The governing body of Fairhaven is the Committee of Management. This committee has a chairperson, vice-chairperson, treasurer and four other members. Four members are municipal councillors; two from the City and two from the County. The remaining three members are from the community at large.

The Committee of Management is responsible for governing and supporting Fairhaven's entire operation. Governance responsibilities include, but are not limited to:

- Determining Fairhaven's values, mission, and strategic directions
- Selecting an Executive Director and evaluating his/her performance
- Ensuring effective organizational planning

- Evaluating the effectiveness of Fairhaven's programs and services
- Enhancing the organization's public image
- Ensuring adequate resources and effective use of resources

Funding at Fairhaven

The City, County and Ministry of Health and Long-Term Care are paying Fairhaven's "mortgage".

There are only two sources of funding for operations at Fairhaven:

1. Ontario government through the Ministry of Health & Long-Term Care
2. Resident Co-Payments

Fairhaven Policies and Procedures

Employees have access to Fairhaven Policy and Procedure manuals. All material is available in printed and digital versions. Visit any of the Care Centres to view a copy of the following manuals:

- Administrative Policy and Procedure
- Infection Control Policy and Procedure
- Emergency Codes
- Occupational Health and Safety

Digital versions of these manuals are located on the Fairhaven network, Q drive in the "P & P" folder with the exception of Emergency Codes.

Uninsured or Optional Services

The resident may wish to pay for extra services which are arranged for by the Home or which the resident contracts for with an outside service provider. Examples of this type of service are:

Private telephone service	Cable TV
Hairdressing	Dry cleaning
Café	Social Pub
Taxi and/or transfer services	Specialized foot care services
Guest meals	Newspapers
Internet	Appointment Escorts
Catering services for family events, celebrations	
Friendly Visitors - Agency staff (See Policy AVI. r)	

B. OVERVIEW AND EMPLOYEE RELATIONSHIP

Mission, Vision and Core Values

Mission

Committed to enhancing the quality of life in a caring and safe environment

Vision

Recognized as a community leader in providing quality care through spectacular service, innovation and collaboration with our residents, clients, and staff

Core Values

Resident focused

Respect

Integrity

Enthusiasm

Innovation

.....Everyone Matters

Code of Conduct

Fairhaven recognizes that each employee is unique with individual gifts and personality. The Code of Conduct provided clear guidelines about Fairhaven's expectations for employee behaviours and deportment which will benefit the entire Fairhaven community. It is a condition of employment or placement that all employees, volunteers, and students sign a Code of Conduct agreement upon hire and annually thereafter. The Code of Conduct Agreement is Attachment A. This must be completed and turned in to the Occupational Health and Safety Specialist.

Ethics

Decision making practices of Fairhaven adhere to ethical principals and values. The ethical principles of Fairhaven are entrenched in the mission, vision and values of Fairhaven.

Confidentiality

It is a condition of employment or placement that all employees, volunteers, and students sign a confidentiality agreement upon hire and annually thereafter. Confidentiality Agreement is Attachment B. This must be completed and turned in to the Occupational Health and Safety Specialist.

Harassment and Discrimination Policy

As an employer, Fairhaven is committed to providing a work environment in which all individuals are treated with respect and dignity. Fairhaven is responsible for the prevention of harassment and discrimination. Refer to policy AIII p.16.

Violence in the Workplace

Fairhaven is committed to providing a safe work environment and has a zero tolerance approach to workplace violence. Zero tolerance means that every reported action of abusive/aggressive or threatening behaviour will be tracked and resolved based on individual facts. This policy will be reviewed annually, by the Workplace Violence Prevention Committee and endorsed by the Executive Director. Refer to policy All p.15.

Every employee shall sign the Covenant, Attachment C, making a commitment to the prevention of violence in the workplace. This must be completed and turned in to the Occupational Health and Safety Specialist.

C. COMMUNICATION

Communication with Residents

All staff needs to be aware that many Fairhaven residents are likely to exhibit some degree of impairment in their vision, hearing or cognitive abilities. As a result, the communication process can be difficult and takes skill and insight.

Fairhaven practices validation orientation versus reality orientation for our confused residents. This means that instead of bringing the resident back to reality we tend to support their current train of thought. For example, if the resident thinks that it is 1950, we do not insist that it is 2011.

Staff are to:

- Approach the resident face-to-face, at his/her level and establish eye contact
- Tell the resident who you are and why you are approaching
- Speak slowly and in a slightly lower tone of voice. Shouting is not generally helpful. If the resident is wearing a hearing aid, do not assume it is turned on
- Use gestures and/or physical cues to help the resident understand
- Use short sentences with the most important words at the end of the sentences
- If the resident does not understand your message, try again using different words and non-verbal clues
- **Be patient!** Give the resident extra time to respond to your communication. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.

Listening is a very important part of communication. It is one of the most important

things you can do for a resident. Taking the time to listen conveys a feeling to the person that he/she is important and that you care.

Communication with Families

Families of residents, and significant others, are encouraged to maintain an active relationship with Fairhaven residents. Creating a friendly and open atmosphere is important for establishing this good relationship. Positive involvement and interaction between the staff and the resident's family often means the difference between success and failure in the resident's adjustment to Fairhaven. Please keep in mind that any care or RHA functioning issues should be directed to the Registered staff responsible for the area.

