

WELCOME!!!



PRO VITA
CARE MANAGEMENT

Agenda

- About Us
- Mission, Vision, and Values
- Organizational Charts
- Pay Periods
- Benefits
- Personal Information
- Vacation/LOA Requests
- Rest & Meal Breaks
- Timesheets
- Shift Exchange
- Performance Evaluations
- Sick Time Call-in Procedures

About Us

Pro Vita and WestCana are a BC based, locally owned and operated companies. Pro Vita was established and incorporated in August of 2003 and has employees in excess of 1900. WestCana was established and incorporated in 1995 and has in excess of 500 employees.

Pro Vita provide contract services in a range of disciplines in health care, from Director of Care; Registered Nurses (R.N), License Practical Nurses (L.P.N); to Resident Care Aides, Recreation Staff and Rehab Assistants. Pro Vita has long term operations in multiple sites in the Lower Mainland and Vancouver Island.

WestCana provides contract food service, housekeeping, laundry, maintenance and receptionists services for various health environments.

About Us

Care At Home Services Inc. was established in 2013 and provides casual Care Aides, LPNs, and RNs to Pro Vita facilities, as well as community care to clients in their own homes.

Pro Administration Services Inc. is the Administrative Company for Pro Vita, WestCana, and Care At Home.

Pro Vita Values

1) **Integrity:** We Act with Integrity in All That We Do

We are each personally accountable for the highest standards of behavior, including honesty and fairness in all aspects of our work. We fulfill our commitments as responsible citizens and employees. We will consistently treat residents, clients and those we work with in a respectful and understanding manner.

2) **Value:** We Value Each Other

We treat one another with respect and take pride in the significant contributions that come from the diversity of individuals and ideas. Our continued success requires us to provide the education and development necessary to help our people grow. We are committed to openness and trust in all relationships.

