



Legacy Lodge

Employee Handbook

October, 2019

CHOICES *in*
community
LIVING

Welcome

Welcome to the Legacy 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 Legacy 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 Legacy Lodge or the Director of Operations or Vice-President of Choices in Community Living as listed below:

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

Sincerely,

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Legacy Lodge

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HISTORY OF CHOICES IN COMMUNITY LIVING AND LEGACY LODGE

Legacy 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 for seniors, and are known for their dedication, integrity and genuine commitment to quality of life for seniors. In 2006 they were joined by their daughter Nicole Gaudet, who holds an MSc in Aging, and brings a fresh perspective and dedication to preserving the dignity of seniors.

CICL began 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 footsteps, Legacy Lodge in Lethbridge was opened in 2010 to serve those seniors whose needs can best be met in a home-like environment with responsible, qualified and caring Staff. All 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, VISION, VALUES

Mission Statement: To provide excellent care in comfortable, joyful environments

Our Vision: Inspirational Assisted Living

Our 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 the 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 Legacy Lodge, such as medical or emotional problems, 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 Legacy 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 Legacy Lodge.

HOME-LIKE ENVIRONMENT

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

Legacy 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. Refer to Residents by their surnames unless invited to do otherwise.

RESIDENTS

The 104 suites at Legacy Lodge are rented by Residents from various backgrounds. Most are living on their own.

CARE (SERVICE) PLAN

Alberta Health Services Case Managers work with the Site Director of Legacy Lodge, along with the Resident/Resident Advocate to design a Care (Service) Plan for the Resident's needs. Residents require varying degrees of assistance with activities of daily living and the Care (Service) Plan includes required services such as assistance with dressing, bathing, toileting and other areas of personal care. Once negotiated, the Care (Service) 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 (Service) Plan is available to the Resident/Resident Advocate upon request.

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

STAFF

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

SITE DIRECTOR

The Site Director is responsible for the overall management of Legacy 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 the maintenance of full occupancy of the Lodge and positive community relations.

ALBERTA HEALTH SERVICES (AHS) STAFF

AHS staff works with Legacy 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 Legacy 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 expected to work professionally with all stakeholders involved in the coordination of Resident Care Services, including AHS Case Managers, Resident Advocates, physicians, pharmacies and other interdisciplinary team members. 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 procedures. They work closely with AHS Case Managers (RNs) who are on call 24 hours a day, seven days a week.

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.

HEALTH CARE AIDES (HCAs)

The Health Care Aides (HCAs) are responsible for the Resident Care Strategy which centres on a Resident's individual experience and provides for care that supports Residents in being engaged and happy. HCAs assist with personal care, life goals, food service, housekeeping and laundry, and try to make each day special. 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 (Service) Plan and “SeniorCare (an electronic Resident charting software program) To-Do Lists”, and are updated on a regular basis.

ADMINISTRATIVE COORDINATOR

The Administrative Coordinator is responsible for the management of the clerical staff, as well as the implementation of the Human Resources Strategy – the hiring, scheduling, and performance management of staff, as well as payroll.

ADMINISTRATIVE ASSISTANTS

The Administrative Assistants support the Administrative Coordinator and perform clerical and administrative duties related to the needs of the Residents and of the Lodge. Most importantly the Administrative Assistants provide a consistent, warm and hospitable point of contact for the Residents, their families, staff and the community.

RECREATION COORDINATOR / RECREATION ASSISTANTS

The Recreation Coordinator develops and implements the recreation program at Legacy Lodge, provides leadership to the Recreation Assistants, and acts as an ambassador for Legacy 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.

CHEF / COOKS/ COOK ASSISTANTS

Legacy Lodge employs a Chef, Cooks, and Cook Assistants 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.

FOOD SERVICE ASSISTANTS

The Food Service 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.