Communication on the RHAs

Positive involvement and interaction between the staff and the resident's family often means the difference between success and failure in the resident's adjustment to Fairhaven. Please keep in mind that any care or RHA functioning issues should be directed to the registered staff responsible for the area.

Communication Binders

A communication binder is located in each resident home area and in each service department. Information specific to the RHA/department, as well as general staff information is added to the binders on an ongoing basis. Each staff member is responsible to read the communication binder to ensure that he/she is up to date with information relevant to their area.

Communication Folders

Communication folders are located in the filing cabinet of the Staff Lounge. The folder is used in a variety of ways as a tool to communicate changes and additions to your schedule, payroll and benefit information, and correspondence between employees. It is the responsibility of the employee to check your communication folder each time you are on shift.

Paging

Fairhaven's overhead paging system is to be used only when all other methods of reaching residents, staff or visitors have failed. The paging system will be used to inform residents and staff regarding special events. Refer to policy AIII p.42.

Suggestion Box

A suggestion box is located in the main foyer, level 2, near the vending machines. All employees, residents' family and visitors are encouraged to submit ideas, questions, or suggestion on the form provided. The suggestion box is emptied weekly and a response to each one is given.

Other Communication Tools

Fairhaven is committed to good communication and has a committee focussed on this planning and evaluation of this important function. Current events, news, updated information, and Ministry of Health and Long-Term Care required information can be found in these locations:

- Bulletin Boards
- Posted signs in “Magpie” holders such as those in the elevators
- Computer monitors at Reception and in each of the Dining Rooms – “Fairhaven TV”
- Fairhaven Website – www.fairhavenlhc.com
- Fairhaven Intranet – addresses given below under “Scheduling”
- Fairhaven Newsletters – “You’re in the Loop” and “The NEW VIEW”
- Door signs at the main and employee entrances for important events

For effective communication, both parties need to be actively involvement!

D. SCHEDULING AND TRACKING WORK HOURS



Hi, I’m Mary and I work at Fairhaven. I want to help you understand the things you need to know about your work schedule. Sometimes it makes a difference when you belong to one of the unions, CUPE or ONA, and when you are full-time instead of part-time. I will point these differences out as we go along.

Here is how you know when you are working

Staff schedules are available to all staff on the internal website at:

<http://remote1.fairhavenlhc.com> or <http://remote2.fairhavenlhc.com>

You will be given a “user name” and “log in” to the scheduling program on sign up day so you can check whenever it is convenient for you. For further assistance, contact IT Support at 743-0881 extension 217. In the Staff Room, there is a computer terminal and also a Scheduling Binder that shows the current schedule. You can use this any time you are on break to check on your schedule.

Using the Hand Punch to let Fairhaven know that you are at work

I try to arrive at work at least 5 to 10 minutes ahead of my scheduled start time. The hand punch records when I enter the building. My hand punch assures that I will be paid. I have to use the hand punch again at the end of my shift to record when I have left the building. This is important for payroll as well as in emergency situations to determine who is in the building at the time. There are examples below of what to do if you arrive or leave at a different time. When this occurs you must have approval from your supervisor, complete a form for scheduling, and still punch out as a time record.



Your Meal and Rest Breaks

Meal and rest breaks are set into your departmental schedule. You can take your breaks in the staff lounge or balcony (4th level). In good weather breaks may be taken outside. You are not to take breaks or consume food or beverages other than water in resident areas of the Home. If you are in one of the dining rooms feeding a resident, you may enjoy a complimentary coffee or tea. This promotes a nice dining atmosphere for the residents and staff.

You may take a meal break away from the Home but 15 minute rest breaks must be taken on Fairhaven property.

Other than meal and rest breaks, you are expected to be at your workstation at all times during a scheduled shift. If you think you need to be excused from your work responsibilities for any purpose, then you need to arrange prior authorization from your Manager or designate and completed the paperwork, if necessary.

What to do if you are late for work

Despite your best efforts, unforeseen circumstances may cause you to be late for your shift. You need to hand punch as usual when you arrive. If you are late by less than 5 minutes, your pay will not be reduced. When you are late, Fairhaven's Attendance Awareness Program alerts your manager or supervisor of the dates and times. As arriving at work on time is totally your responsibility, you will be told that a progressive discipline process has been started. If something happens beyond your control to prevent you from arriving on time, such as a traffic accident which delays you or forces you to take a detour, fill in a "Scheduling Change Record" during your shift, have it signed by your supervisor and submit to scheduling. Blank forms are located in the filing cabinet in the Staff Room.

What to do if you know you will be late for work

You are ready to leave home on time, for example, but your car won't start. Before you go to plan B for getting to work, call the Scheduler so he/she is aware you are on your way. When you arrive, do all of the things above – hand punch, and fill out the form.

Scheduler? Who is that?

Fairhaven has employees that are responsible for preparing and verifying the employee schedules. When they are not on duty, other employees look after immediate scheduling needs – mostly, filling shifts.

