



Employee Handbook



Revised: September 2019

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





Welcome to Fairhaven Employees

General Information about Fairhaven

Building Layout..... 1
 Leadership Directory 2&3
 Leadership Organizational Chart..... 4
 Who Does What at Fairhaven 4&5&6
 Fairhaven Committees Membership Directory 7
 Overview of Fairhaven’s History..... 8
 Ownership of Fairhaven 8
 Governance 8
 Funding at Fairhaven..... 8
 Fairhaven Policies and Procedures..... 9
 Uninsured or Optional Services..... 9

Overview and Employee Relationship

Mission, Vision and Core Values..... 10
 Code of Conduct..... 10
 Ethics 10
 Confidentiality 10
 Harassment and Discrimination Policy..... 11
 Violence in the Workplace (Attachment C to be completed)..... 11

Communication

Communication with Residents 11&12
 Communication with Families..... 12
 Communication on the RHAs 12
 Communication Binders 12
 Communication Folders 12
 Paging 12
 Bright Ideas Box 13
 Other Communication Tools..... 13

Scheduling and Tracking Work Hours

Scheduling..... 13
 Using the Hand Punch 13&14
 Your Meal and Rest Breaks 14
 You are Late for Work 14
 Schedulers..... 15
 Leaving Work Early 15
 When you are Sick 15&16
 Scheduling Form Storage..... 16
 Job Postings 16
 Availability..... 16&17&18
 Scheduling Chits..... 18
 Shift Exchanges..... 19
 Other Absences from Work 19&20
 Vacation..... 20
 Leaves of Absence 20&21
 Fairhaven’s Attendance Support Program 21



Fairhaven’s Employee Assistance Program	21
Benefits	
Fairhaven Employee Benefit Plan	22
Employee Discounts.....	22
Training/Education	22
General Employment Information	
Dress Code and Personal Appearance Policy	22
Smoke Free	23
Drugs and Alcohol	23
Parking	23
Accepting/Giving Gifts	23
Collections	24
Lockers and Personal Property	24
Environmental Sensitivity Policy.....	24
Dining Room Experience.....	24
Food Consumption by Staff.....	24
Volunteers	24
Students/Teen Volunteers.....	25
Safety and Security	
Safety and Security	25
WHMIS	25
Reporting Accidents/Injuries.....	25
Workplace Violence.....	25
Emergency Codes.....	26
Computers and Technology	
Use of Fairhaven Equipment.....	26
Personal Cell Phone Use and Personal Phone Calls	26
Fax/Photocopying.....	26
Performance Expectations	27
Risk Management	
Resident Abuse (Attachment F to be completed)	27
Resident’s Rights (Attachment G to be completed)	27
Risk Management.....	27
Legal Issues	
Witnessing Legal Documents.....	28
Media Relations.....	28
Infection Control	28
Fairhaven Foundation	29
Handbook Disclaimer	
(Attachment A to be completed).....	30

An Attachment Package is provided at the back of the Employee Handbook. It is to be removed, completed and submitted to Human Resources Generalist. 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.

Lionel Towns

Lionel Towns
Executive Director

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:

