



Employee Handbook



Welcome

Welcome to The WestPark Lodge Team! We are pleased to have you aboard and are confident that you will find your experiences here interesting and rewarding, as well as challenging.

This Employee Handbook will provide you with information about WestPark Lodge, and about your employment here. Thank you for taking the time to familiarize yourself with it.

If you have any questions or concerns, please contact the Site Director of WestPark Lodge, or the President or Vice-President of Choices in Community Living as listed below.

We wish you much success and personal fulfilment in your new position.

Sincerely,



Emma Vollmerhaus

Site Director

The WestPark Lodge

evollmerhaus@westparklodge.co
m



Nicole Gaudet

President

Choices in Community Living

ngaudet@cicl-seniors.com



Jeff Bell

Vice-President

Choices in Community Living

jbell@cicl-seniors.com



Table of Contents

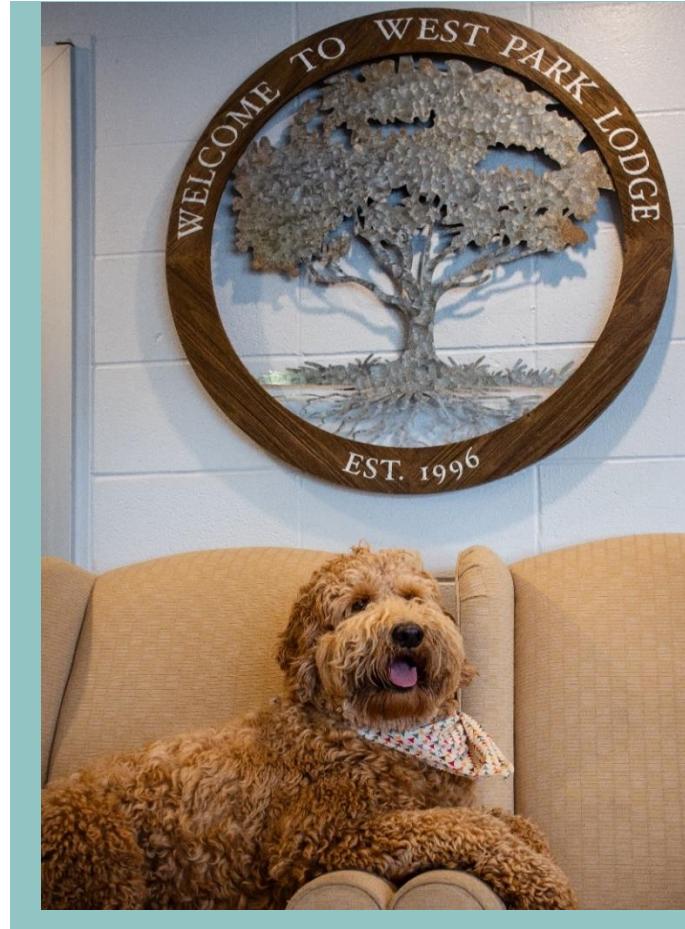
Welcome	2
Table of Contents	3
History of Choices in Community Living and The WestPark Lodge	6
Philosophy & Principles of Assisted Living	8
Choice	9
Confidentiality	9
Dignity	9
Home-like Environment	9
Independence	9
Individuality	10
Privacy	10
Residents	11
Care Plan	11
Residency Agreement	11
Resident Personal Decision-Making	12
Resident Handbook	13
Resident Engagement Philosophy	13
Call Bells	14
Staff	14
Site Director	14
Alberta Health Services (AHS)	14
Licensed Practical Nurses (LPNs)	15
Health Care Aides (HCAs)	15
Administrative Coordinator	16
Recreation Coordinator / Recreation Assistant	16
Cooks / Baker	16
Kitchen Assistants	16
Housekeepers	17
Maintenance Manager	17
Absence of On-Site Management	17
Policies & Procedures	19
Employment	20
Posting of New or Vacant Positions	20
Equal Opportunity	20
Documentation Required	20
HCA Directory	21
Change of Employee Status	21

Privacy of Personal Information	21
Orientation.....	23
Continuing Education / Staff Training.....	23
.....	25
Probationary Period.....	26
Performance Evaluation Competencies	26
Seniority	28
CPR Training & Re-Certification.....	28
Notice of Termination of Employment.....	28
Retirement.....	29
Hours of Work	29
Avanti - Payroll Software Program.....	29
Staff Positions – Work Hours.....	30
Breaks.....	31
Shift / Weekend Differential.....	32
Overtime Agreement.....	33
Charge Pay.....	33
Preceptor Pay	33
On-Site Staff Meals.....	34
Professional Fees.....	34
Employee Benefits	35
Group Benefits Plan.....	35
Registered Retirement Savings Plan.....	36
Time Off	36
Statutory (Named) Holidays.....	36
Vacation	38
Sick Leave	40
Workers' Compensation	41
Leave of Absence.....	41
Rights	44
Harassment.....	44
Sexual Harassment	44
Harassment & Discrimination Complaint Procedure	45
Employee & Volunteer Relations	46
Concern / Complaint / Request Resolution Procedure.....	46
Conduct	48
Ethics.....	48
Discrimination	49
Respecting Others.....	50

Abuse Prevention / Protection for Persons in Care Act	50
Discipline.....	51
Gifts / Donations.....	52
Involvement in Residents' Personal Affairs	52
Theft.....	52
Dress Code	52
Telephone / Computer / Social Media Use.....	54
Feedback from Employees.....	55
Staff Meetings.....	55
Health & Safety	56
Inspections & Licenses.....	56
Occupational Health & Safety	57
Impairment in the Work Place.....	57
Personal Injury / WCB Claims.....	58
Right to Refuse Unsafe Work	59
Modified Work.....	59
Return to Work	60
Working Short	60
Emergency Preparedness	60
Emergency Response Plans.....	61
Fire Safety	61
Building Security / Keys.....	62
Incident Reports	63
Infection Prevention & Control	63
General.....	65
Conserving our Environment	65
Parking	65
Smoking.....	65
Coat / Boot Storage.....	65
Staff Social Committee / Social Fund	66
Training, Workshops & Seminars.....	66

History of Choices in Community Living and The WestPark Lodge

The WestPark Lodge is operated by Choices in Community Living Inc. (CICL) which is owned by Phil and Evelyne Gaudet of Edmonton. Phil and Evelyne have an extensive background and expertise in the clinical and administrative aspects of care, and are known for their dedication, integrity and genuine commitment to quality of life for persons in care. In 2006 they were joined by their daughter Nicole Gaudet, and in 2011 by Jeff Bell. Both bring a fresh perspective and dedication to improving the lives of persons in care.

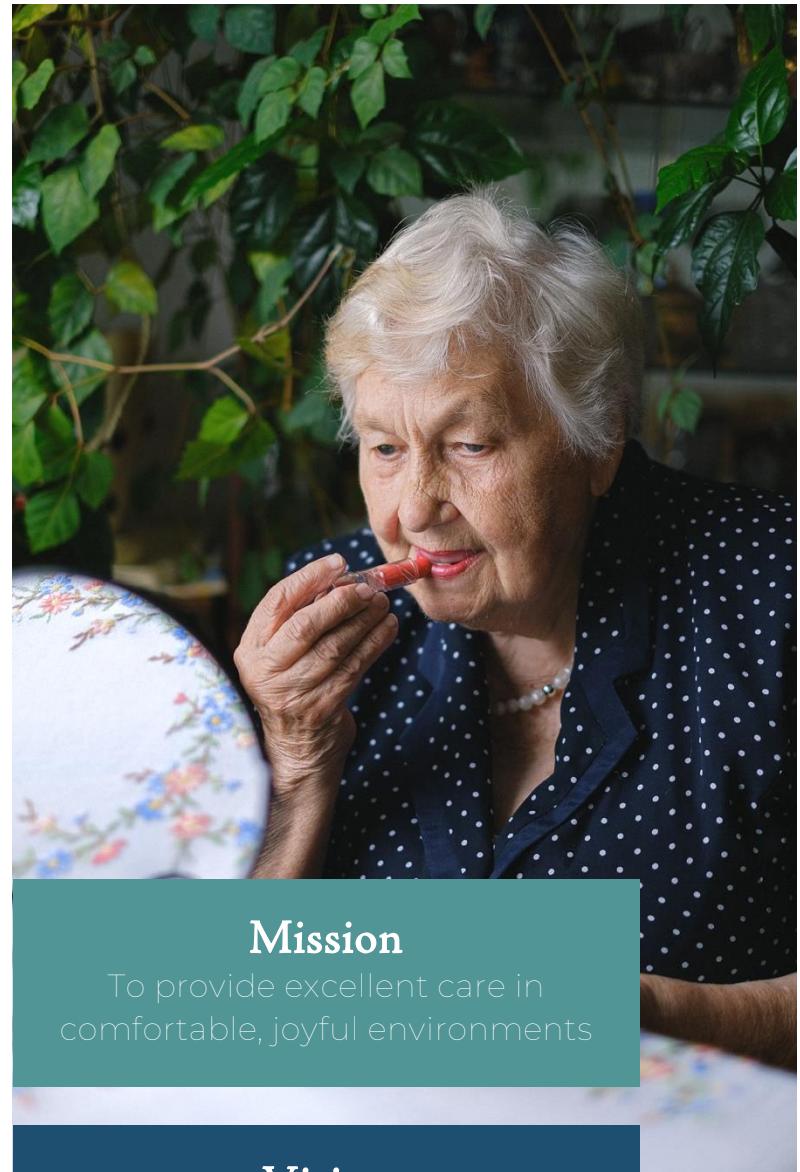


CICL got its start in 1996, with the opening of the first private Assisted Living residence in Alberta, the WestPark Lodge (in Red Deer). Following in WestPark Lodge's footprints, Legacy Lodge (in Lethbridge) was opened in 2010 to serve those whose needs can best be met in a home-like environment with responsible, qualified and caring staff.



The Lodges operate under a Master Services Agreement with Alberta Health Services (AHS) to offer Designated Supportive Living (formerly known as Assisted Living) services.

Supportive Living is a special combination of housing, personalized support services, and health care services designed to meet the needs of those who require assistance with activities of daily living. The approach to services provided is based on the Assisted Living Model whose fundamental aspects include choice, dignity, independence, individuality, and privacy.



Mission

To provide excellent care in comfortable, joyful environments

Vision

Inspirational Assisted Living

Values

Respect, Responsibility, Enthusiasm

Guiding Principles

Support each other
Anticipate, stay mindful
Make decisions, take the lead
Don't be grumpy, sow joy



Philosophy & Principles of Assisted Living

Residents have a right to choice, confidentiality, dignity, a home-like environment, independence, individuality, and privacy.

Choice

Our service structure recognizes each Resident's preferences, personal expressions, decision-making and autonomy, and we work to maximize the opportunities to reflect these. We create an environment in which Residents can collectively and individually exercise control in their lives.

Choice is supported by providing sufficient private and common space. Residents select where and how to spend their time and make choices related to personal assistance.

Confidentiality

Residents trust that the staff, students, volunteers, and contract service providers will respect their personal lives. Staff should not betray this trust by discussing any confidential information outside of WestPark Lodge, such as medical or emotional issues, inappropriate behaviours or personal problems. Discussing these issues in a professional manner within the Lodge must be done privately so that other Residents, their families, or visitors will not overhear. Employees, students, volunteers, and contract service providers of WestPark Lodge are required to sign a *Confidentiality Agreement*.