Here is that information:

Scheduling Responsibility	Assigned Times	Phone #	Extension
Scheduler Full time	0700-1500 hours	705-743-0881	222
Scheduler Part time	Wednesday 0700 until 1330 hours Thursday 0700 until 1330 hours Weekends 0700 until 1500 hours		275
Reception	Daily 1500 until 2015 hours		0
Admin RN	Daily 2015 until 0700 hours		223

What to do if you have to leave work early

Say you have a personal situation and cannot finish your shift. Unless the situation is urgent and a speedy departure is needed, you must let your supervisor know that you are leaving, complete a "Scheduling Change Record" and hand punch on your way out. If an emergency does exist, you must let your supervisor and Scheduling know you are leaving. The form can be filled out by your supervisor on your behalf.

If you do not do this, leaving early will show up on the Attendance Awareness report and be treated in the same way as arriving late. Do you see the pattern here? Let's move on to what happens if you are ill.

Too sick to come to or be at work

At Fairhaven we all want to be at work, having fun with the residents and making sure they receive good care; besides which, it helps to pay the bills. But there are times when we should not be here, when we have symptoms that could easily spread to those at work, especially the residents who are not able to easily fight off bugs. If you have symptoms such as fever, coughing, sneezing, vomiting, diarrhea or an infection such as pink eye, then it is Fairhaven's policy that you not come in to work. If you do, or if your symptoms begin at work, you may be asked to leave. Try to call in at least 4 hours before the start of your shift, in order to give the scheduler time to get your shift covered. You need to call each day you are scheduled to work. If your Doctor tells you that you will not be able to return to work promptly, you need to contact Fairhaven's Occupational Health and Safety Specialist at extension 224.

What about "Sick Leave"

Both union collective agreements have provisions for paid sick leave for full-time employees and non-union employees are given these same benefits. For specific information on the use of sick leave, please check your contract or Fairhaven's policy, *Non-Union Sick Leave*, All n.6. The ONA collective agreement refers to a "Short-Term Disability Program" rather than to sick leave.

What happens when you are no longer sick?

If you have been off work for four shifts (not days), then a Doctor's note is required upon your return to work. See policy All w.2.

If you have been off work longer than two weeks, then a Physical Demands Analysis form must also be completed by your Doctor stating you are fit to do your regular job. See policy All w.9.

Where you can find Scheduling Forms

Fairhaven administrative policies and forms are available on the Home's computer network. Go to: Q/P&P/Administrative or to Q/Master Forms/Scheduling. Printed copies of forms associated with scheduling availability and shift change are stored in the filing cabinet in the Staff Lounge on level 4.

How Job Postings Work

Jobs at Fairhaven are posted internally before external hiring is done. The posting board is located in the alcove by the stairwell on Level 4. New postings go up on Wednesday and come down the following Tuesday at 1445 hours, with the exception of posted Open Jobs which are up for 24 hours only. You can also see postings on the Fairhaven intranet. If you are interested, then you complete an application form and place it in the Job Posting Box, located beside the Posting Board. The name of the successful applicant is posted on Wednesday. It is your responsibility to check this board.



If you are successful, you will receive a Job Posting Availability Change Form if applicable. This does not apply to full time or preferred part time positions. The form is to be submitted to scheduling as soon as possible then the scheduler will revise your schedule. The faster you return the form the sooner the schedulers can book you additional shifts according to your availability in your new rotation.

Part-Time Employees and Availability

When you are part-time at Fairhaven, you are required to provide a certain number of days that you can be called in to work an extra shift. This provides coverage for when your fellow employees are off sick, on vacation, or attending education programs. The process and form will be provided for you during your sign up session.

Watch for Scheduling Chits

Chits are used by the Schedulers to inform you of additional shifts added to your schedules. This is based on the availability you have indicated. Chits are placed in your communication folder. You are responsible to check your communication folder on every shift worked. When you get a chit, you sign it and returned it to Scheduling. This is a confirmation that you are aware of the shift. Added shifts, which are given to you as per your availability, cannot be refused. In the event you are not able to work the shift,

Added Shift Chit	
Date:	
To:	
From:	Kathy Lorri
Added Shifts:	Date: Shift:
The above shift(s) have been added to your schedule per your availability. If you are unable to work the shift it is your responsibility to cover the shift yourself through the Shift Change Policy.	
Signature:	
Please Return to the scheduling office	

it is your responsibility to remove the shift from your schedule through the shift exchange procedure.

A chit will not be placed in your communication folder if you are not working prior to the additional shift given. In this situation, a scheduler will notify you by phone of the added shift. If a message is left on your answering machine, it is your responsibility to call Scheduling to confirm the booking.

Shifts are distributed according to CUPE collective agreement by your availability and added shifts are your responsibility. If you are unable to work the shift, it is your responsibility to ensure the shift is covered through the shift exchange process.

How to Arrange a Shift Exchange

Sometimes I am scheduled for a shift on a day when something else is happening. In this situation, Fairhaven allows me to arrange a trade with another employee. Both of us are required to sign a "Shift Exchange Form" and submit it to the Schedulers. You are entitled to four shift exchanges per four week posted schedule. This number is inclusive of the two shift "Give Aways" in a four week posted schedule. Detailed information is on the form including the proper notice period required.

What happens when I need to attend a Medical Appointment

You are expected to book appointments in off hours whenever possible. If this is not possible you must contact the Occupational Health and Safety Specialist and request the time necessary to attend the appointment. You will be required to provide an appointment card as verification. See policy All w.6.