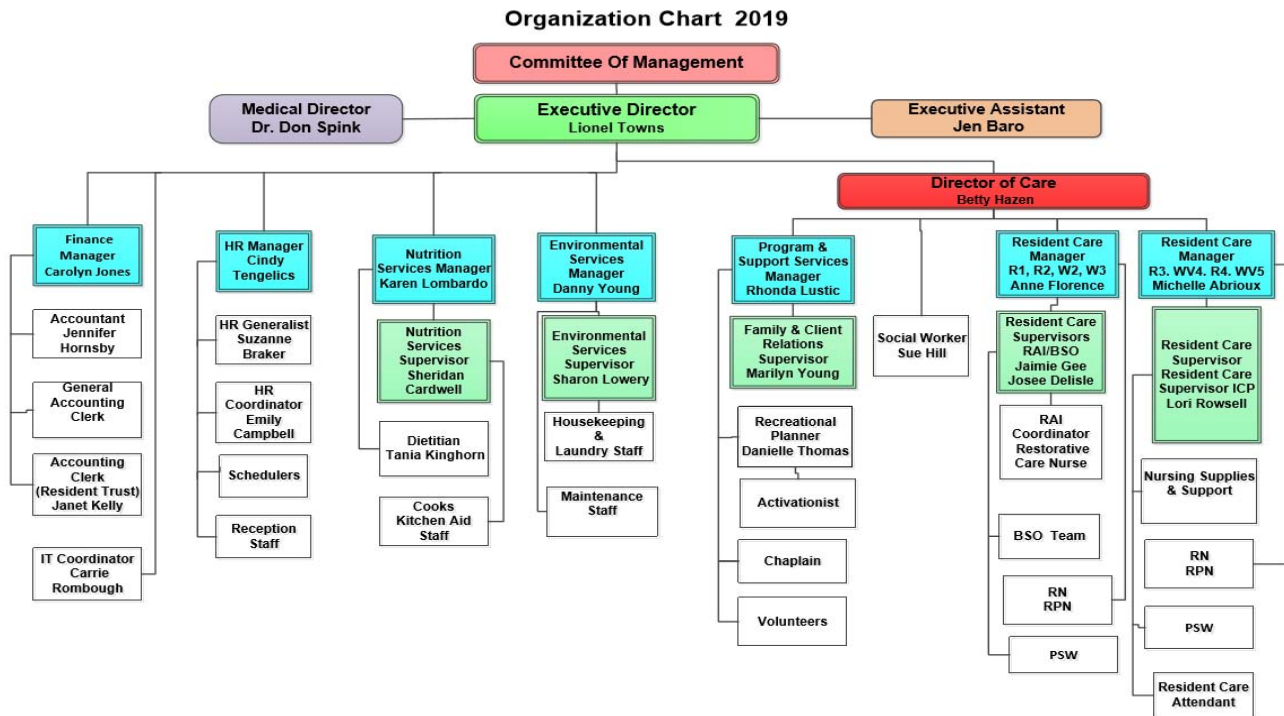
Level 1	Staff Entrance Nutrition Services Maintenance Housekeeping Services Supervisor Nutrition Services Manager	Recycling/Waste Station Laundry Male Staff Locker Room BSO Office Nutrition Services Supervisor
Level 2	Main Entrance Reception Foundation Office Administration Offices Family Support Office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

Leadership Directory

Executive Director	Lionel Towns	Ext. 257 lionel.towns@fairhavenltc.com
Director of Care	Betty Hazen	Ext. 233 Betty.hazen@fairhavenltc.com
Human Resources Manager	Cindy Tengelic	Ext. 256 Cindy.tengelic@fairhavenltc.com
Executive Assistant	Jen Baro	Ext. 250 jennifer.baro@fairhavenltc.com
Resident Care Manager RSSC, R2, W2, W3	Anne Florence	Ext. 259 anne.florence@fairhavenltc.com
Resident Care Manager R3, R4, W4, W5	Michelle Abrioux	Ext. 283 michelle.abrioux@fairhavenltc.com
Resident Care Supervisor Infection Control	Lori Rowsell	Ext. 284 lori.rowsell@fairhavenltc.com
Resident Care Supervisor RAI-MDS	Jaime Gee	Ext. 272 jaime.gee@fairhavenltc.com
Resident Care Supervisor Behaviour Support	Josee Delisle	Ext. 289 josee.delisle@fairhavenltc.com
Quality & Workplace Safety Supervisor	Melissa Lasenby	Ext 267 melissa.lasenby@fairhavenltc.com
RAI Coordinator	Cindy La Fave	Ext. 312 cindy.lafave@fairhavenltc.com
Nursing Supply & Support	Tanya Esson	Ext. 378 tanya.esson@fairhavenltc.com
Restorative Care Nurse	Valarie Visee	Ext. 356 valarie.visee@fairhavenltc.com
Physiotherapist	Rasool Shaik	Ext. 279 rasool.shaik@fairhavenltc.com
Social Worker	Susan Hill	Ext. 292 sue.hill@fairhavenltc.com
Finance Coordinator	Jennifer Hornsby	Ext.213 jennifer.hornsby@fairhavenltc.com
Finance Manager	Carolyn Jones	Ext. 277 carolyn.jones@fairhavenltc.com

