



NEW EMPLOYEE HANDBOOK

Front Line Employees - Montreal
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New Employee Handbook

Purpose

This handbook is provided as a resource guide and a summary of various policies, benefits and services available to employees. It also summarizes some general conditions of employment and your rights and responsibilities as an employee. You are encouraged to read this handbook and use it as a reference guide. When further information is needed, you should contact your manager or supervisor or Human Resources Manager.

The information in this handbook is intended to be as accurate as possible, however, should there be differences between this handbook and provisions of individual Employment Agreements, SE Health policies, procedures or guidelines, the provisions of those Employment Agreements, policies, procedures or guidelines will govern. SE Health reserves the right to amend this handbook and to make and amend its existing policies, procedures and guidelines and to establish new policies, procedures and guidelines from time to time regarding its employees.

Welcome to SE Health

Our History

SE Health has been an active participant in the development of community health since 1908. With an original staff of four nurses, the organization began operations more than a century ago as the St. Elizabeth Visiting Nurses' Association of Ontario, at the request of Archbishop F.P. McEvay.

In our early years, nurses provided mostly prenatal and pediatric care, making their way to clients' homes on foot or by streetcar. Within two decades, SE Health nurses were making more than 10,000 visits per year. During World War II, we contributed to the war effort by providing maternity care, assisting in the wartime day nurseries and offering food and shelter to those in need.

While the role of community visiting nurses changed with the growth of hospitals in the post-war period, the need for our work did not decline. On the contrary, as our population's health care needs became more complex, the demand for quality care in the community increased and continues to do so today. To reflect the broadening of our services, in 1995 we changed our name to Saint Elizabeth Health Care. Following further growth and expansion, the numerous entities operating within the organization were brought under one umbrella as Saint Elizabeth in 2011. Most recently, in 2018, as we have continued to expand and evolve, Saint Elizabeth became SE Health, signifying the diversification and global reach of our health services and innovation in a changing health landscape.

Mission

Reflecting our mission, SE Health staff spread hope and happiness into lives of clients and their families every day, through all of the little things that they do, and the big things too.

Vision

To honour the human face of health care – is a hallmark of all we believe and do. It sets us on a unique path and keeps us firmly fixed on giving people a central voice in their care. We live it in our daily work and advocate for it in our research and guidance to health leaders across the country.

Values

Here's what we believe in:

- We are collaborators
- We see possibility everywhere
- We believe in the power of people, families and their communities

Saint Elizabeth Foundation

The Saint Elizabeth Foundation was established to ensure that the highest quality community and home health care is being delivered to Canadians – and most importantly – enabling people to stay at home longer. Thanks to the generosity of our donors, grateful patients and their families, the Saint Elizabeth Foundation has funded critical programs that not only advance the types of home care services we provide, but also ensure that people can remain in their homes as long as possible.

The Story of the Rose

SE Health is named after Saint Elizabeth of Hungary, an aristocrat in the 13th century who dedicated her life to helping the poor and sick over the objections of her family. According to legend, one day Elizabeth was returning home from administering to the poor with a bundle of leftover loaves of bread under her cloak when she encountered her husband. He asked her what she was carrying and when she opened her cloak, the loaves of bread had been transformed into masses of red roses. Pope Gregory IX canonized Elizabeth four years after her death.

Creating an Amazing Work Environment

At SE Health, we're passionate about providing people with the best care from the best talent. Our health professionals are recognized nationally and provincially for their leadership and commitment to excellence in care delivery, best practices, education and mentorship, and for making an outstanding contribution to their community and profession.

With our unique focus on personal empowerment, we foster leadership at all levels and encourage individuals and teams to optimize their potential within a flexible and supportive environment, which values a multitude of creative and collaborative approaches. Furthermore, we listen and respond to staff ideas and feedback so that our organization continues to evolve in dynamic and innovative ways!

Employee Recognition Event

The Employee Recognition event is held annually to recognize and thank employees for their contributions throughout the year. It is also the forum through which Long Service Awards are

presented. Each SDC has the opportunity to tailor the event to its own preference. It may be part of the Annual General Meeting.

Long Service Awards

Employees who achieve 5, 10, 15, 20, 25, 30 and 35 years of service are eligible for an employee service award. At these anniversary milestones, employees receive a gift and a congratulatory letter.

