



Employee Orientation Handbook

Leaders in exceptional care, supporting those when they need us most



Employee Orientation Handbook
Revised March 2024

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Welcome

Congratulations! On behalf of everyone at Carewest, we are very pleased to welcome you to our organization.

At Carewest, we strive to be innovative and approach things differently in our commitment to bring value to our residents, clients, volunteers and staff. New ideas and fresh thinking have been our cornerstone, helping take us from where we were more than half a century ago to the progressive health care organization we are today. We believe as strongly in our responsiveness, evolution and growth as we do in our history, foundation and experience.

As a wholly-owned subsidiary of Alberta Health Services and one of Canada's largest public care providers of its kind, Carewest operates 14 locations aimed at helping people live their lives with dignity and to the fullest potential. Our spectrum of care is available to adults of all ages and includes long-term care, supportive living level 4, Alternate Level of Care, sub-acute rehabilitation and recovery services, and community programs and services. We pride ourselves on our ability to change with the community's needs in support of Alberta Health Services' mission.

As an employee of Carewest, you will help contribute to our success as an organization. We encourage you to become involved in your work area through the variety of opportunities that present themselves, such as educational opportunities, committee work and other activities. This will give you a chance to have a say in what is happening within Carewest and to develop both personally and professionally.

When you work at Carewest, you work as part of a team, sharing information and offering ideas and suggestions for improvement to care or the workplace. Your manager will work with you to help you become familiar with your new duties and responsibilities. We also encourage you to take initiative and responsibility for your own job, giving you a personal voice in your career at Carewest and pride in your accomplishments.

You were hired for the skills and knowledge that you possess; you were also hired because of your attitude and your heart. The technical part of the work we do needs to be done well. Clients need to receive the appropriate treatments and therapy, excellent personal care, the correct medications, meaningful meals, and engaging social or leisure activities in a safe, clean and well-maintained environment. How we do these things is equally important, which is why you are encouraged to bring your heart to work in support of Carewest's Philosophy of Care.

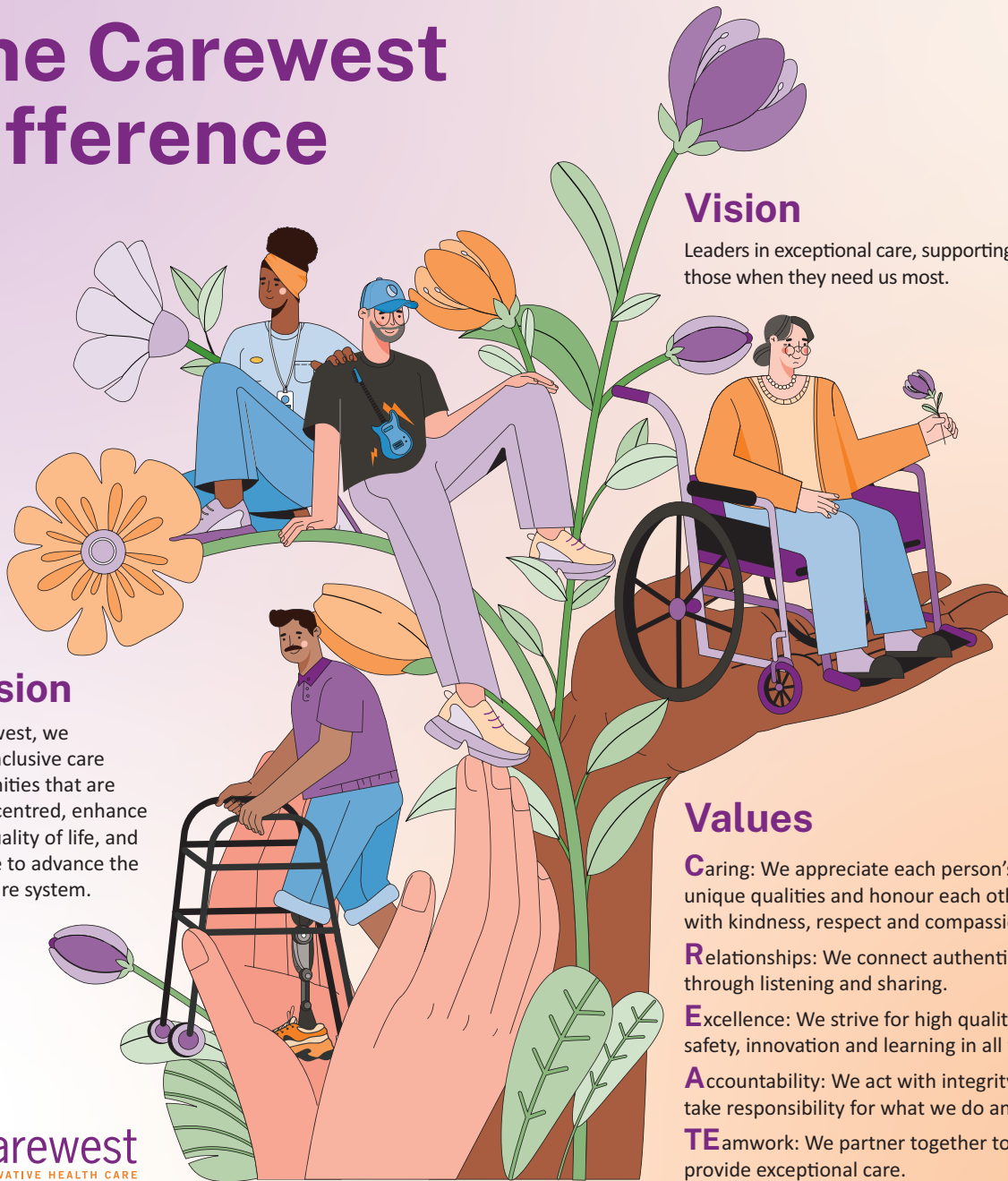
We hope you find your new position at Carewest to be fulfilling and rewarding and are pleased you have joined our team. With your contribution, we know you will help Carewest continue to lead the way in providing safe, quality and compassionate care for our residents and clients.

Very best wishes for the future,

The Carewest Executive Leadership Committee

The Carewest Difference

The Carewest Difference



Mission

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life, and innovate to advance the healthcare system.

Vision

Leaders in exceptional care, supporting those when they need us most.

Values

Caring: We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

Relationships: We connect authentically through listening and sharing.

Excellence: We strive for high quality, safety, innovation and learning in all we do.

Accountability: We act with integrity and take responsibility for what we do and say.

TEamwork: We partner together to provide exceptional care.



The Carewest Priorities

The Carewest Priorities

Each day, the people of Carewest work toward a better future by following these nine strategic objectives.

Client Experience

- We strive to improve client quality of life
- We achieve excellence in quality safe care delivery
- We build communities in our care centres

Healthy Workplaces

- We are a workplace of choice
- We create leaders
- We embrace technology

Agile System Integration

- We are leaders in specialized programs for adults
- We support system capacity with adaptive service delivery

Financial Sustainability

- We optimize the use of our resources



Carewest is a publicly operated charity offering long-term residential care, post-acute and community programs and services in Calgary and Red Deer.



Carewest Diversity, Equity and Inclusion Statement of Commitment

Diversity Equity and Inclusion Statement of Commitment

Carewest is committed to creating an environment where diversity is celebrated.

We acknowledge, honour and advance diversity, equity and inclusion (DEI) work at Carewest, raise awareness of issues of DEI and encourage staff and clients to achieve a common understanding through listening and sharing. Carewest believes each person's unique lived experience should be accepted and embraced.

Our residents, clients, families, staff, physicians and volunteers are representative of many different backgrounds, cultures, experiences, gender identification and sexual identities. Everyone is supported, welcomed and celebrated for all the diversity they bring to Carewest.

