



*Employee Handbook  
Kaniatarak'ta  
Iontorishentakhwa  
Riverside Elder Home*



## WELCOME TO THE RESIDENCE RIVERSIDE ELDERS HOME

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I'd like to take this opportunity to welcome you to Kanesatake Health Center Inc., more specifically with Riverside Elder's Home. We are excited that you have accepted our job offer and hope that you are mutually excited about your new employment with Riverside Elder's Home.

The Riverside Elders Home is a private residence offering services for semi-independent elderly persons who are aboriginal and non-aboriginal people, living in the region of CISSS des Laurentides. The services that are offered are as follows:

- Nursing care
- Domestic help services
- Medication distribution
- Personal assistant services
- Recreational services
- Meal services
- Security services

Our mission at Riverside Elders Home is to maximize the quality of life of each resident by providing quality of care, residents' safety, and address their rights to make informed decisions regarding their health and well-being.

Marie-Josée Martin, Manager of Riverside Elder's Home will be your immediate supervisor and will assist you in your orientation.

This Employee Handbook is not a contract of employment nor is it intended to create contractual obligations for the Riverside Elder's Home of any kind. This handbook outlines the working conditions, policies, and procedures that will provide a work environment in which both residents' interests and employee interests are fulfilled.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have received Employee Handbook. For further information please review the KHC Administrative Policy Manual.

Joyce Bonspiel-Nelson  
Executive Director

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## **GENERAL EMPLOYMENT INFORMATION**

### **Conditions of Employment**

All temporary, permanent, and contractual employees are required to sign and abide by a Code of Ethics, Code of Confidentiality, Code of Conduct and Conflict of Interest guidelines. Refer to related policies on confidentiality, conduct, ethics and conflict of interest.

### **Probationary period**

Any new employee at a regular position is subject to a trial period of 6 months. An evaluation will be done at the end of the probation period. A performance evaluation is conducted on an annual basis.

### **Reporting**

All employees report to their Manager, and all Managers to the Executive Director as the line of authority. Employees are expected to follow the established policies, guidelines and procedures in all matters, and to conduct themselves accordingly. The Executive Director reports directly to the Board of Directors of the Corporation.

### **Personnel Records**

Personnel files will be kept by the Executive Director for all employees of the Health Center, and Riverside Elder's Home. These files can only be accessed by the Executive Director, the Executive Assistant and the employee. The personnel files will include among others such documents as the original job posting, the employee's current job description, the employee's CV, certificates if applicable, letter of confirmation of employment, signed oaths of confidentiality, ethics, conduct and conflict of interest, hiring slip, list of training and workshops attended, performance review, reprimands, commendations, and salary adjustment forms.

The employee's Manager may request information from the file on previous performance evaluations, training certificates or contact information. Copies of the employees trainings and the signed certificate of knowledge and the comprehension of the administrative procedures and the certificate of knowledge and the comprehension of the procedure of care will be kept on file at Riverside Elder's Home.

### **Access**

Employees have the right to have access to their personnel file in the presence of the Executive Director, Human Resources, or the Executive Assistant. In addition, employees have the right to copies of any of the contents of their personnel files.

All employee personnel files and their contents are confidential, and access to these files is privileged under the terms of this policy. Any employee who breaches confidentiality is subject to disciplinary measures, which could include dismissal. (see appendix)

### **Grievance**

The Grievance process is to provide an appropriate mechanism for an employee to seek redress for a perceived act of unfairness from his Manager, or the Executive Director or for a dispute with a fellow worker.

The purpose of a grievance is to promote and encourage a better communication between employees and employers, and to demonstrate a desire to treat all employees fairly. An effort should be made by the concerned individuals, with the assistance of the Human Resources and Executive Assistant, to reach solutions with mutual satisfaction before undertaking the grievance process to solve differences. (See Discipline Policy & Procedure)

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## **ATTENDANCE AT WORK**

### **Office Hours**

The Kanesatake Health Center Inc., administration office hours are from 8:00 a.m. to 4:00 pm, Monday to Friday. Riverside Elder's Home operates on their own schedule, 7 days per week, 24 hours per day consisting of 3 shifts per day.

The standard workweek hours for all regular, full-time staff is thirty-five (35) hours. However, the work hours for some staff may vary depending on the nature of the position, and are normally stipulated on the hiring slip or job posting. The thirty-five (35) hour standard workweek does not include the one-hour lunch period, but does include two scheduled 15 minute breaks, this excludes Riverside Elder's Home which works on a different schedule.