Family & Client Relations Supervisor	Marilyn Young	Ext. 245 marilyn.young@fairhavenltc.com
Human Resources Generalist	Suzanne Brake	Ext. 215 suzanne.brake@fairhavenltc.com
Human Resources Coordinator	Emily Campbell	Ext. 224 emily.campbell@fairhavenltc.com
IT Coordinator	Carrie Rombough	Ext. 217 carrie.rombough@fairhavenltc.com
Nutrition Services Manager	Karen Lombardo	Ext. 258 karen.lombardo@fairhavenltc.com
Dietitian	Tania Kinghorn	Ext. 254 tania.kinghorn@fairhavenltc.com
Food Service Supervisor	Sheridan Cardwell	Ext. 225 sheridan.cardwell@fairhavenltc.com
Programs & Volunteer Manager	Rhonda Lusic	Ext. 248 rhonda.lusic@fairhavenltc.com
Recreational Planner	Danielle Thomas	Ext. 221 danielle.thomas@fairhavenltc.com
Environmental Services Manager	Danny Young	Ext. 252 danny.young@fairhavenltc.com
Environmental Services Supervisor	Sharon Lowery	Ext. 281 sharon.lowery@fairhavenltc.com

Leadership Organizational Chart



Revised July 2019

WHO DOES WHAT AT FAIRHAVEN

Name & Extension	Position	Contact for
Nursing Enquiries		
Anne Florence X 259	Resident Care Manager	Resident, Family and staff enquiries for RSSC, RS2, WV2, and WV3
Michelle Abrioux X 246	Resident Care Manager	Resident, Family and staff enquiries for RS3, RS4, WV4, WV5
Marilyn Young X 245	Family & Client Relations Supervisor	Admission, room transfer, discharge, tours, health cards, resident cable, admission care conferences, Family Council Assistant, and Ethics Committee
Lori Rowsell X 284	Resident Care Supervisor	Infection control, TB test for staff, immunization, Point Click Care contact, co-lead for Accreditation, RCS for WV4
Josee Delisle X 289	Resident Care Supervisor	General BSO enquiries, contact for PASE, employee GPA training, nursing student placement, RCS for RSSC
Jamie Gee X 272	Resident Care Supervisor	RAIMDS and restorative care programs, RCS for WV5
Melissa Lasenby X 267	Resident Care Supervisor	Lead Accreditation, return to work, Quality Improvement Program, Health Quality Reporting, RCS for WV3

Sue Hill X 292	Social Worker	Back up for admissions, staff-referrals, general enquiries Residents & Family-placement adjustment to LTC, community support & resources, palliative support, resident benefit enquiries (ODSP)
Resident Programs		
Rhonda Lusic x 248	Program & Volunteer Manager	Program concerns, volunteer enquiries and request, room bookings, student placements, entertainment, café, Resident Council Assistant
Danielle Thomas X 221	Recreational Planner	Room bookings for family functions, program enquiries, entertainment
x 282	Chaplin	Spiritual concerns, clergy visits, funeral and memorial service planning, palliative support
Nutrition Services		
Karen Lombardo X 258	Nutrition Services Manager	Establishes and directs all functions within the Nutrition Services Department. Oversees the incorporation of resident care planning with food production and service protocols to ensure that individual resident care needs are met. Responds to general enquiries from residents, family and staff.
Sheridan Cardwell X 225	Nutrition Services Supervisor	Catering request, enquiries related to production, menu suggestions, food preparation and day to day operations of the kitchen
Tania Kinghorn X 254	Dietitian	Resident nutritional enquiries, diet & texture information, adaptive dining aids, seating plan, nutritional requisitions
Environmental Services		
Danny Young X 252	Manager of Environmental Services	Maintenance inquiries (including new admissions), work orders for families and residents for general building inquiries, Health & Safety Committee Chair, Emergency Preparedness Chair
Sharon Lowery X 281	Environmental Services Supervisor	Laundry and Housekeeping- missing or damaged laundry, general housekeeping concerns
Finance , Information Technology & Human Resources		
Carolyn Jones X277	Finance Manager	
Jennifer Hornsby X213	Finance Coordinator	Payroll,
Janet Kelly X 276	Resident Billing & Trust Co-ordinator	Resident billing, trust accounts, resident benefit enquiries, income tax, Staff Association
Carrie Rombough X 217	Information Technology Coordinator	Computer use agreements, software and hardware issues for staff, resident and family members, set up account for resident computer, WIFI agreements for families, Spectra link and desk phones, all IT and related enquiries for staff, audio/visual equipment for staff, proxemics cards
Cindy Tengelics X	Human	Oversees HR/Scheduling, Labour relations/Employee