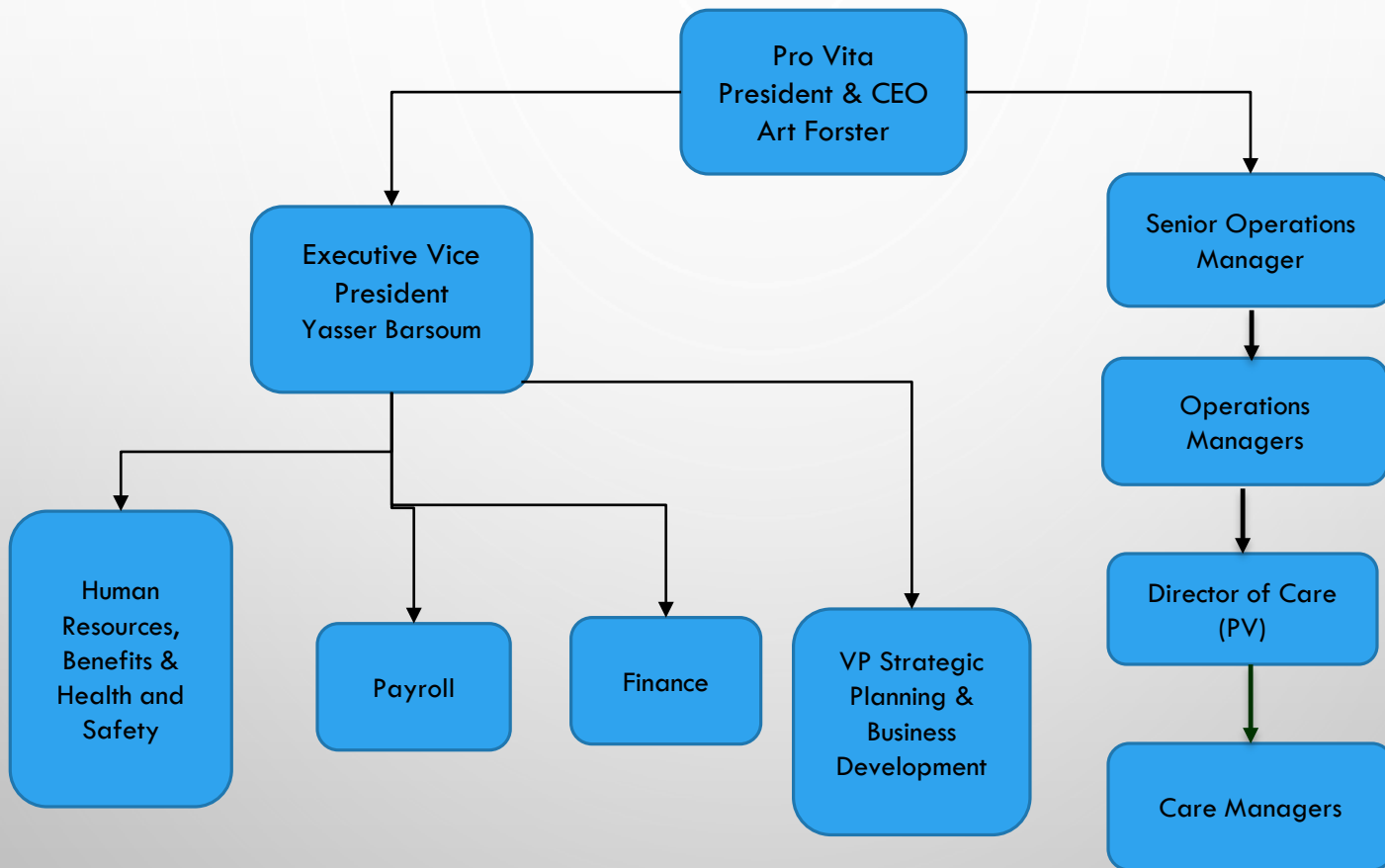
3) **Trust:** People Trust Us

We will be a company that is trusted - one that stands for sincerity and sets a standard for it, inspiring others to always be ethical and fair as our principles are held higher than traditional business goals.

