

# General Orientation

# Health PEI

- Arms length Organization, est. July 2010
- Approximately
  - ▶ 6000 employees (4600 permanent + casuals)
  - ▶ 200 physicians
- \$640 million budget (\$400 million payroll)
- Governed by board of directors
- Managed by Senior Management Group, led by CEO

# Strategic Plan 2017-2020

## Vision & Mission

### Vision

- One Island health system supporting improved health for Islanders.

### Mission

- Working in partnership with Islanders to support and promote health through the delivery of safe and quality health care

# Values

## Caring

- We treat everyone with compassion, respect, fairness, and dignity

## Integrity

- We collaborate in an environment of trust, communicate with openness and honesty, and are accountable through responsible decision-making

## Excellence

- We pursue continuous quality improvement through innovation, integration, and the adoption of evidence-based practices.

# Goals & Objectives

## Quality & Safety

- **We will support a culture of quality, safety and security in Health PEI:**
  - Improve patient and workplace safety and security.
  - Embed patient and family-centered care at all levels of the organization including direct care, program and service planning and leadership to enhance patient experience.
  - Increase engagement with patients, staff, members of the public and communities.

# Goals & Objectives

## Access and Coordination

- **Provide access and coordination to community health and mental health and addictions to meet the needs of Islanders:**
  - Improve access to primary care services.
  - Improve access to mental health and addictions services.
  - Improve access to community-based specialized care programs for chronic and complex clients.
  - Enhancement of home care services.

# Goals & Objectives

## Innovation and Efficiency

- **Develop new and innovative approaches to improve efficiency and utilization of acute care services and ambulatory care resources:**
  - Improve patient flow.
  - Reduce wait times in emergency departments.
  - Ensure appropriate use of ambulatory care resources.
  - Increase use of innovative practices

# Health PEI Policies

ITSS Acceptable Use

Social Media

Personnel Wireless Communication Device Usage

Respectful Workplace

Immunization

Drug, Alcohol & Medication

Employee Performance & Development

Attendance Support and Management

Conflict of Interest (TB)



# ITSS Acceptable use agreement & Social Media Policy

## Do

- ✓ Preserve the confidentiality of your computer use, especially when it pertains to client and personal information
- ✓ Use your computer **only for work**

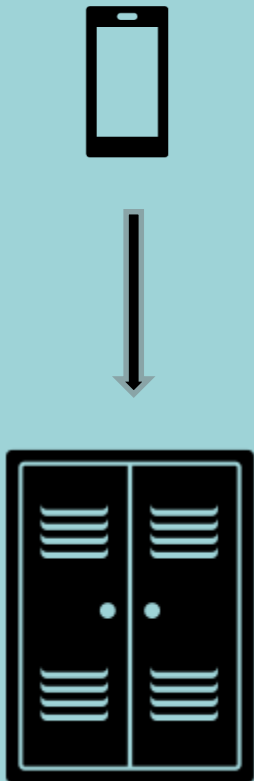
## Do not

- ✓ Use social medias – Twitter, Facebook, Instagram, YouTube, etc.
- ✓ Install anything without first contacting IT
- ✓ Breach confidentiality when using social media outside of work

Any inappropriate use of government-provided computer technology is subject to disciplinary measures in accordance with government policies, procedures and collective agreements where applicable



# Personal wireless communication device usage



- ✓ While working, store your personal wireless communication devices (iPhone, Samsung, Blackberry, etc) – **do NOT keep them with you.**
- ✓ During breaks and meal periods, activities such as personal phone calls, messaging, and social media are permitted in non-work and non-patient areas
- ✓ **Exception:** Staff with bona fide responsibility may be authorized by Health PEI to use personal wireless communication devices **for work purposes**

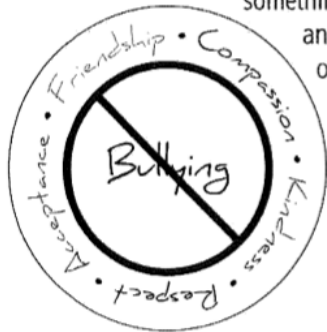
# Respectful Workplace

- Health PEI is committed to providing a workplace where all healthcare workers can expect to be treated with dignity and respect.
  - ▶ Guide to resolving workplace conflicts

## BULLYING

When someone says or does something intentionally hurtful and they keep doing it, over a period of time, even when you tell them to stop or show them that you are upset...

That is **Bullying**



## Contribute to creating a respectful work environment!

- ✓ Get educated – check out Health PEI’s Staff Resource Centre for more information on respect in the workplace
- ✓ Report incidents to a supervisor, manager or director
- ✓ Avoid gossip
- ✓ Build up a culture of respect!