256	Resources Manager	Relations, Recruitment, Performance Management
Suzanne Brake X 215	Human Resource Generalist	Benefits, Pension, Attendance Management, WSIB/Return to Work, and Annual Education
Emily Campbell X 224	Human Resources Coordinator	New Hire Onboarding/Orientation, Keys, Parking Passes, Employee forms
Rasool Shaik X 279	Physiotherapist	Physiotherapy services, adaptive devices program (wheelchair, walkers)
Liz Fitz X 249	Hairdresser	Hairdressing services
Foundation		
Jen Baro X 250	Executive Assistant	Donations, fundraising events and enquiries, naming opportunities, purchasing of Link Gallery items, Fairhaven merchandise, compassionate forms, general fundraising efforts.
Administration		
Lionel Towns X 231	Executive Director	Oversees Fairhaven Organization and Privacy officer. Oversees the Nutrition Services, Environmental Services, Finance and Information Technology Departments and Human Resources Departments
Jen Baro X250	Executive Assistant	Set up meetings with Executive Director for families, residents and staff, external room bookings
Betty Hazen X 233	Director of Care	Oversees the Nursing, Resident Care and Resident Program Departments

Committees at Fairhaven

Committee of Management

Keith Riel-Chair
Ron Gerow-Vice Chair
Dave Haacke
Doug Hutton
Doug Pearcy
Claude Dufresne
Tia Nguyen
Lionel Towns
Betty Hazen
Jen Baro

Communication Committee

Rhonda Lusic- Chair
Marilyn Young
Lori Rowsell
Carrie Rombough
Sharon Lowery
Jen Baro
Cindy Tengelics
Kathy Martin

Continance Care Team

Anne Florence- Chair
Florence Brown
Tracy Delong
Sarah Lance
Michelle Manley
Stephanie Dauncey
Trudy Charlton
Tina Payne
Tanya Esson
Kim Welyhorskyj (Resident)

Ethics Committee

Marilyn Young Chair
Lori Rowsell- Vice Chair
Dr. Lionel Rubinoff, Ethics Consultant
Anne Florence
Michelle Abrioux
Susan Hill
Tanya Esson

Family Council

Cathy Blodgett- Chair
Sharon Stover- Secretary
Anne Smith
Marilyn Young
Betty Hazen

Falls Prevention

Dana Laufer
Rasool Shaik
Bodga Tyka
Josee Delisle
Jackie Paterson

Food Committee

Karen Lombardo-Chair
Tania Kinghorn
Sheridan Cardwell
Jodie LaPlante (cook)
Michelle Abrioux
Fran Robinson (kitchen aide)
Megan Arnott (PSW)
Gloria Connell
Joyce Campbell

Ray Davis
Pat Leahy
Pat Lanciault
Janet Buckley
Jack Burke (family member)

Foundation Board

Phil Aldrich-Chair
Chris White-Vice Chair
Sir Joe Sullivan- Resident
Lionel Towns
Carolyn Jones
Jen Baro

Infection Control Committee

Lori Rowsell- Chair
Anne Florence
Sue Matwey
Karen Lombardo
Tanya Esson
Danny Young
Betty Hazen
Sharon Lowery
Michelle Abrioux
Melissa Lasenby
Devon Leahy
Ann Marie Ingram

JOHSC

Tanya Esson-Co-Chair
Danny Young- Co- Chair
Suzanne Brake
Anne Florence
Sheridan Cardwell
Stephanie Reid
Stephanie Rider
Erica Vaughan

LGBTQ Diversity Initiative Committee

Sue Hill
Blake Parnell
Lionel Towns
Lana Jeater
Lori Rowsell
Cindy Tengelics
Kyle Wallbridge
Alan Ancheta
Rene Greaves
Devon Leahy
Tanya Esson
Stephanie Reid
Shannon LeBlanc
Heather Crough