Dignity

Dignity involves providing support in a manner which validates the self-worth of an individual. It also involves providing personal assistance in a courteous and respectful way, while protecting the Residents' right to privacy.

Regardless of the role employees fill, it is important that they enjoy working with seniors. A smile or a kind word to a Resident will help them to enjoy their life at WestPark Lodge.

Home-like Environment

WestPark Lodge is the Residents' home, and employees create a home-like environment, supportive of the Residents' individuality and lifestyle.

Independence

By providing the opportunity for Residents to express their preferences and accept responsibility for these preferences, we assist Residents in maintaining their independence. As well, we provide a barrier-free design for persons with disabilities, and encourage the use of devices to assist with mobility.

Individuality

Individuality recognizes the Resident as a unique individual with variable needs, preferences and capabilities. Services are tailored to reflect this uniqueness and are flexible and adjusted to accommodate each Resident's changing needs, preferences and capabilities.

Employees must respect the diversity of all Residents and demonstrate a willingness to adjust routines to accommodate changes as they occur.

Privacy

Residents have the right to share their thoughts, feelings, philosophies and religious preferences. Employees must not probe for information or inflict their own values or beliefs upon Residents.

WestPark Lodge is the Residents' home and employees should act accordingly. When entering a Resident's room, employees should knock, whether or not the door is open, and wait for an invitation to enter; respect the Resident's right to refuse company.



Respecting each Resident's control over time and space, personal information and level of intimacy is crucial.



Residents

The 36 suites at WestPark Lodge are rented by Residents from various backgrounds. Most are seniors living on their own.

Care Plan

AHS Case Managers work with the Site Director of WestPark Lodge, along with the Resident/Resident Advocate to design a Care Plan for the Resident's needs. Residents require varying degrees of assistance with activities of daily living. The Care Plan includes required services such as assistance with dressing, bathing, toileting and other areas of personal care. Once negotiated, the Care Plan will be followed; however, it may be renegotiated at any time and this may be initiated by the Resident/Resident Advocate, the Site Director, or the AHS Case Managers. A copy of the Care Plan is available to the Resident/Resident Advocate upon request.

A review of each Resident's Care Plan is conducted on a regular basis and is essential in providing appropriate support and care as a Resident's needs change.

Residency Agreement

The *Residency Agreement* is the contract between the Resident and Lodge. The Agreement outlines the spirit and intent of the Lodge and acknowledges responsibilities of both the Residents and Management. It includes expectations regarding charges and payments, and termination of residency.

The *Residency Agreement* must be signed by all parties within a few days of arrival at the Lodge. One copy of the Agreement will be given to the Resident/Resident Advocate and another will be kept on file.

Resident Personal Decision-Making

An assessment of a Resident's decision-making capacity is completed at the time of the initial assessment by AHS Case Managers. Assessments may be repeated at any time to determine if there is a change in the cognition of the Resident.

The Lodge will comply with the legal documentation on record for the Resident regarding the area(s) of decision-making that have been reassigned; otherwise, it will be presumed that decision-making rests with the Resident.

Legal Definitions of Personal Decision-Making

Advance Care Planning - a process where people reflect and think about their values regarding future health care choices, and communicate their wishes and values to their loved ones, their alternate decision-makers and their health care team.

Alternate Decision-Maker – a person who is authorized to make decisions with or on behalf of the Resident when a Resident lacks capacity or has significantly impaired capacity.

Capacity - the Resident is mentally competent to make decisions and is able to understand the subject matter relating to the decisions and able to appreciate the consequences of making the decisions.

Enduring Power of Attorney – a legal document that allows the Resident to name a person they can trust to make financial decisions on their behalf, either immediately or in the event that they are unable to make these decisions on their own.

Goals of Care Designation - a set of short-hand instructions which provide specific direction regarding clinically indicated life-saving and life-sustaining intervention, after consultation between the most responsible health practitioner and Resident or alternate decision-maker. A copy of the Goals of Care and Personal Directive is kept in a Green Sleeve, an AHS issued plastic pocket which is placed in the Resident Chart.

Guardian - an individual appointed by the Court who has the legal responsibility to make decisions on behalf of the Resident when the Resident lacks capacity to make specific personal decisions (non-financial), and does not have a Personal Directive.

Personal Directive - a written document in which an adult designates an agent(s) or provides instruction regarding their personal decisions, including the provision, refusal and/or withdrawal of consent to treatments/procedures. A personal directive (or part of) has effect with respect to a personal matter only when the maker lacks capacity with respect to that matter.

Trustee – a person appointed by the court who has the legal responsibility to make financial decisions for a person who lacks the capacity to make financial decisions, and does not have an Enduring Power of Attorney.

Resident Handbook

Each Resident/Resident Advocate is given a copy of the Resident Handbook when they move into the Lodge. The Handbook covers a wide range of topics to help make the Residents' transition from their home to life at the Lodge. It describes the history, services, daily routines and programs provided by the Lodge.

Resident Engagement Philosophy

We know that our Residents' overall experience is marked by major moments such as move-in time, special meals, events, visits, etc. It is also marked by small moments such as a smile. As a team, we endeavor to identify these moments, talk about them and decide what we might do to make as many moments as we can special for our Residents. Everyone is expected to contribute to the engagement and joy of the Residents.

We treasure enthusiasm and so do our Residents! In looking after people in their own home as we do, it is vital for us to maintain a cheerful disposition and to take up our tasks with enthusiasm. It becomes infectious.

Besides keeping our Residents engaged and providing joy and diversion to our Residents on a daily basis, our staff encourage Residents to be involved in recreation programs, and assist Residents to participate in programs and special events. Our organized Recreation Program is focused on helping our Residents to maintain their individuality and independence, which is key to their physical and emotional well-being. Staff are also encouraged to share their ideas and provide feedback to the Recreation staff.

Recreation activities and special events are advertised in the monthly recreation calendar, by posters, and by verbal communication. Residents are also encouraged to continue with their relationships with other community organizations, and to enjoy outings with family and friends.



Call Bells

All Residents receive a call bell pendant that they should wear at all times. If they need help, they press the call bell button and the call goes to a staff member in the area, who should respond as soon as possible. Wait times will vary depending on how busy staff are, but attending to call bells is a staff priority.

Staff

All of WestPark Lodge staff play a vital role in ensuring quality of life for our Residents. WestPark Lodge is successful because of the staffs' dedication, commitment and enthusiasm for their work.

Site Director

The Site Director is responsible for the overall management of WestPark Lodge and oversees the daily operation of Care and Support Services, Administrative Services, Recreation Services, Food Services, Housekeeping Services and Maintenance Services. The Site Director ensures that services are provided to Residents in adherence to legislation and organizational policies, and is responsible for positive Resident and community relations.



Alberta Health Services (AHS)

AHS staff work with WestPark staff to ensure that Residents are receiving the care they require. AHS Case Managers are on site throughout the week, and they are available for consultation by phone to WestPark Lodge staff when the Case Managers are not at the Lodge. The Case Managers provide referrals to specialists and to Alberta Aids to Daily Living.



Licensed Practical Nurses (LPNs)

LPNs are responsible for directing and providing personal care to Residents in a mindful and respectful way, and for providing guidance and support to the Health Care Aides. LPNs assist with personal care, food service, and housekeeping and encourage Residents to retain as much independence and management of their own care as is possible.

LPNs are expected to work professionally with all team members in the coordination of Resident Care Services. Team members include but are not limited to AHS Case Managers, Resident Advocates, families, physicians, and pharmacies.

LPNs are required to have a thorough understanding of their scope of practice set forth and governed by the College of Licensed Practical Nurses of Alberta, as well as in CICL policies and procedures. They work closely with AHS Case Managers (RNs) who are on call 24 hours a day, seven days a week.

Health Care Aides (HCAs)

The Health Care Aides (HCAs) are responsible for providing care that centers on a Resident's individual experience, and that supports Residents in being engaged and happy. HCAs assist with personal care, recreation, food service, housekeeping and laundry, and try to make each day special for the Residents. They encourage Residents to manage their own care as much as possible, and they support the Residents in retaining independence and control over their lives.

The services an HCA delivers are based on the support a Resident requires and requests, as well as general needs of the team and the Lodge. These services are outlined in a Care Plan and on SeniorCare (an electronic Resident charting software program), and are updated on a regular basis.



Administrative Coordinator

The Administrative Coordinator supports the Site Director and staff and performs clerical and administrative duties related to the needs of the Residents and of the Lodge. The Administrative Coordinator also provides a consistent, warm and hospitable point of contact for the Residents, their families, staff and the community.



Recreation Coordinator / Recreation Assistant



The Recreation Coordinator develops and implements the recreation program at WestPark Lodge, provides leadership to the Recreation Assistant, and acts as an ambassador for WestPark Lodge in the community. The recreational activities which the Recreation Coordinator develops, promote the physical, emotional, social and spiritual well-being of the Residents, and the activities are continually assessed and adapted to the Residents' preferences and needs.

Cooks / Baker

WestPark Lodge employs Cooks and a Baker who are responsible for food preparation and service, following a master menu plan which features home-style cooking, and caters to a variety of dietary needs and preferences.

Kitchen Assistants

The Kitchen Assistants are responsible for serving meals to Residents in a timely, professional and courteous fashion. They are also responsible for some food preparation assistance, preparing the Dining Rooms, keeping the Dining Rooms and Serveries clean, and for dishwashing.

Housekeepers

The Housekeepers are responsible for scheduled weekly cleaning and spot cleaning of the Residents' rooms. They are also responsible for the cleanliness of all the common areas in the Lodge, which helps to maintain a warm and comfortable home for Residents.



Maintenance Manager

The Lodge employs a part-time Maintenance Manager who works the day shift from Monday to Friday. The Maintenance Manager carries a cell phone for after-hour emergencies. He is responsible for monitoring and maintaining the heating/cooling, mechanical, ventilation and plumbing systems, and for the general maintenance of the building and grounds.

