

CASSELLHOLME

Compassionate care for life's journey.

EMPLOYEE HANDBOOK



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PREAMBLE

LAND ACKNOWLEDGEMENT

Cassellholme resides on the traditional territory of the Anishinaabeg and within lands protected by the Robinson Huron Treaty of 1850. This land is occupied by the people of Nipissing First Nation. We acknowledge and give thanks to the land on which we live and work, and to the people who have cared for it for generations.

Welcome, Bienvenue, Aaniin!

I hope your experience here will be rewarding and enjoyable as each staff member contributes directly to Cassellholme's success and you will take pride in being a member of our organization.

We have prepared this handbook in order to assist you in understanding how we work. As in any organization, there are rules and guidelines that govern how we work together and help us carry out our common mission.

This handbook represents a brief summary of some, but not all, of those rules and guidelines.

Sincerely,

**Angie Punnett
Administrator**

PURPOSE

This Employee Handbook is designed to provide you with important information regarding employment policies and procedures, salary and benefits, and your responsibilities to your job.

Please read the contents of this handbook carefully. This is one of the many channels of communication we maintain to create an enjoyable and productive work environment. Should you need further explanation of the items covered, contact your supervisor or the Human Resources Department.

The contents of this document are presented for information purposes only and supersede all former employee handbooks or human resource policy and procedure manuals issued by the Home.

The Home reserves the right to change, suspend or cancel, with or without notice, all or any part of the policies, procedures, and benefits discussed in this manual. Additionally, particular situations may be governed by specific provisions of an applicable government legislation, governance policy or procedure, or plan documents established for particular benefit programs, or by other related sources of information. All HR policies and procedures are subject to change based on the many legislation, regulations and authorities in the Province of Ontario as well as operational requirements of Cassellholme.

WHO WE ARE

Cassellholme, a not for profit, charitable organization, operates a 240 bed Long-Term Care facility, and a Community Support Services program in the district of East Nipissing. Cassellholme is located in the City of North Bay which is situated within 3 ½ hours of both Toronto and Ottawa. Nestled between beautiful Lake Nipissing and Trout Lake, the district offers both urban and country living, with multiple recreational opportunities. Cassellholme serves residents 18 years of age and older who have long-term health care needs and who are no longer able to manage in independent living situations. Our Community Support Services program provides Personal Support Workers and Homemakers to assist seniors' in the District of Nipissing, to live safely and as independently as possible in their own homes. Cassellholme has been in operation since 1925.

The services and programs have evolved from a custodial care model which provided a "roof over the head and food in the stomach" attitude to a holistic care model. A team of professionals work with the residents and community to promote the physical, mental and spiritual well-being of residents, both those who live in Cassellholme and those who reside in our community. A holistic approach ensures that all of the dimensions of personal care are considered, including the person's spiritual, emotional and physical well-being.

The Home strives to provide an employee-friendly environment in which employees have equal opportunity to thrive and achieve their personal best. The Home values the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment in which employees and the Home alike can thrive.

OUR MANDATE

Vision

Our vision is to enhance the lives of the people we serve.

Mission Statement

Our mission is to provide compassionate, quality care throughout life's journey.

Core Values

DIGNITY

We believe that all are valued and respected for exactly who they are.

ACCOUNTABILITY

We take our roles seriously and accept the privileges and obligations that come with being stewards of the home.

RESPECT

We demonstrate high regard for Residents, staff, families and regulatory obligations.

EXCELLENCE

We value an ongoing program of continuing quality improvement to achieve optimal results.

GOVERNING STRUCTURE

THE BOARD OF MANAGEMENT

In territorial districts such as East Nipissing, corporations without a charter, established by legislation to own and operate district homes for the aged are governed by boards of management. The corporation and the board of management are one and the same. Therefore, the individual board members are appointed by the Province of Ontario and by the Councils of the towns and townships that are stakeholders in the organization.

ADMINISTRATOR

Angie Punnett is Cassellholme's Administrator. Angie is accountable for all aspects of the overall operation of the Home. She plays an active role in working with both the Board of Management and the Home's staff, and also in fostering community partnerships.

EMPLOYEES

Cassellholme's employees are the backbone of the organization. Through teamwork and due diligence, the Home's employees are accountable for providing quality care to the residents in a positive, safe and progressive work environment.

Cassellholme employees consist of both non-union and unionized staff. The unionized staff are represented by three unions: CUPE, ONA, and SEIU.

VOLUNTEERS

Cassellholme has a dedicated group of volunteers and auxiliary members who make a significant contribution to the quality of life for our residents. It is important that we make volunteers feel a part of the care team. All volunteers work under the direction of the Volunteer Coordinator.

STUDENT EMPLOYEES

Student employees are hired for a specific term or task. Their compensation, if in paid positions, is dependent on the department, job class, and work that they are hired to do. Students are expected to work within the same rules and policies as other employees.

RESIDENT SAFETY AND SECURITY

COMMUNICATING WITH RESIDENTS

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

Staff are to:

- Approach the resident face-to-face at his/her level and establish eye contact;
- Tell the resident who you are and why you are approaching;
- Speak slowly and in a slightly lower tone of voice. Shouting is not generally helpful. If the resident is wearing a hearing aid, do not assume it is turned on;
- Use gestures and/or physical cues to help the resident understand;
- Use short sentences with the most important words at the end of the sentences;
- If the resident does not understand your message, try again using different words and non-verbal clues;
- **BE PATIENT!** Give the resident extra time to respond to your communication.