Employee Assistance Program

The Employee Assistance Program (EAP) provides employees with access to short-term, professional counselling services. This confidential service is available free of charge to employees. If continued or specialized care is required, the professional advisor will help the employee with a referral to an affordable community resource. At this point, employees are responsible for any fees that their benefit plan or provincial health insurance does not cover. Employees can access the EAP by contacting the Occupational Health and Wellness Department at the confidential e-mail: healthyworkplace@sehc.com or the Human Resources Manager.

What to expect when you start working at SE Health

Types of Clients

SE Health has a variety of clients, including Private Clients, Public and Private Institutions. In Québec, we operate under the name Elizz which is why you will see that name referenced for employment purposes.

Private Clients:

The purpose of the visit is to assist one specific individual. Most of the time this is a senior person, but they may also be a young or middle-aged person who requires assistance. A private client may reside in their home, in a retirement home, in a long-term care home or in a hospital. The needs of each client will vary but the expectations are the same. Clients expect the SE Health caregiver to be:

- Attentive to their needs and instructions
- Proactive to meet their needs
- Interact with the client, the caregiver and other members of a client's support network in a professional and respectful manner

Private Institutions:

There are multiple institutions that hire SE Health staff, including private senior residence homes with regular weekly hours and others with irregular hours (they request visits as needed). In such cases, you are assisting more than one person at a time. You may be helping with dressing, feeding, mobility and personal hygiene.

Our staff are also employed at a company that conducts clinical trials to supervise patients undergoing trials. You may be asked to perform specific tasks under the direction or supervision of nurses.

For private institutions, you are to follow the directions from the nurses and staff of the institution.

Public Institutions:

There are some schools (universities, colleges) that hire our staff to assist students while at school. In addition to assisting students get to their classes and other locations on campus, SE Health staff may provide personal assistance as well.

Learning and Development

SE Health recognizes the ongoing development process throughout careers and we strive to build an organizational culture that encourages and supports learning and development for all employees.

Tuition Assistance Program

The Tuition Assistance Program (TAP) is a program that celebrates and supports SE Health employees' dedication to formal education. The purpose of the program is to encourage and acknowledge the investment and commitment employees make to advance their own knowledge and expertise as they contribute to the growth of SE Health.

The TAP is designed to assist staff with the cost of tuition at an accredited educational institution.

The program is available to all SE Health employees with at least one year of service and who work an average of 22.5 or more hours per week. The call for applications occurs three times per year: Spring/Summer, Fall, and Winter. The Spring/Summer TAP application is for full or partial courses starting between May 1st and August 31st. The Fall TAP application is for full or partial courses starting between September 1st and December 31st. The Winter TAP application is for courses that start between January 1st and April 30th. Tuition Assistance information is sent to all staff by e-mail at the time of the application process.

For more information on how to apply, e-mail tap@sehc.com.

SE on the Go

SE Health is among the first home health organizations to be using a mobile learning solution in Canada. SE on the Go provides all staff with just in time training at the point of need to support job performance. Our mobile assets include over 120 videos, job aids, and infographics that provide 'quick hits' of knowledge focused on clinical and client education content such as: diabetes, wound care, and navigating the health care system.

On the Job

This section summarizes important information you will need to know as you start your job, as well as basic policies and procedures. This is not an all-inclusive list of all policies and procedures. All of our

policies and procedures are located on the Intranet under Policies and Procedures. Employees are expected to familiarize themselves with and comply with SE Health's policies and procedures.

Hours of Work

The normal hours/service units of work enable the coordination of the delivery of service to maintain and support quality client care. As the organization is a 24-hour 7-day per week operation, employees may be required to work days, evenings and weekends. Employees should contact their supervisor if they have any questions or concerns regarding their schedules.

Professional Appearance

Employees are expected to maintain a professional appearance at all times while on duty or while at functions representing SE Health. Employees are also required to wear enclosed rubber-soled shoes while on duty for their own personal safety. Non-essential jewellery, scarves/ties and purses should not be worn for safety reasons. The immediate manager/supervisor monitors the acceptability of the manner of dress of the employee on an individual basis and his/her judgment will prevail.

Security

An SE Health photo identification is issued to all employees and is to be worn/carried by employees at all times while at work. For front-line staff, the MyBadge App on mobile devices is used in place of the photo identification badge.