Absence of On-Site Management

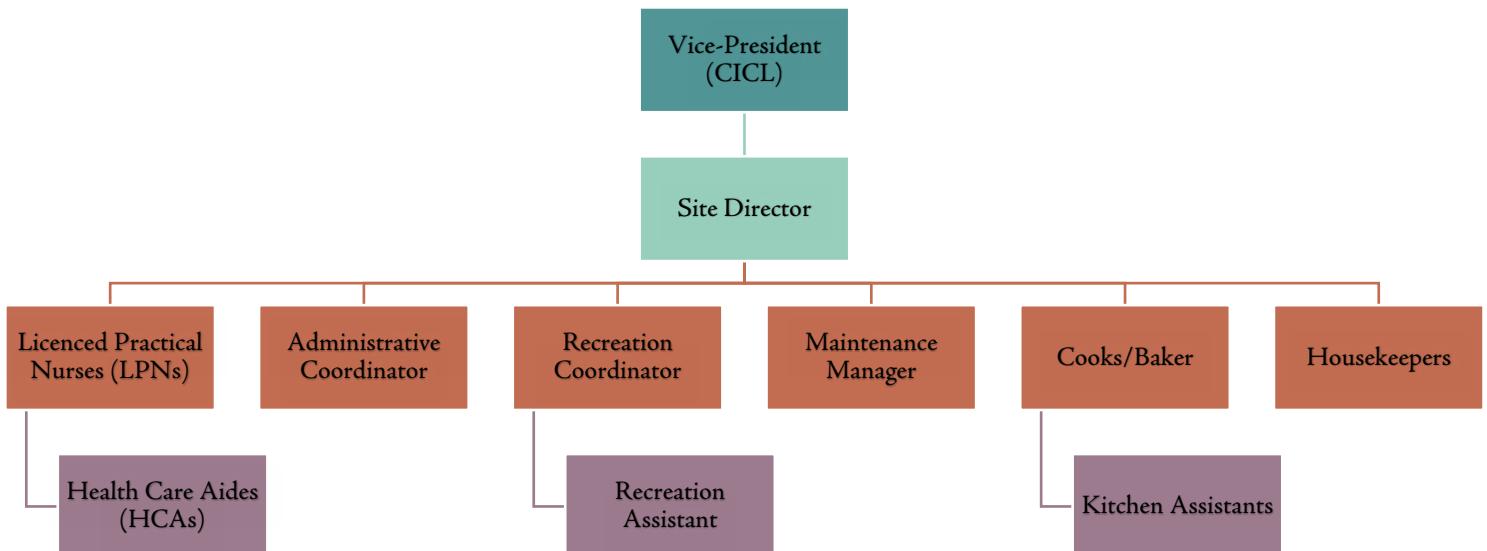


During regular business hours - Monday to Friday - all staff are supported overall in their roles by the Site Director/Designate. Outside of regular business hours or in the absence of the Site Director/Designate, a designated LPN will be assigned as "In Charge". The Charge LPN will have access to the phone number of the "On-Call Case Manager" in the event that support is needed.





The WestPark Lodge Employee Structure





Policies & Procedures

Policies and Procedures of WestPark Lodge are designed to assist employees to address various issues encountered in carrying out their day-to-day responsibilities, and to comply with legislation, regulations, and standards applicable to Supportive Living facilities.

These Policies and Procedures are organized into Manuals and are available to employees on the “T Drive” on the WestPark Lodge computers. Hard copies of the Manuals are also available in the Administrative Office and at the Front Desk. The Manuals include: *Care & Support Services, Emergency Preparedness, EOL/Palliative Care, Governance & Operational Policies, Human Resources, Infection Prevention & Control, Occupational Health & Safety, Pandemic Plan, Resident Services, Resident Family Councils Act, WCB, and Wound Care*.

Employment

Posting of New or Vacant Positions

WestPark Lodge staff may apply for any new or vacant positions. Appointments will be made on the basis of education, experience, training, qualifications, skill and other relevant attributes, and where these factors are considered by the employee to be equal, seniority shall be the deciding factor.

CICL provides equal opportunity for all employees, volunteers and applicants.

Equal Opportunity

It is our policy to provide equal opportunity for all employees, volunteers and applicants regardless of age, sex, race or national origin, religion, sexual orientation, marital/family status, pregnancy or disability.

Our organization will not discriminate (and will not allow our employees or volunteers to discriminate) against any employee, job applicant, or volunteer.

Documentation Required

All employees are required to provide the following documents at the time of hire:

- Security Clearance Check (Criminal Record Check or Police Information Check)
- TDI Federal and Provincial Tax Forms
- SIN Number
- Payroll information for automatic deposit
- Confidentiality Agreement
- Consent to Release Employee Information Form
- Education Certificates/Diplomas
- Infection Prevention documents: TB Screening, Hep B Records, Influenza Immunization Records, COVID-19 Immunization Records, Immunization Records required for special situations/circumstances, and a completed *CICL Employee/Volunteer Immunization Record Form*.

HCA Directory

In 2017, the province launched the HCA Directory, a central database designed to collect information on all HCAs in Alberta, including demographics, employment status, and competencies. In December, 2018 the Ministry of Health issued a Directive that requires mandatory enrolment in the Directory for all HCAs employed with or contracted by AHS. The intent of the mandatory enrolment is to provide accurate provincial workforce data and to provide assurance to the public with regard to the competency of Alberta's HCAs. The expectation of all HCAs employed by CICL is that they are registered with the Directory. Directory information is available on the Directory website - albertahcadirectory.com. If you require additional support, please speak to the Administrative Coordinator/Designate.



Change of Employee Status

If any of your personnel file information changes, such as your address, beneficiaries, or dependents, please complete a *Change of Employee Profile Form*, an *Equitable Group Plan Member Change Form*, and a *Manulife Financial Change Form*, so that personnel records and payroll can be changed as soon as possible. These forms are available from the Administrative Coordinator/Designate.

Privacy of Personal Information

AHS is responsible for ensuring that CICL staff comply with legislation relating to the privacy and confidentiality of information that could identify an individual. This includes ensuring compliance with the Health Information Act (HIA) and the Freedom of Information and Protection of Privacy Act (FOIP).

Health Information Act (HIA)

The provincial HIA establishes rules that must be followed for the collection, use, disclosure and protection of “health information”, and balances the protection of privacy while still enabling health information to be shared where appropriate. It provides individuals with the right to request access to their own health information under the control of health custodians, and to have custodians consider the individual’s wishes regarding how much of their health information is disclosed or made accessible.

The HIA requires Lodge staff to only collect, use and disclose health information in the most limited manner, with the highest degree of anonymity possible, and on a need-to-know basis.

Freedom of Information and Protection of Privacy Act (FOIP)

The FOIP Act controls how personal information is collected, used and disclosed. It provides individuals with the right to request access to information in the control of public bodies – e.g. Government of Alberta offices, health care bodies – while providing public bodies with a framework for conducting the collection, use and disclosure of personal information. The FOIP Act protects the personal information collected for the authorized use of CICL. It prevents another person from seeing your personal information without your consent.

In compliance with FOIP, WestPark Lodge requires that you sign the Lodge’s *Consent to Release Employee Information Form* if you wish to have any information from your personnel file released.

In order to protect the Residents’ personal information, employees, students, volunteers and contract service providers are also required to sign the Lodge *Confidentiality Agreement* at the time of hire.

When Residents move into the Lodge, they are required to sign a *Disclosure of Personal Information Consent* which outlines the FOIP and HIA guidelines.

Individuals may file a privacy complaint to the Office of the Information and Privacy Commissioner of Alberta if they believe that “their personal information has been collected, used or disclosed without proper authority or without their consent.”

Orientation

New employees will receive general orientation and a job specific orientation through job shadowing, arranged by the Site Director/Designate. An Orientation Checklist is used to ensure the new staff is given the required information to fulfill and succeed in their position. The Checklist must be completed and signed by both the employee and staff members responsible for the Orientation components. Personnel are responsible for understanding:

- The structure of the organization and reporting relationships
- Positional, departmental and organizational areas of accountability
- Safe work procedures and practices
 - Safe Food Handling
 - Back Care - Manual Material Handling
 - WHMIS (Workplace Hazardous Materials Information System)
- Security systems and emergency response protocol
- Governance and operational policies
- Personnel policies
- Performance planning, monitoring and evaluation process
- Key areas identified in the Alberta Health Continuing Care Standards (CCHSS) and Alberta Health Accommodation Standards, as important to providing safe quality care to Continuing Care Residents.



Continuing Education / Staff Training

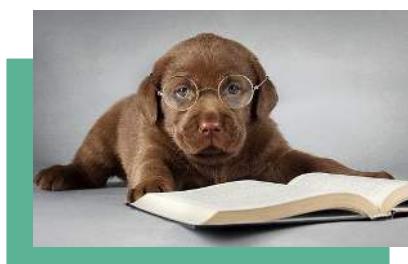
The Lodge provides ongoing continuing education on a regular basis to ensure that all employees remain qualified with the most current skills, and are able to provide excellent care. Education attendance for all employees is tracked over the course of their employment with the Lodge.



Staff Training requirements identified by CCHSS are as outlined below:

STAFF TRAINING REQUIREMENTS		
Audience	Training	Frequency
All Staff		Within 6 months of hire & every 2 years
	Person-Centred Care	
	Prevention, Recognition & Management of Responsive Behaviours	
	Infection Prevention & Control Practices	
	Emergency Preparedness, Pandemic Preparedness, & Service Continuity	
	Nutrition & Hydration Assistance Techniques including Choking Prevention & Response / Oral Hygiene (Also required by volunteers that provide such care)	
	Care of Clients with Dementia	
All staff	Incident Reporting	Within 6 months of hire & within 3 months of significant revision to training materials
Health Care Staff		Within 6 months of hire & every 2 years
	Risk Management	
	Fall Prevention & Management	
	CPR (Only staff whose job descriptions require CPR)	
	Palliative & End-of-Life Care	

Health Care Staff		Within 6 months of hire & every 2 years
	Safe Lifts & Transfers	
	Restraint Use & Management	
	Safe Bathing & Showering Temperatures	
	Medication Assistance	
		Within 6 months of hire & within 3 months of significant revision to training materials
	Continuing Care Health Service Standards (CCHSS)	
	Health Information Management	
	Health Information Act (HIA)	
	Prevention & Reporting of Resident Abuse (Protection for Persons in Care Act)	
	Freedom of Information & Protection of Privacy Act (FOIP)	
	Personal Directives, Enduring Power of Attorney (EPA), Guardianship & Trusteeship	





All staff are evaluated at least once a year to review their performance.

year to review their performance over the past year in outlined areas of competencies. Annual evaluations are completed by the Site Director/Designate and the employee.

Probationary Period

New employees will serve a probationary period of 500 hours or 6 months of employment at WestPark Lodge, whichever comes first. If during that time period, the employee's performance is not satisfactory, the employee may be terminated without notice and without recourse to the Concern/Complaint/Request Resolution Procedure.