How you get time off when a family member is sick

A number of days are provided for all Ontario employees to care for family members when no-one else is available. You are required to give the Scheduler notice to allow coverage – at least 4 hours before the start of your shift.

How you get time off when a family member dies

Fairhaven has bereavement leave of absence for you to make arrangements and to attend the funeral in the event of a death in your family. "Days", in the table below, refers to consecutive days after the death. There are small differences for RNs according to their collective agreement.

Days	Relative
7	Your spouse, same sex spouse, common-law spouse, son or daughter, step-son or step-daughter
3	Your mother, father, sister, brother, or grandchildren
1	Your grandparents, in-laws, (mother, father, brother, sister,

	daughter, or son), aunt, or uncle
--	-----------------------------------

You are paid for missed shifts when this time is needed to fulfil the above obligations. You need to notify the Scheduler as soon as possible of the need for leave so shifts can be covered.

Extra leave of absence without pay may be granted for travelling time to attend the funeral. This period of time will be agreed upon between you and the Human Resource Co-ordinator.

Arranging Your Vacation

When you are a full-time employee, you are entitled to an annual vacation with pay calculated according to your collective agreement or hiring agreement.

Part-time and student employees are entitled to payment in lieu of vacation based upon a formula of two (2) percent of their earnings, for each five (5) days of entitlement for a period of employment from the date of last hire.

The vacation year at Fairhaven is based on the calendar year. The period for booking vacations is explained in your collective agreement and the number of employees who can be off at the same time varies by department.

Vacation Payments:

For CUPE employees:

Full and preferred employees receive their vacation pay when they take their actual vacation.

Part time employees will receive their vacation pay closest to February 1st of the following year. It is not paid out at the time you take vacation.

For ONA employees:

Full and part time employees receive their vacation pay when they take vacation.

What happens if you are required to be on Jury/Witness Duty

This occurs rarely in our community. There are provisions in the collective agreements to cover this situation.

Information for you about Leaves of Absence

Medical/Non Medical Absences:

You are required to submit a Doctor's note to the Occupational Health and Safety Specialist for all absences in excess of three shifts regardless of reason. The medical note must be submitted prior to the first shift worked upon your return.

Maternity/Paternity Leave of Absence:

Again you need to get a medical note for the Occupational Health and

Safety Specialist prior to the leave of absence. Once your child is born, call the Occupational Health and Safety Specialist to notify her of the delivery date. The Home requests as much notice as possible when you have determined a return date. Please contact the Occupational Health and Safety Specialist to provide your return date.

Personal Leave of Absence:

If you wish to arrange a personal leave of absence, this must be pre-approved by your Manager. A copy of the approved leave is forwarded to the Human Resource Coordinator.

Education Leaves:

Again an education leave needs to be pre-approved by your Manager. The Manager requires:

1. A copy of registration prior to start date
2. A copy of your proposed availability during the leave, including extra availability during school breaks such as Christmas.
3. The start and end dates of your course and/or consolidation.

Pre-approval and the above information are required for each school year. A copy of approval is forwarded to the Human Resource Coordinator.

Scheduling cannot accept notes or verbal changes to the original approval for a leave.

Information about Fairhaven's Attendance Awareness Process

This process is very important for you to understand. One of your most important responsibilities as a Fairhaven employee is to be at work when scheduled and to be punctual. The Attendance Awareness helps you and your manager be mindful of this duty. Fairhaven has an acceptable standard for attendance. Everyone is expected to meet this benchmark or do better – even our Executive Director! You will learn more about the process at General Orientation and be given copies of the Home's Administrative policies, Attendance Awareness Process, All p. 21, and Absenteeism – Culpable, All p.22.

Employee Assistance Program

Say you are having trouble with one of your kids and this has caused you to leave early to get them at school when you should have been working. Then there have been a couple of days when you have called in because school wasn't going to be an option. Fairhaven has an Employee Assistance Program (EAP) to help you cope with a variety of tough situations. There are EAP brochures and business cards in many staff locations and the service is confidential. Fairhaven has other benefits for employees as well.

E. BENEFITS

Fairhaven Employee Benefit Plan

Fairhaven fulltime staff are entitled to the following benefits, Semi Private/Extended Health Care/Dental coverage, also Group Life Insurance, Short Term Disability (Registered Nurses only), and Long Term Disability plans. The Ontario Municipal Employees Retirement System (OMERS) is the pension plan which is in place at Fairhaven; enrolment is mandatory for fulltime staff and optional for part-time. Please refer to your Collective Agreement for clarification of your benefit programs.

All staff, have access to an outside Employee Assistance Program. Detailed information is available through the Human Resource Department.

Employee Discounts

Fairhaven Employees receive discounts through an Employee Purchasing Program made available through our Silver Group Purchasing program. Employees benefit through discounts at various companies and services including The Brick, Colour Your World, and Rogers. A full updated list with details is available in the staff lounge.

F. TRAINING/EDUCATION

Mandatory staff education takes place annually. Staff are notified by Scheduling and paid for attending.

General orientation, for all new staff, is a paid full day event that is held approximately every 2 months.