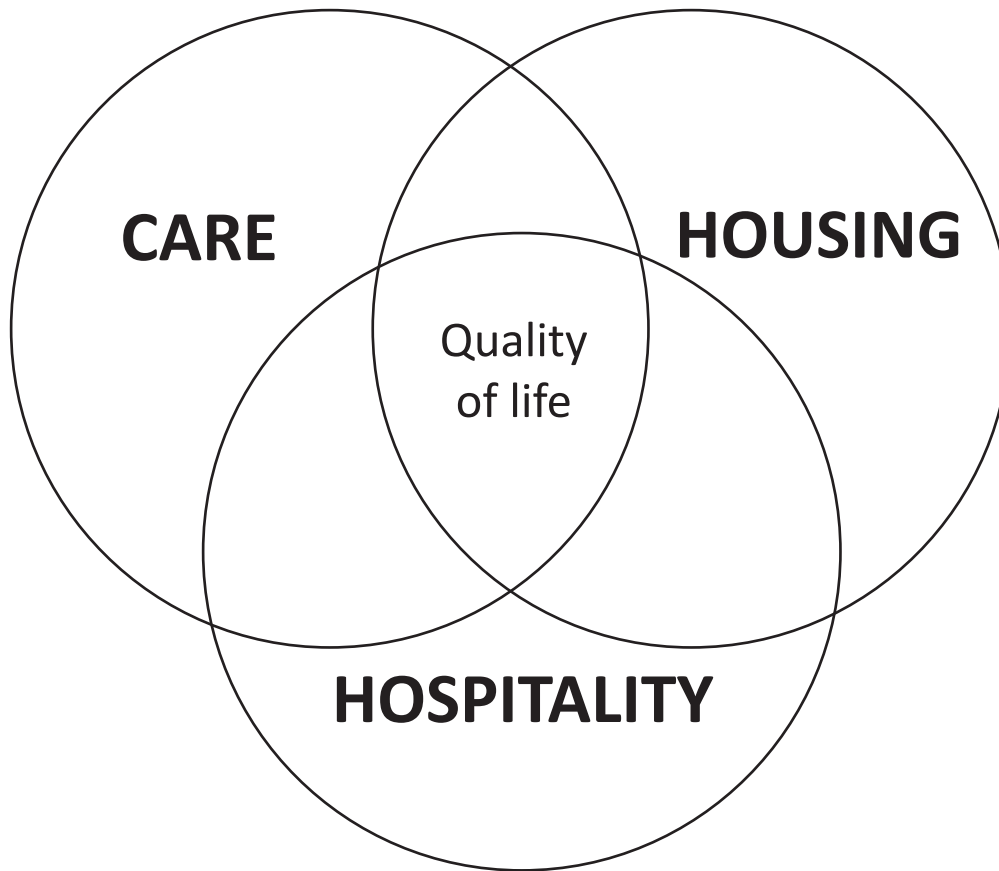
We will continue to strive to further Carewest as a diverse, equitable, inclusive and safe place to live, receive care and work. We will learn the different ways in which we can make everyone feel included and welcomed. We will build caring relationships so that Carewest creates a community of choice for residents, clients, family members, staff and the community.

Everyone is welcome at Carewest.



How we work

Our Service Delivery Model



Carewest has adopted a philosophy of care, housing and hospitality for all our services. The focus of this philosophy is resident/client driven, optimizing quality of life.

The Service Delivery Model at Carewest is how we have taken this philosophy and put it into action to support our residents and clients.

It directs how we work in support of our residents and clients and is comprised of three interrelated parts: care, housing and hospitality.

| | |
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| Care: | At Carewest, we promote a collaborative care model supported by an operating structure that provides maximum advantages to our residents and clients. Our interdisciplinary teams work with our residents and clients to ensure care plans are person centred. |
| Housing: | We strive to make Carewest centres friendly and comfortable while supporting quality and safety in care. |
| Hospitality: | In addition to providing quality care and housing, other services are provided to meet broader needs – nutritious and enjoyable meals, access to laundry services, gift shops and hair salons. |

These three integral aspects combine to form our Service Delivery Model. Our work stems from this philosophy, so look to it as a guide to support you in your new role with Carewest.

How we work together

Our Collaborative Care Delivery Model

Collaborative Care

- Applies to the whole team;
- Allows us to work together to our full scope of practice to provide the best possible care for our residents and clients;
- Recognizes the importance of all team members and their contribution to meeting resident and client needs.



Assigning Work within the Care Team

- Everyone is expected to work to their full scope of practice.
- The person assigning work needs to consider:
 - How stable is the resident or client?
 - How complex are his/her care needs?
 - How predictable is the outcome of the planned intervention?
 - Is the individual accepting the assignment competent to carry out the task/procedure? Is she/he comfortable accepting the assignment?
- Keys to Successful Collaborative Care:
 - Communication, respect, mutual goal-setting with the client, critical thinking.

Carewest sites – at a glance

At Carewest, we have committed to making our care centres as comfortable as possible by including features such as family dining rooms, award-winning gardens, fireplaces and artwork. Whether a resident or client comes to Carewest for short-stay rehabilitation and recovery or for long-term care, we believe it is important to feel comfortable. Our skilled and compassionate staff aim to make Carewest feel as much like home as possible.

Carewest Colonel Belcher

1939 Veterans Way N.W.
403-944-7800

- Accommodation for 175 long-term care residents, many of whom are veterans
- Complex Mental Health Care program
- Specially designed areas for seniors with Alzheimer’s disease and other dementias
- Day Support Program for seniors and veterans living in the community
- Adjoins a privately operated seniors rental complex of 175 apartments – 30 of which are Designated Supportive Living suites in which Carewest is responsible for care provision

Carewest Dr. Vernon Fanning Centre

722 16th Avenue N.E.
403-230-6900

- Accommodation for 289 long-term care residents rehabilitation clients
- Neuro-Rehabilitation Unit
- Rehabilitation and Community Transition Program (RCTP) unit to support frail individuals who do not require acute care but have a variety of medication conditions that require them to have further assessment, convalescence and/or rehabilitation in order to return home or to be placed into continuing care within the community
- Enabling Quality of Life (EQuaL) Program for residents under the age of 65 with physical disabilities with a focus on fostering a sense of home, community and family for residents (three units)
- Chronic Complex Care Unit and the Alberta Health Services Satellite Renal Hemodialysis Clinic
- Younger Adult Day Support Program (YADS)
- Adult Regional Seating Clinic

Carewest George Boyack

1203 Centre Avenue East
403-267-2750

- Accommodation for 221 long-term care residents over the age of 65
- Located in the northeast Calgary community of Bridgeland
- Secure gardens and patios for residents with dementia

Carewest Glenmore Park

6909 14th Street S.W.

403-258-7650

- A specialized rehabilitation and recovery centre that offers short-stay and day programs for 151 clients
- Musculoskeletal Unit (MSK)
- Rehabilitation and Community Transition Program (three RCTP units)
- Geriatric Mental Health Unit
- Day Hospital

Carewest Nickle House

950 Robert Road N.E.

403-520-6735

- Home to 10 residents under the age of 65
- Designated Supportive Living
- Located in the northeast Calgary community of Renfrew

Carewest Operational Stress Injury Clinic

Location 1: Suite #203, 3625 Shaganappi Trail N.W.

Location 2: Suite 102 - 5010 43rd Street, Red Deer, AB

403-216-9860

- Funded by Veterans Affairs Canada
- Specialized mental health services for veterans, members of the Canadian Forces, eligible members of the RCMP, and their families in Southern Alberta
- Community outreach and professional education

Carewest Royal Park

4222 Sarcee Road S.W.

403-240-7475

- Accommodation for 50 long-term care residents over the age of 65
- Close to parks and other green spaces
- Beautifully designed and decorated with a comfortable feel
- Spacious studio rooms with bay windows and patios

Carewest C3 Beddington

8120 Beddington Blvd. N.W.

403-520-3350

- The Comprehensive Community Care (C3) program offers 90 spaces for seniors with unstable chronic illness who live in Calgary and require support to live at home.