All new staff are evaluated before the end of their probationary period by the Site Director/Designate to determine their suitability for their position. All staff are evaluated at least once a

Performance Evaluation Competencies

Knowledge of Employment Environment - knows and understands the vision, mission, and values of the Lodge; demonstrates the ability and willingness to align own behaviour with the Lodge's goals and needs; recognizes the value of each job, and how it contributes to the success of the work unit and the Lodge

Integrity - exhibits professional boundaries; uses appropriate judgement; demonstrates commitment to the Lodge; behaves according to ethical principles of respect of individual's dignity, choices and rights, confidentiality, and highest possible standard of care

Job Knowledge - demonstrates clear understanding of the responsibilities and tasks to be performed, and of policies and procedures of the Lodge

Job Performance - applies professional, technical, and safety knowledge and skills appropriately and in a thorough and accurate manner; understands, interprets and follows instructions

Job Productivity - displays organized approach to work; tasks are completed efficiently and effectively

Administrative Duties - completes required documentation in accurate and timely manner

Initiative – generates ideas and methods to improve and complete tasks; displays willingness to learn and improve

Dependability – conscientious about attendance and timeliness; reliable and punctual

Resourcefulness – makes use of the resources available, considering time, people, equipment, and budget; directs activities to ensure that work is completed effectively despite challenging and fluctuating work demands

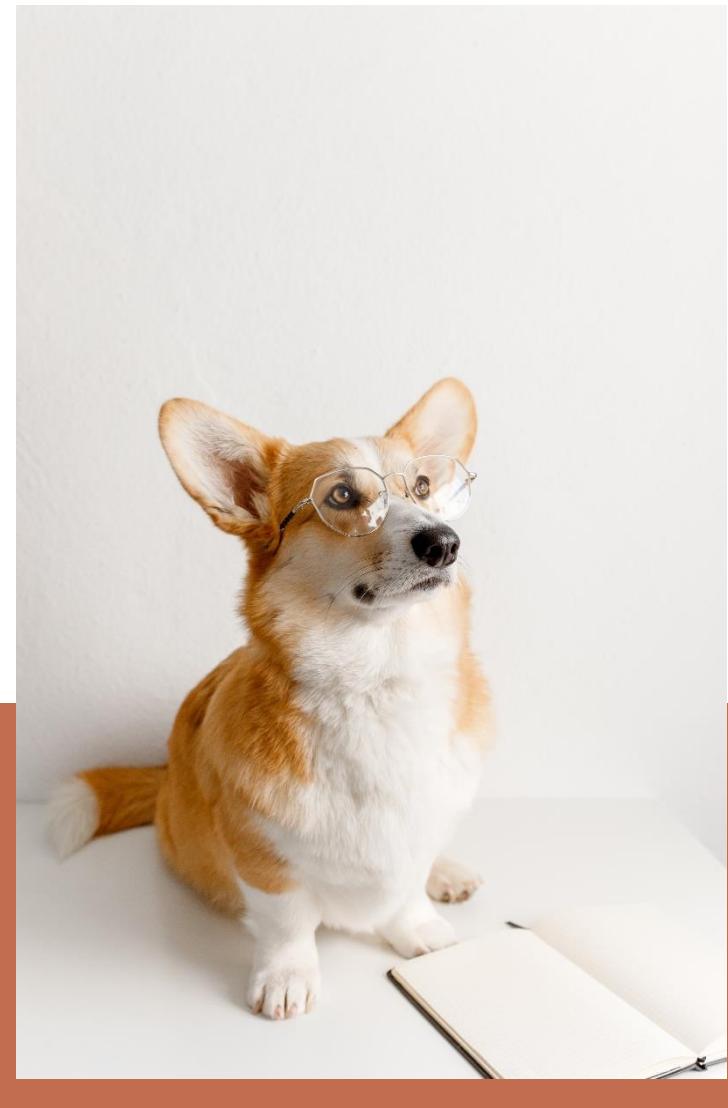
Teamwork – demonstrates a willingness to work as a team with employees, Residents and Resident Advocates of WestPark Lodge, and with other contacts associated with the Lodge; applies values and skills to achieve team goals; shares information; resolves conflicts positively; accesses supervision or other supports appropriately

Openness and Adaptability – views change as an opportunity for growth; responds willingly to changes in policy and procedure, processes, responsibilities, and assignments

Communication – displays clear, concise verbal and written communication in honest, caring manner, including active listening, with internal and external contacts; practises CICL language; promotes positive public relations

Leadership (Management Staff) – positively influences people and events to achieve mission of the Lodge; guides, coaches, mentors to encourage and support development of expertise in others; leads by example; establishes and maintains positive and productive relationships; shares expertise with staff to enhance their potential for success

Management Skills (Management Staff) – aware of industry, business trends and issues affecting the Lodge; monitors budgets, provision of service, public relations with stake holders; visualizes, creates and implements changes that improve overall operation of the Lodge.



Seniority

Once the Probationary Period has been completed, the seniority date for all full-time and part-time employees shall be the date on which the employee commenced employment, including all prior periods of uninterrupted service as a casual or temporary employee.

CPR Training & Re-Certification

LPNs must have CPR training at the time of hire. WestPark Lodge will provide recertification every year for LPNs.

Notice of Termination of Employment

We recognize that staffs' lives change and we would appreciate as much notice as possible of an employee's intent to terminate employment. When possible, an employee shall give WestPark Lodge twenty-eight calendar days' notice, and at least fourteen calendar days' notice of intent to resign from employment. If the required notice is given, an employee will receive the wages and vacation pay to which the employee is entitled on the pay day following the last day worked.

An employee within the probationary period, who is deemed unsuitable by the employer, may be terminated at any time within that period, and the termination shall not be subject to the *Concern/Complaint/Request Resolution Procedure*. Except for the dismissal of an employee serving a probationary period, no employee shall be dismissed without just cause.

WestPark Lodge may terminate employment without notice for just cause including:

- Willful violation of policy
- Abuse of management property
- Alcohol consumption on the job (or working under the influence)
- Drug abuse on the job (or working under the influence)
- Insubordination
- Gross negligence
- Failure to report to work without notification, within 24 hours of the scheduled start time and without just cause, as determined by Site Director/Administrative Coordinator

- Any abuse
- Breach of confidence
- Casual employees who have not worked a shift for 3 months or more.

Employees may receive a warning from the Site Director regarding work performance (e.g. unsatisfactory task completion, unprofessional conduct and tardiness). Employees will be provided with a verbal warning and an opportunity to work towards improvement. However, if the behavior continues the employee will receive a written warning indicating that suspension or dismissal will result if the situation continues.

Exit interviews may be completed upon termination of employment for information gathering related to recruitment and retention of employees, and best practices.

Retirement

Employees are requested to discuss their proposed date of retirement with their direct supervisor to ensure a smooth transition for both parties. All employees are encouraged to participate in succession planning initiatives.

Hours of Work

Avanti - Payroll Software Program

WestPark Lodge uses Avanti, a payroll management system which allows staff to digitally clock in and out from personal phones or Lodge computers (web timesheets), to post and access schedules, to post shifts to the schedule pool, to swap and pick up shifts in the schedule pool, and to submit time-off requests.

Employees can view their individual work schedules online using their phone app or using a computer. The work week is from Sunday at 0000 hours to Saturday at 2400 hours.

Employees must be on time for their scheduled shifts and check in electronically in Avanti. Shifts not recorded in this manner may not be paid. Any adjustments to a shift must be approved by either the Site Director/Designate, Administrative Coordinator/Designate or the Charge LPN after hours. Changes not approved will not be paid, including overtime.

If an employee wishes to exchange a scheduled shift, then that employee must request it using the *Shift Swap Form*. This exchange must occur within one pay period and not result in overtime accrual. Refer to the *Shift Swap Form* for more details.

If an employee misses a shift or arrives late for a shift, the Administrative Coordinator/Designate will be informed. A *Notification of Missed Shift/Late Arrival Form* will be completed by the Administrative Coordinator/Designate, to track all missed shifts and late arrivals.

Staff Positions – Work Hours

Hours of management positions vary in order to support the operational needs of the Lodge.

Employees	Shifts	Hours (Approximate)
Administrative Coordinator	Monday to Friday	8:00 a.m. – 4:00 p.m.
Cooks / Baker	Days	Variable
Health Care Aides	Variable Shifts	24 hours/day – 7 days/week
Housekeepers	Monday to Friday	Variable
Kitchen Assistants	Days & Evenings	Variable
Licensed Practical Nurses	Variable Shifts	24 hours/day – 7 days/week
Maintenance Manager	Monday to Friday. Manager on call after hours.	9:30 a.m. – 3:30 p.m.
Recreation Assistant	Variable Part-Time	
Recreation Coordinator	Variable Part-Time	
Site Director	Variable Shifts	

Breaks

WestPark Lodge encourages and supports staff to take their allotted coffee and meal breaks. Break times are assigned outside of Resident mealtimes, according to the shift worked, and are posted at the Front Desk. Areas with more than one employee should discuss and rotate break times on a regular basis. The night staff is expected to work together to support all areas to ensure allotted breaks have been taken. If you are not able to make your allotted break time, it is expected that you will discuss this with the Charge LPN and schedule an alternate time.

Employees are entitled to breaks as follows:

- Shifts of 3 hours or less
 - no paid breaks
- 4-hour shifts (could be a split shift – 4 hours morning & 4 hours afternoon/evening)
 - 15-minute paid break
- 5-hour shifts
 - 15-minute paid break
- 6-hour shifts
 - one 15-minute paid break
 - one 30-minute unpaid break
- 7.5-hour shifts
 - two 15-minute paid breaks
 - one 30-minute unpaid break
- 8-hour shifts
 - two 15-minute paid breaks
 - one 30-minute unpaid break
- 12-hour shifts
 - two 15-minute paid breaks
 - two 30-minute unpaid breaks

Smoking must be included in the time allotted for breaks.



Pay day is every second Friday and includes payment for all eligible hours in a two-week period.

Compensation

Pay Period

Pay day is every second Friday and includes payment for all eligible hours in a two-week period. Pay is deposited directly into the employee's bank of choice. Payroll errors or omissions made by the employer will be corrected as soon as possible.

If a pay day falls on a Statutory Holiday, pay will be deposited on Thursday.

Shift / Weekend Differential

The Lodge offers competitive evening and night shift differentials, as well as weekend differentials. To be eligible for shift differential, an employee must work at least 30 minutes between 1500 hours and 0700 hours.

- Evening:
 - A shift differential per hour will be paid to an employee for all hours worked between 1500 hours to 2300 hours.
- Nights:
 - A shift differential per hour will be paid to staff for all hours worked between 2300 hours to 0700 hours.
- Weekend:
 - In addition to their basic rate of pay and any shift differential an employee may be entitled to a weekend differential per hour for all hours worked between 1500 hours Friday and 0700 hours Monday.



Overtime Agreement

Overtime must be authorized by the Site Director, Administrative Coordinator/Designate, or after hours by the Charge LPN.

Overtime will be paid at time and one-half for the first 2 hours worked in one shift, and double time thereafter. An employee required to work more than 1 hour of overtime shall be provided with a 15-minute paid break prior to working the overtime. Where overtime of 3.875 hours of work or more is required, the employee will be provided with a 30-minute break without pay.

Overtime may be accumulated and taken in time off at a mutually acceptable time at the applicable premium rate, as specified by Employment Standards. Time off not scheduled to be taken by March 31st in any given year shall be paid out.

Overtime will be paid at time and one-half for the first 2 hours worked in one shift, and double time thereafter.

Charge Pay

If an LPN is required to assume responsibility in the absence of the Site Director/Designate, the LPN will be paid an additional amount per hour to recognize this responsibility.

Preceptor Pay

If an LPN is assigned to act as a Preceptor for students in the Licensed Practical Nurse program, or any specialized practice education or training programs as recognized by the College of Licensed Practical Nurses of Alberta, the LPN shall receive an additional hourly pay.

An HCA and a Recreation Coordinator assigned to act as preceptors to students in a recognized program shall receive an additional hourly pay.



On-Site Staff Meals

All employees are provided with free meals at WestPark Lodge during their scheduled shifts. On-site meals are a taxable benefit; this taxable benefit will appear on T4 slips in Box 40.

Employees are not permitted to prepare personal meals in the Kitchen or Servery. Employees may store their meals in the Laundry Room fridge and may eat their meals in the basement Conference Room, where a microwave is available.

All employees are provided with free meals at WestPark Lodge during their scheduled shifts.

