

Assist At Home Health

Employee Handbook

Updated July 2023



About Your Employee Handbook

This handbook outlines the policies and procedures that relate to your employment with **ASSIST AT HOME HEALTH**. Please read this handbook carefully and if you have any questions about any topic feel free to ask your supervisor.

Your employee handbook is not an employment contract, but a summary of organizational policies and procedures, benefits, and simple rules.

From time to time changes, maybe one you suggested, will be incorporated into this handbook. We will inform every one of the changes as they happen. Any changes that are made will apply to you on the date of the change.

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Employee Handbook
Section: 1.0 Terms of Employment
Policy: 1.1 Guiding Principles
Date:

We believe in dignity for individuals, accountability, communication, transparency, safety, learning and performance – This is what drives our company.

Employee Handbook	
Section: 1.0	About the Company
Policy: 1.2	Code of Ethics
Date:	

As an employee, I have a responsibility to maintain high standards of conduct, to encourage client independence and to contribute to clients' welfare.

To accomplish these goals I will:

- i. Treat each individual with respect and accept that all individuals have worth;
- ii. Maintain the confidentiality of information acquired through my employment and only disclose this information when authorized or legally obligated to do so;
- iii. Follow policies and procedures
- iv. Ensure that my personal activities do not interfere with my judgement and competence;
- v. Fulfill my obligations and responsibilities in a dependable and honourable manner;
- vi. Provide client-centered care by encouraging the client to make his/her own decisions;
- vii. Promote client involvement in his/her own affairs, including appropriate family and community involvement;
- viii. Encourage the client to contribute to his/her own welfare by doing tasks of which he/she is capable;
- ix. Contribute to the safety and security of the client, his/her personal property and physical environment.

Employee Handbook	
Section: 1.0	About the Company
Policy: 1.3	Conflict of Interest
Date:	

- i. Our Company is committed to promoting a standard of conduct that preserves and enhances public confidence in the integrity, objectivity, and impartiality of our services.
- ii. Our Company relies on you to uphold these standards by ensuring outside activities or financial interests do not interfere or influence your decision-making processes.
- iii. You are responsible to avoid potential, perceived or real conflict of interest situations. You are required to promptly disclose and address any conflicts should they arise

Employee Handbook
Section: 1.0 Terms of Employment
Policy: 1.4 Security of Property
Date:

- i. All company property (including supplies, materials, equipment, vehicles, buildings, uniforms, badges etc.) and information Technology resources, including the internet and electronic forms of communication (e-mail), are intended for company business purposes only.
- ii. You are responsible for the security and protection of company property and Information Technology resources that are entrusted to you. You shall exercise careful judgment when using the Internet, intranet, e-mail or other company resources or information.

Employee Handbook
Section: 2.0 Terms of Employment
Policy: 2.1 Confidentiality
Date:

Confidentiality is an important aspect of the client – company relationship. Employees represent the company at all times while in the presence of the client. Therefore all information, discussions, records or matters pertaining to the clients, past clients or their families are to be kept in the strictest confidence and not discussed with anyone outside of company personnel that are directly related to the care of the client.

- i. The employee is required to sign a confidentiality agreement when hired.
- ii. The confidentiality agreement will be kept in the employee's personnel file.
- iii. Deviation from the confidentiality agreement will result in discipline up to and including termination of employment.

Employee Handbook
Section: 2.0 Terms of Employment
Policy: 2.2 Probationary Period
Date:

- i. All new employees shall serve a probationary period until he/she has completed 528 hours worked.
- ii. The probationary period allows the company to evaluate new employees while giving employees time to demonstrate their ability to learn and perform their job.
- iii. The probationary period may be extended up to a maximum of additional 300 hours and shall be communicated in writing to the employee.
- iv. The probationary period of employment may be terminated without cause at any time and without notice.
- v. The employee's performance will be evaluated prior to the expiration of the probationary period.