## If you are experiencing bullying in the workplace, you can seek help from:

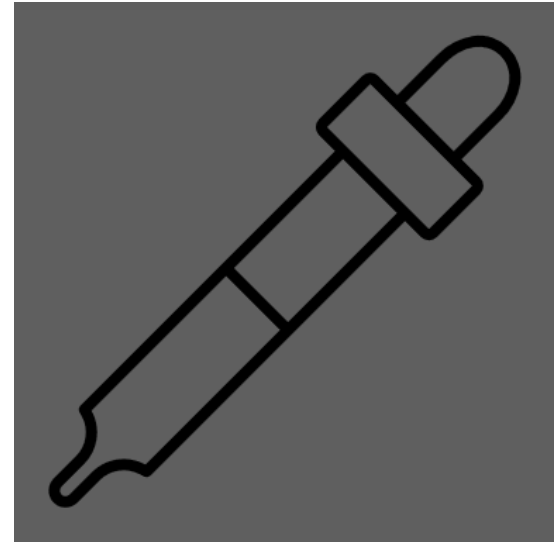
- ✓ Immediate Supervisor
- ✓ Health PEI HR Manager
- ✓ Manager, Director or CAO
- ✓ Director of Human Resource Management & Labor Relations, PSC
- ✓ Labor Relations Consultant, PSC
- ✓ Union Representative



# What can I do?

# Immunization policy

- All employees **MUST** have their **annual immunization vaccine** or provide documentation that they have received it through public health.
- If an employee does not receive the immunization vaccine, they are to wear a mask at work when the staff will come into contact with patients (including patient care areas and common areas such as cafeteria, lobby) during the time the flu season is active until deactivated



# Drug, Alcohol & Medication

- All healthcare workers are expected to perform their assigned duties safely **without any limitations due to the inappropriate use or after-effects of use of alcohol, drugs, or medications** (whether prescribed, non-prescribed, or over the counter), including cannabis, as reporting to work while impaired or not fit for work can pose a serious health and safety risk to patients, the public, and other persons in the workplace.



# Performance Development

## Probationary evaluation

- Completed after you reach your probationary hours
- Your supervisor will set up a meeting with you to give you feedback on your work performance



- A supportive process with the aim of helping an employee identify and work through barriers that affect job performance
- Allows the employee and supervisor to identify areas of learning, skill building and personal/professional growth either on the job, through self study or attendance at workshops, in-services, etc. which the employee, by gaining an understanding of the subject, is able to apply what he/she has learned at the workplace.

## Attendance Management Policy

- We are committed to supporting the health and wellness of our employees.
- Health PEI depends on every employee to achieve its vision. **Regular attendance at work is an expectation** of employment and is considered the responsibility of every employee.
- However, **we will support employees whenever needed** and provide support services and resources, such as EAP and sick leave, to assist employees in maintaining and improving their health.
- Every Health PEI employee makes a valuable contribution to the services we provide. Absent employees are missed by their co-workers, their work unit, and ultimately by patients.



A photograph showing two people in business attire shaking hands. The person on the left is wearing a dark suit jacket, and the person on the right is wearing a white shirt. The background is blurred, suggesting an office or professional setting.

## Employee conflict of interest

- Employees are expected to conduct themselves in accordance with the highest standards of integrity, and to **avoid conflicts, or appearance of conflict of interest.**
- A conflict of interest exists in any situation where an employee, either for himself/herself or some other person(s), attempts to promote a private or personal interest which actually or apparently:
  - Interferes with the objective exercise of the employees' duties as an employee of Health PEI;
  - Advances or enhances the employee due to their position with Health PEI.

# Workplace Expectations

Scent Free

Dress Code

Code of Conduct

Confidentiality



**Scent-free Area**

Scent Free

➤ Scent Free

**Health PEI**

**DRESS CODE**

- ▶ Uniforms are not to be worn while commuting to or from work
- ▶ Required to change in a designated locker room
- ▶ Maintain professionalism as well as Infection Prevention & Control standards