Pain Committee

Josee Delisle
Jackie Patterson
Keri Elliott
Jazmin McCracken

Palliative Care Committee

Anne Florence- Chair
Stephanie Rider
Tracy Devereaux
Kelly Stevenson
Cindy Stanley
Marilyn Young
Susan Hill
Helen Train (Resident)

Professional Advisory Committee

Betty Hazen- Chair
Dr. Don Spink-Medical Director
Dr. Grieve
Scott Anderson-Pharmacist
Gillian Pacey- Health Unit
Lionel Towns
Michelle Abrioux
Anne Florence
Rasool Shaik
Tania Kinghorn
Lori Rowsell
Melissa Lasenby
Danny Young
Josee Delisle
Jaime Gee
Jen Baro

Quality Committee

Karen Lombardo-Chair
Michelle Abrioux-Vice Chair
Lionel Towns
Betty Hazen
Rhonda Lusic
Josee Delisle
Melissa Lasenby
Suzanne Brake
Jen Baro

Resident Quality & Safety Committee

Betty Hazen
Anne Florence
Michelle Abrioux
Josee Delisle
Melissa Lasenby

Restraint Safety Committee

Anne Florence- Chair
Betty Hazen
Rasool Shaik
Michelle Abrioux
Josee Delisle
Melissa Lasenby

Spiritual Care Committee

Chaplain –
Rhonda Lusic
Eric Dennison
Pat Leahy
Bev Thompson (Community Minister)
Barbara Taylor (Family Rep)
Brenda Mann (Community Rep)
Lionel Towns

Walk “n” Roll Committee

Jen Baro-Chair
Sheridan Cardwell
Rhonda Lusic
Marilyn Young
Sharon Lowery
Resident (changes yearly)

Wound Care Committee

Jaime Gee
Erica Vaughan
Tanya Esson
Tania Kinghorn

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 Chief Executive Officer 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)	

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 leader in providing quality care through spectacular service, innovation, education and collaboration with our residents, clients, and staff and community partners.

Core Values

- Resident focused
- Respect
- Integrity
- Enthusiasm
- Innovation
- Inclusivity
- Trust

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 department 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 Human Resource Generalist.

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 signed prior to general orientation.

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 HR-290.

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 Chief Executive Officer. Refer to policy HR-750.

Every employee shall sign the Covenant, making a commitment to the prevention of violence in the workplace. This must be completed and turned in to the Human Resources Co-ordinator.

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 the current year.

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.

Bright Idea Box:

A bright idea box is located in the main foyer, level 2, near the vending machines, as well as in the staff entrance and staff room. All employees, residents' family and visitors are encouraged to submit ideas, questions, or suggestion on the form provided. The bright idea boxes are 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 the planning and evaluation of this important function. Current events, news, updated information, and required Ministry of Health and Long-Term Care 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 Dining Room – “Fairhaven TV”
- Fairhaven Website – www.fairhavenltc.com
- Fairhaven Intranet – addresses given below under “Scheduling”
- Fairhaven Newsletters – “Home Happenings”
- Door signs at the main and employee entrances for important events

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

SCHEDULING AND TRACKING WORK

Here is how you know when you are working

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

<https://intranet.fairhavenltc.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.

How to let Fairhaven know that you are at work

Try to arrive at work at least 5 to 10 minutes ahead of your scheduled start time. The hand punch records when you enter the building. The hand punch assures that you will be paid for your shift. You must use the hand punch again at the end of your shift to record when you have left the building. It is also important to use your Proximic card when you enter and exit 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 from what you are scheduled.

Complete a Data Collector Deficiency Form in full if the hand punch and/or scanner are out-of-order when you arrive or leave. The form is located in a wall pocket beside the Hand Punch or the Staff Lounge filing cabinet. Sign and place the form in the scheduling box. Your attendance must be verified before processing payment. If your attendance cannot be verified, this will be viewed as a culpable absence, a late code or early departure code will be added to your schedule and 15 minutes pay will be deducted.

Your Meal and Rest Breaks

Meal and rest breaks are set into your work routine. 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 scheduled meal and rest breaks, you are expected to be at your workstation at all times during your shift. If you think you need to be excused from your work responsibilities for any purpose, then you need authorization from your Manager or designate in advance and must complete the absence from the workstation section of a Scheduling Change Record form and submit it to scheduling along with the appropriate signatures.