Employee Handbook
Section: 2.0 Terms of Employment
Policy: 2.3 Drug and Alcohol Policy
Date:

- i. THERE IS IMMEDIATE TERMINATION FOR BEING UNDER THE INFLUENCE OF DRUGS OR ALCOHOL WHILE ON THE JOB.
- ii. The employee is not permitted to serve alcohol to a client.
- iii. The employee is not permitted to consume any alcohol while working and is also not permitted to consume alcohol prior to their shift in any amount that could in any way affect their ability to care for their client or perform their duties.
- iv. The employee is not permitted to consume alcohol or use drugs while wearing a company uniform or name badge.
- v. If it is suspected that an employee is under the influence of drugs or alcohol while working, or if use of such substances is impacting their work performance, the employee may be requested to submit to a drug and alcohol test.
- vi. Being under the influence of drugs or alcohol may void insurance claims in the event of accidents or injuries.

Employee Handbook
Section: 2.0 Terms of Employment
Policy: 2.5 Dress Code
Date:

As a representative of the company a professional image must be maintained at all times. This includes all working hours and also times outside of working hours whenever in an identifiable company uniform or vehicle.

- i. The employee must wear a uniform during working hours unless approved by the company to do otherwise.
- ii. Appropriate pants, knee length shorts or skirts may accompany the uniform.
- iii. If required, an appropriate undershirt, shirt, turtleneck or blouse may be worn underneath the uniform.
- iv. As per workers compensation regulations, shoes must be closed sole with good traction and support. Sandals, sock feet or bare feet are not permitted.
- v. Hair should be clean and controlled so as not to impede the employee's vision or touch the client.
- vi. In keeping with environmental sensitivities, the wearing of fragrances such as perfume is not permitted.
- vii. Where required such as when toileting or bathing a client, proper protective equipment should be worn at all times including but not limited to aprons and/or gloves.
- viii. Fingernails must be kept clean and trimmed to prevent injury to the client.

Employee Handbook
Section: 3.0 Payroll
Policy: 3.1 Remuneration
Date:

- i. Unless otherwise stated or agreed upon, the employee is paid bi-weekly.
- ii. Unless stated otherwise, the employee is paid hourly as per the schedule and the hours of service agreed upon between the client and the Company. The employee is expected to manage the workload in the scheduled time frame.
- iii. Vacation will be paid out on each paystub unless another agreement is reached during the interview process

Employee Handbook
Section: 3.0 Payroll
Policy: 3.2 Hours of Work
Date:

- i. Hours of work are any period of time within a 24-hour period, 24 hours a day.
- ii. The employee is entitled to rest periods in accordance with the provisions of the Employment Standards Act.
- iii. The employee may be requested to work extra hours.
- iv. An employee is to provide availability for shifts, and notify the company of any changes in availability as soon as they occur.
- v. If an employee has indicated availability, a shift may be scheduled with 24 hours' notice. It is expected that the employee will accept a shift with notice of 24 hours. If notice is less than 24 hours the employee may still be offered the shift, but is not expected to accept.

Employee Handbook	
Section: 3.0	Payroll
Policy: 3.4 Federal Holidays	
Date:	

- i. The following holidays shall be recognized as holidays with pay for regular full-time employees:
 - a. New Year's Day,
 - b. Good Friday,
 - c. Memorial Day,
 - d. Independence Day
 - e. Labour Day,
 - f. Thanksgiving Day,
 - g. Christmas Day, and

- ii. Where an employee is required to work on a paid holiday he/she shall be paid at time and one-half (1 ½) his/her regular straight time hourly rate for all such work performed.

Employee Handbook
Section: 3.0 Payroll
Policy: 3.6 Time Off / Annual Vacation
Date:

- i. Vacation is an important benefit that contributes to a healthy and balanced lifestyle.
- ii. Part-time and casual employees will receive vacation pay with their bi-weekly pay checks at the rate of 4% of gross earnings
- iii. Employees are required to give at least 2 weeks' notice in writing to their supervisor of their intention to take holiday time off.
- iv. A statutory holiday does not count as a vacation day if it falls within the employee's vacation period.
- v. Non-emergency medical and dental appointments are to be scheduled, if possible, outside of working hours.
- vi. Pregnancy & Parental leave will be granted in accordance with State Laws.
 - a. An employee shall give written notification at least two (2) weeks in advance of the date of commencement of such leave and the expected date of return.
 - b. The employee shall reconfirm her/his intention to return to work by written notification received by the company at least two (2) weeks in advance thereof. Four (4) weeks if on an earlier date than (i).