Carewest Sarcee

3504 Sarcee Road S.W.

403-686-8100

- Home to 85 long-term care residents
- Comprehensive Community Care (C3) Program
- Alternate Level of Care beds
- Rehabilitation and Community Transition Program (RCTP) unit
- Located in a park-like setting in southwest Calgary

Carewest Signal Pointe

6363 Simcoe Road S.W.

403-240-7950

- Home to 48 residents with complex mental health care needs who require a secure unit
- Dementia Day Support Program
- Community resources library
- Six safe, secure themed gardens

Carewest Garrison Green

3108 Don Ethell Blvd. S.W.

403-944-0100

- 200-bed long-term care facility, which includes accommodation for approximately 90 residents under the age of 65 with physical disabilities along with accommodation for 110 seniors who require 24-hour care in a residential setting

Carewest Rouleau Manor

2206 2nd Street S.W.

403-943-9850

- 77-bed, long-term care facility, serving adults with dementias and other cognitively complex mental health care needs
- Located at the Holy Cross Centre



Carewest Programs and Services

Carewest programs and services cover a range of care including long-term care, post-acute rehabilitation and recovery services, and community programs. Our goal is to meet the needs of the community through quality care while effectively and efficiently responding to an ever-changing health care system.

Long-Term Care:

Long-term care centres are designed specifically for individuals with complex medical and functional needs who require 24-hour, on-site Registered Nurse assessment and/or treatment. Programs are supported by an interdisciplinary team of health care professionals whose goal is to support quality of life in safe, comfortable and supportive environments.

- **Chronic Complex Care** – for adults who require specialized treatment, such as hemodialysis or peritoneal dialysis, as well as people who need specialized respiratory support and who also require the full-time support of a continuing care centre.
- **EQuaL (Enabling Quality of Living)** – for adults aged 18 to 64 who have disabilities related to a disease or condition, such as multiple sclerosis or a brain injury, who require the full-time support of a continuing care centre.
- **Seniors' Care** – for frail seniors aged 65 and older, who require the full-time support of a continuing care centre. Carewest offers a mix of secured and unsecured units.
- **Mental Health Care** – a program providing comprehensive care for adults with complex behaviours due to underlying mental illness, neurocognitive disorders such as dementia or brain injury. Carewest offers a mix of secured and unsecured units.

Designated Supportive Living:

Offers assisted-living for adults who may need extra support such as 24-hour health monitoring, personal care and medication assistance. DSL is for individuals who have complex medical needs that are predictable and safely managed with onsite professional nursing (LPN level) and the direction of a home care case manager.

Alternate Level of Care:

Short-stay beds for clients who no longer require the resources of acute or sub-acute care but who do require interdisciplinary care, support, rehabilitation and extensive discharge coordination while they await an appropriate living option.

Post-acute Rehabilitative and Recovery Service:

A variety of programs for adults following an acute-care stay, who have stabilized and need additional assessment, rehabilitation and treatment before returning to the community. Programs are supported by an interdisciplinary team of health care professionals.

- **Geriatric Mental Health Program** – a short-stay program for seniors who have primary psychiatric disorders who require assessment, treatment and rehabilitation to be able to return to the community. This is a voluntary program for those who are recovering from acute mental health conditions and who need more time for rehabilitation, improvement in their mental health and overall functioning.

- **Musculoskeletal (MSK) Program** – for adults following an acute phase of musculoskeletal injury or who have had a bone or joint surgical procedure and require care and rehabilitation before returning to the community.
- **Rehabilitation and Community Transition Program (RCTP)** – a short-stay restorative care program that supports medically stable adults who do not need an acute-care level of service, but may require additional assessment, recuperation, and therapy before returning to the community.
- **Neuro Rehabilitation Program** – for adults who have had a neurological injury, such as a stroke, and require additional assessment, recuperation and rehabilitation before returning to the community.

Day Programs:

Programs to enable residents of Calgary to remain independent in their homes and maintain a quality of life for as long as possible.

- **Wellness Day Programs** – available to adults over the age of 65 who are living in the community and who require a social, leisure and health-promotion program and whose families would benefit from respite services.
- **Dementia Day Program** – available to older adults who live at home with dementia, affecting their ability to socialize and interact in community activities and whose families would benefit from respite services.
- **Younger Adult Day Support (YADS) Program** – for adults 18 to 65 with chronic illnesses, brain injury or physical disabilities, who require a social, leisure and health-promotion program and whose families would benefit from respite care.

Community Programs:

Programs to enable residents of Calgary to remain independent in their homes and maintain a quality of life for as long as possible.

- **Comprehensive Community Care (C3) Program** – a unique, long-term maintenance and support program for seniors who live in their homes in Calgary. Integrated and coordinated care is provided by a 24-hour health care team through a medical health clinic, day program, home support, transportation, access to respite beds and emergency response telephone system.
- **Day Hospital** – a community-based program for seniors who are experiencing a mix of physical, mental, emotional and social concerns. The emphasis is on assessment and treatment within a short-term, goal-based program. The program consists of education, support, and a variety of therapies.
- **Respite Services** – this service offers short-term, continuing-care residential stays up to two weeks to provide support for adults with chronic illness and to provide respite for families so they may have a break from care giving.
- **Operational Stress Injury (OSI) Clinic** – an outpatient clinic funded by Veterans Affairs Canada that supports former and current Canadian Forces members, and members of the RCMP suffering from an Operational Stress Injury who require specialized assessment and treatment.
- **Adult Regional Seating Clinic** – a specialized community service where individual needs of clients are assessed and special equipment prescribed and fabricated to make clients safer, more comfortable and independent in their wheelchairs.

Quality Improvement

At Carewest, the delivery of high-quality care is an overriding goal. Our residents and clients are respected as individuals whose individual needs and expectations may differ, but who all deserve good clinical and therapeutic outcomes, a positive, caring environment and processes that are effective and safe. For that reason, we consider attention to client safety as a key component of our commitment to quality.

Our Quality Framework has three key pillars focused on care but would include a fourth when we consider quality of work life. The three focused on care are Quality Assurance, Quality Improvement and Quality Outcomes. Quality Assurance is part of many things we do to show that we follow required standards, especially related to safety. We use a variety of internal audits as well as external audits to assess how well we are meeting legislation or standards and where we have opportunities for improvement. We also strive to define outcomes and monitor indicators to help us see where we are achieving positive outcomes. Quality Improvement work can result from either Quality Assurance or Quality Outcome monitoring and is a means to achieve better compliance through standard work, or system improvements to support better outcomes. It may also arise from getting feedback or measuring and monitoring outcomes and processes to find ways to simplify or improve quality of care and work life.

As a Carewest staff member, you have a very important role to play in quality. You support quality assurance by completing required education, consistently following policy and defined procedure, and supporting it with clear documentation. Your feedback on processes and participation in safety learning investigations and audits also helps us identify opportunities to improve. You can identify and use data on the unit, the program or site to help how to improve work activities, test changes, and measure whether the changes have made a difference and in doing so, move from quality assurance to quality improvement. If those quality assurance measures and quality improvement efforts support safe, quality of care based on evidence, then we can also further quality outcomes for our residents and clients.

Staff Surveys

Staff surveys are one way to help us assess current successes and identify improvement opportunities related to work, no matter where you work in Carewest. With your input, we can continuously improve to make Carewest an even better place to work. Sometimes we have focused surveys for a unit or on a specific topic but every year we offer an annual staff experience survey that is provided for your anonymous response to key areas that support staff wellbeing and psychological health.

The annual survey draws on a standard tool to help us benchmark with other employers on components such as work life balance, civility and respect, psychological protection, engagement, reward and recognition and workload management. The survey is intended for you to give your feedback openly and constructively to help us improve the organization and the experience of our staff.

Once all the responses have been received, the results are analyzed and reviewed by Carewest senior management to identify opportunities for improvement. We always look forward to hearing what you have to say and feel your feedback is very valuable in helping us create a work environment which everyone can be proud of. You don't have to wait for the survey though, the suggestion box on Careweb is also another opportunity to provide constructive feedback and suggestions.

Carewest Committees and Quality Councils

Carewest committees are used to gain broad input, share information, and make decisions across the multi-site, interdisciplinary and multi-program/service organization that we are.

A committee is a structured group that gets together to share information or talk about the operations within a unit, program, service area, or site. Committees can support Carewest's "people" element, such as volunteer committees, or the "process" element, as with the program development or quality care committees.

