

Health PEI

One Island Health System



Employee Handbook

Information on Health PEI guidelines, policies, programs and services related to employment.

Revised January, 2015

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Welcome

I am very pleased to welcome you to Health PEI on behalf of the Board, our leadership team and your new colleagues in Health PEI.

As a new employee to our organization, you are joining a team of more than 5,000 people who are dedicated to providing quality, safe services.

Health PEI's strategic plan 2013-2016 is focused on three main areas: access, quality and efficiency. There are also four key strategic dimensions that will guide us in achieving our vision of *One Island health system supporting improved health for Islanders*.

Our vision is about working together as a single, integrated system of care while making the most effective use of limited resources. As a team, we continue to make great progress as we work toward achieving that vision.

In terms of improving access, Health PEI is focussed on reducing wait times in five key areas: primary care providers, long term-care, mental health and addiction services, elective surgeries and emergency services. Please visit our Health PEI website, healthpei.ca, to review our strategic plan, annual business plan and learn more about the organization.

Quality and patient safety are paramount in the delivery of health care services and form the foundation of all our work in Health PEI. I encourage you to make this your commitment.

Congratulations on joining our team. We will do our best to ensure your experience with Health PEI will be inspiring and rewarding.

Sincerely,

Dr. Richard Wedge

CEO

Employee Handbook

Introduction

Every employee plays an essential role in the delivery of quality services to the public.

The Employee Handbook is a general guide designed to assist employees in accessing information important to them in performing their duties. The handbook contains information on Health PEI guidelines, policies, programs and services related to employment.

If you have additional questions about items in the Employee Handbook, contact the Human Resources Department in your area.

Mission & Values

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.
- **Excellence**
 - We pursue continuous quality improvement through innovation, integration, and the adoption of evidence-based practices.
- **Integrity**
 - We collaborate in an environment of trust, communicate with openness and honesty, and are accountable through responsible decision-making.

Goals

Quality, Access and Efficiency

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HEALTH PEI

HEALTH SERVICES ACT

“**HEALTH SERVICES**” means services related to the prevention of illness or injury, the promotion or maintenance of health, or the care and treatment of sick, infirm or injured persons and includes: (i) hospital services, (ii) community health services, (iii) public health services, (iv) mental health services, (v) addictions services, (vi) long-term care services, (vii) home care services, (viii) ambulance services, (ix) medical services, (x) diagnostic services, (xi) primary care services, (xii) pharmacy services, (xiii) dental services, and (xiv) such other services as are prescribed;

Minister

The Minister and the Department of Health and Wellness shall ensure the provision of health services in the province in accordance with the provincial health plan.

The Minister shall establish, and may amend, a provincial health plan, which shall include:

- (a) the principles upon which the provision of health services in the province are to be based;
- (b) the goals, objectives and priorities for the provision of health services in the province;
- (c) the health services to be provided or made available in the province and the health facilities to be operated by Health PEI;
- (d) the health services to be provided or made available in the province and the health facilities to be operated by the Minister;
- (e) a comprehensive financial plan that includes a statement of how financial, material and human resources are to be allocated to meet the goals, objectives and priorities established in clause (b); and
- (f) any other matter prescribed by the regulations.

The Minister may:

- (a) establish standards for the provision of health services in the province;
- (b) transfer to Health PEI, in accordance with the provincial health plan, such assets and liabilities, as the Minister considers appropriate;
- (c) assign to Health PEI, in accordance with the provincial health plan, such contracts entered into by the Minister, as the Minister considers appropriate;
- (d) establish, in writing, performance targets for Health PEI respecting its operations, financial management or the provision of health services;
- (e) issue directions to Health PEI, or establish policies or guidelines, respecting the management of its operations and the provision of health services by Health PEI;
- (f) provide Health PEI with consultative support services;
- (g) make capital expenditures for the construction or renovation of a health facility or the supply of equipment for a health facility;
- (h) operate information systems relating to health services;
- (i) monitor patterns and results in the health system to evaluate the effectiveness of Health PEI in respect of its responsibilities; or
- (j) take such other actions as are prescribed in the regulations.

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The Minister may, in consultation with Health PEI, establish an accountability framework that describes the roles and responsibilities of the Minister and Health PEI in relation to each other within the provincial health system. The Department of Health and Wellness will focus on setting health policy and direction, increasing the focus on wellness, and monitoring the work of Health PEI to ensure they meet their commitments.

Establishment of Health PEI

Health PEI has the same general powers as conferred on a company incorporated under the *Companies Act* R.S.P.E.I. 1988, Cap. C-14, except where such powers are inconsistent with this Act.

Health PEI will operate and manage health facilities and services on the Island.