Contact List

At the time of orientation, employees are provided with the SDC's phone number, supervisors' names and contact information.

IT Support

IT support is available to employees to assist them with IT problems, including assistance with their mobile device, PeopleSoft, CellTrak, and Microsoft Windows applications Outlook, Word, Excel and PowerPoint. The IT Service Desk can be reached at ext. 145005 (internal) or 1-877-919-5005 (external) or by e-mail at servicedesk@sehc.com.

Service Desk support is available 24 hours per day, seven days per week.

Expense Reports & Mileage Reimbursement

Reimbursements for business-related expenses are through Payroll and are deposited into the employee's bank account. Employees are responsible for ensuring that expenses are submitted within 24 hours of the occurrence via a copy of the receipt and a description of the purchase (reason why it was needed) to elizzmontreal@sehc.com.

Notification of Personal Information Change

Life events that require employees to make changes to their employment information such as change of name, address, telephone number, banking information, emergency contact information, dependent or marital status must be reported to their manager/supervisor, in writing, within 48 hours so that employment records are kept up-to-date, necessary changes to benefits can be made and to ensure that

you receive important information. Home address, phone number and emergency contact information can be updated by employees directly in PeopleSoft using the Employee Self-Service.

Employment Verification Letter

Employees can generate their own employment verification letters in PeopleSoft using the Employee Self-Service.

Employee Rights and Responsibilities

This section contains a general summary of key policies and expectations related to standards of conduct. Policies regarding standards of conduct are intended to promote a safe work environment and positive working relationships based on trust, professionalism and respect for the rights of others.

Code of Conduct

Our Code of Conduct provides a framework for maintaining the highest possible standards of professional conduct. The organization is at all times committed to conducting business and achieving strategic objectives in a manner consistent with the organization's values of integrity, care, respect and innovation. In keeping with these values, the Code of Conduct outlines the standards expected to ensure that employees are respectful and understanding of their obligations in relation to their work, their relationships with other employees, clients and with external parties.

SE Health Montreal Policy and Procedure

SE Health Montreal employees must follow the Elizz Montreal Frontline Staff Operations – Procedure. This procedure outlines the standards on scheduling shifts (visits), cancellations, sick/absent calls, late arrivals, no shows, use of technology and termination.

Not following the procedure could result in performance management and may impact your yearly performance review. It could also result in discrepancies in employee pay or require pay adjustments at a later date.

Privacy

Breach of Personal/Health Information

Release of Client Information

Security of Records/Information

SE Health is committed to protecting the privacy of its clients and employees. The organization adheres to legislative standards and works collaboratively with regulatory associations to achieve best practice. Our commitment to privacy is communicated through education and training. Privacy requirements are incorporated into all policies and procedures, during their creation and review. Privacy awareness is done during orientation and when changes occur in the legislation. All work products and information, whether electronic or hard copy, which pertain to a client, employee or organization is considered to be confidential and private and must not be disclosed without proper consent. If you have any questions as

to how to handle a matter which involves private or confidential information in your area, please discuss with your manager/supervisor

Conflict of Interest

Employees are required to perform their duties in a professional and ethical manner, to the best of their ability. Employees should avoid engaging in outside activity that would create a conflict with the performance of their work duties. Employees should not benefit from activities that would improperly influence the conduct of their SE Health duties nor knowingly use SE Health property, funds, position or power for personal or political gain.

Employees may participate in outside employment, political activity and accept Directorships on Boards provided there is no conflict of interest. Employees should refer to the Policy regarding the required notification to, and approval of, management.

Employees may accept gifts from clients or their family members as long as they meet the following criteria:

1. They are no greater in value than \$20.00 in total; and
2. They are not in the form of cash, cheque or bequests

Gifts of cash or cheque may be accepted on behalf of the organization. Refer to Fundraising/Donations/Gifts of Money Policy

Therapeutic Relationships

All regulated health professionals and unregulated care providers are expected to establish and maintain relationships with clients/residents/family within the therapeutic boundaries. The health care provider should encourage and provide opportunities for the client/resident or family member to become a voluntary active participant in his or her care.