Listening is a very important part of communication. It is one of the most important things you can do for a resident. Taking the time to listen conveys a feeling to the person that he/she is important and that you care.

WANDERING RESIDENT

In an effort to protect residents that wander, Cassellholme has implemented the *Watchmate Bracelet System* for residents that have been identified as high risk. The bracelet is programmed to sound an alarm should anyone wearing one of these bracelets tries to leave the building from the main floor.

If you see a resident that looks to be lost, disoriented, or out of their environment, please offer assistance by asking their name. This will help you to identify the resident. If the resident does not know his or her name or does not respond, you may discreetly check the back collar of their clothing

which is identified with their name, or ask another staff member.

Should you hear the Watchmate System alarm:

1. Read the keypad and note the I.D. # of the resident and the location that the resident has exited from;
2. Go to the location that the resident has exited from and locate the resident;
3. Try to redirect the resident back into the building or wait for one of the nursing staff to arrive;
4. Once the resident is safely inside, clear the alarm by keying in the code 1251* on the keypad at the door.

MISSING RESIDENT

If a resident is missing from the building, staffs are to notify the RN immediately, and then announce “Code Yellow” as per the Emergency Measures Manual.

RESIDENTS’ BILL OF RIGHTS

The formation of residents’ rights afforded to all persons living in long-term care homes, began in the early 1950’s and grew to 29 distinct rights. The Ontario Residents’ Bill of Rights is embedded in our provincial legislation, Fixing Long-Term Care Act (FLTCA), 2021, and accompanying Regulations (O. Reg. 246/22).

The requirements in the FLTCA ensure that residents of these homes receive safe, consistent, and high-quality resident-centered care in settings where residents feel at home, are treated with respect, and have the supports and services they need for their health and well-being.

Every long-term care home must post the Bill of Rights where it can be easily seen. Inspectors from the Ministry of Health and Long-Term Care must enforce the Bill of Rights during their inspections or when someone makes a complaint.

RESIDENT FREEDOM FROM ABUSE

It is understood that all residents are entitled to have care provided and needs met in a manner that recognizes their respect and dignity. As such, abuse—physical, emotional, financial or neglect—will not be tolerated.

It is the responsibility of each employee to report suspected abuse immediately to his or her supervisor. Management staff will investigate any report of abuse and advise the Administrator or designate of such immediately. Discipline is expected in any proven case of abuse and will usually result in termination of employment.

REPORTING AND COMPLAINTS

The Fixing Long-Term Care Act (FLTCA), 2021, Sections 21 through 28, and Regulations 100-107, describes how a Long Term Care Facility will deal with complaints received, either verbally or in writing, concerning the care of a resident or operation of the Home.

Certain matters must immediately reported to the Ministry of Long Term Care and Police.

- Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident
- Abuse of a resident by anyone or neglect of a resident by the Home or staff that resulted in harm or a risk of harm to the resident
- Unlawful conduct that resulted in harm or a risk of harm to a resident
- Misuse or misappropriation of a resident's money
- Misuse or misappropriation of funding provided to a Home under this Act

A person who has reasonable grounds to suspect that any of the forgoing has occurred, or may occur, shall immediately advise their supervisor or an alternate person with authority.

All staff are obligated to report all complaints to their supervisor where further action will be taken in accordance with the Ministry regulations and Cassellhome policy. If a staff member wishes to remain anonymous, they can report suspected abuse as follows -

LONG TERM CARE ACTION LINE:

1-866-434-0144

(7 days a week, 8:30 a.m. – 7:00 p.m.)

WHISTLE-BLOWER PROTECTION

The Home requires all employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

All employees have a duty to report abuse or suspected abuse in accordance with the Fixing Long Term Care Act, 2021. This same Act provides protection to an employee that reports abuse or suspected abuse, or discloses anything to an Inspector during an investigation of a complaint. No employee who in good faith reports abuse, suspected abuse or provides information in a proceeding under the Act, shall suffer harassment, retaliation or adverse employment consequences. An employee who retaliates against someone who has reported a violation in good faith shall be subject to discipline up to and including termination, for just cause.

EMPLOYMENT / LEGISLATION / POLICIES

EMPLOYMENT APPLICATIONS

Cassellholme relies upon the accuracy of information contained in the employment application as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Cassellholme's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment. An individual must be at least 18 years of age to work at Cassellholme.

RECRUITMENT AND SELECTION

For most positions, vacant or new, a job posting will occur so as to provide staff an opportunity to apply. Current employees will be screened in the same manner as external applicants. All employment opportunities at Cassellholme are posted internally for a minimum seven (7) working days which may run concurrent with external sourcing efforts. All applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened and candidates selected for interview are contacted. Suitable internal and/or external candidates will have a formal interview to properly evaluate competencies, technical expertise, professional profile, education, aptitudes and interpersonal abilities. Tests may be required, depending on the job specifics. If the interview is positive, references will be contacted with the approval of the finalist.

When a unionized position is vacated or newly created, job postings and selection criteria are also subject to provisions of collective agreements.

CRIMINAL POLICE INFORMATION CHECK

All offers of employment are conditional upon receipt of a current criminal reference check (CPIC: Canadian Police Information Centre)**, including vulnerable sector check, at the expense of the applicant. Should the CPIC and/or any other equivalent criminal reference check reveal any screening concerns or offenses which, in accordance with the *Fixing Long Term Care Act, 2021*, pose a risk to vulnerable persons, the offer of employment automatically becomes null and void.

Staff are responsible for the full cost of this document.