### **Approval of Overtime**

Overtime is compensated for employees as equivalent time off for up to 5 (five) pre-approved extra hours worked above the regular work week hours. After working 40 hours, an employee is then entitled to be compensated at the rate of one and a half hours for each hour worked.

Overtime is considered only in exceptional circumstances and must be preapproved by Managers or the Executive Director depending on who is the supervisor. The approval of pre-authorized overtime must be reflected on the time sheet. (See Leave of Absence Form, appendix).

If the overtime has not been pre-approved by the employee's Manager or Executive Director, then the hours will not be considered as overtime for any form of compensation or time off.

### **Absence**

A staff members are obliged to personally inform their Manager in the case of their absence or to leave a message with their Manager if they are not able to work due to unforeseen circumstances. Employees who do not notify the Manager as required may be considered to be absent without reason, and may have their salary deducted for the length of their absence.

Employees must ensure that an adequate notice of 48 hours is given prior to a planned absence, in order to find a replacement or to cancel. A medical certificate is required for any employee who is absent for more than three (3) consecutive days.

### **Lateness**

Employees who are going to be late for work must notify their supervisor within thirty minutes of the starting time. The employee must provide his/her Manager with an indication of when they expect to arrive at work.

## **Timesheets**

All employees must use time sheets to record the hours of daily work for the Health Center and Riverside Elder's Home. The time sheet must be completed and signed by the employee, submitted to the Manager for approval by 10:00am, and then submitted to the Human Resource and Executive Assistant on Fridays before noon.

Failure to submit a time sheet or to submit within the required deadlines will result in a delay of the payment of wages for these hours until the next pay period.

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## **WORKPLACE PROFESSIONALISM**

**Code Of Ethics:** (you must sign that you received the Code of Ethics)

All Kanesatake Health Center Inc., Board Members and Riverside Elder's Home personnel have a duty to act ethically, to encourage and expect ethical behaviors' in others and to sign the Kanesatake Health Center Inc. Code of Ethics upon beginning their work with the Riverside Elder's Home.

The code of ethics is a reflection of our individual and collective commitment to ensure practices and behaviours that promote a harmonious and respectful environment.

Employees have an obligation to support and advance the interests of the Kanesatake Health Center Inc., the Riverside Elders Home, and the health care profession, while respecting the rights and professionalism of their colleagues. This obligation includes upholding the integrity, dignity and image of Kanesatake Health Center Inc., Riverside Elders Home, and the health care profession. As such employees should:

### **Respect**

- Treat the residents and family's, with courtesy, fairness understanding, compassion with respect for their dignity, and autonomy;
- A duty to do what is right;
- Not to cause harm or injury to residents';
- Being honest and candid when providing service to residents';
- Building confidence in the Riverside Elders Home and credibility through respect, integrity, fair practice, accountability, honesty and reliability;

### **The Right to Information and Freedom of Expression**

- The manager must give the resident access to his file when requested;
- Staff should respect the expression of residents' opinions, criticisms and suggestions;

### **The right to Confidentiality**

- All resident information must be treated confidential;
- Confidentiality reflects traditional teachings about respect and honor for the individual;
- It is an ethical and legal obligation for the Riverside Elders Home to uphold based on an individual's rights to the protection of personal information;
- Confidentiality fosters a climate of trust which is essential for the Riverside Elders Home in its goal to promote positive and respectful relationships with residents and their families;

- Employees should exercise discretion for breaches of confidentiality in corridors, common rooms, and public places.

### **Discretion**

- Staff must exercise discretion with respect to residents and in no case should they complain in their presence;
- The employees should not solicitation converse with residents about their personal issues.

### **Donation, Bequest and Solicitation**

- Under no circumstances can an employee receive donations and/or monetary gifts from residents and their families;

### **Résidents Responsibility**

- The resident is required to have respect of human rights, the property of others, the standard rules of civility and politeness;
- No acts of intimidation, aggression and violence will be tolerated;
- The resident participates in care and services that concern him/her collaborating with the staff.;
- The resident respects the rules of operation of the residence;

### **Values and culture**

- Employees should not allow prejudice to interfere with their work;
- Staff must respect the identity, values, experience and culture of the resident;
- The manager must be notified of any risk for the resident and for the environment;
- Staff must offer a service without favoritism or discrimination;

Maintaining good working relationships with others.

### **Conflict of Interest**

Employees must avoid situations where there is a significant risk that the interests of the employee may conflict with the resident and/or public. A conflicting interest is one that would be likely to affect adversely the employees' judgment or service on behalf of, or loyalty to, a client or prospective client. All Health Center employees are required to sign that they have read and understood this conflict of interest policy and guidelines.