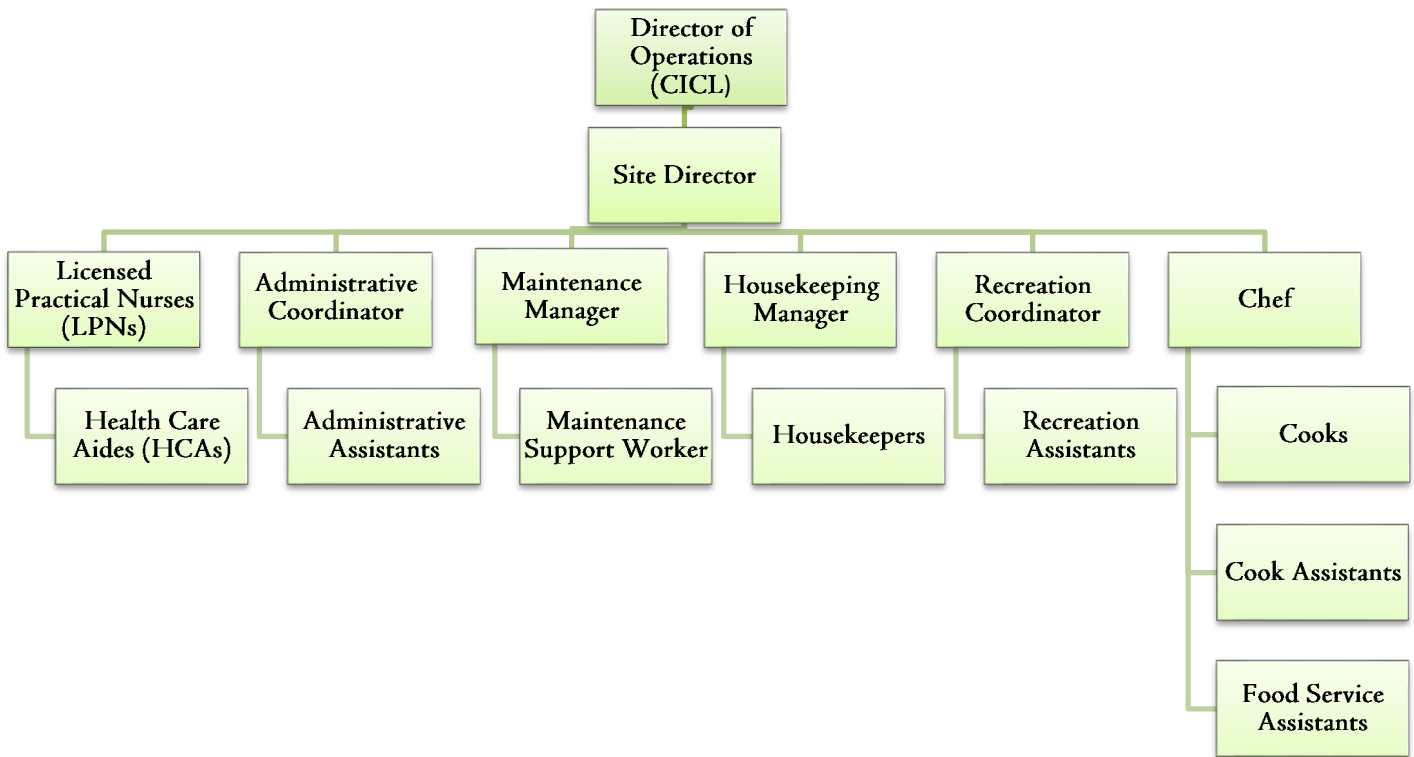
HOUSEKEEPING MANAGER / HOUSEKEEPERS

The Housekeeping Manager and Housekeepers are responsible for scheduled weekly cleaning and spot cleaning of the Residents’ rooms. They are also responsible for the cleanliness of the common areas.

MAINTENANCE MANAGER / MAINTENANCE SUPPORT WORKER

The Lodge employs a full-time Maintenance Manager who works the day shift from Monday to Friday, and is assisted by a part-time Maintenance Support Worker. 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.

LEGACY LODGE EMPLOYEE STRUCTURE



POLICIES

Policies and Procedures of Legacy 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. Employees must familiarize themselves with the Policies and Procedures of Legacy Lodge.