**issued within six (6) months of the anticipated date of hire

CERTIFICATIONS / LICENSES

It is the responsibility of the employee to ensure all applicable certificates identified as a condition of employment are valid and remain in good standing, throughout their employment with the Home. Employees must provide evidence of successful completion prior to the expiry date of the certificate. Failure to do so will result in an immediate suspension, without pay, from the work schedule.

FUNCTIONAL ABILITIES ASSESSMENT

Employees hired for certain occupations will be required to undergo a functional abilities assessment or a medical assessment, at the Home's expense, to confirm their ability to meet the physical requirements of the position. This assessment is to take place during the first weeks of employment and is a condition of employment.

PHOTO ID

All staff and volunteers must wear a photo ID and name badge so that they can be easily identified by staff, residents & visitors to the home. HR will prepare the photo ID for staff at the time of general orientation.

PROBATIONARY PERIOD

All new employees must successfully complete a probationary period on commencement of employment with Cassellholme. An employee will be referred to as a "probationary employee" during this period.

This period offers the employee and Cassellholme an opportunity to assess job performance and overall suitability to the organization. Those hired to work less than 24 hours each week are usually considered probationary until their probationary hours have been worked. The specific number of days or hours are described in the collective agreements and contained in the offer of employment.

Supervisors will discuss an employee's performance with them during the probation period. A decision will be made at Cassellholme's discretion about continuing employment, extending the probation or terminating employment.

PERFORMANCE REVIEWS AND EVALUATIONS

Cassellholme recognizes that constructive and consistent communication of performance standards is essential to developing a high-quality team.

The purpose of a performance appraisal is to permit Cassellholme and the employee to develop a method of appraisal and feedback that:

- Measures and evaluates the employee's job-related attributes, behaviours, and results;
- Ensures that the employee and Cassellholme are both clearly aware of the goals, performance measures, and results;
- Provides the employee with the opportunity to discuss with Cassellholme Management how the "Home" can best assist the employee in achieving their goals.
- Determines what training and development is required to encourage employees to achieve their full potential;

EMPLOYMENT LEGISLATION

Your legal rights come from a variety of different laws, including:

- Ontario's Human Rights Code which prohibits discrimination based on code-protected grounds in the workplace.
- The Accessibility for Ontarians with Disabilities Act which requires almost all organizations in Ontario to

meet minimum accessibility requirements in their employment practices..

- The Employment Standards Act which sets out minimum standards that most employers must comply with.
- The Occupational Health and Safety Act which creates safety standards within the workplace.
- The Ontario Labour Relations Act which provides rules about unions and collective bargaining.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005, (the AODA) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. Cassellholme is required to meet the requirements of accessibility standards established by the AODA and we strive to services in a way that respects the dignity and independence of people with disabilities. We will use reasonable efforts to ensure our policies, practices and procedures are consistent with the spirit and requirements of the AODA.

From an employment perspective, we consider accessibility in the following areas –

- Include a statement about the availability of accommodation during the recruitment process for job ads;
- Access to employment related documentation in an accessible format, wherever possible;
- Provide training on the requirements of accessibility standards and workplace accommodation to all employees.
- Provide individualized workplace emergency response information to employees who have a disability;
- Develop a return to work process for employees who have been absent due to disability and require accommodation;
- Consider accessibility needs for performance management and career development. as needed;

Cassellholme's multi-year accessibility plan is posted on our website and is reviewed and updated at least every five years as required.

EMPLOYMENT EQUITY & DIVERSITY STATEMENT

Cassellholme believes that ensuring diversity is fundamental to its growth and progress and an integral part of all its activities. We believe that success happens in an environment that is rich in diversity and a place where people from various backgrounds can work together. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Cassellholme will be based on the judgment of the employee's merit, qualifications, and abilities.

While remaining alert and sensitive to the issue of fair and equitable treatment for all, it is our goal to achieve a workforce that is representative of the four designated groups that have traditionally been disadvantaged in employment; women, Indigenous people, persons with disabilities and visible minorities.

Our diversity mission is to continue to be an organization with the following characteristics:

- A workforce that reflects the requisite skills available in the employment market;
- A preferred employer for all cultural groups;

- An environment where every employee understands and values diversity; and,
- An environment where all employees have the opportunity to reach their highest potential.

Recognizing and encouraging the uniqueness of individual contribution within a team environment is fundamental to Cassellholme and its employment policies. This philosophy is reflected in all aspects of employment, including recruitment, compensation, training, promotion, and benefits. Any form of discrimination or harassment based upon factors such as sex, race, colour, ancestry, place of origin, religious beliefs, gender identity, sexual orientation, age, physical disability, mental disability, marital status or family status is neither permitted nor condoned, and, above all, will not be tolerated under any circumstances.

DISCONNECTING FROM WORK

Cassellholme is committed to promoting, establishing and supporting practices that allow employees to disconnect from work. The Right to Disconnect addresses the concerns of employees, who experience work-related “burnout” due to constant accessibility.

According to the Employment Standards Act, 2000, section 21.1.1, this policy allows employees to be free from work-related communications, including emails, telephone calls, video conferences, or other messages, outside of their regular working hours. By fostering a workplace culture that respects employees’ boundaries and prioritizes their well-being, organizations can create a more productive and harmonious work environment for all.

In some cases, due to operational needs, emergency responses and/or varying work schedules, it may not be feasible for employees to disconnect from work at certain times. This includes but is not limited to the following circumstances:

- Critical staffing shortages
- Response to emergencies and/or on-going emergency response services
- Business and operational needs requiring contact outside of normal working hours including specific and time limited events or needs and those who are on-call.