Quality Councils exist in Carewest to address key clinical areas that affect quality of care. The Councils meet to identify policy and process needs and to introduce and evaluate initiatives that will improve quality of care across our programs.

The intent is to create consistent practices, regardless of the site or program that are based on evidence and lead to improved outcomes of care. As a result, representation on each council must reflect the diverse Carewest programs as well as include representation from the interdisciplinary teams providing care. Examples of some of the committees and quality councils that you may hear about or be asked to participate in include:

- Quality Councils – Falls, Skin and Wound, Infection Prevention and Control, Medication Safety.
- Quality and Safety Committee
- Emergency Response and Business Continuity
- Health and Safety
- Program committees

Performance Measurement and Development

Your professional performance and development within Carewest is important to us. Key elements in performance measurement and development include:

- **Ongoing feedback:** Continuous support, coaching and feedback from your manager and co-workers.
- **Personal Engagement & Development Plans:** You and your manager discuss how well you have done during the past year and identify goals, objectives and develop an action plan for the next year.
- **Development:** On-going support to attend inservice training and keep up on best practices.

Why are Personal Engagement & Development Plans so important?

The performance appraisal process is an opportunity for you and your manager to discuss the objectives of your role and how well you are succeeding in that role. The performance review affords an opportunity to acknowledge your contributions and successes as well as areas in which you may have room to grow and improve. A review provides you with positive feedback and recognition of a job well done, which is equally important.

When are Personal Engagement & Development Plans completed?

Carewest has a formal way of giving ongoing feedback, conducting performance reviews, and providing professional development. All staff can expect to have a mid-probationary review and a regular performance review with their manager. The frequency of appraisals depends on an employee's position. Our goal is to have managers:

- Evaluate all Regular Full-Time (RFT) staff every 12 months from the employee's date of hire.
- Evaluate all Regular Part-Time (RPT) staff every 18 months from the employee's date of hire.
- Evaluate all casual staff every 24 months from the employee's date of hire.

Investing in our Staff – Setting you Up for Success

At Carewest, we believe giving excellent care to our residents and clients starts with our staff. We work hard to listen to the needs of staff and provide them with the knowledge, tools and resources to ensure their success. Quality care requires qualified staff.

Carewest's belief in and commitment to staff are reflected in our guiding principles:

- Opportunities for staff to utilize their full skill set;
- Investment in staff through opportunities for ongoing learning and development;
- Ability to support staff in the increasingly complex world of health care, including long-term care, rehabilitation and recovery services, and community programs;
- Comprehensive and committed employee occupational health and safety program;
- Clear, honest and open employee communication;
- Opportunity for growth;
- Team-focused environment;
- Systems and processes that support the work of staff.

Orientation

Orientation at Carewest begins on your first day of employment and extends until the end of your probationary period. Similar to any other education, orientation is a shared responsibility between Carewest and you, the new employee. Orientation includes a variety of learning opportunities such as online self-learning activities, in class education as well as unit-based knowledge and skill development. Many of the topics are legislated or otherwise required.

Orientation is structured around the program, department and/or occupation characteristics. As an example, food services staff need to focus on learning about safe food handling as well as other necessary information, while therapy staff must learn about their role and tools used in the specific program they support.

Nursing staff (RNs, RPNs, LPNs, HCAs) go through an orientation program that consists of skill and knowledge development sessions as well as "buddy" shifts (the number of shifts is determined by collective agreements). Some of these sessions are taught in-class by educators or other experts; some are learned during the buddy shifts and some we expect you to learn by yourself, using the self-study materials provided to you by Carewest.

Depending on the site, program and occupation, your orientation will look different. Before you begin as a new employee (or very soon after), you will be given access to your online general orientation. These modules are to be completed within 2 weeks.

There are many regularly offered learning opportunities that we encourage all staff to attend with manager's approval. Supportive Pathways is a valuable learning opportunity, particularly if you are working with cognitively complex clients (who may have dementia). It focuses on recognizing the person behind the disease. Complementary to this is "Supportive Crisis Intervention" self-learning module to learn how to recognize and prevent responsive behaviours that could lead to unsafe situations as well as how to protect yourself and others as needed.

In addition, your manager will arrange you to attend applicable program education to learn the skills and knowledge you require to successfully work within the program where you were hired.

As an example, the EQual program staff are scheduled to complete training that focuses on the knowledge and skills needed to work with younger adults in long-term care. There is also specific orientation for the Chronic Complex Care program, focusing on renal care and peritoneal dialysis, as well as specialized respiratory support. HCAs working in the community programs are provided with specific education to assist clients with their medications in the clients' homes. At Carewest, we are committed to providing a comprehensive orientation program to ease your transition into our organization and conduct regular reviews to meet the pertinent learning needs of every individual.

Ongoing Education

Carewest believes well-trained and educated employees are an essential part of the work we do. That is why we invest in ongoing education at all levels throughout the organization. Learning never stops when you are an employee at Carewest. Carewest tailors education and in-service training programs around the identified needs. Training is provided by our education/clinical staff and by specialists brought in for their expertise. Program-based education is a result of the expertise developed at Carewest. We also offer and share selected education with other organizations in other jurisdictions.

Education and Employee Development

Leading the way in innovative health care means keeping informed and up-to-date with the latest best-practice, quality-care strategies. Our ability to deliver effective services rests, in large part, on our commitment to provide education using current information and ongoing skill development.

At Carewest, we provide educational opportunities at each site and have placed a great deal of emphasis on education for people at all levels of the organization to support them in their careers.

More in-depth education is offered in topics such as Skin and Wound Care. Hands-on activities as well as interaction with staff from different sites and programs offer positive learning approaches.

Employees at Carewest don't generally have to come in on their days off to attend an educational event, as many topics and sessions are offered using e-learning.

The calendars posted at your site indicate when and where education sessions are held. They are also reviewed during shift reports on nursing units. As a new employee, make it a habit to look for the calendars, plan your attendance and discuss your plans with your manager prior to the session.

Training

In addition to our internal education and in-services, Carewest is known nation-wide and internationally for its external teachings. The Supportive Pathways education program is an example that has proved so successful, that we offer a "Train the Trainer" course, so other organizations can learn from us and take those lessons back to their employees.

Staff Recognition

We believe it is important to recognize staff for the good work that is done every day. Events such as the annual Staff Appreciation Week help celebrate and recognize your work.

We also have a comprehensive Employee Recognition Program that includes awards such as:

- **Thank You for Making a Difference:** These thank-you cards are awarded by anyone, including staff, residents, clients and family members, to a special employee, team or a group of Carewest employees to say thank you for going the extra mile. If you want to give a Thank You card, please ask for one from your site's administration or, you can find an electronic Thank You card on Careweb to send via e-mail.
- **Long Service Awards:** Awarded to staff who have worked at Carewest anywhere from five to 50 years; awarded in five-year increments.

Communication

Within Carewest, we continually strive for open, honest communication. This is achieved through publications such as Carewrite, our staff intranet Careweb (carewestintranet.ca), and our Positive Talk series, among many other publications. However, these are simply tools, which don't replace the all-important face-to-face communication that is so vital in our daily work.

That is why, at Carewest, we promote positive verbal communication. This means not only speaking to each other more, making sure you're understood, and appreciating others' points of view, but doing so with positive intentions and an optimistic outlook. There is a strong link between positive communication and positive working relationships – how you speak to someone is as important as why you are speaking with them. For Carewest, it's a priority.

At Carewest, we love to hear about all the good work you do. And we love to share your stories with others. Consider contributing to our quarterly newsletter, Carewrite, which is e-mailed to all employees and shared on our website at carewest.ca/carewrite. You can share a photo, an article or even just a story idea. Submission information is always printed on the back cover of Carewrite.

Also, stay informed by attending regular unit meetings and using our communications tools, like e-mail and websites to stay informed and up to date.

Staff Employment Boards

Each site has a staff employment board that identifies internal job opportunities within Carewest. If you are unaware of the opportunities available, please ask your site administration to direct you to the staff employment board. We encourage all internal applicants to apply online via Careweb.