EMPLOYMENT

ALBERTA UNION OF PROVINCIAL EMPLOYEES (AUPE)

Employees of Legacy Lodge are AUPE members, and dues are automatically deducted every pay period from each employee's pay deposit. You will receive a copy of the Collective Agreement upon hire, which will provide detailed information on terms of employment. If you have any questions or concerns regarding the Agreement, please speak to the Administrative Coordinator or the Site Director. Reference is made to various Articles of the Collective Agreement in several of the following sections of the Employee Handbook.

POSTING OF NEW OR VACANT POSITIONS (ARTICLE 11)

Legacy Lodge staff may apply for any new or vacant positions as per Article 11 of the Collective Agreement. 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.

EQUAL OPPORTUNITY (ARTICLE 8)

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)
- TD1 Federal and Provincial Tax Forms
- Government of Alberta Revenue Form
- 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 and Influenza Immunization Records, or completed Refusal Form.

CHANGE OF EMPLOYEE STATUS

Please complete a **Change of Employee Status** form which is available from the Administrative Coordinator if any of your personnel file information changes, such as your address or phone number, so that personnel records and payroll can be changed as soon as possible.

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 compliance with the **Health Information Act (HIA)** and the **Freedom of Information and Protection of Privacy Act (FOIP)**, and involves monitoring records management, training and education of employees, providing advice and consultation related to the **HIA** and **FOIP**, as well as following up on privacy breaches.

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 custodians (named health organizations or named professions – e.g. AHS) and affiliates (employees, volunteers, contractors, and other authorized people under contract to the custodian - e.g. CICL) 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.

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**, Legacy 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 Legacy Lodge **Confidentiality Agreement** at the time of hire.

When Residents move into a 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 (1-888-878-4044)** if they believe that “their personal information has been collected, used or disclosed without proper authority or without their consent.” (<https://www.oipc.ab.ca/about-us/contact-us.aspx>)

ORIENTATION / STAFF TRAINING

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
- Health and safety practices
- Security systems and emergency response protocol
- Governance and Operational Policies
- Personnel Policies
- Performance planning, monitoring and evaluation process
- Key areas identified in the AHS Continuing Care Standards (CCHSS) and Alberta Health Accommodation Standards as important to providing safe quality care to Continuing Care residents.

The Lodge will provide follow-up training on an ongoing basis and ensure that education materials are kept current, and that 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
<i>All Staff</i>		<i>Within 6 months of hire & every 2 years</i>
↓	Person-Centered Care	↓
↓	Prevention, Recognition & Management of Responsive Behaviours	↓

Audience	Training	Frequency	
↓	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	<i>Within 6 months of hire & within 3 months of significant revision to training materials</i>	
Health Care Staff		<i>Within 6 months of hire & every 2 years</i>	
↓	Risk Management	↓	
	Falls Prevention & Management		
	CPR (Only Staff whose job descriptions require CPR)		
	Palliative & End-of-Life Care		
	Safe Lifts & Transfers		
	Restraint Use & Management		
	Safe Bathing & Showering Temperatures		
	Medication Assistance		
			<i>Within 6 months of hire & within 3 months of significant revision to training materials</i>
	Continuing Care Health Service Standards (CCHSS)		↓
	Health Information Management		
	<i>Health Information Act (HIA)</i>		
	Prevention & Reporting of Resident Abuse (<i>Protection for Persons in Care Act</i>)		
	<i>Freedom of Information & Protection of Privacy Act (FOIP)</i>		
Personal Directives, Enduring Power of Attorney (EPA), Guardianship, & Trusteeship			

PROBATIONARY PERIOD (ARTICLE 9)

New employees will serve a probationary period of employment at Legacy Lodge in accordance with Article 9 (Probationary Period) of the Collective Agreement. If, during that time period,

the employee’s performance is not satisfactory, the employee may be terminated without notice and without recourse to the Grievance Procedure.

PERFORMANCE EVALUATIONS

All new staff are evaluated before the end of their probationary period by their Department Manager to determine their suitability to their position. All staff are evaluated at least once a year to review their performance over the past year in outlined areas of competencies. Annual evaluations are completed by the Department Manager and employee.