Employee Handbook	
Section: 3.0 Payroll	
Policy:	3.7 Sick Time
Date:	

- i. Employees are to advise the Company as far in advance as possible of the need for a sick day.
- ii. Employees require a note from their doctor if they are sick for more than 3 days.
- iii. Employees that are sick for more than 6 work days in a year may require a note from their doctor for any subsequent sick days.
- iv. Any sick time used is considered unpaid leave.

Employee Handbook	
Section: 4.0	Job Classification
Policy: 4.1 Job Description	
Date:	

- i. A copy of the employee's job description will be given to the employee.
- ii. Employees are required to read and sign the job description associated with their position.

Employee Handbook	
Section: 4.0	Job Classification
Policy: 4.2	Classifications
Date:	

- i. Unless qualified and approved by the Company, the employee cannot perform services in a job classification above the employee's current job classification.
- ii. An employee can perform services in a job classification below the employee's current job classification unless that service requires a certificate of qualification or registration not held by the employee.
- iii. An employee may be asked to periodically perform services in a job classification below the employee's current job classification.

Employee Handbook	
Section: 4.0	Job Classification
Policy: 4.3	Professional Credentials
Date:	

- i. If you possess professional credentials or membership in a specific licensing association or college, it is your responsibility to maintain good standing. In the event your registration, license or membership changes, you must notify your manager as soon as possible.
- ii. Professional credentials or membership/licensing fees are not eligible for reimbursement.

Employee Handbook	
Section: 5.0	Client Relations
Policy: 5.1	Conduct
Date:	

- i. While working or while driving in a company identifiable vehicle or at any time while in company identifiable clothing, the employee is expected to maintain a professional image at all times.
- ii. The employee is expected to adhere to the Code of Ethics associated with the employee's designation or as a minimum, the Code of Ethics as prescribed by the Company.
- iii. The employee shall maintain a professional relationship with the client at all times. Any deviation from a professional relationship is to be reported to the supervisor.
- iv. The employee is to report to the supervisor any verbal, physical or any other type of abuse originating from the client or their relations and directed toward the employee.
- v. The employee is to report to the supervisor any signs, indications or first-hand knowledge of any verbal, physical or any other type of abuse or neglect directed toward the client.
- vi. The employee is not to discuss with the client or their relations information of any kind regarding the Company, Company employees that is not directly related to the care of the client.
- vii. Smoking, vaping, e-cigarettes, or recreational drug use are not permitted in the client's house or on their immediate premises.
- viii. The consumption of alcoholic beverages while in the client's home is strictly prohibited.
- ix. The employee is not to contact the client outside of company business without the express documented consent of the company.
- x. The employee is to respect the client's home at all times, and follow their rules respectfully.

- xi. THERE IS IMMEDIATE TERMINATION FOR CLIENT ABUSE OR NEGLECT.
- xii. If an employee abandons a client without authorization from the office, this will be deemed voluntarily termination of your employment. One (1) no-call no-show is considered a voluntary quit.
- xiii. Violations of a client's confidentiality are subject to counseling and/or discipline up to and including termination.
- xiv. An employee's paycheck is confidential information and should not be shared with the client.
- xv. Under no circumstances should an employee take any type of money from a client. For further clarity, no employee should accept cash, cheques, credit card info, credit cards, or any other type of currency from a client. **If a client asks you to handle any financial matter contact your supervisor immediately.**

Employee Handbook	
Section: 5.0	Client Relations
Policy: 5.2	Phone Usage
Date:	

- i. The employee is not to use the client's phone for personal use.
- ii. The employee is not to give out the client's phone number to friends or anyone not associated with the company.
- iii. The employee can give out the Company phone number and the Company will relay messages to you at the client's residence if necessary.
- iv. Personal cell phones, pagers and tablets are to be turned on vibrate or silent mode when working with a client.
- v. The employee is not to give out their personal phone number to the client.
- vi. While operating a motor vehicle, a hands free device must be used for cell phones.
- vii. Talking or texting on a handheld device while driving is illegal and not permitted.
- viii. Use of personal cell phones is not permitted if a client is present except when speaking to the company or in the case of emergencies.