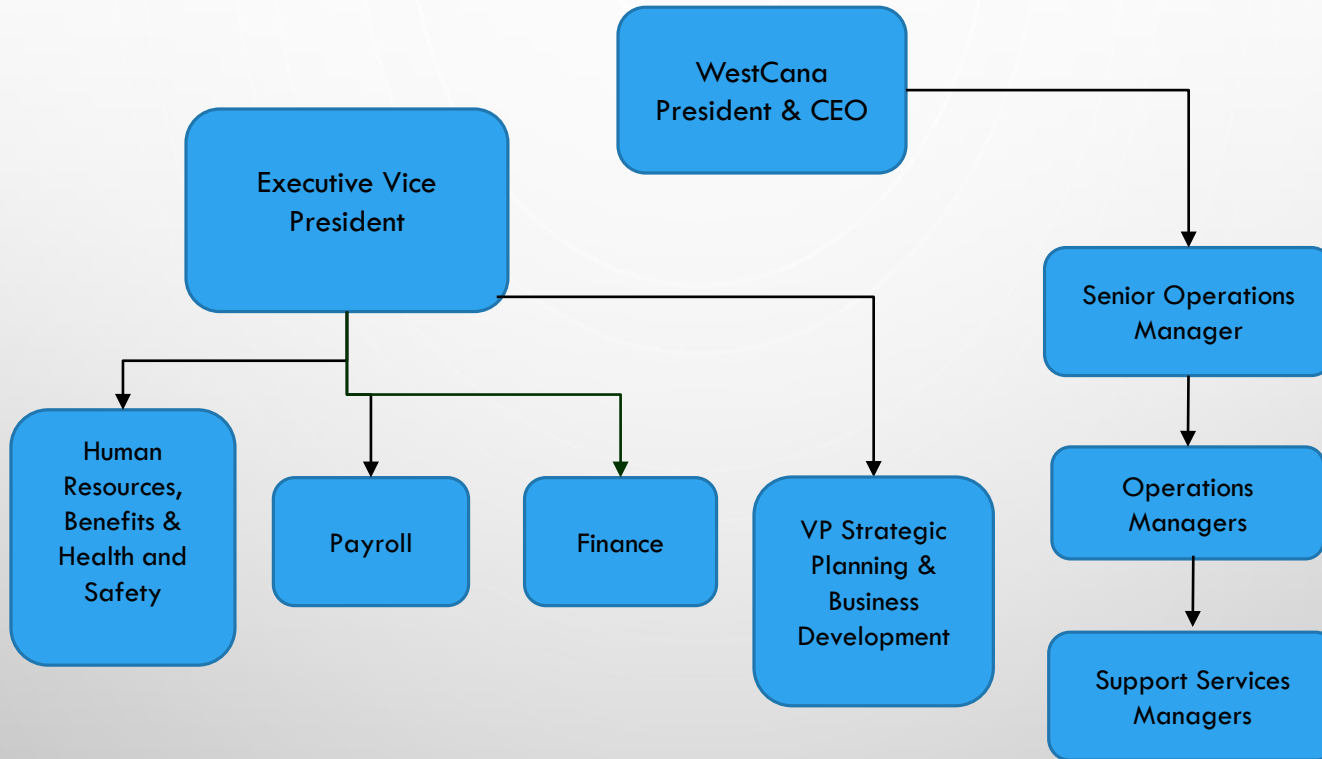
4) **Quality:** What We Do, We Do Well

Our services will be "best in class", going above and beyond to ensure client satisfaction. We will deliver excellence, strive for continuous improvement and respond effectively to change. Each of us is responsible for the quality of everything we do.