VIDEO MONITORING AND ELECTRONIC SURVEILLANCE

The Employment Standards Act (Bill 88, Working for Workers Act, 2022) requires transparency about whether employees are electronically monitored. In order to protect the safety of our residents and staff, Cassellholme uses digital technologies and equipment to electronically monitor activities in the workplace. Security cameras are located at all entry points, stairwells and elevators. Additional cameras are located throughout the building and are reviewed where situations warrant. Nothing in the ESA limits the use of information obtained through electronic monitoring or establishes a right for employees not to be electronically monitored by their employer; or creates any new privacy rights for employees.

RESPECTFUL WORKPLACE

Cassellholme recognizes the dignity and worth of every employee, and to that end, believes in providing and maintaining a work environment in which all employees are free from workplace violence, harassment, and discrimination. This policy applies to all employees and covers all forms of violence,

harassment, and discrimination prohibited under human rights legislation.

Cassellholme takes a strong and unequivocal position against harassment, threats or violence in the workplace. We will investigate complaints of threatening, intimidating or violent acts including hostile behavior, verbal and physical abuse, or any act, which in management's opinion, is inappropriate to the workplace.

- Workplace harassment means engaging in a course of vexatious comment or conduct, including virtually through the use of information and communications technology, against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
- Workplace sexual harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace, including virtually through the use of information and communications technology, because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome;
- Workplace violence is the exercise or attempt to exercise physical force by a person against a worker, in the workplace, that causes or could cause physical injury to the worker. It also includes an statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against a worker, in the workplace, that could cause physical injury to the worker.

Employees should immediately report any behavior that may constitute harassment, discrimination or a potentially threatening situation to his or her supervisor, or the Director of Human Resources in cases where the source of the behavior is a supervisor.

Management will investigate and deal with all complaints or incidents of workplace harassment in a fair, and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

If a worker needs further assistance, they may contact their JHSC, Union, Human Rights Legal Support Centre or the Employee Assistance Program.

NEPOTISM

No candidate shall be hired for a position where they may report to, or supervise a member of their immediate family. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law and or same sex). Personal relationships with other employees, managers, or members of the Board of Management should be disclosed prior to accepting any offer from the employer.

STANDARDS OF PERSONAL CONDUCT

Cassellholme is committed to uphold the highest standard of ethical conduct in all its business activities. The code of conduct sets out accountabilities for how management will oversee business activities and relationships; and how all employees' will act related to proper conduct at work. Every

employee has a responsibility to understand and comply fully with the Code of Conduct. Any breach of the Code of Conduct will be dealt with appropriate disciplinary action. This action may include the termination of employment. Where laws have been violated Cassellholme will cooperate fully with the appropriate authorities.

Activities which may result in suspension or termination include but are not limited to resident abuse, flagrant disregard of job functions and standards of safety, insubordination, persistent tardiness or absenteeism, theft of Cassellholme, resident or employee property, misuse of or personal use of Cassellholme property, engaging in prohibited social media conduct and reporting to work under the influence of drugs or alcohol.

ETHICAL BEHAVIOR

As a new employee with Cassellholme, you should know that proper ethical conduct is considered essential by all levels of the organization, from the Administrator on down. Cassellholme personnel are required to adhere to the highest standards of ethical conduct and ensure that no activity is carried out that will discredit or cast doubt on the integrity of the organization or mission, vision, and values of Cassellholme.

Situations such as being offered gifts, being solicited for services, being approached by family members for special care, having to make a health care decision for a resident, etc. can often become ethical dilemmas. When a person gets that uncomfortable feeling it is usually because the situation, choice, or decision is against their own moral or core values or Home policy. Employees must also avoid engaging in any outside employment, work, or business undertaking that conflicts with the performance of duties as a Cassellholme employee, and declare whether they have any personal or financial interest in matters affecting Cassellholme, including any interest in any company which provides services to Cassellholme.

Cassellholme also has policies in place to help staff understand what is right or wrong when facing some of these situations. It is important that staff respect these policies and not defer to their own personal choices. It is impossible to list rules to cover every situation, and Cassellholme expects its employees to use common sense and good judgment. Where in doubt, please reach out to your supervisor to discuss.

WITNESSING LEGAL DOCUMENTS

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

CONFIDENTIALITY

All Cassellholme employees and volunteers, as part of their role at the Home, may have access to confidential information concerning residents, employees, and human resource issues. Maintaining confidentiality of information is a professional and legal obligation (Personal Health Information Privacy Act, 2000), and a responsibility of all staff of Cassellholme.

All Cassellholme employees are required to sign a statement of confidentiality as a condition of employment. Disclosure of any confidential information to anyone outside the Home, or to persons in

the Home who have no reasonable need to know, without the written consent of management of the Home is prohibited. Any violation of this policy is grounds for disciplinary action up to and including termination of employment.

Confidentiality as a policy of Cassellholme reflects our philosophy and belief that we will respect the privacy, dignity and all other rights of those individuals we serve.

PROGRESSIVE DISCIPLINE

Cassellholme strives to treat all employees fairly, justly, and equally. All Cassellholme employees will be disciplined according to the principles of progressive discipline. The Home's progressive disciplinary policy ranges from verbal warnings to written warnings, suspensions and termination. Please note that, where appropriate, any step in the foregoing progressive disciplinary process may be repeated prior to moving to a more severe penalty. Alternatively, any step may be skipped in favour of a more severe penalty. Variations in these penalties will take place based upon the severity of the action or behavior.

