

F A I R H A V E N



Quality Living since 1960

Employee Handbook

131 Langton Street
Peterborough, Ontario
K9H 6K3

Directory

Fairhaven is a Municipally owned Non-profit Long Term Care facility established in 1960. Because the needs of senior citizens and disabled persons in our community are always changing Fairhaven regularly reviews and remodels programs and services. Through revenue received from the Province of Ontario, the residents and fund-raising initiatives, Fairhaven is able to keep up with these emerging challenges.

The homes services are designed to ensure their needs are met and that their individuality and independence are maintained. Staff are deployed in response to the assessed medical and social requirements of our residents and within the resources available.

The centre has four resident care units with a number of sub-units

Unit	Sub-unit	Floor
Riverside	Riverside A Wing	1
	Riverside Special Care	1
	Riverside E Wing	1
Hillcrest	Hillcrest A Wing	2
	Hillcrest E Wing	2
Gardencourt	Garden Court Male C Wing	1
	Garden Court Female C Wing	1
	Garden Court Extension	1
Westview	Westview F Wing	1
	Westview D Wing	1

General and Staff Information

Residents are admitted to the various units according to their needs. Ranging from limited support to full care. The Home has two Special Care Units, where programming is designed specifically to meet the needs of cognitively impaired residents.

Fairhaven staff provide each resident with the opportunity, support and encouragement to assist them to meet their individual goals.

Fairhaven encourages each resident and his/her family to feel comfortable in asking questions or bringing forward suggestions and concerns. The following persons are available to help residents; family and staff address concerns and improves service.

Executive Director	Deborah Hammons
Director of Operational Services	Kathy McCracken
Manager of Plant and Property	Gary Bridle
Manager Environmental Services	Cathy Butler
Manager Resident Services	Lyndia Hancock
Manager Clinical Services	Susan Day
Manager Human and Information Resources	Lori Richey
Manager Total Quality Services, And Safety Programs	Carol Ross
Finance Services Leader	Doug Frost
Manager Nutrition Services	Gerry Bencze
Human Resource Specialist	Lana Jeater

Home Ownership And History

Fairhaven is a joint venture of the City of Peterborough and the County of Peterborough. The centre is two-thirds owned by the City and one-third owned by the County. This agreement took effect January 1st 1973. From 1960 to 1972, the centre was the sole responsibility of the City of Peterborough.

Fairhaven was built in three phases. The original building consisting of A, B, C and D Wings, the first resident moved in on February 10th, 1960 and the centre was officially opened May 26th, 1960. In 1975, E Wing was completed and in 1987, F Wing became home to 24 residents requiring heavier care. In 1987 a new main dining room was added and the old dining room was renovated for use as an auditorium.

July 1st, 1993, Fairhaven was officially re-classified as a long-term care facility. The primary purpose of such a facility is to provide care and services, which cannot be met through in-home community services. A \$4 million fire and life safety retrofit upgrade was in 1997.

Committee of Management

The governing body of Fairhaven is the *Committee of Management*. This committee has a chairperson, a vice-chairperson and four other members. Four members are elected members of Peterborough County and City councils.

The Committee of Management, as it deems appropriate, utilizes sub-committees for specific tasks. Sub-committees are composed of Committee of Management members; staff and community-based individuals who are able to contribute identified specific expertise.

The Committee of Management meets monthly.

Breaks and Meals

All meal breaks (taken on site) and rest breaks are to be taken in accordance with departmental schedules. Staff are expected to take breaks in the staff dining room. In good weather breaks may be taken outside. Any employee planning to take a meal break away from the centre must advise his/her director or immediate supervisor and must sign out.

Communication with Residents

All staff need 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.

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.

Conduct

The home has reasonable rules for conduct, which apply to every staff member. Should a job-related conduct problem occur, it will be dealt with according to the home's disciplinary procedure.

Behaviours which may be subject to discipline include

- Supplying false information on employment application
- Falsifying time records
- Failure to meet performance standards

- Failure to maintain legislated competency certificate
- Failure to meet standards of care
- Persistent tardiness
- Unauthorized absence
- Failure to return from authorized leave of absence
- Failure to work safely
- Theft of Fairhaven, resident or employee property
- Insubordination
- Violent behaviour
- Defacing public property

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.

Fax

Fairhaven has a fax machine in the reception area, the centre's fax number is 743-6292. except with permission, use of the fax machine is restricted to Fairhaven business.

Fire regulations

Every employee must know the fire safety plan and participate in regular fire drills and demonstrations. You will be instructed in the procedures for your department during your orientation. When you are assigned to a work area, find out where the pull stations and the fire extinguishers are located. You are required to read and have a working knowledge of the information in the home's fire manual, which pertains to your job function.

Infection Control

Frequent and appropriate hand washing is the single most important factor in preventing the spread of infection. This applies to all staff.

Staff must wash their hands before and after work, before and after resident contact, after handling contaminated articles, before eating, drinking or handling food, whenever hands become visibly soiled and after using the toilet, blowing one's nose or covering a sneeze.

Proper hand washing techniques include wetting hands and wrists, applying soap, lathering well and washing vigorously under running water for at least 10 seconds, rinsing thoroughly and drying with paper towels, then using a paper towel to turn the tap off.

Role Descriptions

Each Manager is responsible for developing and maintaining, on file, role descriptions for all positions. These will be reviewed with staff during their orientation and periodically thereafter as required.

Legislation

Fairhaven is governed by *the Homes for the Aged and Rest Homes Act, r.s.o. 1990* as amended by the Long-term Care statutes Law Amendment Act, 1993.