Individual seminars related to the employee's work here at Fairhaven are granted on a case-by-case basis. The request for the seminar is given to the manager who grants or denies the request.

G. GENERAL EMPLOYMENT INFORMATION

Dress Code and Personal Appearance Policy

Fairhaven staff and volunteers are expected to maintain, at all times, a professional and competent image through their conduct, personal appearance, and mode of dress. Proper Fairhaven identification must be worn at all times while on duty.

Jewellery is to be removed during working hours; this includes dangling earrings, bracelets, and rings. Refer to Policy All p.6.

Smoke Free

Fairhaven is a smoke free environment. Smoking is permitted outside the building at a distance of not less than 9 meters from the entrance.

Staff are not permitted to smoke while on duty except during scheduled breaks. A staff smoking area is located by the staff entrance. Smoking by staff is allowed only in the designated smoking area. Please keep this area clean. Refer to policy OH-V c.

Residents are not allowed to smoke in the building. If you observe such action, ask the resident to stop immediately and report the incident to the unit Registered nurse. Residents have a designated smoking area at the front of the building. Refer to policy OH-V e.

Drugs and Alcohol

The use of drugs or alcohol while on the premises is strictly forbidden. If an employee is found with drugs or alcohol in their possession while on duty they will be suspended, with pay, pending an investigation.

Arriving to work for a scheduled shift while under the influence of drugs or alcohol is cause for immediate suspension, pending an investigation.

Parking

There is designated parking for staff in the lower parking lot and along the outer area of the upper parking lot. There are designated parking areas for disabled visitors, family or volunteers. During winter months the night staff are asked to park in the upper level so proper snow removal and sanding can be done in the lower parking lot prior to the start of the early morning shifts.

Accepting/Giving Gifts

Employees and volunteers must not solicit and/or accept monetary gifts, or significant gifts-in-kind, from residents, residents' families or residents' significant others, and from suppliers.

Questionable and unusual circumstances concerning gifts to employees or volunteers, or gifts of an excessive value, are to be referred for consideration to the Executive Director.

A token gift of appreciation to an individual or a group of employees and/or volunteers is acceptable. Token gifts should not exceed \$20.00 in value.

Cards and letters recognizing outstanding service are most acceptable.

Collections

Employees wishing to take up a collection for other staff must first have permission from the Executive Director.

Lockers and Personal Property

Lockers for female employees are located on level 4 and for males on level 1. It is the responsibility of the staff member to provide his/her own lock in order to secure their personal items. A list of lockers is kept by the Occupational Health and Safety Specialist as to which ones are empty. Personal items are not permitted in work areas. Staff lunches must be stored in lockers or in staff lounge fridges. Dining room fridges are for resident items only.

Scent Policy

All staff and volunteers are expected to abide by the Home's mandate of providing a scent free environment in which our residents live and staff work. Refer to policy OH-V s.

Dining Room Experience

Table service in the dining room shall be courteous, pleasant, unhurried and efficient, ensuring that residents are offered desired portions of safe, palatable, nutritious, appealing food and fluids in sufficient quantity to meet their nutritional needs and individual care plan. The Home must offer a minimum of 3, supervised meals per day, in a dining room unless otherwise stated in the residents particular care plan. For example: residents on tube feeds.

Food Consumption by Staff

Employees supply their own food to be consumed while they are on scheduled breaks and Fairhaven provides appropriate space for meals to be stored, heated and consumed in the staff lounge. Employees are not to consume resident's food except for special occasions as identified by the Executive Director.

Volunteers

Volunteer involvement is valued and encouraged throughout Fairhaven, within appropriate programs and activities. Volunteers contribute their time, skills, talents and knowledge to enhance the quality of life of the residents, and to augment the services of Fairhaven. Fairhaven encourages teamwork of the paid staff, volunteers, and families in order to provide high quality service in fulfilling the mission of Fairhaven. All volunteers work under the direction of the Programs and Volunteer Manager and can be identified by their red name badges. Lockers are provided for volunteers and are located on level 5 by entrance to Westview 5.

Students/Teen Volunteers

The Home provides co-operative, job experience placements for local high schools, community colleges, and other community agencies. Employees are encouraged to make all placement participants feel that they are part of the Fairhaven team. The Summer Volunteer Program runs during July and August for teens 13-18 years of age. Teens can be identified by their coloured Fairhaven T-shirts and blue name tags.

H. SAFETY AND SECURITY

Safety and Security

The Home has strategies designed to reduce and control actual or potential risks to the safety, security, welfare and health of residents, staff volunteers and visitors.

WHMIS

Workplace Hazardous Materials Information System (WHMIS) is a national system developed to ensure the provision of information on hazardous materials to all employees in the workplace. Fairhaven maintains a master information binder in the Riverside 3 Conference Room, Occupational Health and Safety office as well as the Maintenance Department. There are departmental specific binders in Laundry, Nutrition and Housekeeping Services, and all Nursing Care Centres. WHMIS training is provided at General Orientation sessions and mandatory, annual staff education sessions.

Reporting Accident/Injuries

All workplace accidents/injuries must be reported at the time they occur. An Employee Incident Report form is to be completed and handed to the Admin RN or department manager. These forms are found at each nursing care centre, as well as in the file cabinet in the staff lounge. The forms are to be signed by the injured employee. Investigations of the accident/incident will be done by the department manager.