**One Island Health System**

# Code of Conduct



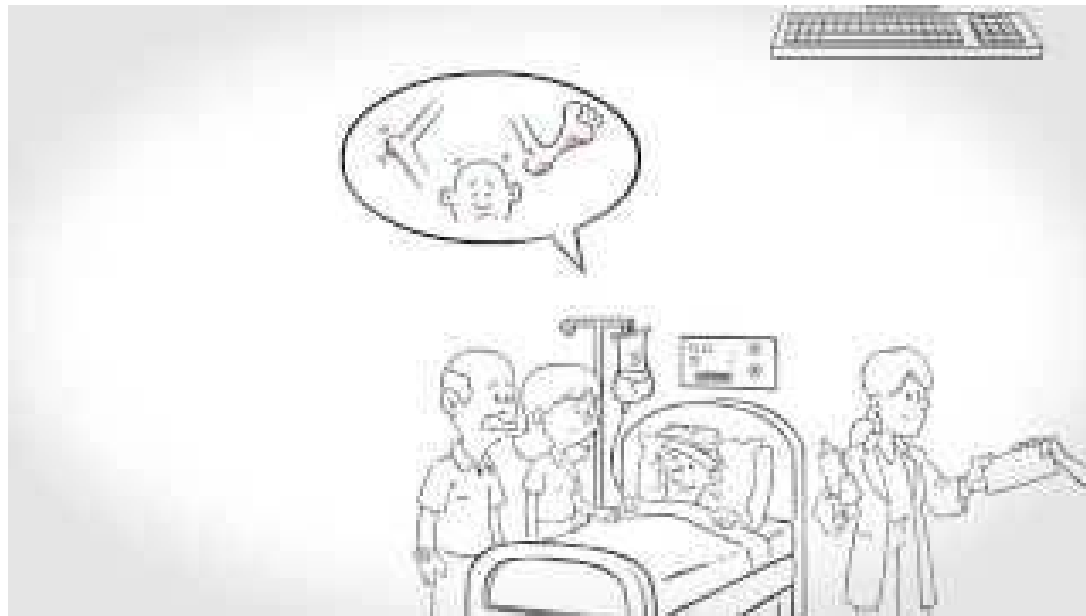
- Demonstrates how all Health PEI staff across the system are to live the organizations three core values: Caring, Integrity, Excellence
- Responsibility of all staff
- Companion document to all Health PEI bylaws, policies, procedures, Patient Bill of Rights, standards, and guidelines.

# Confidentiality

- Commitment to provide confidentiality of information to staff, physicians, volunteers and clients.
- **Strict confidentiality must be maintained** by all employees, physicians, volunteers, students, and any other persons who have access to documentation or information pertaining to patient diagnosis, treatment or personal affairs.
- Disclosure of any information will be cause for a review and could lead to discipline or termination of the employee.



# Confidentiality



<https://www.youtube.com/v/t2SB6JtgPhM>

# General HR Processes

# HR Contacts

## HR/Employee Services Assistant

*Process and advise managers and staff in relation to:*

Employee transactions  
Verification of the completion of HR Action Forms  
Payroll related functions (issuing ROE's, timesheet management)  
General administration of:  
Collective agreements  
Staffing  
Employee benefit administration

## HR Coordinator

*Ensure the consistent application of human resource services in the areas including:*

Staffing  
Development  
Human Resource planning  
Human Resource Information Management  
General Labour Relations  
Duty to Accommodate processes  
Return to work processes

## HR Manager

*Lead and advise in the areas of:*

Human Resource Management  
Labour Relations  
Workplace Investigations  
Contract/Collective Agreement  
Interpretation Strategic Planning  
Duty to Accommodate  
Return to work planning and options  
Oversight to WCB/OHS matters  
People management  
Discipline matters





# Staff Groupings

CUPE

- Service Workers & Cooks
- Maintenance Workers

IUOE

- Admin & Clerical
- Physiotherapist & Occupational Therapists
- Radiation Technologists

UPSE

- Resident Care Workers & LPNS
- Program Officers
- OT/Activity Workers

PEINU

- Registered Nurse
- Nurse Practitioners

Excluded

- Managers, Directors, Executive Directors, CAO's, CEO

Physicians

- Family Practitioners
- Specialist Physicians

# Collective Agreements



Written contracts between the union and employer that outlines terms and conditions of employment for employees in the bargaining unit



Each is 3-4 years in length



At the completion of the contract length, a new contract is negotiated  
This process may take over a year





## Benefits

### Casual Employees

- Receive regular rate of pay plus 12% in lieu of benefits

### Temporary

- Receive regular rate of pay and earn sick, vacation and stat holidays

### Long Term Temporary (PEINU, UPSE, IUOE)

- If hired for 1 year or more, you will also be eligible for life insurance, accidental death and dismemberment insurance and health & dental coverage

### Permanent

- Receive regular rate of pay, earn vacation, sick and stat holidays
- Eligible for life insurance, accidental death and dismemberment insurance, health/dental/travel insurance, long-term disability and pension

# Payroll Information

## Pay Periods

- Paid two weeks in arrears (covers from Sunday to Saturday)

## Pay advice stub every second Thursday

- Shift workers note: the first shift of the day is the night shift

## Insite Portal

- Designed to provide the employee with safe and secure access to personal pay and leave information.
- Accessible from any computer with internet connection.