Maintain professional boundaries. Stop any behaviour that is not related to the client/resident's professional care such as discussing your personal/financial problems with clients/residents or involving yourself in the client/resident's personal/business/family affairs.

Personal relationships with clients/residents or family members is prohibited for one year after the end of service.

Ethics

Identification and Management of Ethical Dilemmas

SE Health adheres to the highest standard of personal, research, education and business ethics. The organization's ethical practices are consistent with our mission, vision and values and guided by the Code of Ethics for the Community Health and Support Sector. We respect and act in accordance with legal requirements. Our decisions relating to business, research, accounting practices and service delivery operations are monitored for adherence to ethical standards and environmentally sound work

practices. Ethical performance is a focus of the organization and is supported by a Multidisciplinary Ethics Committee and communicated to all levels of staff. The organization is committed to conducting business fairly, impartially and in an ethical manner.

Every individual is responsible for maintaining the highest standard of ethics for his or her own actions. We believe respect for others and our commitment to diversity represents vital strengths of our organization. In every situation, necessary safeguards must be maintained to prevent any action or any association that might reflect adversely, directly or indirectly on SE Health. Procedures are in place to support the ethical performance of employees by providing the information necessary to make ethical decisions and identifying resources available to support ethical decision-making.

Non-Solicitation of Business or Human Services

While employed at SE Health, employees are not to request, inquire, contract or accept business for the purposes of providing health care services to any person known to be a client of SE Health. It is also against SE Health policy to offer employment to, or attempt to entice away, any SE Health employees. Once no longer employed by SE Health, former employees can solicit business and human resources only six to 12 months after their employment has ended. Employees should refer to their Employment Agreement for the specified term.

Discrimination and Harassment

Responding to Suspected Discrimination/Harassment Violation

The organization promotes and maintains a workplace that is free from discrimination and harassment for all employees. In accordance with human rights legislation, it is the responsibility of all managers and supervisors to ensure the workplace is free from discrimination and harassment. This is a proactive responsibility.

Employees are also expected to treat other employees and all clients in accordance with the law and with all due respect they are entitled to receive.

SE Health practices a “zero tolerance” policy with respect to discrimination and harassment. Any employee who feels that he/she has been subjected to discrimination, should immediately bring these matters to the attention of his/her manager/supervisor or the Human Resources Manager. An employee who is the target of harassment is encouraged to first ask the offender to stop the behaviour. If the behaviour continues or if the employee does not feel they are able to confront the offender directly, the employee should report it to his/her manager/supervisor.

Equal Opportunity Employment

The organization is an equal opportunity employer. As such, employees are selected on the basis of skill, ability, experience, knowledge and other related qualifications. The organization promotes equal employment opportunity regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status, handicap, sexual orientation or sex. Employment processes are fair, reliable and use only job-specific (*bonafide*) selection criteria in

compliance with human rights legislation. Contact your manager/supervisor or the Human Resources Manager if you have any concerns.

Mobile Devices, E-Mail and Internet Acceptable Use

Electronic communication via mobile devices, e-mail and the internet is intended for the business use of all employees of the organization. As such, employees are expected to use any form of electronic communication in a manner consistent with the values and principles of the organization. While SE Health respects the privacy of the use of e-mail for personal/business use, it retains the right to access personal correspondence on SE Health devices to support incident investigations or daily operations. All requests to access personal/business correspondence must first be authorized by the Privacy Officer.

Media Relations

The organization's Media Policy is aimed at building positive relationships with the media, stakeholders and community. Only the President and CEO is authorized to speak for the organization and the Home Office Communications team handles all interviews, press releases and news stories.

In no circumstance should any employee provide information or his/her opinion related to their work at SE Health to the press without prior authorization from his/her manager/supervisor and the input and support of Communications. Any calls from the press should be referred to Communications.

A Media Relations Policy Guide is available upon request.

Total Rewards

Our Total Rewards program is an innovative approach to encouraging and recognizing performance. Total Rewards is about paying our employees salaries that are fair, competitive and sustainable within the context of our revenue.

Compensation System

Our Total Rewards program includes a compensation system that is designed to attract, motivate and retain the most qualified employees.

The compensation system recognizes the relative value of all jobs, when compared with other jobs through the job evaluation process. This system compensates employees at wage levels commensurate with their ability to perform their job.