### **Dress Code**

Employees are asked to dress properly for work at the Riverside Elder's Home. This requirement is necessary to maintain a professional working environment. Hair should be kept clean and if long, it should be braided or pinned for both male and female staff. Beards must be clean, neat and trim close to the face. No jewelry except for marriage ring and watch. The earrings should be small, not dangling. Rings with large stones should not be worn to avoid the possibility of injuring our Elders. The nails must remain clean and short of less than 0.5 cm. The nail polish can be worn as long as it is not chipped. False nails are not allowed. The employee card must be worn at all times. The minimum standards for all departments are closed-heeled shoes and slip-resistant soles. Running shoes or nurse shoes are recommended. The employee card must be worn at all times.



**Always Remember that our Seniors are Sensitive to Some Fragrance and can Create Anxiety for our Seniors.**

### **Cell Phone**

The use of the personal cell phone during working hours is subject to disciplinary action. It is suggested that you turn it off during your working hours.

### **Cigarettes, Alcohol And Drugs**

- No smoking is allowed inside the residence; however, a designated area is available outside for smokers;
- It is strictly forbidden to work under the influence of alcohol and drugs and at risk of dismissal.

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## **PERSONAL TIME OFF**

### **Schedule**

Payroll is processed every two weeks. The payment of salaries, including benefits such as holidays, sick/personal days and other applicable benefits, will always reflect the preceding two workweeks.

### **Pay Information & Accrued Data**

Pay information will be provided to employees with every pay. This will include information on the amounts paid and applicable deductions.

### **Entitlement**

After thirty days (30) of employment, permanent and temporary replacement employees are entitled to, and shall be granted a holiday with pay, proportional to the normal daily hours worked, for the fourteen (14) statutory holidays.

The Statutory Holiday is applicable only if it falls within the employee's regular workweek. Permanent part-time employees will be granted a holiday with pay according to their usual week schedule and work hours.

### **Personal Time Off**

Personal time off includes both an employee's paid vacation and sick/personal days which are both accumulated according to seniority. The employee has the right to use these days as he/she needs during the course of a fiscal year for time away from work for illness, personal needs or vacation. However, a Leave of Absence form must be completed for all time away.

Personal Time Off (PTO) = total of paid vacation days + paid sick/personal days.

Personal time off is not carried over, and must be used before the end of the fiscal year.

Nevertheless, once an employee has used up their personal time off (PTO) for that fiscal year, they will be deducted wages for any other time away.

Any owed vacation days out of PTO will be paid if the employment is terminated, but sick/personal days are not paid out.

## **Vacation Days**

All permanent employees are entitled to vacation days based on earned vacation benefits. Employees must work a full year from their start date to be eligible for the full two weeks of benefits, starting on April 1<sup>st</sup> after the year is completed.

### **Calculations**

Entitlement for Vacation Days with pay for Employees is as follows:

one (1) year and over	2 weeks/50 work weeks or 4%
five (5) years and over	3 weeks/49 work weeks or 6.12%
ten (10) years and over	4 weeks/48 work weeks or 8.33%
fifteen (15) years and over	5 weeks/47 work weeks or 10.64%
twenty (20) years and over	6 weeks/46 work weeks or 13.04%

### **Substitute Day for a Holiday**

When a statutory holiday falls during an employee's personal time off for vacation, and if the employee is entitled to that day, then a substitute day may be taken at a time agreed upon with the Manager, which can include extending the time off by one day.

### **Vacation Leave Request and Approval**

Employees must still submit a written request at least four (4) weeks prior to her/his intended use of personal time off for vacation to their Manager. A Leave of Absence Form must be completed and signed by the employee's Manager when requesting any leave.

### **Limitations**

An employee may only take a maximum of 4 weeks of PTO for vacation. Any exception will have to be requested to the Manager, with approval by the Executive Director.

### **S/P Entitlement**

Sick/personal days are advanced at the beginning of the fiscal year as part of an employee's personal time off. The entitlement is two (2) weeks according to the employee's regular work week. No days are retained at the end of any calendar year and no payment of unused sick days will be made upon termination of employment.

### **Medical Certificate**

A medical certificate is required if more than three consecutive days are taken.