EMPLOYEE DISPUTE RESOLUTION / GRIEVANCE PROCEDURE

The Home believes in resolving employee concerns and disputes related to their employment relationship in a prompt and equitable manner.

Employees who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint, may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate corrective action.

Employees with a complaint or dispute are first urged to contact their immediate supervisor about the problem. If the supervisor is unable to satisfactorily resolve the matter, or if the supervisor is the subject of the employee's dispute or grievance, the employee is encouraged to discuss the problem with their supervisor's supervisor.

A formal complaint must be lodged in writing. For unionized employees, the grievance procedure is outlined in the respective collective agreement.

INFORMATION TECHNOLOGY

The Home is committed to ensuring the security of electronic information. Information security relies heavily on the concept of "authorized use." For this reason, any use of Cassellholme computers and information systems must be authorized – either as defined in this policy or via other written authorization from senior management. All other use is strictly prohibited and constitutes a violation of the policy.

Computers and mobile technology is provided to employees for the purpose of performing their duties at Cassellholme. Employees are required to use only assigned computers, and software installed and approved by Cassellholme, as required for their job function.

ATTENDANCE / ATTENDANCE SUPPORT PROGRAM (ASP)

Quality of service to our residents and clients is affected by work performance including attendance of employees. It is important that employees report to work regularly, be punctual in reporting to work and returning from breaks, and make every effort to maintain good health. It is recognized that from

time to time employees may be absent from work due to illness or injuries. The Home is committed to informing employees about the intent and proper use of sick leave, ensuring that employees maintain their work commitments, and to promoting a healthy workplace whereby operational effectiveness is not jeopardized by frequent or unnecessary absences. To do so, Cassellholme has implemented an ***Attendance Support Program (ASP)***.

Cassellholme's ASP monitors staff absenteeism. Sick leave absences are reviewed and tracked for frequency. It should be noted that misuse of leave and absenteeism patterns are dealt with through Cassellholme's progressive disciplinary policy.

DRUG AND ALCOHOL FREE WORKPLACE

Cassellholme supports a drug and alcohol free workplace. The inappropriate use of illicit or prescription drugs or alcohol can have serious adverse effects on an employee's health, job performance and workplace safety. Employees are expected and required to report to work in appropriate mental and physical condition to work. Employees are responsible for ensuring that medication they take will not affect the safe performance of their duties. It is the employee's obligation to report any necessity for modified work to their supervisor/manager and follow the instructions for modified duties to minimize risk to safety.

The unlawful distribution, possession or use of a controlled substance or alcohol on Cassellholme property or while conducting work off-site is absolutely prohibited.

DRESS CODE

Some departments require the wearing of uniforms. An employee is required to be in the designated uniform and be prepared for work at the start of his or her shift. Uniforms must be clean, not have any stains or visible marks, and must be wrinkle free.

Where uniforms are not required, an employee must wear clothing suitable to work expected to be performed in a given work environment. Clothing should be neat, clean, tasteful, and not constitute a safety hazard. Interpretation of this code will be left to the discretion of the department head. Staff are prohibited from wearing athletic clothing of any kind.

Cassellholme will provide a nametag for you that must be worn at all times.

PROFESSIONAL DEVELOPMENT

At the discretion of the Administrator or designate, Cassellholme offers a tuition reimbursement policy. Employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's career at Cassellholme. If Cassellholme has agreed to pay for a course the fees will be paid on evidence of successful completion and in accordance with the policy.

EMPLOYEE AND FAMILY ASSISTANCE PROGRAMS (EFAP)

Cassellholme offers an Employee Family and Assistance Program (EFAP) to aid those employees whose personal problems may be adversely affecting their job performance. Problems may be due to alcoholism, drug abuse, emotional problems, divorce, abuse, personal finances, or other concerns.

The Home recognizes that these problems may jeopardize employees' health and have a serious impact on their life and on their ability to perform their job.

The program is **CONFIDENTIAL**. Any employee and/or eligible dependents may obtain assistance under the program. Our provider of EFAP services is Homewood Health. You can reach Homewood Health at **1-800-6631142, 24 hours a day, 7 days a week**, if you or a family member is in need of support. There is no cost for this service, and it is available to all staff and their eligible dependents.

There are also free on-line resources available at <https://homewoodhealth.com/corporate/contact-eap-efap>.

SMOKING

In keeping with Cassellholme's intent to provide a safe and healthy work environment, smoking is allowed only outside the office building in designated smoking areas and is prohibited throughout the workplace. Please note that smoking includes vaping and the use of electronic cigarettes. Staff smoking will be permitted in designated areas only. The designated areas are:

- Gazebo (rear parking lot)
- Oval Garden area between 21:00 hours and 07:00 hours

SCENT-FREE WORKPLACE

Cassellholme recognizes that some people are sensitive to scented products. Perfumes, colognes, and other strong odors can precipitate severe reactions such as headaches or asthma attacks. For this reason, the Home is a scent-free work environment. Cassellholme asks that staff refrain from using perfumes, scented hair spray, cologne, aftershave, and any other highly-scented products or items. If an employee is sensitive to a scent being used by another staff member, they should politely ask them to refrain from using it. If that individual does not comply with the request, or if the employee is not comfortable asking them to do so in the first place, the problem should be reported to the appropriate Supervisor.

LUNCH PERIODS / BREAKS

Where required by law, and in accordance with Collective Agreements provisions and Home policy, employees are entitled to meal breaks and rest periods. The break is intended to be preceded by and followed by an extended work period; thus, it may not be used to cover any late arrival to work or early departure, nor may it be regarded as cumulative if not taken.