You can also visit our web site at carewest.ca/careers

Carewest's Safety Policy

Carewest is committed to creating a safe workplace for employees. We believe that safety is everyone's responsibility and is an important part of every job throughout the organization, including volunteers, contractors and students. Staff who carry out their duties in a safe manner help ensure a safer environment for residents and clients.

Workers Occupational Health & Safety Rights

In Alberta all workers have:

1. The right to know, the hazards of the work site and the ways to eliminate or control those hazards. That's why Hazard Assessments are so important.
2. The right to participate, meaningful participation in health and safety activities at the work site and the ability to express concerns. Your Health & Safety Committee (HSC) will help with this, they meet 10 times a year, the members are posted at your work site.
3. The right to refuse dangerous work.

Hazard Assessments

Every role at Carewest has a Hazard Assessment document which explains all the tasks and potential hazards for each task. This document is important as it describes the controls or ways to complete the task safely.

Hazard Assessments can be found on Careweb: Hazard Assessments – Careweb (carewest.ca)

Employees are required to read the hazard assessment prior to starting work and follow all the listed controls.

Employee Health, Safety and Wellness

Statement of Commitment



At Carewest, we believe in the importance of the health, safety and psychological well-being of our most valuable assets, our employees.

Management is committed to creating a healthy work environment, supporting appropriate training, fostering a positive attitude towards physical health, psychological health, safety and wellness.

Each of us share the responsibility to be aware of and comply with Carewest health and safety policies, procedures and relevant government legislation and regulations.

Everyone, including volunteers and contractors has a responsibility for their own personal wellness, personal safety and the safety of their co-workers which contributes to a healthy, safe and respectful workplace.

Achieving a healthy and safe environment can only be achieved through the collaboration, co-operation and action of all.

**Approved by Barb Kathol
Chief Operating Officer
April 7, 2022**

Critical hazards at Carewest (depending on your role) include tasks that require excessive force or working in awkward positions that lead to strains and sprains, also responsive behaviours from our clients, or slips/trips and falls. Whatever role you have make sure you understand all the hazards and controls related to your work, in particular any tasks that involve these higher risk hazards, this document tells you how to complete your job safely.

Injury Reporting

Carewest provides the tools and education necessary to minimize the risk of injury, however occasionally incidents do occur. Employees are required to report near misses, work-related incidents and injuries to the manager or most responsible person as soon as possible after the injury happens and must fill out an Unusual Occurrence Report within 24 hours of the incident.

If you see a doctor or chiropractor at a clinic, urgent care centre or hospital as a result of a work-related incident, Workers' Compensation Board (WCB) forms also need to be completed and sent to Employee Health & Safety within 24 hours. Carewest recommends employees see a doctor at one of the local Occupational Injury Service (OIS) clinics. OIS clinics offer assessment within 30 minutes of your arrival and they provide prompt reporting to WCB and Carewest. Being treated at an OIS clinic helps Carewest manage your injuries more efficiently and helps you return to your pre-injury condition as soon as possible.

Rules of Enforcement

Failure to follow safe work procedures and controls most importantly may lead to serious injury. Employees that choose not to work safely may also face discipline, as per policy AM-06-06-08 Progressive Discipline, up to and including termination.

Employee Health and Safety Services

Looking after the well-being of our residents and clients requires a lot of physical work to allow them to be as mobile and independent as possible. In addition to tools and education to help minimize the risk of injury, the installation of Wellness Resource Centres at almost every site, and other health promotion initiatives are just some of the steps taken to ensure you stay healthy – and happy.

The Employee Health and Safety department is a resource for staff and provides programs to maintain and improve employee health and wellness in five main areas:

- Staff health
- Management of employee illness or injury
- Influenza immunization campaign
- Safety
- Health and wellness programs

Influenza Immunization Program

The Employee Health and Safety department provides an annual Influenza Immunization Campaign for all employees to ensure that staff, residents, clients and families stay healthy and safe. Influenza presents a significant health hazard for our residents and clients and can result in serious illness or even death.

The immunization campaign provides free vaccination for all staff and runs from mid-October to the end of March each year. Staff who are immunized outside of Carewest are asked to provide proof of immunization to Employee Health and Safety. More details on Carewest's policy on staff immunization (AM-07-02-02).

The BACK Program

A lift or transfer done correctly ensures that employees are working in the best and safest position for the body. The Carewest BACK Program provides techniques to help reduce the strain on body parts commonly injured during resident or client care. The goal of the BACK Program is to:

- Promote good posture and proper body mechanics;
- Prevent muscular strain injuries;
- Ensure safety for you and your client during lifts and transfers.

| | |
|-----------------------|---|
| B – Butt Out | Ensures your legs do the lifting |
| A – Arms Bent | Helps keep the load close to the body in the “safe zone” |
| C – Chest Up | Promotes the natural “S” curve of the spine |
| K – Knees Bent | Ensures large muscles are used to lift and transfer |

The BACK Program is offered regularly at all the sites. Contact Employee Health and Safety or your site education services staff for more information.

Staying healthy on the job:

There are many ways to maintain your health and safety at work. Here are some basic reminders:

Follow all policies, they are designed for your safety

1. Report hazards as soon as possible to your manager or supervisor
2. Use BACK techniques to reduce injuries
3. Learn your emergency codes
4. Learn about fire safety
5. Be familiar with chemicals you use

Employee and Family Assistance Program (EFAP)

The Employee and Family Assistance Program (EFAP) provides confidential, professional assistance for a broad range of personal and family problems and is available to all employees. The service is paid for by Carewest and is in place to help employees manage their health and well-being. Employees can call Homewood Health directly at 1-800-663-1142 or contact Employee Health and Safety for more information. Some online help tools are available. Visit homeweb.ca and sign up with invitation code C14721.

What does the program offer?

The Employee and Family Assistance Program offers confidential, professional assessment, guidance, counseling (and referrals, when required) for personal difficulties such as:

- | | |
|----------------------------------|--------------------------------|
| Emotional or physical distress | • Work-related problems |
| Financial and legal difficulties | • Sexual harassment or abuse |
| Gambling | • Health management services |
| Marital or family problems | • Alcohol or drug dependencies |
| Child and elder care | • Pre-retirement planning |
| Bereavement | • Many other services |

How does the program work?

When you want to speak with someone, simply call Homewood Health at 1-800-663-1142. You will be asked some basic information (to establish what type of service you require) and then help set up an initial appointment at a time convenient for you. An experienced psychologist will help assess your concerns and help you in developing practical solutions. Proof of Carewest employment is required to ensure proper billing.

What about confidentiality?

Homewood Health counselors are required to maintain the strictest confidentiality. No one who inquires about or receives services under this plan will be identified to anyone without your written approval.

To book an appointment 24 hours a day, call: 1-800-663-1142

For more information, visit homeweb.ca and sign on with code C14721

Infection Prevention and Control (IP&C)

Infection Prevention and Control is everyone's responsibility.

Our goal is to provide a safe environment for residents, clients, staff, volunteers and visitors by minimizing the risk of infection. As a new employee, it is important that you become familiar with Carewest's Infection Prevention and Control expectations and standards.

Routine Practices

Routine practices are the standard way of providing care to help prevent the spread of infection. Routine practices are the way we provide care, whether we know someone has an infection or not.

Routine practices include proper hand hygiene, cleaning client-care equipment, appropriate use of gloves and other personal protective equipment (PPE), respiratory etiquette, appropriate handling of linen, sharps and garbage, and environmental cleaning.

Hand Hygiene

The majority of workplace infections can be avoided by washing your hands frequently. Hand hygiene, reduces the transmission of micro-organisms (germs) from person to person. There are two ways hand hygiene can be performed: using soap and water OR alcohol-based hand rub. Hands must be washed with soap and water if visibly soiled.

The 4 Moments of Hand Hygiene:

- Before client contact or contact with the client environment;
- Before an aseptic procedure;
- After exposure to blood and body fluids;
- After client contact or contact with the client environment.

Other times we need to clean our hands include but are not limited to:

- Before starting work;
- Before assisting residents or clients with their meals;
- Before going home;
- Before putting on and after removing gloves or other PPE;
- After going to the washroom;
- After blowing or wiping your nose, or coughing;
- After handling dirty items.

