

HUMAN RESOURCES



Oath of Confidentiality

- All information concerning the Company's and/or client's operational procedures, corporate and electronic information, wages and practices will be held in strict confidence.
- All information concerning the residents, management or staff of WestCana and Pro Vita and its clients will be held in strict confidence.
- All clinical information concerning resident care must be provided and communicated by the appropriate professional staff. E.G. Nurse, Care Manager, Director Of Care, Administrator NOT by housekeepers, guest attendants, food service workers, etc.

Please refer to Oath of Confidentiality Policy for more information.

Dress Code

Professional appearance must be maintained at all times including:

- Good personal hygiene.
- Minimal use of fragrances.
- Nails must be short, clean and polish free. Artificial nails are not permitted.
- Jeans (unless on authorized days), sleeveless tops, sweatshirts, leggings/tights, short shorts and miniskirts are not appropriate.
- All clothing should be clean, neat and tidy
- For safety purposes no bracelets, long necklaces, protruding or dangling facial piercings or dangling earrings.
- Proper footwear must be sturdy, have non-slip soles, cover the entire foot and must be worn at all times while in the facility.
- Name tags are to be worn at all times.

**Please refer to Dress Code Policy
for more information.**

Employee Code of Conduct

As an employee of WestCana and Pro Vita our expectations are that you:

- Be courteous, pleasant, friendly and cooperative.
- Do not engage in gossiping and rumors.
- Maintain oath of confidentiality.
- Do not use cell phones, iPods or MP3 players when working.
- Show respect and compassion for the resident, potential residents and other residents.

Please refer to Employee Conduct Policy for more information.



Language Policy

- ▶ The official language of the company is English and employees are expected to communicate in the official language while performing their duties. This includes not speaking any language aside from English in any common area, lunch and break rooms, resident rooms, kitchen, and laundry rooms.
- ▶ Use of another language may result in progressive discipline.

Please refer to Official Language Policy for more information

Workplace Violence

- Staff have the right to work in a “bully” free environment.
- WestCana and Pro Vita do not tolerate bullying of any form.
- If you feel that you are being bullied or see someone being bullied please tell your manager immediately.
- The Employee Conduct Policy states:

The use of abusive language, showing disrespect for residents, families and fellow employees or engaging in sexual or other forms of personal harassment will not be permitted and could be subject to investigation and discipline up to and including termination.

Harassment

Harassment is defined as repeated, intentional, offensive comments or actions that are deliberately designed to demean, disrupt or torment an individual. Personal harassment includes such conduct that would be expected to cause insecurity, discomfort, offence or humiliation to another person or group and that has the purpose or effect of interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.

Any instances of harassment should be reported directly to your Manager and Human Resources.

Please refer to Harassment Policy for more information.



Sexual Harassment

Any unwanted sexual comments, looks, suggestions, or physical contact, directed at an employee, which creates an uncomfortable, intimidating, hostile, or defensive working environment. The offence need not necessarily infer “compliance” as a condition of employment, or the offer and/or maintenance of some benefit in exchange for sexual favours.



Discrimination

WestCana and Pro Vita will not discriminate or allow discrimination against a staff member on the basis of age, sex, race, creed, religion, ancestry, place of origin, colour, national origin, marital or parental status, sexual orientation, non-job related disability or political belief.

Please refer to Discrimination Policy.



Discipline and Termination

WestCana and Pro Vita follow a Progressive Corrective Discipline model, with escalating levels of discipline:

1. Oral Warning
2. First Written Warning
3. Final Written Warning
4. Termination

Investigations of all incidents will be conducted and decisions regarding discipline will be made on a case by case basis.

Discipline and Termination Cont.

Immediate dismissal can occur for the following:

- Resident abuse
- Theft
- Drug and alcohol consumption/impairment at work
- Disclosure of confidential information without authority
- Deliberate violation of procedures, leading to injury or aggravation of injury of resident or employee
- Fraud / dishonesty
- Willfully falsifying records

Please refer to Progressive Corrective Discipline Policy and Termination of Employment Policy for more information.



Alcohol and Substance Abuse

- We are committed to a drug and alcohol free workplace.
- Employees must not come to work or remain at work while employee's ability is affected.
- Employees need to consider the effect of prescription and non-prescription drugs as a source of impairment.
- Consumption while at work is grounds for immediate dismissal.

Please refer to Alcohol and Substance Abuse Policy for more information.

Resident Abuse

- No form of resident abuse will be tolerated and will lead to Progressive Discipline, up to and including Termination.
- Report any abuse that you witness immediately
- Abuse includes, but is not limited to, the following:
 - Neglect
 - Financial Abuse
 - Medication abuse
 - Physical Abuse
 - Emotional/Psychological Abuse
 - Social Isolation
 - Sexual Abuse

Please refer to Resident Abuse Policy for more information.



Casual Employment

- Casual employees must submit availability form to their manager at the commencement of employment and whenever their availability changes.
- Casual employees are expected to be available for all shifts as per their availability.
- Casual employees who are continuously unavailable or continuously refusing work will be contacted and requested to assess their desire to remain on the casual list.

Please refer to Casual Employment Policy for more information.

Family Relations

- Family members, as set out in the policy, will not be permitted to work in the same facility as one another.
- If a special exception is to be allowed it must be approved by the Operations Manager and Human Resources.
- Relationships will be for work purposes only and there will never be of a supervisory nature.

Please refer to Family Relations Policy.



Technology

- Company computers are to be used for company purposes only.
- Employees are not permitted to access social media sites other than for investigative purposes relating to performance concerns.
- E-mail is for business purposes only.

Please refer to Technology Policy for more information.



Telephones

- Facility phones are for business purposes only.
- Private resident phones are never to be used by staff.
- Personal staff cellular phones or hand-held devices are prohibited during work hours. They are to be used only during authorized breaks.

Please refer to Telephones Policy and Employee Conduct Policy.



Promotions and Transfers

- WestCana and Pro Vita will provide opportunities for promotion within whenever possible.
- Vacancies will be posted at all locations.
- Employees transferred will be eligible to the benefits at the new site.
- Employees must complete a minimum of 1 year in their current location/position before being eligible for a transfer.
- Employees must be performing well in their position and not have any current disciplines to be considered for a transfer.
- An Internal Transfer Form must be completed by the employee and signed by the current manager. The form is then sent to HR and HR and Operations to review and approve.

Please refer to Promotions and Transfers Policy and Internal Transfers Policy for more information.

Sick Time

- ▶ If you are off for more than 1 day then you must call in to notify your manager each subsequent day.
- ▶ Sick notes may be requested at any time at the manager's discretion.

Please refer to Sick Time Policy for more information.