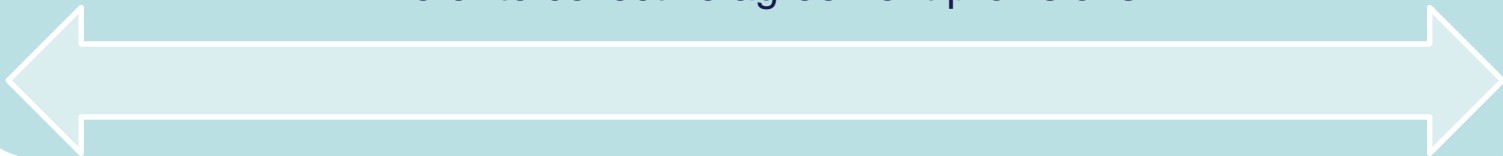


## Pay Rates

(step increments)

Step increases (after 1950 paid hours) will move to the next step in the pay scale until the maximum rate of pay is reached for that classification.

Refer to collective agreement provisions



# FORMS

## HRAF

- change of name, address, phone number, banking information

## Leave Of Absence

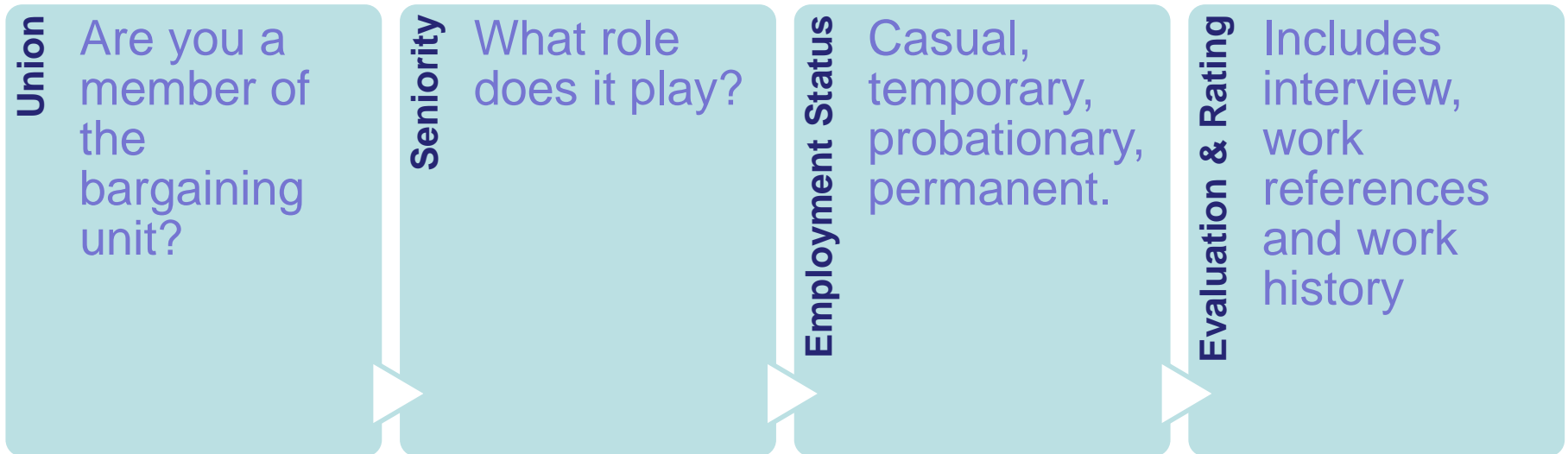
- leaves must be requested and submitted to manager for approval. Leaves include, but are not limited to: sick, medical/dental appointments, education, vacation, maternity, family illness, personal leave, etc.