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 in as usual when you arrive. If you are late by less than 5 minutes, your pay will not be reduced however Fairhaven's Attendance Support Program alerts your manager or supervisor of the date and time you arrived late. 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 fill in the absence from the workstation section of a "Scheduling Change Record" form, have it signed by your supervisor and submit to scheduling. Blank forms are located in the filing cabinet in the Staff Room and at the employee entrance.

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 to advise 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:

Scheduler	0530-2100 hours	743-0881	222
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. You must let your supervisor know of your need to leave, complete the absence from the workstation section of the "Scheduling Change Record" form, including signatures and hand punch on your way out. In an emergency, the form can be filled out by your supervisor on your behalf. If the form is not filled out, 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?

Too sick to come to or be at work?

At Fairhaven we all need to be at work when scheduled, 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 Human Resources Generalist at extension 215.

What about "Sick Leave"

Both union collective agreements have provisions for paid sick leave for full-time employees and full-time non-union employees are given these same benefits. For specific information on the use of sick leave, please check your union contract or Fairhaven's policy, *Non-Union Sick Leave*, HR-470. 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 then a Doctor’s note is required before returning to work. See policy HR-390.

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 HS-080.

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/Admin/Scheduling. Printed copies of forms are stored in the Staff Lounge filing cabinet 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 an Availability 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

The minimum required availability for all PPT, and PT employees will be (5) five shifts in a fourteen day pay period, which includes every other weekend. On availability days you are required to be available for (2) two shifts (A-D/E, A-E/N or A-N/D). This availability will be chosen by completing a Primary Permanent Availability Form. Required availability will be added to your permanent/temporary rotation. If no availability is submitted, availability will be assigned as per the needs of the department.

Optional Availability is to provide flexibility for staff. Staff are permitted to remove optional availability. Staff can accept a shift change on their optional availability days.

Requests to remove availability must be submitted on a Removal of Optional Availability Form, by phone, or via email to the Human Resource Schedulers (24) twenty four hours in advance of the optional availability shifts involved.

Shifts are distributed equitably according to availability. Staff with mandatory availability will not receive shifts before those offering extra availability. When filling shifts, all availability is treated the same.

The scheduling staff will monitor schedules, entering NA (not available) at their discretion on schedules in order to avoid occurrences of overtime. This may mean an employee's available day is changed to a NA day from time to time.

Fairhaven recognizes that situations do arise from time to time that may affect a person's availability on a certain day. Therefore, Fairhaven will accept a phone call (no e-mail) to the scheduling clerk requesting to remove a single day of availability provided your call is received PRIOR to receiving a call to work and the call is received during the scheduling clerk's office hours.

Reception staff and RN staff are not able to relay messages or make changes regarding anyone's availability.

Similarly, should you want to add a single day of availability, you may do so by calling during the scheduler's office hours, with no paperwork required. You will then have opportunity to receive the next shift available if eligible according to the scheduling process. Reception staff and RN staff are not able to relay messages or make changes regarding anyone's availability.

Shifts will be assigned to staff indicating availability at the time the shift is being booked whether it is a pre-booked shift or a call-in shift. Should a request to add availability occur AFTER a shift has been assigned to someone else, the employee requesting new/additional availability will have the opportunity for the next shift that may come available if eligible according to the scheduling process.

Shift exchanges and shift give-aways are granted when involving staff who are scheduled an extra availability day. This does not apply to staff that have required availability included in their rotation on weekends.

Staff who indicate availability must realize they are placing themselves ahead of others to receive work from Fairhaven and should not have the option of turning down the shift. Available staff MUST accept the shift when called or the following occurs:

- Shift refusal is indicated on your schedule
- The refusal is considered a culpable (blameworthy) absence. Shift refusals will be tracked and discipline may be imposed if an employee exceeds (3) three shift refusals within a twelve month period on their available days
- The refused hours are added to your schedule**

****** This may reduce the likelihood of you receiving a call for the next shift since calls are placed first to staff with the least number of hours indicating availability.

You will receive a refusal on your schedule if you have indicated availability but don't answer the phone and don't call back to accept the shift within 1 hour.

If an employee indicating availability is sick when called for a shift then that employee's schedule will be updated accordingly to indicate the absence due to illness. Any other reason will result in a refusal as above.