Employee Handbook	
Section: 5.0	Client Relations
Policy: 5.3	Gifts and Advantages
Date:	

- i. The employee is not to accept cash or gifts **of any kind** from clients past or present, or from their relations. Call the office if a client insists and document carefully in the client's file.
- ii. The employee is not to give cash or gifts **of any kind** to the client or any of their relations.
- iii. The employee is not to accept signing authority or power of attorney from a client or their relations.
- iv. The employee is not to borrow money or items of any kind belonging to the client or any of their relations.
- v. If it is reported that an employee has removed from a client's home, without authorization, any personal belongings from the client, an investigation will follow, criminal charges may be laid and/or discipline up to and including termination may result.
- vi. The employee is not to sign any client (or their relations) documents, legal or otherwise on behalf of the client (or their relations) or sign any client (or their relations) document legal or otherwise as a witness.
- vii. The employee is not to advise the client on financial investments or financial matters of any kind.
- viii. The employee is not to discuss, advise or encourage the client or any of their relations to name the employee as a beneficiary in the client's will.

Employee Handbook
Section: 5.0 Client Relations
Policy: 5.5 Client Not Home/ Client Refuses Service
Date:

In the event that you arrive for your scheduled shift the client declines services, whether it be the whole visit or specific tasks in the care plan, the following procedure should be followed:

1) Client declines care or refuses visit:

- i. Explore the reason why the client is refusing services.
- ii. Contact your direct supervisor before leaving the client's home (unless safety is a concern) to discuss the situation, and determine if alternate solutions are available or appropriate. If safety is a concern, remove yourself from the situation and contact your supervisor from outside the client's home.
- iii. Contact the client's family or designated contact person (when appropriate) to inform them of the incident.
- iv. If after speaking with the client, your supervisor, and the client's family the issue is not resolved and the client is still refusing care, document the incident and leave the premises.

In the event that you arrive for your scheduled shift the client does not answer the door, or appears to not be home the following procedure should be followed:

2) Client does not answer the door/ appears to not be home:

- i. The caregiver is expected to remain at the client's location. Do not leave.
- ii. Contact your supervisor.
- iii. Call the client's home phone number.
- iv. Check windows and back of house. Speak with the building manager or concierge if the client resides in an apartment building.
- v. Check with the client's neighbours.
- vi. The supervisor will call the client's designated contact person to determine if there is a scheduling error or other issue.

- vii. Remain at the client's location until you hear back from your supervisor
- viii. If it is determined that the client is not home, document this in the caregiver portal upon clock out.

Employee Handbook	
Section: 7.0	Training
Policy: 7.1	Internal Training
Date:	

- i. The company provides training materials for all employees.
The Caregiver Training modules include:
 - a. Module A – Company Orientation (Employee Handbook)
 - b. Module B – Workplace Safety
 - c. Module C – ClearCare System
- ii. All employees are required to review all Modules before visiting a client.
- iii. The office has a collection of Books on a variety of topics that may be signed out for self-study.

Employee Handbook	
Section: 7.0	Training
Policy: 7.2	External Training
Date:	

- i. Employees are required to have completed first aid & CPR training within the prior year in order to visit clients. Proof of this certification is required during the interview process.
- ii. The employee is responsible at their own cost to maintain their certification in the minimum of training requirements as outlined in S7.0 P7.2 (i).
- iii. External training courses are encouraged for employees wishing to further their education in specialized areas of care.

Employee Handbook	
Section: 8.0	HIPAA
Policy: 8.1	Privacy Notice
Date: October 1, 2012	

We are committed to respecting the privacy of our employees.

The company recognizes employees as our most important asset. Because we respect and value you as an employee, we also want you to understand that we will protect your privacy and confidentiality around personal information we learn about you as a result of your employment relationship with the company.