The compensation system is in compliance with applicable employment standards and pay equity legislation and is administered without distinction among employees, in accordance with the human rights legislation.

Direct Deposit and PeopleSoft Self-Service

All banking information must be entered by employees into PeopleSoft Self-Service. PeopleSoft Self-Service is available through the SE Health website, MySE, or by entering the following directly in the Internet browser: <https://people.sehc.com> . All new hires to SE Health, as well as rehires to SE Health, are required to enter their banking information on-line in order for Payroll to be able to deposit pay directly into their bank account.

Pay Periods

Employees are paid on every Friday by direct deposit into their bank account. SE Health does not provide pay advances for any reason.

Pay Increases

Each position has a wage range with a start rate and maximum. In accordance with our compensation strategy, wage rates are reviewed on an annual basis to determine whether or not they will change.

Payroll Tax

As an Ontario-based company, your payroll tax withholdings are made at the rates applicable to Ontario residents and you will **only** be issued a T4 slip for the year. This means that different tax withholding rates are applied in comparison to other jobs you may have held, as well as different Canada Pension Plan (CPP) and Employment Insurance (EI) deductions; no amounts are withheld for Québec Pension Plan (QPP) or Québec Parental Insurance Plan (QPIP).

Incorrect Pay

In the event that an error has been made in an employee's pay, SE Health will make the appropriate correction. It is the employee's responsibility to check for, and immediately report, errors to his/her manager/supervisor.

Public Holidays

1. New Year's Day – January 1
2. Easter – Good Friday
3. National Patriot's Day – the Monday before May 25
4. Québec's National Day – June 24
5. Canada Day – July 1
6. Labour Day – the first Monday of September
7. Thanksgiving Day – the second Monday of October
8. Christmas Day – December 25

When July 1 (Canada Day) falls on a Sunday, the official statutory holiday is observed as Canada Day on Monday, July 2nd (as per the Holidays Act).

Vacation

Vacation balances are accumulated as dollar amounts and can be requested at any time by calling in the SDC or emailing elizzmontreal@sehc.com.

Sick Leave

Employees must notify their supervisor immediately if they will be absent from work due to medical reasons and a minimum of four (4) hours prior to the start of a shift. This will allow management the opportunity to coordinate coverage, where applicable. Employees absent from work for more than three days must provide a doctor's note within one week upon return to work.

For extended absences, employees are required to provide supporting medical documentation on a regular basis or when requested by management. Upon returning from an extended leave, employees are required to provide medical documentation confirming their ability to return to work.

For planned time off due to medical reasons, employees must make a written request to management. The written request must be received by management a minimum of two weeks before the effective date. If the duration of the time off is greater than three days, a doctor's note must be provided with the request. Management will respond to the request, verbally, within one week of receiving the written request. Employees with no remaining sick time or not eligible for sick time will be placed on a leave of absence.

Employees may use the two paid personal emergency leave (PEL) days per calendar year to cover absences due to personal (or family) illness or medical emergency. In each calendar year, the PEL days are applied to the first two absences due to personal or family illness or medical injury. There is no carryover of unused PEL days.

Employees who have utilized all of their PEL and/or sick time will be placed on an unpaid sick leave of absence.

Bereavement Leave

Employees are granted up to three consecutive days' unpaid leave of absence at the discretion of the manager/supervisor.

Employee Discount Purchase Program

SE Health partners with a variety of companies to pass on savings to employees. To learn about current discount plans available to employees, go to the Employee Zone on MySE or contact Human Resources by e-mail at TotalRewards@sehc.com.

Health and Safety

In accordance with SE Health's Health and Safety Policy, the organization conducts its operations and services without endangering the health and safety of its employees, clients, contractors or the public.

Protection of employees from occupational illness or injury is a continuing objective. The organization, through its employees, will make every effort to provide a safe and healthy working environment. Please review the following policies found on the SE website.

Emergency Evacuation

Emergency Evacuation – Client Site

Emergency Evacuation – Office Site

The Emergency Evacuation Procedures outline the steps employees must follow in the event of an emergency in order to evacuate safely at a client site or at the office. It also outlines the steps that should be taken in the event that a safe evacuation is not possible. Employees should familiarize themselves with the Emergency Evacuation Procedures.