How do we perform hand hygiene?

Using soap and water:

- Wet hands with warm water
- Apply soap
- Lather back, front and web spaces of both hands for 15-20 seconds
- Rinse thoroughly
- Pat hands dry

Using alcohol hand sanitizer:

- Use one or two pumps of sanitizer
- Rub hands together, spreading sanitizer over the back, front and web spaces of both hands for 15-20 seconds
- Ensure hands dry completely before proceeding to next task.

Outbreaks

During an outbreak of infection (e.g., COVID-19) at a Carewest facility, additional restrictions will be put in place to minimize the risk of transmission. These restrictions may include additional isolation precautions for affected clients, enhanced cleaning, additional personal protective equipment (PPE) use, postponement of social and recreational activities for clients, and restriction of clients moving between unit/floors of the facility, etc. It is important that you are aware of these restrictions and follow outbreak measures to help prevent the spread of infection.

Infection Prevention and Control supports clients and staff through:

- Staff/client education
- Policy and procedure development
- Outbreak management
- Client immunization

Additional IP&C information is can be found here:

- Care and Service Manual
- IP&C Resource Binder (located on every care unit)
- Careweb
- Contacting IP&C at Carewest Administration

Expectations of Staff

As part of the care component of the service delivery model, team care is a way of thinking and working together to enhance the quality of life for our residents and clients. It involves our residents, clients, their families, and every facet of the organization. It is a way of looking at resident and client needs through a holistic approach, encompassing the physical, mental, spiritual/cultural/social needs of our residents and clients.

The cornerstones of Carewest are resident and client choice, independence, dignity and respect. Working in this way has helped us to bring Carewest's mission and vision to life.

Our staff are the heart of our business and central to everything we do. In order for both you, individually, and Carewest, as an organization, to be successful, we have to have a common understanding of both expectations and outcomes.

Carewest takes pride in the care and attention we provide to our residents, clients and families. We believe that our employees create a positive experience not only by providing skilled, compassionate care, but by doing so with a positive attitude. This is how we encourage everyone to treat one another:

- Have a positive attitude
- Practice good communication skills
- Anticipate the needs of others
- Respond quickly to requests
- Treat residents and clients like adults and with respect and compassion
- Care about your job and pay attention to details
- Maintain dignity of others
- Take initiative
- Maintain privacy and confidentiality
- Act and present yourself professionally

Communication

As staff, it is essential that we have open and honest communication. For us to succeed, we must share our skills, knowledge and experience and support each other while working together for the good of our residents and clients. Although we have a diverse multi-cultural workforce it is essential to communicate in English while working. This ensures resident and client safety and supports a respectful and inclusive workplace.

Participation

To succeed as an organization, it is important that we participate and encourage each other to look for ways to improve our workplace and delivery of care, and create a supportive learning environment.

Confidentiality

Confidentiality and maintaining the dignity and respect for our residents and clients is extremely important at Carewest. Carewest trusts each of our staff to respect this. Part of the expectation of confidentiality includes Alberta's Freedom of Information and Protection of Privacy Act (FOIPP) and the Health Information Act (HIA).

These acts explain what the guidelines are when handling all of the sensitive information we deal with on a daily basis at Carewest. Carewest has an Employee Confidentiality Agreement Policy (AM-06-02-05) that new employees must read and sign-off on during their orientation process.

Standards of Conduct

Staff Expectations

Honesty, respect and professionalism are important at Carewest. This means treating others the way you would like to be treated yourself. We are an organization made up of unique individuals, all with one thing in common: providing the care and ensuring the safety of those we serve. Organizationally, we respect everyone, regardless of culture, country-of-origin, gender or age and we expect you to do the same. Please show courtesy to those you work with and respect for the property of others.

Client Relations / Professional Boundaries

Care must be taken to maintain professional boundaries with clients and family members. Gifts must not be encouraged or accepted . Gifts must only be accepted in accordance with the limits and restrictions in the Conflict of Interest Policy If you are offered a gift by a resident, client or family member, you must let your manager know. If a resident or client wishes to show appreciation with a small gift (a box of chocolates, for example) we suggest you share this with other members of the team so that everyone's contribution can be recognized. You must not accept gifts of money but instead direct the resident or client to donate through the Calgary Health Foundation. Employees must never engage in financial dealings with residents or clients or become involved in their personal affairs, such as wills or banking.

Attendance

Carewest expects regular attendance of all staff. Irregular attendance can put stress on other staff and the service provided to our residents and clients. Similarly, lateness is very disruptive at the workplace. Staff are expected to arrive on time to begin their shift and work that scheduled rotation. All changes to the scheduled rotation must be approved by your manager.

Security Policies

Name Badges

For security reasons, all Carewest employees are required to wear their photo ID name badges while at work. If you should break or lose your name badge please see your unit clerk or site administration to order a replacement.

Police Security Clearance

As required under the Protection for Persons in Care Act (PPCA) and the Continuing Care Accommodations Standards, Carewest is required to obtain a current Vulnerable Sector Criminal Records Check for all new Staff, Volunteers and contracted service providers. At Carewest, a Criminal Records Check is considered current if it was completed within 90 days (three months) of commencing employment. Note that we require the completed Vulnerable Sector Criminal Records Check prior to offers of employment being extended to any care or front-line staff. Carewest does not normally hire persons with active criminal records for which a pardon has not been granted. Carewest requires all new hires to complete a clearance via our preferred provider, Sterling Backcheck. The turnaround time is approximately 48 hours.

Dress Standards

At Carewest, we expect all staff to present well at work. All clothing must be clean, wrinkle-free and in good repair. Carewest has adopted dress standards (Policy AM-06-02-04) to help employees understand what clothing we believe communicates a professional attitude, and what does not. There are more specific dress standards for certain occupations, such as Maintenance and Food Services that ensure safety and hygiene standards are met.

Footwear

Appropriate footwear is essential for safety. Direct caregivers and Food Services staff are required to wear enclosed shoes (heels and toes) made of sturdy, supporting material to increase protection against foot injuries.

- Given the areas in which you work and the potential for varying situations to arise in those areas, discretion should be used in reference to heel height and the need for non-skid soles.
- Direct caregivers and Food Services staff may wear clean runners in good repair.
- Maintenance staff are required to wear CSA-approved steel-toed, work shoes or boots.

Additional Information

Smoking

Carewest has a no-smoking policy in accordance with the municipal smoking bylaw and the provincial Tobacco Reduction Act. The Act prohibits smoking in public places and workplaces by removing the exception for designated smoking areas and by prohibiting smoking within a prescribed distance of a doorway, window or an air intake of public places. Employees who smoke may do so off Carewest property on their designated breaks.

Meals

Most sites have a cafeteria where meals can be purchased. Most sites have a Gift Shop that stocks snacks and soft drinks. There are fridges available for staff to store their own food.

Creating a Safe and Respectful Environment

Carewest is committed to:

- Fostering a healthy, safe and caring environment for staff, residents, clients, families, volunteers and visitors;
- Cultivating an atmosphere of trust, respect and dignity in all our relationships;
- Protecting staff, residents, clients, families, volunteers and visitors against disrespectful behaviour, abuse, violence, discrimination, bullying and harassment;
- Ensuring there is compliance with the relevant policies and legislation.

All staff, residents, clients, families, volunteers and visitors have the right to be treated with dignity and respect. They also have the responsibility to treat others in the same manner when they are cognitively capable of doing so.

All employees and volunteers are expected to ensure the safety and well-being of residents and clients regardless of the location of care and services.

Carewest will take whatever steps are appropriate to support the safety and well-being of staff, residents, clients, families, volunteers and visitors.

Staff are also the first line of defense against potentially harmful events and have a critical role in identifying such situations, taking immediate corrective action, and reporting hazardous conditions and safety incidents to their manager.

Carewest focuses on preventive approaches and making the necessary system changes along the way in order to better safeguard residents and clients from harm.

Residents, clients and families are important partners in maintaining client safety and Carewest encourages residents and clients and families to help staff identify and report safety issues.