The staff lunchroom is located in the back hall service area. Refrigerators, microwaves, and vending machines are available for staff use. Staff are responsible for the up-keep and cleanliness of the appliances.

VALUABLES

Cassellholme is not responsible for any lost or stolen articles. Each employee must secure personal items such as clothing, purses, cell phones, and wallets in a staff locker. Please report all incidents involving lost or stolen items to your supervisor.

STAFF PARKING

All employees must park in the staff parking lot located at the rear of the facility. Staff are reminded to keep their cars locked at all times. Cassellholme is not responsible for lost, stolen, or damage to personal property.

STAFF LOCKERS / CHANGE-ROOM

Staff lockers are provided on a first-come first-serve basis. Locker rooms may only be used to change clothing before and after work. Lockers are Cassellholme property and are subject to inspection at any time. The lockers are provided as a convenience to employees, Cassellholme will not be responsible for any lost or stolen personal possessions.

COMPENSATION, PAY PRACTICES, AND LEAVES

PAY DAY

Upon hire, you will receive a registration enrollment email from **ADP Payroll**. Use that to register with ADP, then you can access the system on your web browser or mobile device. Next step – check your profile carefully – your full name, address, bank account information, etc.

Cassellholme employees are paid on a bi-weekly basis, every second Friday. All pay is automatically deposited to the financial institution of choice. You'll be able to access pay stub information on the web or the mobile app. You won't see your pay information until payroll is processed. . If an error is detected on your paystub, please contact your Departmental Scheduler or the Payroll Coordinator at Ext. 237

Questions? Contact Rachel – payroll@cassellholme.on.ca or at Ext. 237.

Please note that statutory deductions for federal and provincial taxes, Canada Pension Plan and Employment Insurance, as required by law, are deducted from employee earnings. In addition to, and where applicable, group insurance premiums, union dues, and garnishees/third party demands will be deducted from your payroll cheque. Employees will not be placed on the Cassellholme payroll until all required documentation and forms have been received and/or completed.

BIOMETRIC SCANNER

All hourly paid staff must scan in before beginning their work shift and scan out at the end of their shift in order to be paid correctly. HR sets up staff on the biometric scanner upon hire. Staff experiencing issues with use of the scanner are to advise HR immediately.

SALARY AND BENEFITS

All employees shall be paid wages within the pay range in which their position(s) is evaluated. Salary is generally determined by three primary factors: • Assigned work classification; • Years of service; • Individual performance as assessed in annual performance review. Progression through increments is based on time in role, acceptable performance, and available funding. For unionized positions, progression through increments is based on hours of work.

Full-time employees of Cassellholme are eligible for group benefits as set out in their respective collective agreements or non-union policy. In some cases, cost sharing is a component to these benefits. Details of the plan are described in the group benefit booklets and available upon enrolment. The various plans are subject to change from time to time. Part-time employees (non-contract) may be paid a percentage of regular pay in lieu of benefits as outlined in applicable collective agreements or non-union policy.

PAY EQUITY

Pay Equity involves comparing jobs usually done by women with different jobs usually done by men. If a female job class is equal or comparable in value to a male job class, it must be paid the same. Pay equity is equal pay for work of equal or comparable value.

The Home respects and supports all Pay Equity legislation, as specified in the statutes of the Province of Ontario.

PENSION PLAN

OMERS was created by an Act of the Provincial Government to provide employers in the broader municipal public sector with a common pension plan.

Participation in the Ontario Municipal Employees Retirement System (OMERS) Pension Plan is mandatory for full-time employees. Voluntary membership is available for part-time employees upon hire.

The contribution rate is determined by OMERS. Employees are required to contribute through payroll deduction, and Cassellholme matches 100% of the employee contribution.

Please advise payroll if you have transferable OMERS membership with a previous employer. More information is available online at www.omers.com.

PERSONAL INFORMATION

Cassellholme collects personal information for inclusion in human resource personnel files. Access to these files is limited to authorized employees who require it to carry out their duties. In addition, because personnel files may include a variety of personal information, authorized employees only have access to specific categories of personal information contained in the employee file.

It is important, and to everyone's benefit, that we keep accurate employee files. Employees are responsible for helping to ensure their confidential file is up to date by submitting all changes in a timely fashion either through Synerion or by notifying HR or the Payroll Coordinator. In particular we should have your current:

- Mailing address, email address and telephone number
- Banking information
- Person to be notified in case of emergency
- Legal name

Employees are permitted to examine their personnel file by appointment with HR.

Outside organizations such as banks and finance companies may, upon your request and written authorization, receive appropriate information from your employee file, including:

- our date of hire, wage, salary and work history
- Personal information - birth date, information for pay deductions, address, phone number, etc.

ATTENDANCE AND PUNCTUALITY

Regular attendance and punctuality are essential elements of the employment contract for all employees of the Home. It is important for employees to attend work regularly and to arrive at work on time, because failure to do so detrimentally affects employee morale and productivity. Absenteeism or tardiness that is excessive or unauthorized in the judgment of Cassellholme is grounds for disciplinary action, up to and including termination of employment.

Employees are required to report their absences to their immediate supervisor and/or departmental scheduling coordinator as soon as possible, and as set out in departmental policies and collective agreement provisions. Employees will be provided with time and attendance and scheduling guidelines upon hire.

If an employee fails to notify of their absence for three consecutive workdays, it will be considered job abandonment and may constitute termination of employment.

SICK LEAVE

Sick leave is to only be used for health-related purposes, including illness, injury or a medical emergency.