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 Legacy 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 (ARTICLE 10)

Guidelines regarding seniority are outlined in Article 10 (Seniority) of the Collective Agreement. 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. Legacy Lodge will provide recertification every year for full-time LPNs.

EMERGENCY PREPAREDNESS & FIRE SAFETY

Fire Safety is of primary importance at Legacy 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. Yearly fire prevention inspections take place, and the staff is trained routinely in fire safety. Fire drills are conducted on a regular basis.

Should it be necessary to evacuate Legacy 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 Alberta Health Services and Legacy Lodge, in consultation with Residents and their families.

We require 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***.

COMPENSATION

SCHEDULE OF WORK

A two-week Master Rotation Schedule of work for all employees is posted in a binder in the Staff Room. Employees must be on time for their scheduled shifts. If an employee misses a shift or arrives late for a shift, the Site Director/Designate will complete a **Notification of Missed Shift/Late Arrival** form, to track all missed shifts and late arrivals.

If an employee wishes to change/exchange a scheduled shift, then that employee must complete a **Request for Shift Change/Exchange** form and submit it to the Administrative Coordinator/Designate who will respond to the request within one week. This change/trade must occur within one pay period and not result in overtime accrual.

HOURS OF WORK

Hours of management positions vary in order to support the operational needs of the Lodge. In the absence of on-site management, an On-Call Manager is available for support, and an on-site LPN Designate is assigned as “in charge”.

Employees	Shifts	Hours (Approximate)
Administrative Assistants	Monday to Sunday - Variable	8:00 a.m. - 8:15 p.m.
Administrative Coordinator	Monday to Friday	8:00 a.m. - 4:15 p.m.
Chef/Cooks/Cook Assistants	Days - Variable	7:00 a.m. - 6:00 p.m.
Food Service Assistants	Variable Shifts	7:00 a.m. - 8:15 p.m.
Health Care Aides	Variable Shifts	24 hours/day - 7 days/week
Housekeepers	Days	8:00 a.m. - 4:15 p.m.
Licensed Practical Nurses	Variable Shifts	24 hours/day - 7 days/week
Maintenance Manager/Maintenance Support Worker	Monday to Friday - Manager on call after hours and on weekends for maintenance related emergencies	7:00 a.m. - 3:15 p.m.
Recreation Assistants	Variable Part-Time	
Recreation Coordinator	Variable Shifts	
Site Director	Monday to Friday	8:00 a.m. - 4:15 p.m.

BREAKS (ARTICLE 12)

Legacy Lodge encourages and supports staff to take their allotted coffee and meal breaks. Break times are allotted according to the shift worked and are posted in the Staff Room. Breaks are to be taken outside of Resident meal times. 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 your Department Manager or LPN in charge, and schedule an alternate time.

Employees are entitled to breaks as follows:

- *shifts of three hours or less – no paid breaks*
- *four-hour shifts – one fifteen-minute break*
- *six-hour shifts – one fifteen-minute break
– one thirty-minute unpaid break*

- *seven-hour shifts – one fifteen-minute break
– one thirty-minute unpaid break*
- *eight-hour shifts – two fifteen-minute breaks
– one thirty-minute unpaid break*
- *twelve-hour shifts – three fifteen-minute paid breaks which may be combined, as mutually agreed upon between the employee and manager
– two thirty-minute unpaid breaks*

If an employee is recalled during their unpaid break, they will be compensated at the employee's basic rate of pay should the employee be unable to reschedule the employee's meal break later in the same shift. Smoke breaks must be included in the time allotted for breaks.

TIME SHEETS

All employees are responsible for reporting their hours of work on the employee time sheet. Each shift worked will be marked on the appropriate calendar date, including the time of the start and end of the shift, and the entry will be initialled by the employee. Any adjustments should be approved by the Administrative Coordinator/Site Director, or the LPN in charge after hours.

Absences from assigned shifts should be identified on each employee's time sheet, including vacation.

The work week is from Sunday at 0000 hours to Saturday at 2400 hours.