Board of Directors

The affairs of Health PEI shall be controlled and managed by a Board of Directors, appointed by the Minister, consisting of no less than nine and no more than eleven members who shall

- a) first, possess the skills, knowledge, experience and competencies determined by the Minister as being necessary to ensure the effective governance of Health PEI; and
- b) second, be representative of various community perspectives.

Chief Executive Officer

The Board shall appoint a chief executive officer who shall be responsible to the Board for the general management and conduct of the affairs of Health PEI within the policies and directions of the Board. The Minister may appoint the first chief executive officer of Health PEI.

Functions

- 1) Health PEI shall
 - a) provide, or provide for the delivery of, health services in accordance with the provincial health plan;
 - b) operate and manage health facilities in accordance with the provincial health plan;
 - c) manage the financial, personnel and other resources necessary to provide the health services and operate the health facilities required by the provincial health plan; and
 - d) perform such other functions as the Minister may direct.

Employee Handbook

Collaborative Model of Care

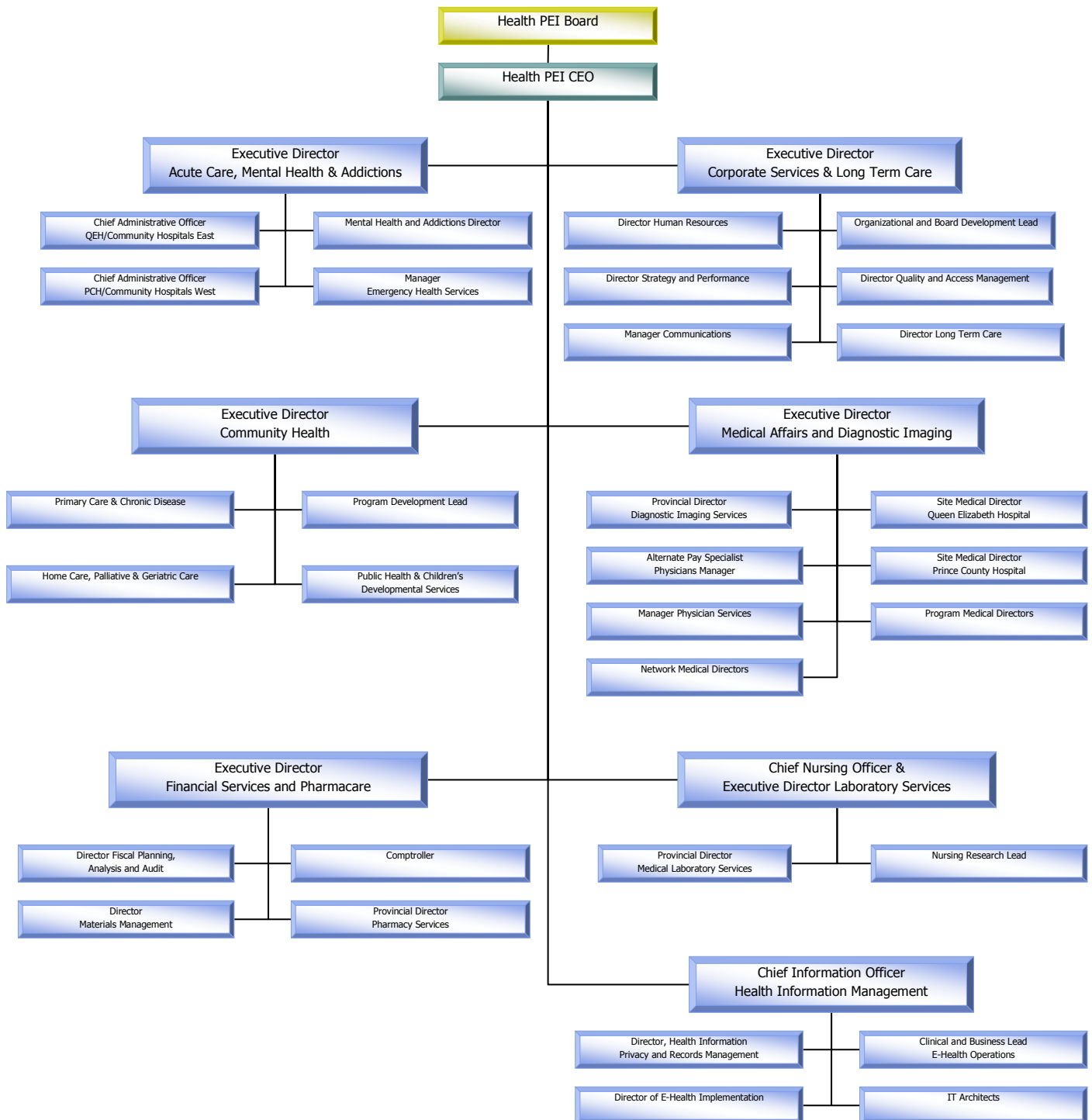
The PEI Health System faces ongoing challenges related to health human resource shortages, increased demand for services, an aging population, and rising costs. We are changing several ways we organize and deliver care to ensure that we are able to provide high quality sustainable health care to Islanders in the years to come.