Professional Fees

Employees will be eligible for reimbursement of fees paid to a Professional College if the employee has worked a minimum of 875 hours in the previous fiscal year, and requires active registration to perform their duties.



Employee Benefits

Group Benefits Plan

Group benefits utilize the power of a group of employees to get affordable insurance for health-related expenses. WestPark Lodge provides both full-time and part-time employees who have completed three months of service and with an FTE of .50 or greater, with a Group Benefits Plan. The Plan includes life insurance and accidental death and dismemberment insurance, dental benefits and health benefits (a drug plan, major services including ambulance services and paramedical services, and hospital services).

Premium costs are split between the employer and the employee, with the employer paying 75% of the cost of premiums, and the employee paying the remaining 25%. Participation in the Group Benefits Plan is mandatory. Employees may choose to waive the health and dental benefit coverage if they are covered by another plan, thereby leaving them only with the life insurance and accidental death and dismemberment insurance.

The Administrative Coordinator/Designate will provide new employees with a Group Benefits application package at the end of 3 calendar months, which they should complete and return to the Administrative Coordinator/Designate. The Benefit Plan will come into effect once the employee becomes eligible.

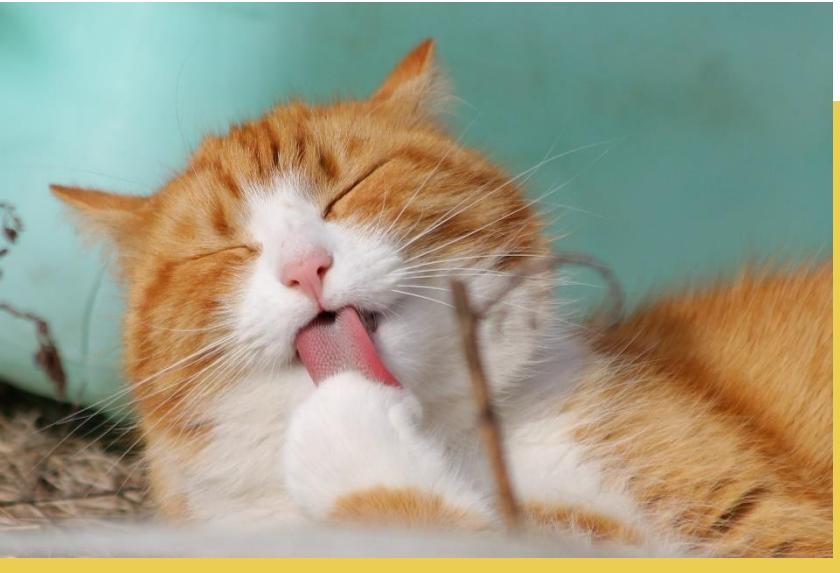
Employees on WCB are eligible for Group Benefits for up to one year following the date of injury or illness. (Refer to Personal Injury/WCB Claims – p. 56). Employees only on select Leaves of Absence are eligible for Group Benefits (Refer to Leave of Absence – p. 41.), and employees on Medical EI are not eligible.

Homewood Health Family & Employee Assistance Program

CICL also provides an Employee and Family Assistance Program through Homewood Health Services, in order to support employees and their eligible dependents in leading a healthy, balanced life. The Equitable Group Benefits Plan Booklet outlines the comprehensive list of everyday issues that Homewood staff can provide support, advice and information on, including but not limited to parenting, financial and legal issues, addiction and recovery, and emotional well-being. Homewood Health Services are not

insured benefits under the Group Insurance Plan and the fees are paid for by CICL.

Registered Retirement Savings Plan



WestPark Lodge has established a Group Registered Retirement Savings Plan (RRSP) and participation in the Plan is voluntary. All full-time and part-time employees with a .50 FTE or greater who have completed twelve months of service have the option of participating in the Plan by enrolling with the Group Retirement Plan Provider.

An employee will not be eligible for RRSP contributions if they are on a Long-Term Leave of

Absence, receiving Worker's Compensation Benefits, or on Medical EI.

The Administrative Coordinator/Designate will inform the employee when they will be eligible for participation in the Group RRSP Plan a few weeks before they become eligible. The Administrative Coordinator/Designate will provide the employee with an Enrolment Package which they will complete and return to the Administrative Coordinator/Designate.

Time Off Statutory (Named) Holidays

Where a full-time, part-time, temporary, or casual employee, as part of their work assignment, is required to work on a Statutory Holiday, then that employee will be paid for the hours worked on the Statutory Holiday at one and a half times (1.5x) their basic rate of pay, and 2 times (2x) their basic rate of pay for Heritage Day and Christmas Day.

In addition to these earnings, full-time employees will earn an alternate day off with pay at a mutually agreed time; or by mutual agreement, a day with

pay added to their next vacation; or by mutual agreement, payment for such day at their basic rate of pay.

Part-time, temporary and casual employees shall be paid 4.6% of their wages on each pay cheque in addition to the 1.5 times their basic rate of pay, in lieu of Named Holiday Benefits.

To qualify for Statutory Holiday pay, an employee must:

- Have been employed for 30 days during the preceding 12 months
- Work their scheduled shift before the holiday and their scheduled shift after the holiday, except where an absence is permitted by the employer
- Work on a Statutory Holiday when scheduled except where the employee is absent for reasons acceptable by the employer.

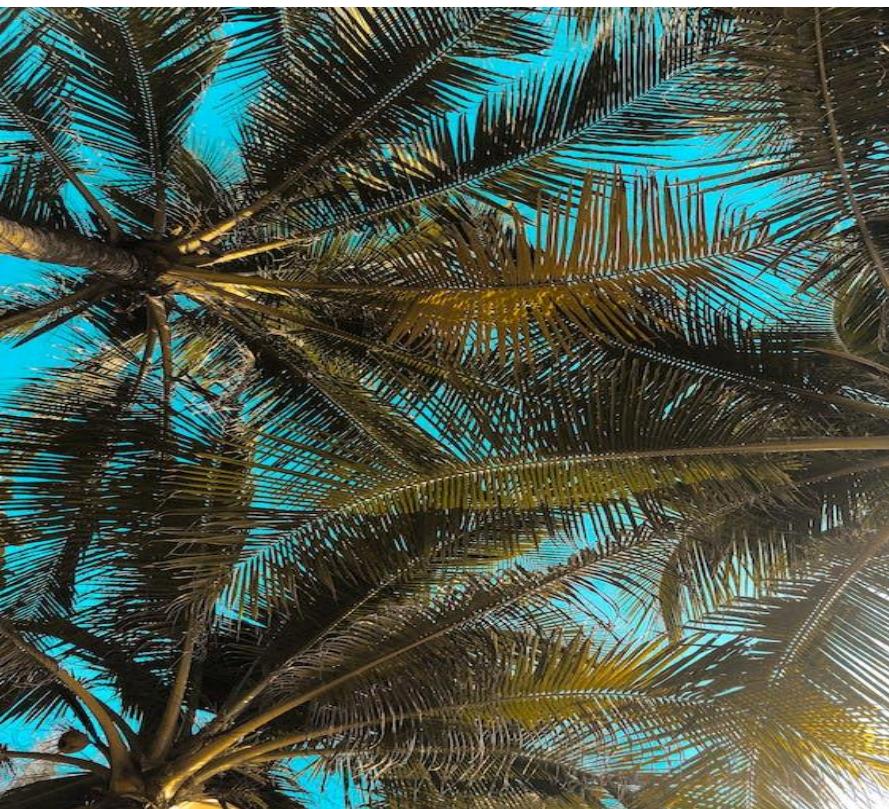
The following Statutory Holidays are observed by WestPark Lodge:

<ul style="list-style-type: none">➤ New Year's Day➤ Alberta Family Day➤ Good Friday➤ Victoria Day➤ Canada Day➤ Heritage Day	<ul style="list-style-type: none">➤ Labour Day➤ National Day for Truth and Reconciliation➤ Thanksgiving Day➤ Remembrance Day➤ Christmas Day➤ Boxing Day
--	--

Full-time and part-time employees will be scheduled so that they will have either Christmas Day or New Year's Day off, unless otherwise requested. They will be provided with two consecutive days off (i.e. December 24th and 25th, or 25th and 26th; or December 31st and January 1st, or January 1st and January 2nd).



When a Named Holiday falls during a full-time employee's annual vacation, the holiday may, by mutual agreement, be added to the vacation period, or an alternate day off with pay may be scheduled. When a Named Holiday falls on a day that would otherwise be a full-time employee's regularly scheduled day of rest, the employee shall, by mutual agreement, receive an alternate day off with pay, or have a day added to their annual vacation, or receive payment at the basic rate of pay.



Vacation

We want our employees to be happy and satisfied on the job. We don't want them to burn out and we encourage them to take their vacation to improve their health and physical well-being. Full-time employees are entitled to vacation with pay calculated at the employee's regular rate of pay, after they have completed each year of continuous employment. See the Collective Agreement for a current outline of vacation entitlement.

A notice will be posted in February of each year until the end of March of each calendar year, requesting employees to state their choice of vacation dates. Such notice will be removed by the employer at the end of March and a vacation schedule will be prepared and posted. Vacations of more than 2 weeks will not necessarily be scheduled consecutively.

Employees are encouraged to provide as much notice as possible for a vacation request outside of the planner and must complete a *Request for Vacation or Days Off Form*. The form is to be submitted to the Site Director/Designate, who will respond within 10 days of the request.



Employees are encouraged to utilize their vacation entitlement in the year that it is earned, ensuring that they have a rest from work without any loss of income.

Vacation entitlement can be taken as it is earned, rather than accruing it over a one-year period. Employees are encouraged to utilize their vacation entitlement in the year that it is earned, ensuring that they have a rest from work without any loss of income. Employees may carry forward two weeks of accrued vacation into the following year. They are required to utilize all other accrued vacation credits (beyond the two weeks) before the end of each year – December 31st. Any unused vacation credits beyond two weeks will be paid out by January 31st.

In special circumstances, an employee may be permitted to carry forward an additional portion of unused vacation to the next year, with approval from the Site Director/Designate.

Employees shall be granted the vacation period preferred by them at such time as may be mutually agreed to by the employer and employee. The granting of vacation is subject to operational requirements.

Vacation days may not exceed the total vacation earned at the time of taking the vacation. If an employee will not have enough vacation credits earned at the start of an employee's scheduled vacation, the vacation may not be approved.

Once vacations are authorized by the Site Director/Designate, they shall not be changed except by mutual agreement between the employee and the Site Director/Designate.

Employees requested to work during their vacation and who voluntarily accept to work during their vacation, will have the time worked rescheduled as vacation leave with pay on another day.

Sick Leave

Sick Days are granted to permanent full-time and part-time employees with the sole intent of protecting employees against loss of income when they are ill, and the illness or injury is not covered by the provisions of the Workers' Compensation Act. Full-time and part-time employees will accumulate 11.07 hours per 168 hours of regular scheduled hours of work at the basic rate of pay, up to a maximum of 930 hours.

As Sick Days are a benefit, abuse of Sick Days will not be tolerated and attendance of employees who have extensive Sick Leave use will be monitored. Without acceptable proof of illness, or with abuse of the Sick Leave benefit, disciplinary action by the employer up to and including termination may be taken.