PAY PERIOD

Pay day is every second Friday and includes payment for all eligible hours in a two-week period, ending on the previous Saturday at 2400 hours. 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. Pay stubs are available for pickup on pay day.

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

PREMIUMS (ARTICLE 16)

If a Licensed Practical Nurse is required to assume responsibility in the absence of the Site Director, the LPN will be compensated as per Article 16 (Charge Pay) of the Collective Agreement.

If a Licensed Practical Nurse 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 amount of pay as per Article 16 (Preceptor Pay) of the Collective Agreement.

An HCA and a Recreation Therapist assigned to act as preceptors to students in a recognized program shall receive an additional amount of pay as per Article 16 (Preceptor Pay) of the Collective Agreement.

When an employee is assigned to replace another employee in a higher paid classification within the Collective Agreement for 2 days or longer, the employee shall be paid the Basic Rate of Pay for the classification in which the employee is relieving, providing the employee is qualified to perform the duties, as per Article 16 (Temporary Assignment Pay) of the Collective Agreement.

OVERTIME AGREEMENT (ARTICLE 13)

Overtime will be paid as per Article 13 (Overtime) of the Collective Agreement.

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.

EMPLOYEE BENEFITS

GROUP BENEFITS PLAN (ARTICLE 20)

Legacy Lodge provides both full-time and part-time employees with a prescription drug, dental and group insurance plan as per Article 20 of the Collective Agreement. The employee must meet the qualifying periods of employment for coverage. Premium costs are split between the employer and the employee. Participation is mandatory and employees may only choose to waive the health and dental benefit coverage if they are covered by another plan.

REGISTERED RETIREMENT SAVINGS PLAN (ARTICLE 35)

Legacy Lodge has established a Group Registered Retirement Savings Plan (RRSP) as per Article 35 of the Collective Agreement. Participation in the Plan is voluntary. All current and new full-time and part-time employees with a .60 FTE or greater who have completed 12

months of service have the option of participating in the Plan by enrolling with the Group Retirement Plan Provider.

PROFESSIONAL FEES (ARTICLE 31)

Employees will be eligible for reimbursement of dues paid to a Professional College as per the terms specified in Article 31 of the Collective Agreement.

SHIFT / WEEKEND DIFFERENTIAL (ARTICLE 15)

As per Article 15 of the Collective Agreement, rates for General Support Staff, HCAs and LPNs are specified for evening and night shift, and weekends.

ON-SITE STAFF MEAL COSTS

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

If employees wish to bring their own meals, they may store them in the Staff Room fridge. They are not permitted to prepare personal meals in the kitchen or serveries and are encouraged to eat their meals in the Bistro or Staff Room on the first floor during their designated break times. Coffee, baked goods and fresh fruit will be available all day at the Bistro or in the Staff Room.

TIME OFF

STATUTORY (NAMED) HOLIDAYS (ARTICLE 18)

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 rates specified in Article 18 of the Collective Agreement.

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 Legacy Lodge:

New Year's Day

Alberta Family Day

Heritage Day

Labour Day

*Good Friday
 Floater Holiday
 Victoria Day
 Canada Day*

*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 2 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).

To be eligible for the "Named Floater" an employee shall be employed by the employer into a permanent position on or before June 30th of that calendar year. The "floater" holiday shall be taken at a time to be mutually agreed upon by the employer and the employee.

VACATION (ARTICLE 19)

Full-time and part-time employees are entitled to vacation as per Article 19 of the Collective Agreement.

A notice will be posted by March 1st and September 1st of each calendar year, requesting employees to state their choice of vacation dates. Where an employee submits her vacation preference by March 31st of that year for the first vacation schedule, the employer shall indicate approval/disapproval of that vacation request by April 30th of that same year. Where an employee submits her vacation preference by September 30th of that year for the second vacation schedule, the employer shall indicate approval/disapproval of that vacation request by October 31st of that same year. Employees are encouraged to provide as much notice as possible for a vacation request not submitted in March or September and must complete a **Request For Vacation or Days Off Form** and submit the request to the Administrative Coordinator/Designate, who will respond within one week of the request.