This privacy notice is designed to explain to you what personal information we collect about you as an employee, and the use of that information. The notice will also explain how your personal information is kept safe and secure from inappropriate disclosure or use.

The company has always been concerned about the confidentiality of employee personal information, and has taken steps to ensure that the information is properly safeguarded and protected. This privacy notice is also designed to voluntarily comply with the Health Insurance Portability and Accountability Act (HIPAA).

Employee Handbook	
Section: 8.0	P.I.P.E.D.A.
Policy: 8.2	Use Of Personal Information
Date:	

A. Application and New Hire Information

- i. As soon as you are hired, a personnel file on you is kept. Examples of some of the information your file might contain include the following:
 - a. Resume and/or application;
 - b. Letters of offer and acceptance of employment;
 - c. Written employment contract;
 - d. Payroll information, including social insurance number, banking information;
 - e. Wage and benefit information;
 - f. Forms relating to application for employee benefits, such as short-and long-term disability, medical and dental care;
 - g. Emergency contact information.
 - h. Driver's license
- ii. Most of the information listed above is required to ensure you are properly identified as an employee, and that you are on the payroll. Emergency contact information is required in case we need to notify anyone of your involvement in an emergency situation while at work.

B. Performance Information

- i. While employed with, you may be periodically and annually evaluated, and changes to your employment status may occur, including wage increases and/or promotions.
- ii. You may also complete internal or outside courses. All of this information is collected and maintained so we can properly evaluate your performance, determine appropriate levels of compensation, and make decisions about your future as an employee.
Examples of performance information that may be added to your file throughout the course of your employment include:
 - a. Copies of performance appraisals;
 - b. Core course and mandatory policy sign-off sheets;
 - c. Internal communications regarding performance;

- d. Corrective action forms;
- e. Memorandums regarding completion of internal and outside courses; and
- f. Record of absences from work.

C. Personality/Psychological Profiles

Screening and profile testing is done to evaluate the potential for an employee's promotion, or to assess whether the employee would work well with a particular group or team within the organization. The information is also used to determine whether an employee has the appropriate skills or traits to perform a particular job.

D. Computer and E-mail Access

- i. The company has the capability to monitor all employees' computer and e-mail use through company networks and email services. Employees should understand all equipment provided for employee use at work is considered to be the property of the company, and is intended to employees' use within the workplace, and not for personal use.
- ii. Inappropriate computer and Internet usage will not be tolerated.

E. Disclosure of Personal Information

- i. Your employment file is securely maintained in the corporate office.
- ii. The company shares your personal information only with those staff members of the company who need it to ensure that you are properly compensated, or those who are involved in your hiring, promotion, discipline or termination.
- iii. Personal information in document form is kept in secure locked offices, and computer information is maintained in secure files with very limited access.
- iv. We will also commit to maintaining your privacy when personal information is disclosed to third parties (e.g., for payroll processing).

F. Retention of Personal Information

Your personal information will be maintained in your employment file for as long as you are an employee of the company. Some of the information relating to payroll and compensation must be maintained for seven years after you leave your employment, as these documents are required by law for audit and taxation purposes. Information that is not necessary for audit and taxation purposes is destroyed three years after your last date of employment.

G. Accuracy of Personal Information

- i. To some extent, the company relies on our employees to update their own personal information. For example, if you have had a change of address or telephone number, marital status, or if you wish to make changes to your employee benefits plan, you should approach the appropriate human resources staff member and request that your file be updated. Unless you advise the company of these important changes, we have no way of knowing about them.
- ii. The company recognizes that the information we collect regarding your performance is based on opinion and evaluation. To the best of our ability, we ensure that the performance portion of your employment file is complete, in that it contains all information related to your performance, including any documents or other information you supply to us on your own behalf.
- iii. Filing a Complaint:

If you are dissatisfied with the privacy policy or practices, or with the result of your request to access or correct your personal information, you should make a written complaint to the Privacy Officer. The Privacy Officer will then investigate the matter, which may require the involvement of management. The Privacy Officer will report back to you and advise you of any steps taken to correct the problem. If you are still unsatisfied with the response, you may be entitled to make a written complaint to the Federal Privacy Commissioner.