Carewest strives to create an environment where staff can feel safe and supported to readily report safety incidents.

Our objective is to learn from the incidents, not place blame.

This does not imply, however, that Carewest accepts disregard for standards.

Carewest assumes that all staff accept their responsibility to practice competently.

Resident/Client Safety Statement of Commitment



Client Safety Statement of Commitment

Carewest is committed to promoting a safe and respectful environment, client satisfaction and quality improvement to enhance our clients' quality of life. We recognize safety as a foundation upon which quality of care and service are built.

We inform and educate clients and families about their role in safety, recognizing choice and independence must be balanced with potential risk to safety. Carewest encourages all clients and families to help staff identify and report safety issues.

Our focus is on making system improvements through a spirit of learning and quality improvement. We believe that input from clients and families will help us further improve and optimize the quality of care provided.

At Carewest, we believe that safety is an important part of every job, at every level of the organization and strives to create a supportive environment in which safety hazards are identified and acted on. Client safety is further addressed through expectations for the care team to assess for and address safety based on the individual client's needs. We also work together to implement evidence informed practices that support system improvements for safe care

Approved by Barb Kathol
Chief Operating Officer

April 14, 2022

Reporting Abuse

If you believe you have seen an action toward a resident or client that is abusive, you are required by law to report that incident to the **Protection for Persons in Care (PPC) Reporting Line: 1-888-357-9339**. Failure to report an incident or knowingly making a false accusation is an offense for which penalties or fines may be levied (PPC Act, section: 2.5). You should also report the incident to your supervisor so that an internal investigation can be initiated promptly.

For all other incidents of disrespectful behaviour, discrimination, harassment, sexual harassment, and violence you should report these to your supervisor or Human Resources for follow up.

Employees who believe they have been the victim of abuse should report the incident to their supervisor or to Human Resources.

Abuse as defined by PPC includes:

- Intentionally causing serious bodily harm, including but not limited to a slap, shove, burn, or handling clients roughly. Intentionally administering or withholding prescribed medication inappropriately or the use of physical restraints for punishment or convenience, all constitute abuse.
- Intentionally causing serious emotional harm, including intimidation, humiliation, harassment, coercion or restriction from appropriate social contact.
- Subjecting to non-consensual sexual contact, activity or behavior. It may result from threats, force or the inability of the person to consent. Any sexual conduct between a member of the staff or client would be considered abuse.
- Intentionally misappropriating or improperly or illegally converting money or other valuable possessions. Carewest Standards of Conduct also state that employees and volunteers are not to engage in financial transactions of any kind with clients such as the sale of a product or service, borrowing money or possessions, accepting tips and gifts for personal service, influencing content of wills.
- Intentionally failing to provide adequate nutrition, adequate medical attention or other necessities of life without a valid consent. Example: Not assisting a client or resident who you know needs help with feeding.

Other forms of abuse include:

Discrimination

Behaviours, practices, policies or systems based on such things as age, colour, race, religious beliefs, gender, sexual orientation that have an adverse effect.

Harassment

Inappropriate, unwelcome, intimidating or coercive behavior that adversely affects health, security and working conditions.

Sexual Harassment

Unwanted attention based on sex, gender or sexual orientation. Mutually acceptable workplace conversations such as humour or flirtation is not considered sexual harassment.

Violence

The attempted, threatened or actual conduct of a person that causes or is likely to cause physical harm, significant emotional distress or destruction of property.

Disrespectful Behaviour

Including, but not limited to: bullying, shouting, comments and behaviours that are rude, degrading or offensive, jokes that are demeaning, attempts to discredit an individual by spreading false information about him/her.

Emergency Response

Emergency Codes

All staff are expected to be familiar with emergency response procedures to ensure the safety of residents, clients, visitors and staff. If an emergency is declared at the end of your shift, you are expected to stay in your work area until an "All Clear" page has been announced. The following are 10 emergency codes you need to know:

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| <p>Code Red: Fire</p> | <p>Activated if there is smoke or fire R – Remove those in immediate danger. E – Ensure the room door is closed. A – Activate the fire alarm. C – Call 9-911 to report the fire alarm and site address. T – Try to extinguish the fire if it is safe</p> |
| <p>Code Green: Evacuation</p> | <p>Activated following another code Staff are expected to evacuate others to safety Open an Evacuchek to indicate the room is empty There are two stages in a Code Green: Stage 1 – Evacuation of Involved Unit(s)</p> <ul style="list-style-type: none">• People are moved by the safest route to other areas of the building.• People are removed from all rooms of the involved unit(s) and placed behind the nearest fire doors. Rooms will be identified as having been being checked and unoccupied by closing the evacuchek (if applicable) or placing a pillow outside room door. <p>Stage 2 – Evacuation of the Building</p> <ul style="list-style-type: none">• The entire building is evacuated to an External Reception Site until further arrangements can be made. |
| <p>Code Yellow: MISSING CLIENT</p> | <p>Activated when a client is missing</p> <ol style="list-style-type: none">1. Search immediate area.2. Page client's name three times to return to the unit.3. Use Momentum software to try and locate the client (for Momentum sites)4. Contact Most Responsible Person (MRP).5. Page "Code Yellow, client's name and home unit" 3 times for building search (use search checklists).6. Assigned staff will search areas inside and outside the building using a search checklist.7. Contact family, physician, police, transportation services, taxi services, etc.8. Client needs to be assessed by an RN/LPN when found. |

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| <p>Code Blue MEDICAL EMERGENCY</p> | <p>Activated when there is a medical emergency</p> <ol style="list-style-type: none"> 1. Shout for help! Ask someone to page Code Blue and location 3 times. 2. Stay with the client/victim. 3. All assigned RNs and LPNs and physicians must respond immediately to location. 4. Send staff to get chart (level of care) and Code Blue cart. 5. First Aid Kits can be found on Most Responsible Unit (MRU), main kitchen and Physical Plant Services (PPS) workshop. |
| <p>Code White VIOLENCE/ AGGRESSION</p> | <p>Activated when an individual displays aggressive behaviours that could cause harm</p> <ol style="list-style-type: none"> 1. Remove those in immediate danger. 2. Maintain a safe distance from the aggressor. 3. Contact MRP/RN or page Code White and location 3 times. 4. Any staff may call 9-911 and ask for police assistance. |
| <p>Code Purple HOSTAGE</p> | <p>Activated when there is a hostage-taking or an unknown person in the building with a weapon</p> <ol style="list-style-type: none"> 1. Maintain your own safety. Seek cover. Notify others in the immediate area. 2. If possible, move clients, visitors and staff in the immediate vicinity to a safer area 3. Call 9-911 stating that there is a hostage or weapon in the building and lives are in danger. 4. Page "Code Purple"/ Location" (i.e. unit, department,) and call MRP. 5. Prevent others from entering the area/ department /location until Police report that it is safe. 6. Be prepared to provide the following information (as much detail as possible): a) Exact location of captor and hostage b) Demands made by suspect (if known) c) How many: Captor(s) d) Weapon(s) e) Hostage(s) f) Any available description of captor(s) or weapon(s) |
| <p>Code Brown BUILDING-RELATED EMERGENCY</p> | <p>Activated when there is a building-related emergency There are five main code brown situations:</p> <ol style="list-style-type: none"> 1. Electrical systems/power supply 2. Water supply/flooding 3. Sewage backup 4. Chemical spill/hazardous material 5. Loss of life safety systems (nurse call system/elevator/communication systems) <ul style="list-style-type: none"> • Remove clients from affected area/monitor safety • Alert someone to page "Code Brown, nature of code brown (e.g. flooding), and its location" 3 times. 6. Assigned Emergency Responders go to paged location and follow Code Leaders direction |

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| <p align="center">Code Grey SHELTER IN PLACE</p> | <p>Activated when there is a possibility of an external air contamination</p> <ol style="list-style-type: none"> 1. Close all windows and external doors. 2. Shut off all window-mounted air conditioners. 3. PPS shuts down all air-handling operations. 4. Bring all people inside the building. |
| <p align="center">Code Black BOMB THREAT</p> | <p>Activated when a bomb threat is received</p> <ol style="list-style-type: none"> 1. Alert other staff to the bomb threat by waving the orange bomb-threat report 2. Record details of the threat using the orange bomb-threat report. 3. Call 9-911. 4. The MRP may organize a search for suspicious objects. |
| <p align="center">Code Orange EXTERNAL DISASTER</p> | <p>Activated when Carewest has been identified to receive evacuated clients or citizens</p> <ol style="list-style-type: none"> 1. Follow Code Leaders Direction 2. Help set up areas for the clients (e.g. beds, chairs) 3. Provide care and comfort for incoming temporary admissions 4. Staff who are not on shift may be called in to assist with the emergency. |

For further information, refer to the Emergency Response Manual.