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## **WORKPLACE HEALTH & SAFETY**

### **Workplace Environment**

To provide a harmonious work place environment, courtesy and respect is expected at all times during work hours towards residents, fellow workers and administrators. (see Workplace Health and Safety Policy)

Employees wishing to voice an opinion or disagreement are expected to do so in a constructive manner using the proper channels. In the same manner, it is expected that resident's will show respect and politeness to the employees.

## **Safety & Security**

The Kanesatake Health Center Inc. services include Risk Management, Quality Improvement, Health and Safety Measures and Ethical considerations. The regulation of these services requires a review by a committee. To increase efficiency and effectiveness, the Kanesatake Health Center Inc. has integrated the review of Risk Management, Quality Improvement, Health and Safety Measures and Ethics under one committee. (see attached IQSRMC Terms of Reference)

All incidents and accidents must be reported and investigated to reduce the likelihood of recurrence. The medical, clinical staff and/or health center employee, contractual worker, student, volunteer or community member witnessing, discovering or involved in an incident or accident is responsible for completing the Incident /Accident Report form AH-223.

### **Surveillance Cameras**

According to the standards, surveillance cameras are installed inside and outside the residence for safety purposes.

### **Fire Safety**

There is a regular inspection of the health facilities conducted by a municipal fire inspector to ensure that the building remains in conformity with municipal fire codes. Recommendations following such an inspection are discussed with the Integrated Quality, Safety and Risk Management Committee for mitigation.

### **Infection, Prevention & Control**

The Kanesatake Health Center Inc., and the Riverside Elder's Home Infection Control Program is an integral part of Health and Safety services. As well as developing and regularly reviewing infection control policies and procedures, the Infection Control Program conducts infectious and communicable disease surveillance, outbreak management, reporting (as mandated by federal and provincial laws) and compliance with related professional health regulations and standards.

Infectious diseases observed in private seniors' residences can be avoided, to a certain extent, by means of adequate infection prevention measures. These measures are often simple, such as strict hygiene in the residence and hand washing for staff and visitors.

The Infection Prevention and Control Guide for Private Seniors' Residences (RPA) is intended as an essential reference book for those who must intervene to ensure the protection of public health, safety and quality of life for people living in the resident. This guide contains information that will help to ensure a safe environment in relation to infection prevention and control. It is the responsibility of the manager to know and implement infection prevention and control measures. It is up to workers, residents, visitors and caregivers to respect them at all times, please see the attached guide.

### **Falls Prevention**

The Kanesatake Health Center Inc. has identified falls prevention as a safety priority, and therefore implemented an interdisciplinary team who evaluated and developed a falls prevention strategy to minimize injuries from falls. The KHC Fall Prevention Strategy includes falls risk prevention, assessment and injury reduction strategies as well as falls prevention

education for residents, the community, Kanestate Health Center Inc., and Riverside Elder's Home personnel. Falls prevention is everyone's responsibility. Please find attached the Falls Prevention Policy.

### **Medication Management**

All procedures concerning the administration of medication must be respected for all professionals authorized by their scope of practice. For nonprofessionals law 90 must be applied, please review Medication Management Policy.

### **First Aid**

All employees must have basic training in First Aid and CPR so that they can be of assistance in any type of emergency. It is also mandatory for all employees to take a refresher course in CPR every year.

### **Job Description**

Each employee is given a copy of their job description upon hiring.

## APPENDICES

- Appendix 3 Complaint Management Procedure
- Appendix 4 Code Of Ethics
- Appendix 6 Procedure to be Followed in Case of Danger to Life or for the Integrity of the Resident
- Appendix 7 Procedure in the Event of Death
- Appendix 8 Procedure in the Event of the Absence of a Resident
- Appendix 9 Procedure in Case of Accelerated Heat
- Appendix 10 Procedure in the Event of Harmful Behavior in a Private Residence for Seniors
- Appendix 12 Declaration and Disclosure Form in Case of Incident or Accident in Private Residence for Seniors
- Appendix 14 Certificate of Knowledge and the Comprehension of the Administrative Procedures
- Appendix 15 Certificate of Knowledge and the Comprehension of the Procedure of Care

### RELATED POLICIES AND PROCEDURES

- Infection Prevention and Control Guide for Private Seniors' Residences
- Fire Safety Plan
- KHC Administrative Policy
- KHC Workplace Health and Safety Policy
- IQSRMC Terms of Reference
- Discipline Policy & Procedure
- Ethical Decision Making Framework Procedure
- Ethical Decision-Making Form
- Code of Conduct Policy
- Code of Conduct Form
- Conflict of Interest Policy
- Oath of Confidentiality
- Clients Rights & Responsibilities