A service agreement between the home and the Ontario Government is negotiated annually. The agreement outlines the expectations, rights and responsibilities for both the facility and the government. Standards and criteria for the provision of care, programs and services for residents are explicitly defined.

Meal times (residents)

Meal times for residents vary from dining room to dining room. They are shown in the chart

	Breakfast	Lunch	Supper
Main dining room	8:45 a.m.	12:00 noon	5:30 p.m.
Hillcrest E	8:15 a.m.	11:45 a.m.	5:45 p.m.
Hillcrest A	8:00 a.m.	12:10 p.m.	5:30 p.m.
Westview F	8:00 a.m.	11:45 a.m.	5:15 p.m.
Westview D	7:50 a.m.	11:45 a.m.	5:15 p.m.
Gardencourt	8:00 a.m.	11:45 a.m.	5:15 p.m.
Riverside S.C.	8:10 a.m.	12:05 p.m.	5:35 p.m.
Riverside	8:00 a.m.	11:45 a.m.	5:30 p.m.

Message Board

A staff message board is located in the auditorium corridor near the information desk. When non-urgent calls are received by the receptionist, a message is taken and is posted on the board. It is the employee's responsibility to check for messages.

Nevada Tickets

Nevada tickets are sold at the Reception Desk between approximately 9:30 am and 3:45 p.m., Monday to Friday. Proceeds from the sales are directed to purchasing of furnishings, equipment and supplies to enhance the quality of life of the residents.

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.

Resident Abuse

Each individual's human rights and personal dignities are respected. Physical or verbal abuse of a resident is not acceptable under any circumstance. 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 unit or your department Managers as soon as possible. Should an employee fail to comply with this policy, he/she will face disciplinary procedure.

Resident Rights and Responsibilities

Fairhaven has a carefully defined statement of Resident Rights and Responsibilities. It is expected that all care and services are provided in a manner, which fully promotes residents' rights and supports their responsibilities.

When any conflict arises regarding rights or responsibilities, staff must ensure that there is a clear understanding between the involved parties, acknowledge that the situation will be investigated and inform the involved residents of the staff member who will be contacting them.

Resignation

If you decide to leave Fairhaven, a letter of resignation written to your Department Manager should state the effective date and reason for your resignation. To ensure continuity of service, please allow at least two weeks notice of your resignation.

Risk Management

Risk Management is an important component of the Total Quality Services Program. Risk Management activities are strategies designed 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.

Sick Leave

Income protection benefits for sick time are outlined in the Collective Agreements and the Administrative Policy Manual.

Smoking

Staff are not permitted to smoke while on duty except during scheduled breaks and mealtime. Smoking is only permitted outside the facility at a distance of not less than 9 meters from any entrance. An area for smoking (accessible 24 hours per day) has been marked off in the main courtyard. Residents who were admitted prior to this policy must smoke in designated areas only.

Residents are not allowed to smoke in bedrooms, non-smoking lounges, dining rooms the tuck shop or in elevators. If you observe such action, ask the resident to stop immediately and report the incident to the unit Registered Nurse. Effective 1998 Fairhaven no longer admits Residents who smoke.

Social and athletic association

The Fairhaven social and athletic association (S&A) is a voluntary employee group with a dues-paying membership. The S & A, through a variety of event like dances, children's parties and golf, strives to provide a social environment and a sense of family involvement at Fairhaven. In order to realize its goal, S & A members are encouraged to participate, to make suggestions and to give direction.

Staff education

Fairhaven encourages employees to participate in staff development and training programs. Some of these education programs are facility-wide; others are departmental and interdepartmental. Some are of general interest while others are geared to specific topics.

When practical, employees will be supported for attendance at seminars and conferences. If an employee attends an educational session at the expense of Fairhaven, the employee must share the materials and insights gained.

Staff going off duty

Every employee is expected to be at his/her workstation at all times during a scheduled shift with the exception of the meal break and rest periods. No employee will be excused from his/her work responsibilities for any purpose without prior authorization by his/her Manager or designate. Permission to leave the workstation will depend on the current staffing situation, the nature of the work requiring completion and the urgency and nature of the request. An *absence from workstation* form (a1-92) must be completed and submitted in advance to the director/manager or designate. In a personal emergency, permission to leave must still be obtained but completion of the form in advance will be waived.

Students

The centre 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.

Suggestion box

A staff suggestion box is located in the auditorium corridor. All employees, residents' family and visitors are encouraged to submit ideas, questions, or suggestion on form provided. The suggestion box is emptied weekly and a response to each one is posted on the bulletin board in the "Fairhaven feedback" column.

Tuck Shop

The tuck shop, which is run by the auxiliary, is primarily for the use of residents but staff may make purchases during their breaks. The hours are normally 2:00 to 3:00 p.m., Monday to Friday.

Unions

Fairhaven has collective agreements with the Ontario Nurses Association (ONA) and the Canadian Union of Public Employees (CUPE).

Vacations

The vacation year is based on the calendar year. Please refer to your Collective agreement or the Administrative Policy Manual for clarification of your vacation entitlement.

Volunteers

All volunteers work under the direction of the Co-ordinator of Volunteer Programs. Fairhaven has a dedicated group of volunteers and auxiliary members who make a significant contribution to the quality of life for residents. It is important that we make volunteers feel part of the care team, they can be identified by their red name badges.

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 an information binder at Westview D Nursing Station, Housekeeping Department, and Maintenance Department. Whmis training is provided at Staff Orientation Sessions and provides annual retraining.

Witnessing legal documents

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