Workplace Violence

Fairhaven has a zero tolerance for workplace violence. Any incident of such should be reported on the Workplace Violence Reporting form.

Emergency Codes

An Emergency Code manual is found in each nursing station as well as in each Manager's office. We refer to our disaster codes by colours:

Orange - External Disaster
Blue - Medical Emergency

White - Violent/Threatening Person
Black - Bomb Threat

Red - Fire
Green - Evacuation
Purple - Power Outage/Blackout

Yellow - Missing Person
Brown - Hazardous Material Spill

Training on the disaster codes is provided during General Orientation as well as Staff Education. All staff must participate in any mock codes. Fire drills will be done monthly, on all shifts. Complete Attachment D, Code Red Quiz. This must be turned in to the Occupational Health and Safety Specialist.

I. COMPUTER AND TECHNOLOGY

Use of Fairhaven Equipment

Fairhaven provides computers, internet services, email, networks, telephones and other electronic devices and services as important tools to support Resident's needs. It is the responsibility of each employee to ensure Fairhaven's communication systems are used for authorized purposes only in accordance with our policies. Ethical use of all devices is an expectation of each employee. Fairhaven reserves the right to monitor activity of all users.

Personal Cell Phone Use and Personal Phone Calls

Receiving personal phone calls while on duty is discouraged except in the case of an emergency. Messages are not taken for employees. If the call is of an urgent matter, an overhead page will be made so the employee may take the call.

****Personal cell phones should not be carried or used by staff while on duty
The carrying of and use of all devices while on duty is prohibited.**

Fax/Photocopying

Fairhaven has a photocopy/fax machine in the reception area, the fax number is 705-743-6292. Personal faxing or photocopying can be left with the receptionist and will be completed for a nominal charge. Except with permission, use of the fax machine is restricted to Fairhaven business. The photocopiers at the Care Centres are not for personal use.

J. PERFORMANCE EXPECTATIONS

Employees are given job descriptions for their classifications or roles at the time of their initial interview. They are asked if they understand and if there are any items or tasks noted that are cause for concern. Once employed, probationary employees are monitored for suitability for the specific position, meeting standards of performance, and attendance. If there are issues, your manager will note and counsel you on areas requiring improvement. Any of these areas can be cause for employment termination, however, Fairhaven's hope and intention in working with our staff, is to address performance issues and correct them, whenever possible.

K. RISK MANAGEMENT

Resident Abuse

Fairhaven has a zero tolerance toward abuse of any kind. If you witness an incident of abuse, it is your responsibility to inform the abuser of his/her inappropriate behaviour and to report it to the Registered Nurse on the RHA or your Department Manager as soon as possible. Should an employee fail to comply with this policy, he/she will face disciplinary procedure. Refer to policy AVI a.4. See Attachment E, Non-Abuse of Resident Agreement. This must be completed and turned in to the Occupational Health and Safety Specialist.

Resident Rights

Fairhaven fully respects and promotes the rights of residents as expressed in the Long-Term Care Homes Act, 2007 (Bill 140), including but not limited to the right to be treated with courtesy and respect, to be protected from abuse, not to be neglected and to live in a safe and clean environment. Resident rights are also posted in the reception area. Refer to policy AVI a. See Attachment F, Resident Rights Quiz. This must be completed and turned in to the Occupational Health and Safety Specialist.

Risk Management

Risk management measures are in place to reduce and control actual or potential risks to the safety, security, welfare and health of residents, staff, volunteers, and visitors or to the safety and security of the facility.

Fairhaven expects all staff to promote and maintain the health and well being of all residents both on and off Fairhaven property. Staff are advised to keep a nurturing and friendly yet professional relationship with all residents and families.

Whistle blowing empowers and enables employees, family members, volunteers and physician and to raise serious concerns within Fairhaven rather than overlooking a problem or “blowing the whistle” outside. Refer to Administrative Policy AIII a.1.

L. LEGAL ISSUE

Witnessing Legal Documents

Staff members are not permitted to witness legal documents, even at the request of a resident, family member, lawyer or other visitor. All such matters must be referred to the Executive Director, or designate.

Media Relations

All requests from the media must be directed to the Executive Director or

designate.

M. INFECTION CONTROL

Hand hygiene is the single most important factor in preventing the spread of infection. This applies to all staff. Hand hygiene includes the following:

- Thorough washing with soap and water if hands are visibly soiled
- Use of antibacterial hand sanitizer before and after contact with residents, their belongings, and surfaces residents contact
- Restriction of jewellery to a plain wedding band only
- Artificial nails or nail enhancements are not to be worn by those working in service departments or resident care areas.
- Nail polish may only be worn by employees in positions not involving resident care. If worn, nail polish must not be chipped.

Proof of Mantoux testing for TB is mandatory upon hiring. A prior test must be valid within 30 days of providing proof. Refer to policy All w.1.

In the event of an outbreak, staff who work at more than one facility are required to choose to work at one facility only during the course of the outbreak.

N. HANDBOOK DISCLAIMER

Please read this handbook carefully.

You are asked to confirm that you have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of your employment with Fairhaven.