If there is no staff available for a shift needing to be filled, part time staff on days off and staff indicating availability for a different shift will be called by least number of hours.

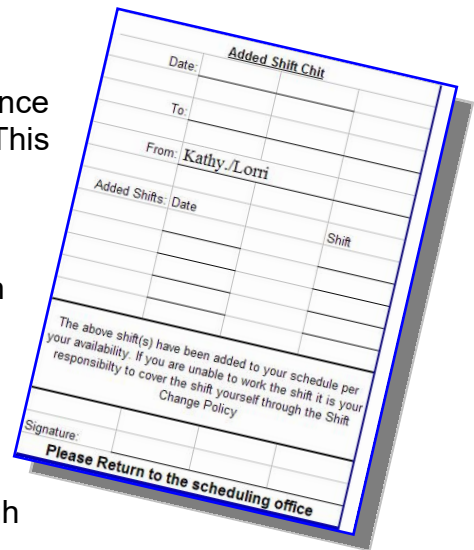
When there is more than 1 shift empty, full shifts (7.5 hours) will be filled before part shifts (less than 7.5 hours).

ONA Availability Requirements

All PT RNs must be available to work (3) three shifts in a (14) fourteen day pay period, which includes every other weekend. On availability days, nurses are required to be available for (2) two shifts.

Watch for Scheduling Chits

Chits are used by the Schedulers when filling shifts in advance 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. Your communication folder is in the staff lounge, on level 4 in the filing cabinet. You are responsible to check your communication folder on every shift worked. When you get a chit, you must 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, it is your responsibility to remove the shift from your schedule through the shift exchange procedure.



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	

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.

How to Arrange a Shift Exchange/Giveaway

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 or give a shift away. Both of us are required to sign a “Shift Exchange Form” or a “Shift Giveaway Form” and submit it to the Department Manager. You may use the Shift Change/Giveaway Board if you are looking to give away a shift or pick one up. The board is located in the Staff Lounge on level 4. Detailed information is on the form including the proper notice period required.

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

Please refer to your collective agreement for more information on this matter.

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 Human Resources Coordinator and request the time necessary to attend the appointment. You will be required to provide an appointment card as verification.

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 time and preferred part time employees receive their vacation pay when they take their actual vacation. Part time employees will receive their vacation pay on the payday closest to February 1st each year. It is not paid out at the time you take vacation. For information regarding scheduling vacation, please refer to your CUPE collective Agreement.

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

Leaves of Absence

Medical/Non Medical Absences:

You are required to submit a Doctor's note to the Human Resources Generalist 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 Human Resources Generalist prior to the leave of absence. Once your child is born, call the Human Resources department to notify them of the delivery date. The Home requests as much notice as possible when you have determined a return date. Please contact the Human Resources Generalist 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:

- ✓ A copy of registration prior to start date
- ✓ A copy of your proposed availability during the leave, including extra availability during school breaks such as Christmas.
- ✓ 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 to be mindful of this duty. Fairhaven has an acceptable standard for attendance. Everyone is expected to meet this benchmark or do better. You will learn more about the process at General Orientation.

Employee and Family Assistance Program

Fairhaven offers its staff a confidential Employee Assistance Program (referred to as EAP). It is a counselling and referral service for you and your family members. The EAP is designed to provide you with direct access to experienced professionals who will help you resolve your problems before they affect your health, family life or job performance.

Here are some of the services they provide:

- Short term individual, couple and family counselling
- Community information, consultation and referrals regarding other treatment programs, support groups or advice.
- Credit and debt counselling, debt restructuring, budgeting and bankruptcy advice
- Wellness workshops and critical incident stress debriefings as requested by your employer

There are EAP brochures and a magnet in the front of your binder, if you require further information please contact a member of the Human Resources Department.

BENEFITS

Fairhaven Employee Benefit Plan

Fairhaven fulltime staff are entitled to the following benefits, Semiprivate/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. To view current discounts logon to the Chamber website <http://www.peterboroughchamber.ca/> Login: fairhaven Password: 70641

TRAINING/EDUCATION

Mandatory staff education takes place annually. Staff have the option of completing their training online or in class. Staff are notified by Scheduling and paid for attending.

General orientation, for all new staff, is a paid full day event.

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.

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 HR-130.