When requested by Cassellholme, and/or as stipulated in the collective agreement, employees may be required to submit a medical note as it relates to their inability to attend work.

Any illness lasting more than three (3) days will require a doctor's certificate for payment of sick leave benefits for eligible full-time employees. Employees that are off work due to illness or injury for an extended period of time may be required to provide a medical note certifying their readiness to return to work without restrictions or their need for accommodation / modified work.

VACATIONS

The Home strives to provide a healthy workplace that supports a work/life balance and provides employees with periods of uninterrupted time away from their jobs and work-related duties.

Full-time employees - paid vacation time will accrue based upon an employee's full-time start date and length of continuous service. Annual entitlements are pro-rated on a monthly basis, however, they are credited to the employee on January 1st of each year. Vacation credits are earned for each full month of service in which an employee is at work. Full time employees receive their 'regular pay' for any vacation periods taken. All earned, unused vacation credits are payable as a lump sum when employment is terminated. Vacation entitlement for a full-time employee is established by administrative policy or collective agreement provisions.

Part time, contract or casual employees - receive vacation pay on each pay based on gross wages for the pay period (excluding vacation pay) and length of continuous service. Vacation pay increases are set out in administrative policy, collective agreements or as defined by the Employment Standards Act or a contract of employment.

PUBLIC HOLIDAYS

Employees are entitled to statutory holidays as set out in accordance with the Employment Standards Act, administrative policy, and/or their respective collective agreements.

BEREAVEMENT LEAVE

Employees who are actively at work, may be eligible for a minimum leave of absence with regular pay for bereavement Leave as outlined in the collective agreements, administrative policy or the personal emergency leave in the Employment Standards Act. The number of compassionate days are dependent upon the relationship between the employee and the deceased.

PERSONAL LEAVE OF ABSENCE

Cassellholme will consider a personal unpaid leaves of absence only when our operational needs are not adversely affected, or can be reasonable accommodated. Normally, employees will be required to exhaust their accrued vacation credits before a personal leave of absence will be allowed. The approval of a specific leave or altered work arrangement lies solely with the Employer.

JOB PROTECTED LEAVES OF ABSENCE

The Ontario Employment Standards Act, 2000 provides for a wide array of job-protected, unpaid leaves including but not limited to:

- Emergency leave
- Family caregiver leave
- Family medical leave
- Critically ill childcare leave
- Reservist leave
- Organ donor leave
- Pregnancy, adoption and parental leave
- Crime-related child death or disappearance leave

During a job-protected leave, whether with or without pay, the time on leave counts toward the completion of a vacation entitlement year and time in role for salary administration purposes, seniority and length of employment.

Group benefits (including health and dental, life insurance, pension plan, etc.) are maintained during a job-protected leave of absence, unless the employee waives this right by informing the employer in writing that the employee will not continue to pay their own share of premiums while on leave.

If an employee requires additional time off, beyond the time period provided by the Ontario Employment Standards Act, 2000, the employee may apply for a personal leave of absence.

JURY DUTY LEAVE

Leave with pay shall be granted for the duration of such duty. When the summons for jury duty is received, it should be presented to the employee's supervisor. The employee is expected to report to work, if excused from jury duty during normal work hours. A supervisor may require the employee to furnish documentation from the court clerk as to the days served. The employee may retain any jury duty fees received. Jury duty pay will not be computed as time worked for overtime purposes.

HEALTH AND SAFETY

We all share the goal of making a safe and healthy workplace. SAFETY is everyone's responsibility.

OCCUPATIONAL HEALTH AND SAFETY ACT

The Occupational Health and Safety Act provides us with the framework and tools to achieve the goal of working in a safe and healthy workplace and sets out the rights and responsibilities of all parties in the workplace.

The Internal Responsibility System (IRS) forms the basis of the Occupational Health and Safety Act of Ontario (OHSA). This system places the onus for compliance with the legislation on the workplace parties and defines a joint set of responsibilities on each individual in the workplace. The Home expects that all employees will share the responsibility for safety and security of themselves, fellow employees, residents and family members, volunteers, and contractors, and maintain reasonable care when using Home property.

JOINT HEALTH AND SAFETY COMMITTEE

Cassellholme as an employer is responsible under the Occupational Health and Safety Act, for establishing and maintaining a Joint Health and Safety Committee. This committee serves as an advisory body composed of representatives of workers and management. The primary functions is the identification of workplace health and safety hazards and making recommendations to management with respect to workplace health and safety. In order to carry out these duties, they perform regular inspections of the workplace. Employees that serve on the Joint Health and Safety Committee are noted in Appendix A. Those serving on the

ROLES & RESPONSIBILITIES IN THE WORKPLACE

WORKERS have several general duties under the Act. A worker must take responsibility for personal health and safety insofar as he or she is able. Under the Act, a worker must:

- work in compliance with the Act and regulations
- use or wear any equipment, protective devices or clothing required by the Employer (ie. footwear, protective glasses, head protection, masks, etc.)
- report to the Employer or Supervisor any known missing or defective equipment or protective device that may be dangerous
- report any known workplace hazard to the Employer or Supervisor
- report any known violation of the Act or regulations to the Employer or Supervisor
- not remove or make ineffective any protective device required by the Employer or by the regulations
- not use or operate any equipment or work in a way that may endanger any worker
- not engage in any prank, horseplay, contest, feat of strength, unnecessary running or rough and boisterous conduct

SUPERVISOR duties, which include but are not limited to:

- Ensure that a worker complies with the Act and regulations

- Ensure that any equipment, protective device or clothing required by the employer is used and/or worn by the worker
- Advise a worker of the existence of any potential or actual hazard of which the supervisor is aware
- Where required, provide a worker with written instructions and the measure and procedures to be taken for the protection of the worker
- Take every precaution reasonable in the circumstances for the protection of workers.