To demonstrate learning, an Employee Handbook Quiz is included as Attachment G. This must be completed and turned in the Occupational Health and Safety Specialist.

If you have questions or concerns at any time about the handbook or the policies and procedures, you are to consult your immediate supervisor or Manager.

Updated Information:

This handbook will be revised periodically. Updated information is communicated as it occurs – posted, included in pay envelopes, in Communication Binders, etc.

You may access an updated copy of the handbook by contacting Heather Ryner, Occupational Health and Safety Specialist.

A digital version, in Microsoft Word, is available on the Fairhaven network at:

Q/Master Forms/Admin P & P/ Employee Handbook

You may also access the handbook from the Fairhaven website or intranet. It is provided in these locations in Acrobat Reader format (as a "pdf" file).

Finish the attachment package by signing the Handbook Disclaimer, Attachment H. This must be completed and turned in to the Occupational Health and Safety Specialist.

ATTACHMENT PACKAGE CONTENTS

- A** Code of Conduct Agreement
- B** Confidentiality Agreement
- C** Staff Commitment to Prevention of Violence in the Workplace Form
- D** Code Red Quiz
- E** Non-Abuse of Residents Agreement
- F** Resident Rights Quiz
- G** Employee Handbook Quiz
- H** Employee Handbook Disclaimer

DIRECTIONS FOR COMPLETING ATTACHMENTS

WHEN:

For New Employees

The package of completed attachments must be submitted within 2 weeks of hire.

For All Other Employees

The package of attachments is to be completed annually and returned on or before Labour Day. Blank forms will be made available during the summer for this purpose.

WHERE:

These must be completed and turned in to Heather Ryner, Occupational Health and Safety Specialist, at her office, 4202, or to her mail slot at Reception. A reminder of this is at the bottom of each page of attachments.

REMINDER:

Make sure that your name and the date of signature are included on each page.



Attachment A: Code of Conduct Agreement

Between Fairhaven and _____
Print Name

Check appropriate box: Employee Volunteer Student
 Other _____

I understand that as a member of the Fairhaven Care Team, my words and actions reflect on the Home both while I am on duty as well off duty in the wider community that is served by Fairhaven.

By my signature below, I indicate my agreement with the following:

1. I have read and understand Fairhaven's Code of Conduct, Alll p.2.
2. I agree that situations involving other care team members who do not follow the Code of Conduct must be reported to a member of the Leadership team.
3. I understand that this policy covers a number of areas of responsibility for every care team member including:
 - a. Confidentiality of Information - Resident, Employee, and Corporate
 - b. Communicable Disease
 - c. Personal Presentation
 - d. Chain of Command
 - e. Abiding by the Law
 - f. Interpersonal Relations
 - g. Respect for Property
 - h. Off Duty Conduct
4. I know that failure to comply with this policy may lead to discipline up to and including dismissal.

Employee's Signature

Date

This must be completed and turned in to Heather Ryner, Occupational Health and Safety Specialist, at her office, 4202, or to her mail slot at Reception.

Attachment B: CONFIDENTIALITY AGREEMENT

Between Fairhaven and _____
Print Name

Check appropriate box: Employee Volunteer Student
 Other _____

I understand that, as a member of the Fairhaven care team, I will have access to personal information about residents, staff, and/or the Home which is of a private and confidential nature. I know that Fairhaven has a confidentiality policy which I have read and agree to follow.

I agree to:

- a. Respect the privacy of residents, their families, and other employees/volunteers.
- b. Refrain from discussing such information with other volunteers, employees, residents, and other persons, except during professional meetings and that discussions in the line of any Home matter pertaining to the resident and his/her care shall not be done in public places, or areas where others present are able to overhear the conversation.
- c. Treat the Home's administrative, operational, and Foundation information as confidential.
- d. Utilize all safeguards in place at Fairhaven to keep personal information private. I.E. secure storage, passwords, privacy folders
- e. Ensure that personal information is not left or displayed where others can view it.
- f. Report breaches or suspected breaches of confidentiality immediately.
- g. Follow Fairhaven policy and procedures for releasing confidential information.

I understand that violations of privacy and confidentiality are subject to discipline and include but are not limited to the following:

- a. Seeking out information beyond what is required to fulfil my duties or to which I am currently authorized.
- b. Misusing or disclosing confidential information without proper authorization.



Employee Handbook Attachments

Continued over...



- c. Disregarding the use of designated privacy safeguards.
- d. Altering private information without proper authorization.
- e. Disclosing to another person my user name and password to enable unauthorized access to confidential information.

I agree to access, use, and transmit private and confidential information using Fairhaven authorized hardware, software, or other equipment as required by the duties of my position.

I understand and agree to abide by the conditions in this agreement which will remain in force even if I cease to have an association with Fairhaven.

I understand that if any of these conditions are breached, I may be subject to disciplinary action that may include termination of employment without notice.

Signature

Date

Name of Witness

Signature of Witness

**Attachment C: STAFF COMMITMENT
TO PREVENTION OF VIOLENCE IN THE WORKPLACE FORM**

NAME: _____ DATE: _____ *(Print neatly)*

COVENANT

- We commit to treating residents and staff in a dignified manner that conveys respect for the abilities of each other and a willingness to work as a team of equally valued partners.
- We promote an atmosphere of collegiality, cooperation, and professionalism.
- We demonstrate empathy, compassion and respect in our interactions with others and are always polite and courteous.
- We consistently adhere to all the rules and regulation of Fairhaven.