# Staffing Process

## Job Postings

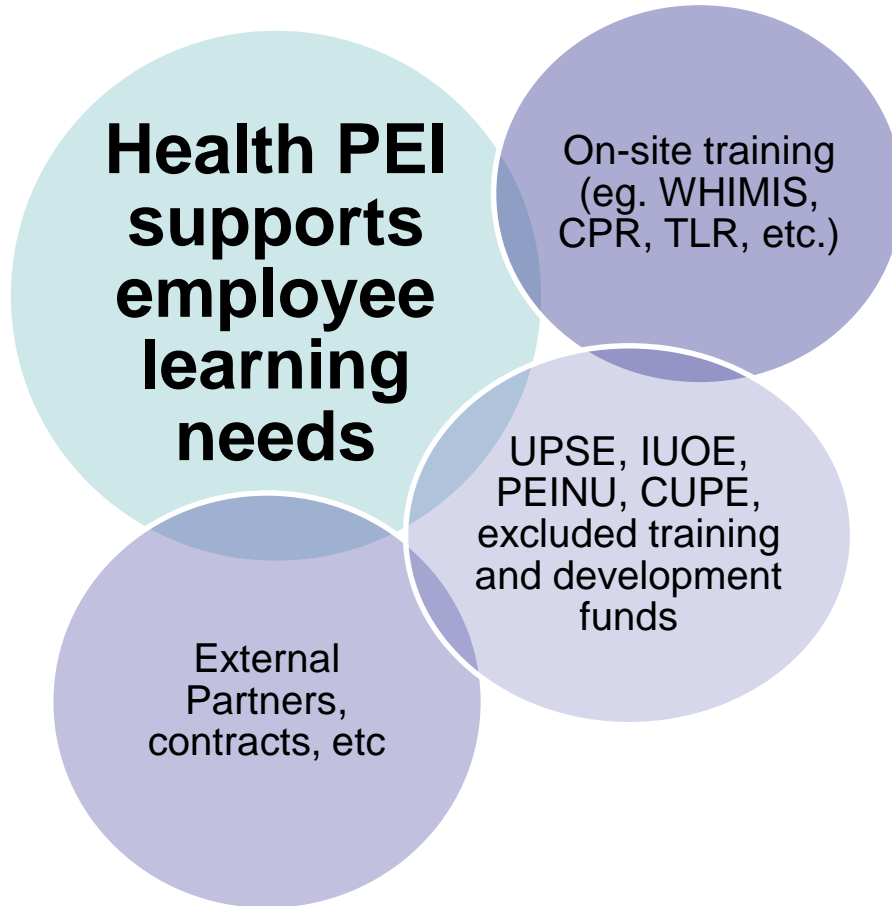
- PEI Public Service Commission coordinates staffing for Health PEI.
- Job vacancies are posted on bulletin boards and on the government health website for 7 days.
- Job applications are available at your worksites or visit the government website [www.gov.pe.ca/jobspei/](http://www.gov.pe.ca/jobspei/) or on your mobile device at ([www.princeedwardisland.ca/en/topic/jobs](http://www.princeedwardisland.ca/en/topic/jobs)) and click on job opportunities, how to apply and apply online.
- Submit application to the appropriate location as indicated at the bottom of the job posting

# Screening & Selection Process





# Training & Development



# Employee Assistance Program



**Short Term  
Counseling**



**Accessible**



**Confidential**



**Available to  
staff and  
their  
immediate  
families**

**Telephone:** (902)368-5738  
**Toll Free:** 1-800-239-3826  
**Fax:** (902)368-5737  
**E-mail:** [eap@gov.pe.ca](mailto:eap@gov.pe.ca)

Centre for Mental Health – tools, resources  
[www.workplacestrategiesformentalhealth.com](http://www.workplacestrategiesformentalhealth.com)

# Termination

## Resignation

## Retirement

- **Required to give notice as per appropriate collective agreement and policy.**
- **Permanent employees are required to meet with the manager (and a HR representative, if permanent status).**
- **Employees are required to return all employer property, eg. keys, locks, electronic key cards, etc.**



- Any Government of PEI employee can have their oral proficiency assessed (including Health PEI employees)
- Assessments are done by the French Language Services Manager either at the PSC offices, at your work location, or over the phone
- Takes 30 minutes total. No writing, no reading, simply an informal conversation to assess capabilities
- Contact Nicole Drouin @ PSC [nicoledrouin@gov.pe.ca](mailto:nicoledrouin@gov.pe.ca) for more information.
- Check out Education and Training in the Staff Resource Centre for **French Language Training**.





# whmis



The Workplace Hazardous Materials Information System (WHMIS) helps you to know about the hazardous products that you use and store in your workplace



WHMIS Training should be updated every year

# Staffing Tools

- Administrative Forms
- Employee Resources
- Training & Development
- Workplace Wellness & Safety
- Accreditation
- Strategic Direction

## Staff Resource Centre



Visit the staff resource centre website at <https://src.healthpei.ca/>