Fire Safety

During your first week of orientation, you will receive an overview of the basic fire and safety procedures. This will include orientation at your site concerning the location of fire exits, the expected procedures and emergency codes to be used in the event of a fire and the location and correct use of fire extinguishers. Carewest conducts regular live fire drills as well as tabletop verbal fire drill reviews.

Staff Scheduling and Timekeeping

The Staff Scheduling and Timekeeping department maintains master rotations and assignments, and prepares the time card information that is sent to payroll for all Carewest employees

Staff Scheduling Hours of Operation

Monday to Friday: 07:00 am-15:15 pm
Closed weekends and statutory holidays

Central Booking Office Hours of Operation

Monday to Sunday: 5:45 a.m. to 10:30 p.m.
Including Statutory Holidays

Frequently Asked Questions

What do I do if I am sick and cannot come to work?

If you are unable to work your shift, you must contact the central booking office and you unit. Your manager will confirm the expectations for calling in for your unit/department.

My availability has changed. What do I do?

If your availability changes, update your availability via the virtual availability calendar.

Who will be calling me for shifts?

You will be contacted by a member of central booking.

How much notice will I be given for a shift?

We'll try to schedule your shifts as far in advance as possible. Due to the nature of casual work, we may not always be able to give much notice.

Who do I call if I am ill or have to cancel a booked shift for any other reason? How much notice is required if I am unable to come in?

If you have a problem working a shift, please contact central booking and your unit.. A good guideline to follow is to call a minimum of six hours prior to shift.

Can I work on other floors/units?

Yes – you are hired for a specific site but can apply to work other units if approved by both your Client Service Manager and the Client Service Manager on the other floor/unit.

Can I request to work a particular shift, i.e. days, nights, or evenings?

Your availability is discussed between you and your manager when you are hired. You can also specify your preferences when submitting your virtual availability calendar.

I want to exchange shift(s) with another employee. May I do this?

When you accept a shift, you are expected to fulfill your obligation to attend work for that time.

Regular part-time and full-time staff are expected to work the rotation that they are in. Shifts may be traded on an exceptional basis only and with management approval. Your manager will confirm the expectation for your unit/department.

If a message is left for me about a shift, how long do I have to call back?

All immediate shifts are given on a “first yes” response, regardless of call order. Please call back even if you are not able to work the shift, just so we can make note of your reply.

Booking Practice

Booking Practice refers to how vacant shifts will be filled, with the goals of service standards, consistency of caregiver, fairness and meaningful work all being addressed. Check with your booking clerk or manager to learn the procedures at your site.

Part-time staff who have indicated interest in picking up additional shifts and are available for the vacant period, will be called before part-time staff who have not indicated availability. The same call procedures are followed for casual employees. [Click here for the Understanding Scheduling Essentials booklet.](#)

Parking Guidelines

Each site has staff parking. Parking fees will be deducted from your paycheque with rate structures for full-time, part-time and casual staff. Parking arrangements are handled at the sites' front reception desks or through the administrative secretary at the site. Staff who pay for parking are set up in our Carewest parking database for staff and if travelling to other sites are able to park at any Carewest sites with the exception of Carewest Administration and Carewest Rouleau Manor.

Staff who do not pay for parking will be required to pay at the parking meter or through reception when traveling to other sites. Please do not park in fire lanes and No Parking locations.

Carewest Colonel Belcher: Upon entering the parking lot, the right-hand side of the parking lot is designated for the seniors' residence, which is owned and operated by Chartwell. The left-hand side of the parking lot is designated for Colonel Belcher staff, volunteers and visitors.

Carewest Dr. Vernon Fanning: All staff are encouraged to park on the second and third levels of the parkade to leave room for visitors on the main level.

Carewest George Boyack: The lower (east) and upper (west) parking lot is designated for staff, volunteers and visitors.

Carewest Glenmore Park: Parking is available for staff otherwise, a day pass can be purchased from reception. Please see reception for details.

Carewest Royal Park: There are a few visitor parking areas on the north side of the building, as well as parking for staff. There are six reserved parking spots for staff located in the back of the building.

Carewest Sarcee: Parking is available for staff.

Carewest Signal Pointe: Visitors may park in the main parking lot. Ample street parking is available around the site.

Carewest Garrison Green: Carewest Garrison Green has limited underground parking.

Carewest Rouleau Manor: Visitors may park in the pay lot outside the front entrance to Carewest Rouleau Manor. Staff who have a security swipe card may use the secured parking lot at the back of the building.

Carewest Administration: Staff can arrange for parking at Carewest Administration (in the Southport Tower) through their manager or the Executive Administrative Assistant. Visitor parking is limited. For those staff attending training sessions, visitor parking can be arranged through the coordinator of that training.

Carewest C3 Beddington: Staff and volunteers can park in the mall parking lot. If you go to other Carewest sites, you will require a staff tag or to purchase tickets at the parking meter.

Carewest Nickle House: Visitors may park in the main parking lot; however, we ask all staff to take advantage of the ample street parking available around the site.

Carewest OSI Clinic: Staff and volunteers can park in the mall parking lot. If you go to other Carewest sites, you will require a staff tag or to purchase tickets at the parking meter.

General Carewest Guidelines

- Pay attention to parking signage and time limits. Check in with the site receptionist upon arrival.
- If you violate the parking regulations at the site, you risk receiving a parking ticket or having your vehicle towed. If you receive a parking ticket, it will not be dealt with at the site. You must follow the instructions as detailed on the ticket.

Carewest Locations



For more information about Carewest or Carewest locations, visit us at carewest.ca

The Calgary Health Foundation

Calgary Health Foundation supports priority investments that will enhance the quality of life for Carewest residents and create breakthroughs in care, wellness and research in health care. The Foundation fundraises for Calgary's four acute hospitals, Carewest continuing care and hundreds of community programs that are impacting lives every day.

Why is it important for you to donate through the Calgary Health Foundation?

Government funding through Alberta Health Services can only go so far, but the incredible generosity of the community through donations enables care to go from good to great. It's through the support of the community that we can provide additional programming that enhances resident's lives, invest in new equipment and technology and redevelop spaces to better meet the vast needs of our residents at all 12 Carewest locations.

Which areas of health care benefit from your donation?

Every dollar you donate to Calgary Health Foundation benefits the area of health care that matters most to you. A Calgary Health Foundation development officer can tell you about various fundraising opportunities available and help you decide which type of giving is best suited for you.

Your donation choices include:

- Undesignated gifts for health care greatest needs
- Special project gifts for equipment and capital upgrades
- Gifts directed to a specific health care program, service or facility
- And much more...

Learn more about Calgary Health Foundation and the different ways you can give by visiting calgaryhealthfoundation.ca/carewest.

How does the Calgary Health Foundation help Carewest staff?

Carewest staff benefit from all types of donations made through Calgary Health Foundation. Some donations support staff education. Other donations help purchase state-of-the-art equipment and advanced technology, which helps alleviate the physical stress of having to assist clients and residents with everyday tasks, giving staff more time to complete other activities.

How do you make donations to the Calgary Health Foundation?

You can donate to Calgary Health Foundation in many ways — single gifts, monthly deductions (including payroll), gifts-in-kind, and more. For an easy and convenient way to make your gift, go to calgaryhealthfoundation.ca/carewest. Please submit cash and cheques (payable to Calgary Health Foundation) to the Business Office at your centre.

March 2024