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.

An employee may be permitted to carry forward an additional portion of unused vacation to the next year upon approval from the Site Director.

SICK DAYS (ARTICLE 21)

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**. Employees earn Sick Leave as per Article 21 of the Collective Agreement.

As sick days are a benefit, abuse of sick days will not be tolerated and attendance of employees who have extensive sick bank use will be monitored. Without acceptable proof of illness, or with abuse of the sick day benefit, disciplinary action 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 undertaken 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 or the LPN in charge 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 (ARTICLE 22)

An employee who is unable to work as a result of an injury/illness incurred while on shift at Legacy Lodge, and who qualifies for Workers' Compensation in accordance with the **Workers' Compensation Act**, will receive compensation directly from the Workers' Compensation Board. (see Personal Injury/WCB Claims – p. 33)

LEAVE OF ABSENCE (ARTICLE 23)

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

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.

Employees are not eligible for CICL Group RRSP Benefits while on a Leave of Absence without pay. Sick Leave entitlement, vacation entitlement and credit towards increments do not accrue during any Leave of Absence without pay.

Employees are not entitled to Named Holidays with pay during any Leave of Absence.

For employees taking a Leave of Absence, 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.

After this, depending on the type of Leave and approval of the Director of Operations and the Benefit Provider, the employee may maintain their benefits for a specified period of time by paying the full cost of the premiums; there is no cost sharing by the employer. Payments will be due the first day of each month of the Leave and post-dated cheques for the first of every month made out to "Choices in Community Living Inc." must be left with the Administrative Coordinator/Designate, before the first of every month of the Leave.

In the event that payment has not been received by the first day of the month the employer will notify the Benefit Provider and cancel the employee benefits.

Employers are 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.

As specified in the Alberta Employment Standards Code – January 1, 2018, employees are eligible for Job-Protected (Statutory) 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 a Job-Protected Leave.

For a detailed description of the Job-Protected Leaves and eligibility requirements, please refer to the Alberta Government Employment Standards Code – January 1, 2018 and to Article 23 of the Collective Agreement. Copies of the Code and the Collective Agreement are available from the Administrative Coordinator/Designate.

Job-Protected (Statutory) Leaves which employees are eligible for are:

- **Short-Term Leaves** – with pay and benefits:
 - Bereavement
 - Citizenship Ceremony
 - Domestic Violence
 - Personal and Family Responsibility Leave.

- **Long-Term Leaves** – without pay and option of benefits for Compassionate Care and Maternity/Parental Leaves:
 - 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 benefits option but not beyond a total of 78 weeks
 - Reservist (Member of Reserve Force of Canadian Forces).

The AUPE Collective Agreement also specifies 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
- **Union Representative Leave** – will be granted with pay and benefits

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

RIGHTS

HARASSMENT (ARTICLE 8)

Our organization will not tolerate harassment, offensive and intimidating behavior or violence from board members, employees, students, contract service providers, volunteers, Residents or guests in our facilities. 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 behaviour 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.

SEXUAL HARASSMENT (ARTICLE 8)

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/Director of Operations or the Vice-President, as appropriate.

HARASSMENT & DISCRIMINATION COMPLAINT PROCEDURE (ARTICLE 8)

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 Department Manager/Administrative Coordinator/Site Director/Director of Operations or the Vice-President as appropriate.

All complaints are to be handled immediately according to the ***CICL Concern/Complaint 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 (ARTICLE 29)

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 person(s) 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/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.

An Employee/Management Committee (EMAC) may be established to make recommendations regarding employee concerns related to employment that are not covered in the Collective Agreement.

We encourage employee/volunteer comments and ideas. An employee/volunteer suggestion box is located at the Reception 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 RESOLUTION PROCEDURE (ARTICLE 8)

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 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 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, who will then submit a copy to the Director of Operations. Copies of the form are available at the Reception Desk of each Lodge.