H. Access to Personal Information

- i. The company is committed to ensuring that we collect only the personal information about you that we need to ensure an effective employment relationship the company is also committed to ensuring that information about you is accurate and up-to-date. The company will provide you with the information we have about you when you make a written request.
- ii. In some cases, the company may not be able to provide you will all the information we have about you. This would occur if provision of the information could lead to disclosure of another individual's personal information, where laws or regulations prevent disclosure, or where it would simply be too costly to provide the information. If we decide not to disclose some or all of your personal information to you, we will advise you of the reason.
- iii. In order to ensure compliance with our privacy policy, the company has appointed a Privacy Officer to oversee all aspects of its employee privacy policy and practices. If you wish to know what information the company currently has about you, you should send a written request to the Privacy

Your Company Logo

Officer, who will respond to your request within 30 days. If you become aware that the information we have about you is incorrect, you should notify the Privacy Office, who will review the information and take appropriate steps to address your concerns.

The Company Privacy Officer:

Employee Handbook	
Section: 9.0	Infection Control
Policy: 9.1	Universal Precautions
Date:	

There is a commonly accepted concept in infection control that assumes the potential presence of infectious agents in all clients and does not depend upon the use of special procedures only when identified infectious agents are present. Thus, when universal precautions are applied uniformly to all clients, the risk of transmission should be reduced.

Key components of this infection control strategy include:

- i. Wear gloves when handling blood and body fluids, (urine, feces, semen, saliva, nasal secretions, sputum, gastric fluid, wound drainage and cerebral spinal fluid) or when touching surfaces or equipment exposed to such contamination. This is important for personnel who have cuts or abrasions on their hands. Gloves are an additional measure, not a substitute for hand washing.
- ii. Gloves should be discarded after single client use and not washed for re-use.
- iii. Wear gowns when soiling with blood or body fluids is likely.
- iv. Wear masks and goggles/glasses when splattering or aerosolization of blood or body fluids is likely.
- v. Wash hands between all client contracts, and immediately if soiled with blood or body fluids. NOTE: Hand washing may be the only precaution necessary for many client contracts.
- vi. Frequent hand washing is a necessity for control of infection:
 - a. Before and after provision of direct care.
 - b. After handling soiled or contaminated materials.
- vii. Hand washing should be as follows: Wash hands and wrists for one minute and (1) use friction, (2) wash between fingers, and (3) wash two inches above wrist.
- viii. Sharp items (needles, kitchen utensils, etc.) should be considered as potentially infectious and be handled with extraordinary care to prevent accidental injuries.

- ix. Blood and other body fluids can be flushed down the toilet.

Employee Handbook	
Section: 10.0	Safety
Policy: 10.1	Safety in a Client's Home
Date:	

At each work site basic home safety must be observed.

- i. Emergency numbers must be posted and visible. Call 911 in the event of an emergency.
- ii. Smoke alarms should be tested once a month and fire extinguishers should be maintained.
- iii. Fire escape routes should be developed and reviewed periodically.
- iv. Environmental obstacles such as scatter rugs, loose handrails, icy steps, and sidewalks must be assessed and the inherent dangers reduced when possible.
- v. Bathroom safety must be observed by identifying safety requirements and notifying your supervisor who will discuss client safety with the client and the installation of proper equipment. This may include, shower chairs, grip bars and rubber bath mats when appropriate.
- vi. Water temperatures must be within a safe range. Proper testing of water prior to the client immersing in bath water is mandatory.
- vii. Water should be used away from electrical outlets and equipment.
- viii. Electrical safety must be maintained by;
 - a. Providing back-up systems if necessary,
 - b. Reducing the number of plugs at one outlet, and
 - c. Safe usage and monitoring of heating devices such as heating pads.
- ix. Safety is the concern of everyone involved in the client's care. If at any time you become aware of any situation that endangers your client or yourself call your supervisor immediately.
- x. The safe usage of medical equipment in the home is also your responsibility. If you are not acquainted with, nor have experience with, a piece of equipment - do not

use it and notify your supervisor. This may apply to, but is not limited to, the following equipment:

- a. Transfer belts,
- b. Hoyer lifts,
- c. Oxygen equipment,
- d. Wheelchair, walkers, and canes, and/or
- e. Foley catheters and their care.
- f. G-tubes
- g. Medication administration pumps

Employee Handbook	
Section: 10.0	Safety
Policy:	10.2 Workplace Violence Prevention
Date:	

- i. Workplace Abuse and Harassment is not tolerated.
- ii. The company is committed to providing respectful, secure and supportive work environments to ensure the physical safety and well-being of all individuals. The company promotes an atmosphere of trust and respect. As part of this commitment, we shall ensure that employees have access to appropriate support, response processes, and other resources, including training and hazard assessments, to ensure their safety, well-being and respect in the workplace.
- iii. The company encourages the reporting of all incidents of workplace abuse and harassment.
- iv. Reported workplace abuse and harassment allegations shall be promptly addressed in an objective, supportive, and sensitive manner without recrimination, retaliation, or reprisal. In certain circumstances, the company may review or investigate a suspected incident of workplace abuse or harassment in the absence of a reported allegation.

Employee Handbook	
Section: 10.0	Safety
Policy:	10.3 Workplace Health & Safety
Date:	

- i. The health, safety and wellbeing of employees are fundamental to the provision of safe services. All workers have the responsibility for their own and their co-workers health and safety. All incidents are preventable.
- ii. A safety inspection of any real or potential workplace hazards can help prevent accidents.

Employee Handbook
Section: 10.0 Safety
Policy: 10.4 Incident Reporting
Date:

- i. The company is committed to fostering a just and trusting culture that includes reporting and learning as a key element. This means that reporting is conducted within a psychologically safe environment where human fallibility is acknowledged.
- ii. Reporting of adverse events, close calls and hazards is encouraged for the purpose of learning about and improving the safety of employees.
- iii. Staff participation in the identification and reporting of adverse events, close calls and hazards is key in developing a just and trusting culture.
- iv. In the event of an incident or adverse event, an incident report must be completed and your manager must be promptly informed.

Employee Handbook	
Section: 11.0	Medications
Policy: 11.1	Safe Medication Storage
Date:	

All medications/drugs shall be stored under proper conditions of sanitation, temperature, light, ventilation, moisture, segregation and security:

- i. Be remote from direct sources of heat, moisture and sunshine;
- ii. Be well lighted and situated as close to eye level as possible;
- iii. Provide sufficient space to store all medications in such a way that product damage does not occur;
- iv. Medications requiring refrigeration should be segregated from food products in the refrigerator.
- v. Since a majority of client care occurs in ordinary homes, a kitchen cabinet is the area most often selected for the storage of medications. Ensure the cabinet is not above the stove. Ensure medications are not stored on the counter where the coffee maker or kettle sit since damage to the medications can occur from steam let off by these appliances.
- vi. The standard for the dispensing of scheduled prescription and non-prescription medications shall be a controlled dosage bubble/blister pack, specifically a "weekly pill pack" provided by the client's pharmacist. If a bubble pack is not available, the client should be encouraged to arrange this or have the company arrange this on his/her behalf.
- vii. All medications must be stored in their original containers, or in the blister pack as above.

Employee Handbook	
Section: 11.0	Medications
Policy: 11.2	Medication Administration
Date:	

Prescribed medications shall be administered only on the order of a qualified physician or licensed prescriber.

Non-prescription medications may be administered providing that approval has been received from a qualified physician, nurse practitioner, licensed prescriber, or dispensing pharmacist. Written standing orders and documentation of verbal approvals shall be maintained on the client's file and updated and revised as necessary.

A verbal order can only be accepted by a Registered Nurse or Registered Practical Nurse and must be documented in the client log. The client themselves may receive a recommendation directly from their treating physician or nurse practitioner.