An employee who has exhausted their Sick Leave credits during the course of an illness shall be considered to be on a Leave of Absence without pay or benefits for the duration that the illness continues.

Employees on Medical EI are not eligible for CICL Group Benefits or Group RRSP Benefits. The CICL Group Benefit coverage on a cost sharing basis will continue until the final pay period covering the last day for which the employee was paid, which could be the last day worked or last Sick Day taken.



From time-to-time, an employee may require a short period of absence from work with pay to attend to medical/dental appointments which cannot be scheduled after working hours. Such hours will be deducted from the employee's accumulated Sick Leave credits.

Any employee who is ill and cannot report to work, must notify the Administrative Coordinator/Designate or the Charge LPN after hours, at least 2 hours prior to the start of the shift so that replacement staffing can be arranged, or duties redistributed. In order to protect the Residents and other employees, anyone suffering from an infectious illness should not report to work. An employee may be asked to supply a physician's note stating that they are fit to return to work before they are put back on the schedule.

Workers' Compensation

An employee who is unable to work as a result of an injury/illness incurred while on shift at WestPark Lodge, and who qualifies for Workers' Compensation in accordance with the Workers' Compensation Act, will receive compensation directly from the Workers' Compensation Board. (Refer to Personal Injury/WCB Claims – p. 56.)

Leave of Absence

An employee may request a Leave of Absence from their scheduled shifts. The operational needs of WestPark Lodge and the availability of relief staff will be considered prior to the granting of Leaves.

Employees are eligible for Job-Protected Leaves after being employed by the same employer for 90 days.

As specified in the Alberta Employment Standards Code, employees are eligible for Job-Protected Leaves after being employed by the same employer for 90 days, except for Reservist Leaves which require 26 consecutive weeks of employment. Job-Protected Leaves allow employees to take time off work for personal reasons and then return to the same or comparable positions, with earnings and benefits at least equal to those received when the Leave began.

Employees may not be terminated or laid off while they are on job-protected leaves.

CICL is not required to reinstate employees who fail to give notice or report to work the day after their leave ends, unless failure to give notice is due to unforeseeable or unpreventable circumstances.

Job-Protected Leaves may be Short-Term or Long-Term.

Short-Term Leaves - with pay and Group Benefits:

- Bereavement - in the event of a death in the immediate family of a full-time or part-time employee, the employer shall provide bereavement leave up to a maximum of three (3) consecutive working days with pay, upon the death of a spouse, common-law spouse, fiancé, legal guardian, child, parent, or spouse's parent, step-parent, brother, sister, step-brother, step-sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, niece, nephew, step-child, aunt, uncle, grandfather, grandmother, or grandchild. If the employee is required to travel in excess of 300 kilometres one-way to attend a funeral of a person referred to above, the employee may request a maximum of an additional two (2) paid working days for said travel. Such time shall be granted at the sole discretion of the Vice-President.
- Citizenship Ceremony
- Domestic Violence
- Personal and Family Responsibility – if an employee who has completed 90 days of continuous employment is unable to report to work due to personal matters or family responsibilities, the employee shall inform the Administrative Coordinator/Designate with as much advance notice as possible. Employees may take up to 5 Personal Days per year, 3 of which are paid and 2 of which are not paid. The 3 Personal Days are not vacation days, and any Personal Days not used cannot be carried over into a new calendar year. An employee may be required to submit proof of the Personal Leave requirement, as requested by the Administrative Coordinator/Designate.

Long-Term Leaves – without pay, and option for Group Benefits

extended only to Compassionate Care and Maternity/Parental Leaves; option for Group Benefits for other Long-Term Leaves offered at discretion of the Vice-President and subject to approval of Benefit Provider:

- Compassionate Care – continuation of benefits option but not beyond a total of 27 weeks (6 months)
- Critical Illness
- Death or Disappearance of Child
- Long-Term Illness and Injury
- Maternity and Parental – continuation of Group Benefits option but not beyond a total of 78 weeks
- Reservist (Member of Reserve Force of Canadian Forces).

An employee requesting a Leave of Absence must provide a written request as early as possible, and ideally at least 2 weeks in advance of the intended start date of the Leave, in order for staff substitutions to be arranged.

Sick leave entitlement, vacation entitlement and credit towards increments do not accrue during any Leave of Absence without pay.

Group Benefit coverage will continue to the end of the pay period in which the employee's last day of work falls, at the current cost sharing of the premiums.

Depending on the type of Leave and approval of the Vice-President and the Benefit Provider, the employee may maintain their Group Benefits for a specified period after the end of the pay period in which the employee's last day of work falls, by paying the full cost of the premiums for the remainder of the Leave. Payments will be due the 1st day of each month of the Leave and payment for the first of every month must be arranged with the Administrative Coordinator/Designate. If payment has not been received by the 1st day of the month the employer will notify the Benefit Provider and cancel the employee benefits.

An employee going on a Leave that offers the option for Benefits, must complete a *CICL Group Benefits Authorization & Waiver of Participation Form* after approval of their Leave, to state whether they wish to remain on Benefits. The form must be submitted to the Administrative Coordinator/ Designate, immediately after the approval.

For a description of the Job-Protected Leaves and eligibility requirements, please refer to the [Alberta Government Employment Standards Code](#). A copy is available from the Administrative Coordinator/ Designate.

WestPark Lodge also offers the following additional Leaves:

- General Leave – may be granted without pay, benefits, and without loss of seniority for good cause
- Education Leave – may be granted without pay, benefits, and without loss of seniority for good cause
- Political Office Leave – will be granted without pay and benefits
- Jury or Crown Witness Duty – will be granted with pay and benefits.

Group Benefits for all Leaves except Maternity/Parental will not be extended beyond 27 weeks (6 months), unless approved by the Vice-President and Benefit Provider.

Rights Harassment

Our organization will not tolerate harassment, offensive and intimidating behavior or violence. Employees, students, contract service providers, or volunteers should not feel intimidated at work and should not be subjected to a hostile and tense work environment.

Harassment can range from teasing to threats of physical danger and can come in a variety of forms including bullying, malicious gossip, and inappropriate/offensive behavior such as rude comments and offensive jokes about religious traditions, race, gender or affiliations.

Bullying typically involves a pattern of behavior intended to offend, intimidate or humiliate a particular person(s). It can be acts or verbal comments that are hurtful or that isolate an individual, such as persistently criticizing them, excluding or ignoring them, belittling their opinions, undermining or impeding their work, and withholding necessary information or purposefully giving the wrong information to them.

Our organization will not tolerate harassment, offensive and intimidating behavior or violence.

Sexual Harassment

Sexual harassment is deliberate and unsolicited and can occur in many different forms, including but not limited to:

- Suggestive remarks
- Touching
- Unwanted physical contact (including but not limited to: hugging, pinching, patting or rubbing)
- Leering
- Gestures
- Displaying sexually suggestive pictures
- Verbal sexual abuse
- Sexual assault.

Sexual harassment may also involve favours/advantages in return for submitting to sexual advances or the threat of revenge for refusing them. Sexual harassment can occur on a one-time basis or continuously. An individual who becomes aware of harassment should notify their Department Manager/Administrative Coordinator/Site Director/Vice-President or the President, as appropriate.

Harassment & Discrimination Complaint Procedure

Employees/volunteers who feel harassed or discriminated against should:

- Make it known to the offender that they want the situation to stop.
- Complete a CICL *Concern/Complaint/Request Form* or prepare a written record of the event(s), including the date, time, location, possible witnesses and their response. Although not required to file a complaint, the record aids memory over time.
- Tell someone. Report the behaviour to your Administrative Coordinator/Site Director/Vice-President or the President, as appropriate.

All complaints are to be handled immediately according to the CICL *Concern/Complaint/Request Resolution Procedure*. Party identities and complaint details will be kept confidential. Individuals have the right to file a complaint of harassment with the Alberta Human Rights Commission at any time before, during or after registering a complaint with the employer.

Employee & Volunteer Relations

We encourage employee/volunteer comments and ideas.

Our organization believes in an open-door policy and encourages employees/volunteers to talk directly with their co-workers and to try to resolve problems with those persons directly involved. If necessary, employees/volunteers should then discuss problems with their supervisor or if uncomfortable speaking with their supervisor or dissatisfied with the response, they should address the issue with the



next level of management. Discuss issues in private, away from other employees, volunteers, Residents, and visitors. All opinions will be respected, and dialogue will remain confidential.

Employees/volunteers are encouraged to discuss with their supervisor, observations/recommendations related to health and safety standards, proper working conditions, performance issues, discipline, etc., without fear of reprisal.

We encourage employee/volunteer comments and ideas. An employee/volunteer suggestion box is located at the Front Desk. Every effort is made to inform employees/volunteers about changes to policies and the organization in general, through regular staff/volunteer meetings, newsletters and posted memos. Employees/ volunteers who do not understand specific changes should ask their supervisor for clarification.

Concern / Complaint / Request Resolution Procedure

All CICL Lodges encourage communication and feedback from their Residents/Resident Advocates, employees, volunteers, contract service providers, and visitors in order to improve the quality of services that they provide, and to create a more satisfactory work environment.

The CICL *Concern/Complaint/Request Resolution Procedure*, being one component of this feedback mechanism, is available to any Resident/Resident Advocate, employee, volunteer, contract service provider or visitor. It is in accordance with the guidelines established by the Health Quality Council of Alberta for Resident/Resident Advocate Concerns/Complaints.

A concern/complaint is an expression of dissatisfaction that may relate to:

- Resident Services
- Terms and conditions of the *Residency Agreement*
- Terms and conditions of employment, including those outlined in the *Employee Handbook* and *Employee Confidentiality Agreement*.

A concern/complaint shall warrant a resolution if it compromises the health, well-being, or safety of a Resident, employee, volunteer, contract service provider or visitor.

Concerns/complaints may be lodged anonymously and will be tracked; however, they are not subject to the *Concern/Complaint/Request Resolution Procedure* if they are anonymous.

Some concerns/complaints may be resolved verbally with the complainant at the first point of contact, and in this case a formal investigation will not be initiated. If the concern/complaint is not resolved verbally at the first point of contact, a written description of the concern/complaint shall be outlined on the *Concern/Complaint/Request Form* by the concerned party and submitted to the Site Director/Designate, who will then submit a copy to the Vice-President. Copies of the form are available from the Administrative Coordinator/Designate.

Residents, employees, and individuals on site, are encouraged to use the Suggestion Box located at the Front Desk, for feedback they wish to share that does not warrant the CICL *Concern/Complaint/Request Resolution Procedure*

Conduct

Ethics

We endeavor to maintain a supportive, fair and positive environment for all Residents, staff, volunteers and visitors.

Ethics - underlying principles such as compassion, commitment, honesty, loyalty, respect and responsibility - help us determine what is good or bad, and right or wrong. They refer to our sense of the right way of living our lives, and of establishing principles and values on which we can base our conduct.

In a care environment ethics outline the behaviors and attitudes that Residents who need care and support should expect, such as privacy, confidentiality of Resident information, Resident safety, informed consent and respect of Resident dignity and rights.

At CICL Lodges, staff attitude and work conduct are key to making our organization great. We endeavor to maintain a supportive, fair and positive environment for all Residents, staff, volunteers and visitors. Staff are expected to share responsibilities and to act ethically, demonstrating commitment, honesty and loyalty.