CONDUCT

ETHICS

Employee/volunteer attitude and work conduct is what makes our organization great. Ethics and proper conduct include common sense, mutual respect and a general caring/regard for Residents and co-workers/volunteers. Our organization endeavours to maintain a supportive, fair and equitable work environment for all employees/volunteers. Employees/volunteers are independently and collectively responsible for adhering to organizational shared areas of accountability and to demonstrate the skills and behaviours included in these areas. Employees must provide:

- Due care and regard for the personal property of Residents, other personnel, and the Lodge
- Prompt, caring, courteous and friendly service to Residents, their families, coworkers, visitors, and volunteers
- Respect and responsibility to staff and Residents.

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 the 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 (ARTICLE 8)

Discrimination means any action (or lack of action) based on the grounds of age, sex, race or national origin, religion, sexual orientation, 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 (ARTICLE 8)

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 (ARTICLE 8)

Legacy 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
- 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 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.

DISCIPLINE

Where circumstances permit, the employer shall schedule a disciplinary discussion with the Employee by giving advance notice, which shall not be less than 24 hours. An employee shall have the right to Union representation during a disciplinary meeting with the employer.

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 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.

INVOLVEMENT 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.

DRESS CODE

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

- Name tags will be provided to each employee and must be worn and visible at all times.
- Use of strong fragrances is discouraged.

LPNs, HCAs, Food Service Assistants and Housekeepers must:

- Purchase their own work clothing.
- Keep the clothing clean and in a state of good repair at all times.
- Artificial nails are not allowed for LPNs and RAs, and natural nails must be kept short and filed.
- Wear minimal jewelry if you have direct contact with Residents, for the safety of the Residents.
- When serving food, wear hair above shoulders, and secure hair with a bun, braid, etc. or hair net provided.
- Wear aprons supplied by the employer when serving food. Aprons must be changed when going from one work area to another.
- Wear clean closed-toe, non-slip, low-heel shoes. Footwear must be in compliance with the Occupational Health & Safety Act, Regulation and Code.

Chefs, Cooks and Cook Assistants must:

- Wear Legacy Lodge approved kitchen uniforms.
- Comply with the regulations and recommended practices of the Food Safe and Food Handler's Course when working in the kitchen (e.g. hair nets or hair control; uniforms; aprons; closed toe, non-slip, low heel shoes; short fingernails and no artificial nails; minimal jewellery).

Maintenance Employees must:

- Wear clothing in good taste and not offensive to seniors.

- 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 be it rain, snow, mud or rough terrain.
- Wear steel toe work boots, as per safe work procedures.
- Clean off mud and debris from boots before entering the building, or use a separate pair for indoor use. Remove soiled coveralls/outside clothing and shoes before entering the kitchen/dining area.
- Ear muffs/plugs, safety goggles, and work gloves must be worn at all times as per safe work procedures.

The Site Director, Recreation Coordinator, Recreation Assistants, Administrative Coordinator and Administrative Assistants must:

- Wear professional attire (business casual).
- Wear clothes that are neat, clean and pressed.

TELEPHONE / COMPUTER / SOCIAL MEDIA USE (Details in CICL Governance & Operational Policy Manual – Electronic Communication)

While at work, employees/volunteers shall concentrate on performing their job duties. Employees/volunteers shall not conduct personal business (e.g. personal laundry, 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.

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 using Social Media – e.g. Facebook, You Tube, Twitter, Blogging, 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 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, Legacy Lodge encourages communication and feedback from its Residents/Resident Advocates employees and all others on site. A Resident Advocate is someone who speaks on behalf of a Resident and is typically a family member or friend of the Resident. 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 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 or employee. *CICL Concern/Complaint/Request Forms* are available at the Front Desk.

STAFF MEETINGS

Staff meetings 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

HEALTH AND SAFETY

HEALTH & SAFETY / INSPECTIONS & LICENSES

Legacy 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*, audited for compliance to *AHS Continuing Care Health Service Standards*, inspected for compliance to *AHS Environmental Public Health Regulations*, and to the *City of Lethbridge Emergency Services*. Copies of our licenses, inspection reports, and policies and procedures are available at the Front Desk.