Statement of Commitment

I, the undersigned, have been made aware of Fairhaven's Code of Conduct, the Covenant, and the Workplace Violence Prevention Policy.

I commit myself to adhering to these policies as now published.

I understand that failure to comply with either or both of these policies may lead to disciplinary action, up to and including termination of my employment.

I understand that this Commitment shall be signed by every employee.

Employee's Signature

This must be completed and turned in to Heather Ryner, Occupational Health and Safety Specialist, at her office, 4202, or to her mail slot at Reception.

Attachment D: CODE RED QUIZ

NAME: _____ DATE: _____

1. What does Code Red signify?
2. If you see a fire in a resident's room and the resident is inside what do you do?
 - a) The room is engulfed in flames?

 - b) The fire is contained to a small waste paper basket?
3. What is the acronym (word made of letters) that we follow during a fire drill?
4. What does the E stand for in REACT?
5. What is the acronym for using a fire extinguisher?
6. What is the first thing you do when you grab a fire extinguisher and plan to use it?
7. Will a fire extinguisher work upside down?
8. When there is a fire, there is an order to evacuate resident rooms?
First-

Second-
9. When we evacuate people which ones do we evacuate first (based on their condition)?
10. If the fire is at the end of the hall and we evacuate residents we have to move them at least this far? What must we pass?

Attachment E: NON-ABUSE OF RESIDENTS AGREEMENT

Between Fairhaven and _____
Print Name

Check appropriate box: Employee Volunteer Student
 Other _____

It is the policy of Fairhaven that any form of abuse toward a resident by an employee, volunteer, student or other care team member, whether it be through neglect or physical, psychological, material or other type of abuse, is forbidden and is subject to disciplinary action up to and including immediate discharge.

Fairhaven has the primary purpose of providing quality care to each of its residents which will result in a rewarding work environment for staff.

It is the right of the resident to be sheltered in a clean, safe, and caring environment which all staff have a moral and professional responsibility to preserve.

All work activities are to reflect the unique rights, dignity and overall safety of the resident.

No staff member can condone or excuse any act of abuse of a resident.

Staff may be subject to physical or psychological harm from residents and should report to their supervisor any situation or instance which may give good reason to feel at risk. Physical or psychological harm from residents cannot be used as defence for abuse of residents.

Employee's Signature

Date

Attachment F: RESIDENT'S RIGHTS QUIZ

NAME: _____ DATE: _____

1. Where would you find a copy of the Resident's Rights posted?
2. What manual would you look in to find a copy of the Resident's Rights?
3. Circle which one of the following statements you would find in the bill of rights?
 - a. Every resident has to right to leave at any time he/she feels like it.
 - b. Every resident has the right to be protected from abuse.
 - c. Every resident has the right to have steak.
 - d. Every resident has the right to live in a safe and clean environment.
 - e. Every resident has the right to a private room.
 - f. Every resident has the right to exercise the rights of a citizen.
 - g. Every resident has the right to keep his/her money and spend it how he/she wants.
 - h. Every resident has the right to have his/her lifestyle and choices respected.
4. The Residents Rights is found in which government act?
5. How many rights are in the bill of rights?
6. Residents are not allowed to see a copy of the bill of rights. True or false?
7. A family member is not allowed to see a copy of the bill of rights. True or false?

Attachment G: EMPLOYEE HANDBOOK QUIZ

NAME: _____ DATE: _____

Circle the correct answer or fill in the blank.

1. *True or False* A doctor's note must be produced after an absence of 4 shifts.
2. *True or False* When you work a six hour shift you are entitled to a ½ hour lunch and two 15 minutes breaks.
3. *True or False* Jeans are allowed as standard dress at Fairhaven.
4. *True or False* Sleeveless tops are allowed as dress at Fairhaven.
5. *True or False* Smoking is allowed in the building.
6. *True or False* Dining room fridges are for staff lunches.
7. *True or False* Cell phones are allowed to be carried while on duty.
8. WHMIS stands for _____
9. Code Black is what type of emergency? _____
10. Code Brown is what type of emergency? _____
11. What is the single most important factor in preventing the spread of infection? _____
—
12. The Family Room is on the _____ floor?
13. What is the Senior Manager Human Resource's name? _____
14. What is Fairhaven's Dietician's name? _____
15. What does JHSC stand for? _____
16. What is Fairhaven's Executive Director's name? _____
17. List one of Fairhaven's Core Values? _____

This must be completed and turned in to Heather Ryner, Occupational Health and Safety Specialist, at her office, 4202, or to her mail slot at Reception.



Attachment H: EMPLOYEE HANDBOOK DISCLAIMER

Name: _____ (Print neatly)

Date: _____

My signature below indicated that I:

1. have read the Fairhaven Employee Handbook,
2. understand the contents of this handbook, and
3. will act in accord with these policies and procedures as a condition of my employment with Fairhaven.

I understand that if I have questions or concerns at any time about the handbook or the policies and procedures, I will consult my immediate supervisor or Manager.

Signature: _____