Smoke Free

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

Staff are not permitted to smoke or vape while on duty except during scheduled breaks. The staff smoking/vaping area is located by the staff entrance. Smoking or vaping by staff is allowed only in the designated smoking/vaping area. Please keep this area clean.

Residents are not allowed to smoke or vape 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/vaping area at the front of the building. Refer to policy HS-330.

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 Chief Executive Officer.

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 Chief Executive Officer.

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. 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 HS-340.

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 resident's 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 Chief Executive Officer.

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.

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 Incident Investigation 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

Red - Fire

Green - Evacuation

Purple - Power Outage/Blackout

White - Violent/Threatening Person

Black - Bomb Threat

Yellow - Missing Person

Brown - Hazardous Material Spill

Silver - Person with Weapon

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.

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. Computer Code of Conduct Agreement must be signed prior to orientation.

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.

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.

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 RCM-RR-590. See Attachment F, Non-Abuse of Resident Agreement. This must be completed and turned in to the Human Resources Generalist.

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 RCM-RR-420.

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 policy HR-770.

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 Chief Executive Officer, or designate.

Media Relations

All requests from the media must be directed to the Chief Executive Officer or designate.

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.
- Finger nail polish is not to be worn by those working in service departments or resident care areas.

Proof of 2 Step Mantoux testing is mandatory upon hiring. Testing must be completed within 30 days prior to hire date or 14 days thereafter. Refer to policy HR-690.

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. Disease outbreak will be handled on a case-by-case basis under the direction of Public Health.

FAIRHAVEN FOUNDATION

The Fairhaven Foundation exists to help provide a high quality of life for Fairhaven's 256 residents and their families.

The Foundation, a registered charity, relies on donations to help buy equipment and furnishings that improve the lives of the people who live at Fairhaven. Lifts, slings, furniture, artwork, trees and benches, computers, and physiotherapy equipment are all examples of items that the Foundation has purchased for Fairhaven's residents.

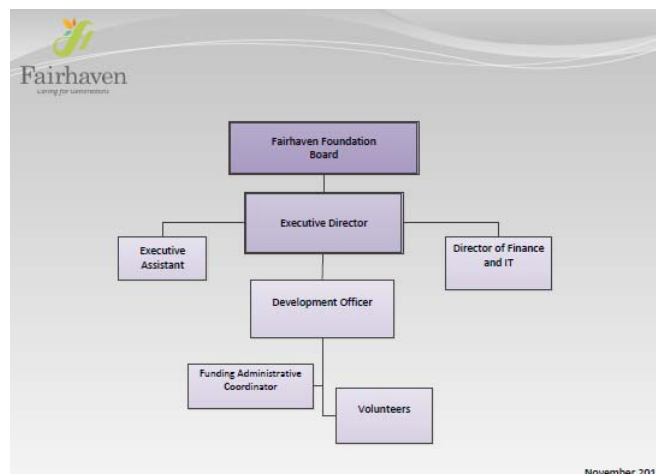
There are many ways you can support the Fairhaven Foundation and enrich the lives of the people who call Fairhaven 'home':

- ♥ make a charitable donation
- ♥ make a donation in memory of a loved one at time of his/her death
- ♥ include a gift to the Foundation in your Will
- ♥ ask for donations to the Foundation in lieu of birthday/anniversary presents

The Fairhaven Foundation is managed by a Board of Directors and carries out a number of activities yearly. These are well advertised within Fairhaven and in the local media. Updates and information on the "What's Happening" in the Foundation is found monthly in our Newsletters. All those associated with Fairhaven are encouraged to get involved. The Foundation is always looking for persons to take an active role by:

- ♥ volunteering their services at specific events
- ♥ organizing fundraising activities on the Foundation's behalf
- ♥ help to promote the Foundation and its important work

Tax receipts are issued for all donations of \$10 or more. For further information or to arrange a meeting to learn more about the Foundation and how you can help support it, call extension 214.



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.

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 Human Resources Coordinator.

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 A. This must be completed and turned in to the Human Resources Coordinator.



Attachment A: EMPLOYEE HANDBOOK DISCLAIMER

Name: _____ (*Print neatly*)

Date: _____

My signature below indicates that I:

1. I have read the Fairhaven Employee Handbook,
2. I understand the contents of this handbook, and
3. I will act in accordance 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: _____