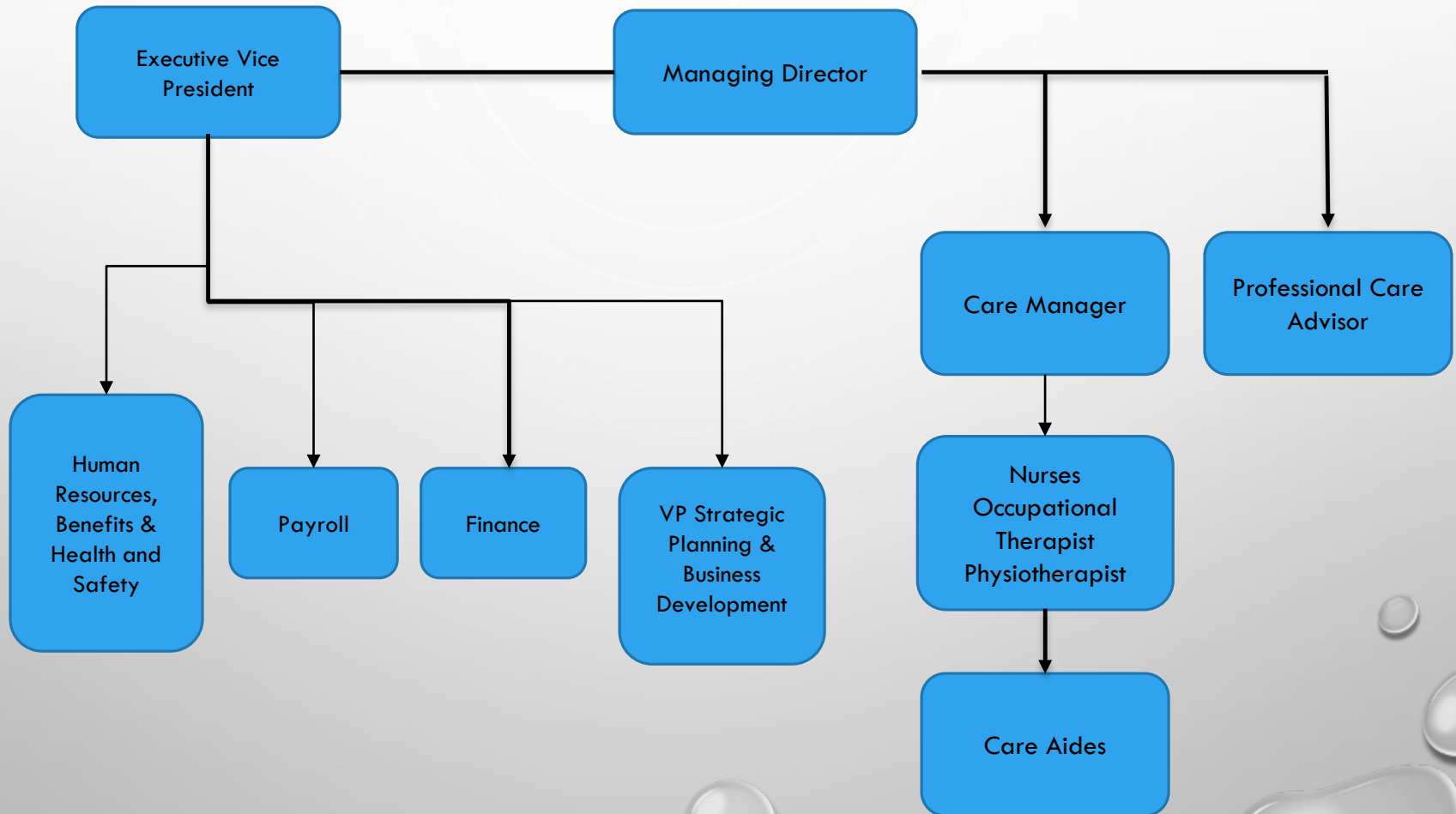
ORGANIZATIONAL CHART – PRO VITA



ORGANIZATIONAL CHART - WESTCANA



ORGANIZATIONAL CHART – CARE AT HOME



PAY PERIODS

- Payroll cut-off dates are the 15th and 30th – 31st of the month.
- Pay dates are 8th and 23rd of each month.
- Your pay is processed through direct deposit only.
- All direct deposit forms must be in your name and must be stamped by the financial institution.
- You can ask your Manager for the schedule of pay dates.

BENEFITS

- When you work in a permanent line of more than 25 hours per week are eligible for Extended Health and Dental Benefits. When you are eligible your Manager will provide the benefit forms to complete.
- All permanent full-time and part-time staff accrue vacation and sick pay.
- Casuals are paid vacation pay on each cheque in accordance with worked hours.

PERSONAL INFORMATION

You must inform the facility manager of any changes in:

- Name
 - Address,
 - Telephone number(s),
 - Marital status,
 - Number of dependents and
 - Person(s) to be contacted in case of emergency.
- This information is important to keep up-to-date in order for us to send you your T4's, ROEs, etc.

VACATION / LOA REQUESTS

- Vacation requests must be submitted by January 31st. You may also submit a vacation request form with 2 weeks notice if you need time off for an unexpected event.
- Approval is based on operational requirements.
- There is a 2 week time off limit during prime time:
 - WestCana (June 15-Sept 5, December 15-January 5).
 - Pro Vita (June 15-Sept 15, December 15-January 5).
- Vacation must be taken and will not be paid out.
- A maximum of 10 days is allowed to be carried forward into the new year.
- All LOA requests are subject to approval and all benefits must be paid prior to the beginning of the leave.

REST & MEAL BREAKS

- If you work 7.5 hours in a day, then you are entitled to take two (2) 15 minute paid rest breaks; one in the first half of your shift and one in the second half of your shift. In addition, you are entitled to a thirty (30) minute unpaid lunch break.
- Part-time employees, after working five (5) hours are entitled to a thirty (30) minute unpaid meal break.
- A part-time employee who works four (4) hours or more is entitled to one (1) 15 minute paid rest break.

TIME SHEETS

- Time sheets are to be completed at the beginning and the end of your shift.
- Time sheets must be completed in order to process payroll correctly.
- Time sheets are to be completed in the 24-hour clock (for example: 13:00 is to be entered for 1:00pm).
 - **Hand Scanners (If Applicable)**
- Employees are to ensure punch in/punch out procedures are followed. Your manager will be able to direct you as to where to find these and how to punch in/out.

SHIFT EXCHANGE

- If you need to do a shift exchange you must give a signed shift exchange request to your manager seven (7) days prior to first date of exchange.
- Shift exchanges are approved based on operational ability.
- Shift exchanges will not be approved if any overtime will result.
- Shift exchanges are limited to employees within the same facility.

PERFORMANCE EVALUATIONS

- You will be evaluated at the end of your probationary period and annually thereafter.
- Performance evaluations review your strengths, areas for development, attendance and job performance. You will also have the opportunity to give your thoughts.
- After the discussion, the document will be signed off by you and your supervisor. This document is filed in your personnel file.
- You will be provided with an opportunity to agree or disagree with the appraisal as well as to add comments in the space provided.
- You will receive a copy of his/her performance appraisal.



SICK TIME CALL-IN PROCEDURES

- All sick calls must be called a minimum of 90 minutes prior to start of shift to be replaced.
- Sick calls will not be answered between 23:00 HRS (11:00pm) and 05:00HRS (5:00am).
- Calls are to be made to the pager or cell phone of the manager or supervisor when you are going to be off work sick.
- It is your responsibility to ensure you have the correct number to contact the manager's pager/cell.
- If call #1 is not responded to within 15 minutes, call a second time. If call #2 is not responded to within 30 minutes of the original sick call you may call the facility and ask to speak with the Manager or manager designate.