EMPLOYER Responsibilities

- Instruct, inform and supervise workers to protect their health and safety
- Appoint competent persons as supervisors
- Take every precaution reasonable in the circumstances for the protection of a worker
- Prepare a written occupational health and safety policy, review that policy at least once a year, and set up a program to implement it
- Responsibility to train workers (e.g. in the control of infections; and in the care, use, benefits and limitations of personal protective equipment)

RIGHTS OF WORKERS

Workers have the power to protect their health and safety. Ontario law spells out the three rights that give workers this power: the right to know, the right to participate, and the right to refuse. Workers have the right to know about workplace health and safety hazards, the right to know about health and safety matters, the right to participate in decisions that could affect their health and safety and the right to refuse work that could affect their health and safety and that of others.

ACCIDENT / ILLNESS / INCIDENT REPORTING

Whenever you suffer a workplace accident or illness, or experience a close call, the situation must be reported to Supervisory personnel. A near-miss is a potential hazard or incident in which no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred. Near misses also may be referred to as close calls, near accidents, or injury-free events.

An incident that results in injury/illness, whether lost time is sustained or not, must be reported to Supervisory personnel immediately. An injury becomes reportable to the Workplace Safety and Insurance Board when:

- an employee advises his/her immediate supervisor that a workplace injury has occurred and that medical attention has been, or will be, obtained and/or
- an employee advises his/her immediate supervisor there is lost time beyond the day of injury

In any case of injury or occupational illness, an employee will:

1. obtain medical treatment (e.g. medical aid, first aid, 9-1-1), if required,
2. immediately report work-related injuries or incidents to a supervisor, and
3. complete the Worker's Report of Injury/Illness (WSIB Form 6) if the injury or illness is reportable to the WSIB and provide a copy to their supervisor and the WSIB.

4. request a Health Professional's Report (WSIB Form 8) from the healthcare provider if required to seek health care at a hospital, clinic or doctors office as a result of the injury / illness.

WORKPLACE SAFETY AND INSURANCE ACT

The Workplace Safety and Insurance Act sets out requirements designed to prevent work related injury or disease and to respond to injured/ill workers.

Cassellholme must notify WSIB about a workplace injury or illness within three days. The notice must include such details as steps taken to prevent a recurrence. WSIB provides an injured/ill worker with wage-loss benefits, medical coverage and support to help an employee get back to work after a work-related injury or illness

ROLE OF MINISTRY OF LABOUR

The Ministry of Labour is responsible for enforcing the OHSA. Ministry inspectors have broad powers to inspect any workplace, investigate any potentially hazardous situation, complaint and/or work refusal, and order compliance with the Act.

REGULATIONS FOR HEALTH CARE AND RESIDENTIAL FACILITIES

Regulations under the OHSA set out specific requirements for health care and residential facilities. These include, but are not limited to, the employer's duty to:

- Establish occupational health and safety measures and procedures, including measure to control infections, in consultation with the JHSC.
- Review measures at least annually
- Provide personal protective and other equipment
- Ensure appropriate ventilation
- Train workers on occupational health and safety measures relevant to their work

WHMIS

(Workplace Hazardous Materials Information System)

The Workplace Hazardous Materials Information System (WHMIS) are laws, created in 1988 to: give employers and workers information about the hazardous products or chemicals they may be exposed to at work, and reduce workplace injuries and illnesses.

The WHMIS program will provide a uniform system for the proper labeling, handling, storage use, and safe disposal of hazardous materials in the workplace. The WHMIS program will provide ready access to information in the form of current Material Safety Data Sheets (MSDS's).

Cassellholme employees are trained on WHMIS annually.

EMERGENCY MEASURES

FIRST AID

Should you require first aid, the first aid station is located in the Apple Street Medication Room on the Main Floor where the First Aid Cart is kept locked and can be accessed by an R.N.

FIRE EMERGENCY PROCEDURES

In Case of Smoke and/or Fire

In case of fire, the safety of building occupants is the prime consideration.

1. Close the door behind you to any room involved in fire
2. Remove any resident(s) from immediate danger
3. Activate the nearest wall-mounted fire alarm. Fire alarm pull stations are located at every exit door and in the center area of each floor (see maps throughout the building)
4. Call Extension 222 and state Code RED with exact location
5. If fire is small, extinguish it or contain by closing windows and doors and turning on lights
6. All Clinical Services staff are to report to their unit. All other staff report to the Central Pool to await further instructions. The Auditorium is the normal site for the Central Pool. In the event that the fire is in that area the Day Program is the alternative location.

Cassellholme has an Emergency Measures Plan that includes “Codes” for:

- Fire
- Evacuation
- Chemical spill
- Missing person
- Violent person
- Bomb threat
- Button down
- External disaster
- Severe weather
- Pandemic plan

As a Cassellholme employee, you are required to:

- Complete a review of the “Codes” annually:
- Participate in planned exercises”
- Keep Cassellholme updated with your home telephone numbers should they
- change; and
- Be available and carry out your responsibilities when required during a major emergency or disaster.

QUESTIONS...

Visit us at www.cassellholme.on.ca

Email us at hr@cassellholme.on.ca

For accessibility needs, email us at accessibility@cassellholme.on.ca