Employee Incident and Accident Reporting

If an employee is involved in a workplace accident (defined as an unplanned event that causes harm to people, process or property) or incident (defined as an unplanned event in the workplace that could have resulted in harm to people, process or property if the circumstances had been slightly different), the employee should obtain proper medical treatment, if required. Work-related accidents and incidents must be reported to the nursing team immediately or as soon as possible. Employees should also inform management if they receive medical attention, lose time from work or lose earnings due to a work-related accident or illness.

Smoke-Free Workplace

SE Health is committed to the health and wellness of all employees and clients. As such, the organization supports and complies with all provincial Smoke-Free Legislation. These acts ban smoking and the use of e-cigarettes in all enclosed public places and workplaces. It is the responsibility of all employees to comply with the established policy and smoke-free legislation.

The Smoke-Free Legislation provides specific protection for home health-care workers. Every home health-care worker has the right to request a person not to smoke tobacco in his or her presence while he or she is providing health care services. Where a person refuses to comply with the request not to smoke, the home health-care worker has the right to leave without providing any further services, unless to do so would present an immediate serious danger to the health of any person. Notify your supervisor immediately.

In situations where home health-care workers are unable to achieve compliance with the regulations of the Smoke-Free legislation, employees should follow the organization's Withdrawal of Service for Unsafe Situations Procedure.

Substance Abuse Prevention

SE Health is responsible for ensuring a safe work environment for all employees, our clients, their families and members of the public. All employees of SE Health are expected to report to work fit for duties and be able to perform assigned duties, safely and acceptably, without any limitations due to the use, or after effects, of any substance, including cannabis, which may impair judgment or performance.

Employees who require the use of cannabis for therapeutic (medical) purposes and require accommodation due to a medical condition are required to provide satisfactory medical documentation from a physician or medical professional directly to the Manager of Occupational Health and Wellness who can be reached at 905-968-6525 or toll free at 1-800-463-1763 ext. 146525.

Workplace Violence

SE Health is committed to working with its employees to provide a physically and psychologically safe work environment. SE Health recognizes the potential for violence in the workplace and, therefore, will make every reasonable effort to identify potential sources of violence and to eliminate or minimize these risks through the Workplace Violence Prevention Program.

Employees should immediately report to management all workplace violence incidents that have occurred on or off-site. Workplace violence is defined as any actual, attempted or threatened conduct of a person that causes, or is likely to cause, physical or psychological harm, injury or illness, or gives a person reason to believe that they or another person at risk of physical or psychological harm, injury or illness.

SE Health will not tolerate any type of workplace violence. Employees engaging in such conduct will be subject to disciplinary action up to, and including, termination of employment.

Withdrawal of Service for Unsafe Situations

SE Health recognizes the right to autonomy of an individual. Employees are reminded not to force clients if they are refusing care. Instead phone the supervisor to report the situation. Clients may become violent when their wishes are not respected.

SE Health identifies that clients have a responsibility for their behaviour if it puts the care provider at risk. The care provider must notify the manager as soon as an unsafe situation is identified in order for appropriate problem solving to be fully explored. SE Health is committed to finding solutions to unsafe situations in collaboration with the client and referring agency. Service may be withdrawn in situations deemed unsafe to the client or care provider where all other attempts at problem resolution have been unsuccessful. Withdrawal of service is a last resort after all other avenues of ensuring client and care provider safety have been exhausted.

Work Refusal

As a basic right established under health and safety legislation, all employees have the right to refuse any work that they feel is unsafe and is likely to endanger themselves or another worker. SE Health has an established procedure for managing all work refusals. Upon refusing to do unsafe work, the employee must immediately report the circumstances of the refusal to his or her manager/supervisor. Managers/supervisors should immediately contact the Health and Safety Specialist in the event of a work refusal by an employee.

Questions or Concerns?

Any questions or concerns relating to your job activities should be discussed with your manager/supervisor. Your manager/supervisor can help you achieve your professional goals by outlining the duties and expectations and providing career development information. Communication between you and your manager/supervisor should be ongoing.

You are joining a dynamic and exciting organization that offers challenges, variety and the opportunity for personal growth. Welcome again to SE Health and we look forward to a mutually rewarding and long-lasting relationship.

Office Contact Information:

Phone Number: _____

Manager's Name: _____

Manager's Phone Number: _____