We also expect staff to:

- Follow CICL's policies and procedures
- Provide prompt, caring, courteous, respectful and friendly service/ interactions to Residents, their families, coworkers, visitors, and volunteers
- Provide due care and regard for the information and personal property of Residents, staff and the Lodge.

Confidentiality



By signing the *Confidentiality Agreement*, employees, volunteers and contract service providers agree not to divulge any information or records concerning Residents and fellow personnel (during and post-employment) without proper authorization, in accordance with the Freedom of Information and Protection of Privacy Act (FOIP). The unauthorized release of confidential information is just cause for disciplinary action, including dismissal.

Personal information pertaining to Residents and fellow personnel (e.g. information related to their physical, behavioural, psychosocial or spiritual well-being) shall be kept in strict confidence during and after employment.

Repeating fact or rumour concerning any Resident or employee/volunteer illness, hospitalization or death should be avoided. Communication pertaining to such information is the responsibility of Management or Administrative staff.

Discrimination

Discrimination means any action (or lack of action) based on the grounds of age, sex, race or national origin, religion, sexual orientation, gender identity, gender expression, marital/family status, pregnancy, or disability, which is used to treat employees/volunteers differently, put an employee/volunteer at a disadvantage, or withhold an advantage from an employee/volunteer.

Employees/volunteers shall not exercise discrimination, restriction or coercion against any Resident, employee, volunteer, contract service provider or visitor.

Respecting Others

Employees must demonstrate respect and courtesy to Residents/Resident Advocates, co-workers, contracted service providers, volunteers, and visitors at all times. Employees are expected to be polite and show kindness and compassion to all those encountered at work despite a busy schedule.

- Employees shall conduct their work in a professional manner at all times.
- Employees are expected to be loyal to our organization and cooperate with their coworkers and other departments.
- All employees shall address each other and individuals on the Lodge premises in a courteous manner.
- Foul language and obscene comments/gestures will not be tolerated.
- Gossiping and whispering are disrespectful behaviour.

Abuse Prevention / Protection for Persons in Care Act

WestPark Lodge has zero tolerance of any abuse of any form of physical, sexual, emotional, verbal or psychological abuse, or neglect or harassment of Residents/ Resident Advocates, employees, visitors, and contract service providers. Abuse is an act or omission:

- Causing serious bodily harm, such as hitting, pulling, shaking, or the abusive use of restraints
- Causing serious emotional or psychological harm, including verbal abuse, such as ridiculing, name calling, threatening, sarcasm, taunting, or intimidation
- Administering, withholding or prescribing medication for an inappropriate purpose, resulting in serious bodily harm
- Subjecting a person to unwanted sexual contact, activity or behavior, such as unwanted touching, exhibitionism, or verbal or written propositions

Employees and volunteers will receive orientation and training in identifying and reporting suspected abuse.

- Involving theft of money or other valuable possessions
- Failing to provide adequate nutrition, adequate medical attention or other necessities of life, resulting in serious bodily harm.

Any Residents/Resident Advocates, employees, volunteers, contract service providers or visitors witnessing, suspecting, having knowledge of, or receiving reports on any allegations of abuse, shall immediately report these allegations to the Site Director/Designate. Any allegations of abuse involving a Resident shall be reported as per the Protection for Persons in Care Act, on the Information and Reporting Line at: 1-888-357-9339.

The individual witnessing, suspecting or having knowledge of the abuse, will also complete an *Incident Report* as per the CICL *Incident Management Procedure*. The *Incident Management Procedure* will direct the actions to be taken.

Employees and volunteers will receive orientation and training in identifying and reporting suspected abuse. The CICL *Abuse Prevention Procedure* for reporting and investigating suspected abuse is outlined in the CICL *Governance and Operational Policy Manual* available at the Front Desk. This policy and procedure is used in conjunction with Alberta's Protection for Persons in Care Act for abuse involving Residents.

Any allegations of abuse involving a Resident shall be reported as per the Protection for Persons in Care Act.

Discipline

Where circumstances permit, the employer shall schedule a disciplinary discussion with the employee by giving advance notice, which shall not be less than twenty-four hours.

Gifts / Donations

Personal gifts/donations from Residents or their families, including money, may not be accepted. Gratuities such as a card or small gift of candy may be accepted. If you have any concerns about a gift/donation, please ask the Site Director/Designate before removing the gift/donation from the Lodge. A Resident or family may make a donation to the Staff Social Fund as a gift to the staff.

Involve ment in Residents' Personal Affairs

Employees and volunteers are not to engage in any activity relating to a Resident's financial affairs, including but not limited to Power of Attorney, Wills, Estates, Personal Directives, and Guardianship.

Theft

All theft will be considered a criminal matter and will be forwarded to the local authorities for resolution; theft is just cause for dismissal.

WestPark Lodge employees are a team and how we look affects how Residents and families perceive us.

Dress Code

Specific dress requirements ensure employees are safely and appropriately dressed and easily recognized. It is extremely important to also ensure that a professional image is presented to the Residents and community; therefore, the following dress code guidelines are in place:

LPNs, HCAs, Kitchen Assistants, Recreation Coordinator, Recreation Assistant and Housekeepers must:

- Wear scrubs or comfortable professional looking attire without obvious logos.
- No jeans, yoga pants, sweat pants, leggings, tank tops or tight-fitting clothing.
- Clothing should provide ease of movement for comfort and safety while carrying out job duties.

Cooks / Baker must:

- Wear WestPark Lodge approved Kitchen attire.
- Comply with the regulations and recommended practices of Safe Food Handling when working in the Kitchen, and when in Dining Rooms.

Site Director, Administrative Coordinator must:

- Wear professional attire (business casual).
- Wear appropriate footwear; closed-toe, low-heeled footwear is not required.

All staff should:

- Wear provided name tags which must be visible at all times.
- Use of strong fragrances is discouraged.
- Clothing must be modest, clean and in a good state of repair.
- Knee-length black shorts are allowed.
- Wear minimal jewelry.
- Artificial nails or extensions are not allowed, and natural nails must be kept short and filed. Gel polish on natural nails is allowed.
- Wear hair above shoulders, and secure hair with a bun, braid, hair net, etc. for handling of food.
- Wear aprons supplied by the Lodge when serving food. Aprons must be changed when going from one work area to another.
- Wear shoes that are clean, closed-toe, non-slip and low-heeled. Footwear must protect from job-related hazards, and employees should ensure their footwear provides comfort and support.
- All employees should identify their job-related hazards and wear appropriate clothing to ensure their personal safety, as per Occupational Health and Safety guidelines.

Maintenance Employees must:

- Wear WestPark Lodge shirts and/or clothing in good taste.
- Wear clothing that permits ease of movement and protects the body from potential hazards (e.g. long pants must be worn when deploying equipment such as a weed trimmer or lawn mower).
- Wear clothing appropriate for the weather and be prepared for all conditions such as rain, snow, ice and mud.

- Ear muffs/plugs, safety goggles, steel toe work boots, and work gloves must be worn as needed for protection from identified workplace hazards.

Telephone / Computer / Social Media Use

While at work, employees/volunteers shall concentrate on performing their job duties. Employees/volunteers shall not conduct personal business (e.g. personal phone calls/meetings, text messages, emails), or use any personal electronic devices or cell phones during their shift. They can only engage in personal business and use their personal electronic devices during scheduled breaks or in emergency situations.

Computer/internet use shall comply with organizational protocol and shall be used for the express purpose of conducting organizational business. When interacting with other users on the network or internet, users are expected to behave in a responsible, ethical, and polite manner in accordance with the standards embraced by the organization. Use of the organization's networks and the internet for illegal, obscene, harassing or inappropriate purposes, or in support of such activities is prohibited. Internet use may be monitored at any time if misuse is suspected.

Employees / volunteers shall not conduct personal business or use any personal electronic devices or cell phones during their shift.

Employees/volunteers using Social Media – e.g. Facebook, YouTube, Twitter, TikTok, Wikis, Instagram and Snapchat - in any capacity, may not disclose any personal/health information (including images) of Residents, CICL/AHS staff, contract services providers and visitors, that they are not specifically authorized to disclose. Employees/volunteers must not access Social Media sites using site computers or networks, and must use their personal non-CICL email address when using Social Media.

It is the responsibility of staff/volunteers to restrict their personal visitors while on shift. Off-duty employees shall refrain from visiting co-workers on shift.



Feedback from Employees

In order to maintain the highest quality of services, and to create a comfortable environment, WestPark Lodge encourages communication and feedback from its Residents/Resident Advocates, employees, volunteers, visitors and all others on site. We encourage everyone to tell us immediately about any concerns or complaints that they may have, and we will attempt to resolve them to the best of our ability as per the CICL Concern/Complaint/Request Resolution Procedure.

Some concerns/complaints may be resolved verbally with the complainant, at the first point of contact. Other concerns may warrant a more formalized process. A concern/complaint shall warrant a resolution if it compromises the health, well-being, or safety of a Resident, employee, volunteer or visitor. CICL Concern/Complaint/Request Forms are available from the Administrative Coordinator/Designate.

Staff Meetings

Staff meetings are held on a regular basis and provide a forum to discuss and learn about:

- The work place (i.e. what is going on)
- Job duties
- Occupational Health and Safety updates
- Policies and procedures
- Addressing of concerns
- Team building.

Staff members are encouraged to attend meetings when possible.

Health & Safety

Inspections & Licenses

WestPark Lodge is committed to the health, safety and wellness of its personnel, Residents and visitors, by providing its services in an environment that is safe and appropriate for the needs of all parties. The Lodge provides health and safety education, training and support, and complies with all applicable workplace health and safety legislation.

The Lodge is inspected and licensed under the [Alberta Health Supportive Living Accommodation Act](#). The Act, Regulation and Standards were developed to support operators of Supportive Living in providing quality accommodations and services that promote the safety, security and quality of life of Albertans residing in Supportive Living settings. The Standards include but are not limited to maintenance and environmental requirements, social and leisure activities, menu and nutritional requirements, laundry services, cleaning requirements, and Resident safety and security.

The Lodge is also audited for compliance to [Alberta Health Continuing Care Health Service Standards](#). The Standards are designed to guide Continuing Care staff delivering publicly funded health services, in providing quality, comprehensive, individualized care based on the assessed needs of each Resident. There are nineteen standards that set the minimum requirements that operators must comply with in the provision of health care, including but not limited to infection prevention and control, medication management, safe bath and shower temperatures, and sharing of Resident information.

The Lodge is also regularly inspected for compliance to [Alberta Public Health Regulations](#), including food regulations and general sanitation regulations, and compliance to the [City of Red Deer Fire and Emergency Services](#). Copies of our licenses, inspection reports, and policies and procedures are available from the Administrative Coordinator/Designate.

Employees must familiarize themselves with the CICL Health and Safety Program.

Occupational Health & Safety

It is the Lodge's expectation that all personnel will do their utmost to ensure their own health and safety, as well as the health and safety of other personnel, and of the Residents. Management may make regulations concerning or restricting activities that might place the staff and/or Residents at risk.

A Health and Safety Committee is established to consider and address

matters of Occupational Health and Safety. It is composed of representatives of the employer and representatives from all departments of WestPark Lodge. The committee is responsible for regular site inspections to identify hazards and corrective action, and for job hazard identification.