OCCUPATIONAL HEALTH & SAFETY (ARTICLE 28)

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 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 Legacy Lodge.

Employees must familiarize themselves with the 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 or, 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 Charge LPN or Administrative Coordinator/Designate, who will follow the ***CICL Personal Injury Response Procedure*** 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 Charge LPN or Administrative Coordinator/Designate will investigate the incident by interviewing those involved and 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 ***Personal Injury Response Procedure***, the employee will be given an ***Employee Injury Package*** and a ***WCB Employer's Report of Injury*** will be completed by the Charge LPN or Administrative Coordinator/Designate. 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. Legacy Lodge will report the injury to WCB within 72 hours.

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

If an employee is receiving Workers' Compensation and had been paying into a Group Benefit Plan before their workplace injury or illness, the employee may continue to receive Group Benefits from Legacy Lodge while absent from work due to the work injury or illness, for up to one year following the date of the injury or illness. The injured worker must continue paying premiums at the same cost-sharing rate during their absence from work, as the employee was paying before the injury or illness. If the employee chooses not to continue paying the premiums they will not be covered for any ongoing Health Benefits costs. Before ending their contributions, the employee must contact the Administrative Coordinator.

The employee will not be eligible for Group RRSP Benefits while receiving WCB.

RIGHT TO REFUSE UNSAFE WORK

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

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 the 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 the WCB). Employees who refuse the offer of modified duties must state their reasons. The Lodge will notify the 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, we will notify the WCB. The employee's Manager monitors an employee's progress to ensure they can perform their duties.

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.

WORKING SHORT

Working short occurs when shifts are unfilled due to sick calls (or other). Although it is the organization's commitment to do all we can to avoid working short, it may on occasion happen. If the full staffing compliment is not available, employees should discuss workloads and issues with their managers (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.

INCIDENT REPORTS

Legacy 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 an ***CICL Incident Report***, entered in SeniorCare and be reported to the Site Director, who will decide if completion of an ***Alberta Health Reportable Incident*** form is required.

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

INFECTION PREVENTION & CONTROL

Employees of Legacy Lodge follow infection prevention and control measures to ensure a safe and healthy environment. Employees will be oriented in Infection Prevention and Control.

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 asked 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 asked to do so before hire. Employees will also be asked to receive and Influenza Immunization which will be offered every fall at the Lodge.

Employees who refuse to receive the recommended immunizations or to submit an Immunization Record, will be required to complete a **Refusal Form**. All immunization records and related documents will be kept in the employees Personnel File.

CONCLUSION OF EMPLOYMENT

NOTICE OF TERMINATION OF EMPLOYMENT

We recognize that staff's 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 Legacy 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 grievance and arbitration procedure. Except for the dismissal of an employee serving a probationary period, no employee shall be dismissed without just cause.

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

- Willful violation of policy
- Abuse of management body 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

Employees may receive a warning from their Manager/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.

GENERAL

CONSERVING OUR ENVIRONMENT

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

KEYS

Each employee will receive one key which opens the front and back entrance. This key must be returned when employment is terminated. The front entrance is locked at 8:00 p.m.

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.

PARKING

Parking is available in the parking lot and on the street in front of the building. The turn-about at the front entrance is only used for vehicles that are picking up Residents with limited mobility.

SMOKING

Legacy Lodge is a smoke-free environment. Any staff member who wishes to smoke during breaks must do so in the designated area. The total amount of time taken for smoking breaks must not exceed the amount of break time allocated.

STAFF ROOM / LOCKER ROOM

Outer clothing, and boots and shoes are kept in the Locker Room. All personal items are the responsibility of the staff member. The Staff Room will be an area where employees can go to relax and get a break from Residents and visitors. Employees should not linger around the Reception Desk.

STAFF SOCIAL FUND

\$2.00 is deducted from each staff's bi-weekly pay cheque in order to contribute to the Social Fund. This fund is used for such things as social activities, and for gifts for showers, departing staff and bereavement.

TRAINING, WORKSHOPS & SEMINARS (ARTICLE 34)

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

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