Standard Operating Procedure for Medication Administration for Employees:

- i. Identify the client by name and cross check the name on the pill pack/original labelled container to ensure it matches the person identified; Ensure both first and last names match that of the client.
- ii. Select the correct day and time on the pill pack or read instructions on the medication container label;
- iii. Punch out the contents of the correct bubble or remove the correct dosage from the medication container;
- iv. Administer the contents of the bubble or container as per the labelled instructions.
- v. Clients may self-administer their medications. Staff who are present must ensure the above procedures are followed by the client to avoid medication errors.
- vi. Unregulated care providers may remind client's to self-administer their medications and assist as directed by the client, the care plan, and the supervisor.
- vii. Drug injection apparatus and needles used in administering medication must be disposed of using proper containers and procedures.
- viii. Following the above procedure is important in preventing medication errors. If there is an adverse event or near miss an Incident Report Form must be completed and the incident must be reported to your supervisor immediately.

Unregulated Care Providers

- i. Unregulated care providers may assist clients with their regularly scheduled medications only if they are dispensed in a pill pack/blister pack.
- ii. Unregulated care providers may assist with “as needed” medications for symptom management if these medications are a routine part of daily living for the client. This will be evaluated on a case by case basis under the close supervision of a Registered Nurse or Registered Practical Nurse.
- iii. As needed medications should be dispensed in a separate blister pack.
- iv. Unregulated care providers with the appropriate skill and judgement as determined by their supervisor, and only when providing palliative care for clients at the end of life, may use the “dose” button on pain pumps to provide relief for the client from breakthrough pain. The unregulated care provider’s supervisor must be notified and the employee must document “dose” on the medication administration record along with the date, time, reason, and employees initials and designation (UCP).

Employee Handbook		
Section: 12.0		Documentation
Policy:	12.2	Documentation in the client log
Date:		

If the client is receiving complex services, and the family agrees, there will be a client log present in the client's home. This binder may contain the following information:

- i. The client's care plan
- ii. The client's profile and assessment
- iii. Important contact information
- iv. Blank progress notes
- v. Blank incident report forms
- vi. Medication administration record
- vii. Medication list and/or schedule
- viii. Vital signs records
- ix. Fluid intake/output records
- x. Exercise plan
- xi. Client specific dietary and/or swallowing information

The employee is expected to document in the client log for ease of communication between shifts.

Employee Handbook	
Section: 12.0	Documentation
Policy: 12.3	Documentation Standards
Date:	

Documentation is a vital component of safe, ethical, and effective client care. The Purpose of this policy is to ensure employees engage in documentation that meets professional and legislative standards; accurately reflects care provided; demonstrates responsibility and accountability for actions and decisions; facilitates communication between care providers and with the client/family; forms a record of care; and facilitates evaluation of ongoing care needs:

Documentation must be:

- i. Accurate
- ii. Timely
- iii. Relevant
- iv. Comprehensive

Employees will provide a clear and comprehensive account of the care they provide to clients in accordance with this policy and their regulatory body. The inclusion of details and precise descriptions is required. Handwritten entries in the client care log must be legible.

Company Copy

This handbook does not constitute an express or implied contract for employment.

This handbook has been produced by the company for the guidance and orientation of our employees. None of the benefits or policies in this handbook are intended by reason of publication to confer any rights or privileges, or to entitle you to be or to remain to be employed by the company. The contents of this handbook are presented as a matter of information of employment only.

This handbook does not constitute an express or implied contract for employment. It provides guidelines only and may be changed or disregarded when, in the opinion of management, circumstances so require. Management reserves the right to change the provisions of this handbook at any time, with or without notice. In almost all cases, changes to the handbook will be announced in a timely fashion. We will use one, some, or all of the following to announce changes when needed: staff meeting or email memos. However, we retain the right to implement some changes immediately without advance notice.

The company is responsible for maintaining a completely updated copy of this handbook available to all employees at all times. Copies of all changes will also be distributed to all associates and it will be up to you to make sure your handbook is current. In the event of a dispute, the most recently updated and announced version will be used. All changes will be issued through the Human Resources Department.

I, the undersigned, have read the handbook, have had an opportunity to ask questions, and fully understand the contents of the handbook and agree to abide by the handbook and its policies.

Employee Signature

Date

Company Signature

Date

Employee Copy

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Employee Signature

Date

Company Signature

Date