Building maintenance requests are entered in the *Maintenance Logbook* and addressed by the Maintenance Manager.

Employees must familiarize themselves with the CICL *Occupational Health and Safety Program* and are welcome to volunteer on the Health and Safety Committee.

Impairment in the Work Place



Impairment from any source including but not limited to fatigue, life stresses, alcohol, medications (used legally or illegally), cannabis (recreational or therapeutic), or any other substance, affects an employee's, volunteer's and contract service provider's ability to safely perform their work, and can affect the health and safety of Residents and others in the Lodge.

Impairment of employees, volunteers and contract service providers will not be tolerated when working on site or when on-call. If they are taking prescribed medication that could impact their job performance, such as but not limited to narcotics, they must let the Site Director/Designate know. Failure to comply with these terms is just cause for termination of employment.

Personal Injury / WCB Claims

If an employee sustains an injury while at work, the injury should immediately be reported to the Administrative Coordinator/Designate or Charge LPN, who will follow the CICL *WCB Personal Injury/Occupational Disease Policy* and assist as needed.

If the injury is serious, 911 will be called and the employee will be taken to a Hospital Emergency Department. The Administrative Coordinator/Designate or Charge LPN will investigate the incident by interviewing those involved and by completing a CICL *First Aid Incident Report*, as per the CICL *Incident Reporting Procedure*.

If the injury meets the WCB injury claim criteria outlined in the CICL *WCB Personal Injury/Occupational Disease Policy*, the employee will be given an *Employee Injury Information Package*. A *WCB Employer's Report of Injury* will be completed by the Administrative Coordinator/ Designate or Charge LPN. The employee will then be taken to an Occupational Injury Service (OIS) Clinic unless the employee chooses to go to a Hospital Emergency Department, a Medical Clinic, or to the employee's own physician. WestPark Lodge will report the injury to WCB within 72 hours.

The employee must send a *WCB Worker's Report of Injury Form* to WCB. Information regarding this entire WCB process is available from the Administrative Coordinator/ Designate.

If an employee is receiving Workers' Compensation and had been paying into the CICL Group Health and Dental Plan before their workplace injury/illness, the employee may continue to receive Group Benefits from WestPark Lodge while absent from work for up to one year, at the same cost-sharing rate as the employee was paying before the WCB claim.

If the employee is off work for a WCB claim for greater than one year, the employee may request to continue receiving their benefits and make arrangements to pay the premium costs of both parties in a lump sum or monthly payments.



If the employee chooses not to continue paying the premiums while off on a WCB claim, the employee will not be covered for any ongoing Group Benefits costs.

The employee must complete a CICL *Group Benefits Authorization & Waiver of Participation Form* within two weeks of their injury to state whether or not they wish to remain on benefits, and submit the form to the Administrative Coordinator/Designate. They must also arrange for payment of the premiums with the Administrative Coordinator/Designate if they remain on benefits.

The employee will not be eligible to contribute to the CICL Group RRSP Plan while receiving WCB.

Right to Refuse Unsafe Work

Employees have the right to refuse performing dangerous or unsafe work. Employees must immediately advise the Site Director/Designate of their reasons to refuse work. The Site Director/Designate will investigate the situation to resolve the issue.

Employees have the right to refuse performing dangerous or unsafe work.

Modified Work

Our organization wants to assist employees in returning to work as soon as it is safe for them to do so. If employees are unable to perform their normal job duties, we will allocate modified duties when possible, depending on the nature of the injury. This modified work program is suggested by WCB and must be approved by the employee's doctor.

Employees who accept modified duties are provided with a job description (a copy is also sent to WCB). Employees who refuse the offer of modified duties must state their reasons. The Lodge will notify WCB that modified duties were offered and refused. The refusal of modified work may result in WCB not paying an employee's claim.

Return to Work

Before returning to regular duties or commencing modified duties, employees must obtain written approval from their doctor. These medical forms detail what duties employees are capable of, and when employees are expected to return to modified and regular work.

Once a doctor gives permission for employees to return to their regular duties, the Lodge will notify WCB. The employee's supervisor will monitor an employee's progress to ensure they can perform their duties.

Working Short

Working short occurs when shifts are unfilled due to sick calls or other unforeseen circumstances. Although it is the organization's commitment to do all we can to avoid working short, it may happen on occasion. If the full staffing compliment is not available, employees should discuss workloads and issues with the Site Director/Designate or the Charge LPN who will direct them to ensure that Resident care and safety is prioritized, and other tasks are rescheduled to avoid employee stress or injury.

Emergency Preparedness

The Lodge has a comprehensive Emergency Preparedness Plan in order to ensure that it is ready and able to respond quickly and effectively to emergencies, both man-made (e.g. fires, power failure) and natural (e.g. severe weather warning). It includes all activities such as plans, procedures, contact lists, and exercises undertaken in anticipation of a likely emergency.

An *Emergency Preparedness Manual* is located at the Front Desk and the electronic version is on the Computer T Drive – with other Staff Manuals.

Emergency Response Plans

The *Emergency Preparedness Manual* includes several Emergency Response Plans, which provide information and guidance for staff in what to do for particular emergencies such as heat loss, hostage taking, medical emergency, missing person, and power failure.

Fire Safety

Fire Safety is of primary importance at WestPark Lodge. All of the suites at the Lodge are equipped

with smoke detectors and in addition, the hallways and all common areas are connected to a sprinkler system. Fire alarm pull stations and fire extinguishers are located throughout the building. Regular fire prevention inspections take place, and the staff is trained routinely in fire safety. Fire drills are conducted on a regular basis.



be necessary to evacuate WestPark Lodge for an extended period of time, Residents' families will be contacted to provide short-term care and lodging.

Should it be necessary to evacuate WestPark Lodge for an extended period of time, Residents' families will be contacted to provide short-term care and lodging. Longer term care will be coordinated with AHS and WestPark Lodge, in consultation with Residents and their families.

We request that Emergency Contacts leave an alternate local contact number with us while they are away on vacation. We also require that the Emergency Contacts arrange to keep a change of one to two days of seasonally appropriate clothing, plus a 24 to 48-hour supply of hygiene and incontinent supplies, if applicable, at their household.

Employees should familiarize themselves with the *Fire Procedure & Evacuation Response Plan* located in the *Emergency Preparedness Manual*.

WestPark Lodge
is responsible for
ensuring the
safety, health and
well-being of
Residents,
employees and
volunteers of the
Lodge.



Building Security / Keys

WestPark Lodge is committed to the safety of its Residents, staff and visitors. Employees shall ensure that the building and grounds are safe and secure.

The main door is opened at 6:30 a.m. and locked in the evening. The Back Entrance door is locked and to gain access callers must ring the door buzzer, and staff will come to open the door. If there is an emergency and paramedics are called, staff will meet the emergency team at the main door.

Both the east-end and west-end doors are locked and alarmed.

Doors to the main patio will be locked by staff in the evening. The door to the Cottage and to the basement is locked and alarmed at all times, and access is with a keypad code.

Sub-master keys will be available to all employees on each shift. These keys open suite doors and are to be used for ease of entry to assist Residents. Before entering a Resident's room, employees must knock and identify themselves. The sub-master keys must always be returned when a shift has ended. If an employee accidentally takes a sub-master key home, they must return the key immediately.



Incident Reports

WestPark Lodge is responsible for ensuring the safety, health and well-being of Residents, employees and volunteers of the Lodge, and has established guidelines for managing incidents and conducting investigations involving its Residents, employees and volunteers. An incident is an occurrence (or an alleged occurrence) that seriously harms or has the potential to harm an individual. Employees and volunteers must familiarize themselves with the CICL *Incident Procedure*. All incidents must be recorded on a CICL *Incident Report*, entered in SeniorCare, and be reported to the Site Director/Designate, who will decide if completion of an Alberta Health Reportable Incident Form is required.

Infection Prevention & Control

To ensure a safe and healthy environment employees of WestPark Lodge will follow infection prevention and control measures as outlined in the CICL *Infection Prevention and Control Manual*, and the AHS Guide for Outbreak Prevention and Control. In the case of special circumstances such as a Pandemic, measures as specified in *AHS Guidelines and Directives* will be followed.

Frequent hand washing and sanitizing is critical. Employees must wash their hands thoroughly between Resident contacts and activities, and use the hand disinfectant throughout the day.

If employees suspect that they have a communicable illness, they should not come to work and should report this illness to the Lodge. They may be required to provide a physician's note to state what the illness is and/or to indicate that they are fit to return to work following the illness.

Upon hire, employees will be required to provide an Immunization Record, detailing immunizations they have received. If an employee has not received Hepatitis B Immunizations, and TB screening within the last 2 years, they will be required to do so before hire. Employees will be asked to receive Influenza Immunizations which will be offered every fall at the Lodge.

If an employee has not received immunizations required, they may not be allowed to work if there is an indication of infection in them, or an outbreak in their work site for which they are not protected. All immunization records and related documents will be kept in the employee's Personnel File.

Employees must wash their hands thoroughly between Resident contacts and activities, and use the hand disinfectant throughout the day.

The Lodge also requires that all employees are fully immunized against COVID-19 and have provided proof of their immunization or an approved CICL *Medical or Religious Belief Exemption*.

General Conserving our Environment

WestPark Lodge encourages employees to reduce and recycle. Please turn off lights which are not being used, recycle whenever possible, and adjust thermostats when you feel that the temperature can be reduced.

Please turn off lights which are not being used and recycle whenever possible.

Parking

Parking is available on the street in front of the building and at the back of the building. The cement pad at the Front Entrance is only used for vehicles that are picking up Residents with limited mobility.

Smoking

WestPark Lodge is a smoke-free environment. Any staff member who wishes to smoke during breaks must do so at the Back Entrance. The total amount of time taken for smoking breaks must not exceed the amount of break time allocated. It is essential that one HCA is available to Residents at all times. Therefore, all smoking breaks must be coordinated with other staff to ensure adequate Resident care. Employees are asked to ensure that smoking by Residents and visitors is done within designated areas only.

Coat / Boot Storage

Outer clothing, and boots and shoes are kept in the Utility Room by the Back Entrance. All personal items are the responsibility of the staff member.

Staff Social Committee / Social Fund

A Social Committee provides an opportunity for employees to come together for fun and friendship, and to enrich staff morale.

Guided by its Mission, Vision and Values, CICL is committed to fostering joyful environments and a team atmosphere for its employees. Each Lodge will establish a Social Committee which will provide an opportunity for employees to come together for fun and friendship, and to enrich staff morale.

The Social Committee will identify and organize events and activities, while managing the Committee funds to enhance the social environment of the workplace, as outlined in the *Employee Social Committee Terms of Reference*.

A small amount is deducted from each staff's bi-weekly pay in order to contribute to the Social Fund. This fund is used for items such as social activities, and for gifts for showers, departing staff and bereavement.

Training, Workshops & Seminars

WestPark Lodge may reimburse staff for continuing education related to enhancing their job performance. Staff must apply to the Site Director/Designate with a formal request for reimbursement prior to registering for continuing education. All decisions regarding reimbursement are at the discretion of the Site Director/Designate.

We wish you much success and
personal fulfillment in your new
position!



Notes