The collaborative care model on PEI is a province-wide initiative that consists of all areas of the health system including acute-care, long-term care, home care, and primary health care. This model sees teams of providers working collaboratively to their full scope of practice to ensure the patients, clients or residents needs are met in a coordinated, consistent, and timely manner. The role of RNs and LPNs is being optimized and RCWs /PCWs will experience greater growth in the system. As well, the role of allied health professionals will be examined to ensure they are also used in the most appropriate way in providing care. However, collaborative model of care is more than an examination of scopes of practice; it is a system-wide initiative to improve the way we organize and deliver care. It includes comprehensive and standardized approaches to patient transfers and discharge planning to provide the safest care possible. It is about providing clear education on the medications being prescribed and engaging with the patient about what supports they will need upon their return to home and how they can self-manage their illness.

The need to involve patients and their families more directly in their own care is also an important principle for this new model. This model leverages all tools available to ensure quality, safe care delivery including care plans, order sets, and the Clinical Information System. Patient safety has been, and will continue to be, the centre of all planning as implementation moves forward.

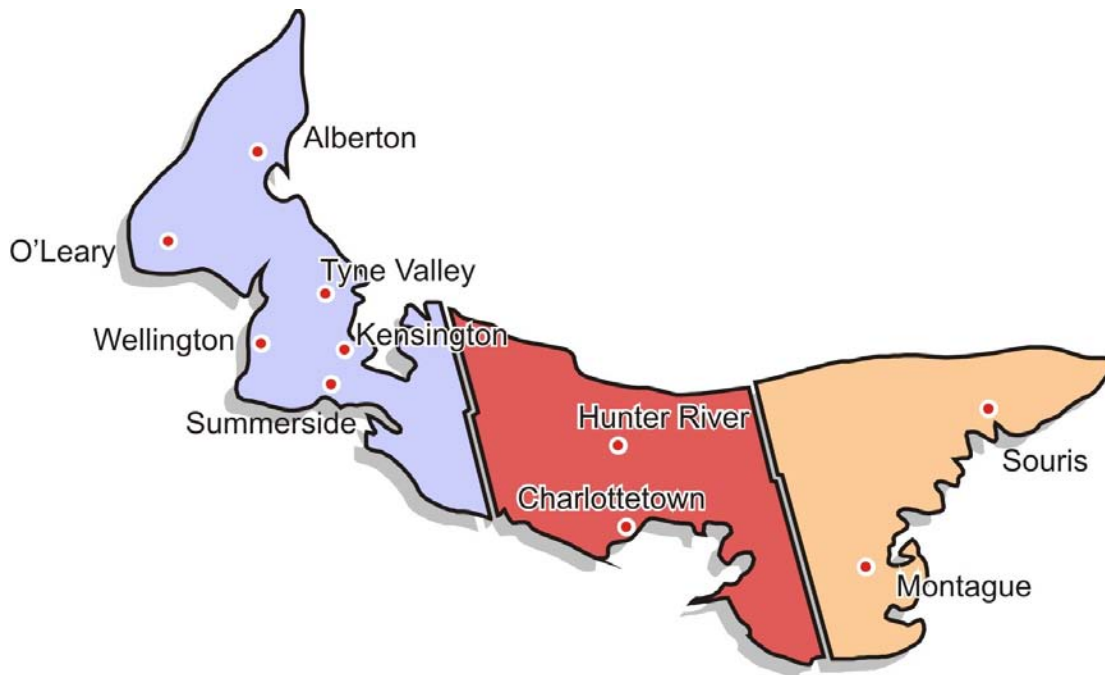
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Executive Leadership Team



Employee Handbook

One Island Health System



PRINCE	QUEENS	KINGS
<p>Alberton Home Care Maplewood Manor Western Hospital</p> <p>O'Leary Beechwood Community Health Centre Community Hospital Community Mental Health Community Hospital Home Care Margaret Stewart Ellis Home (LTC)</p> <p>Summerside Addiction Services Community Mental Health Diabetes Program Geriatric Program Harbourside Family Health Centre Home Care Prince County Hospital Public Health Summerset Manor Wedgewood Manor</p> <p>Kensington Kensington Medical Centre Laundry Services</p> <p>Tyne Valley/Wellington Evangeline Community Health Centre Stewart Memorial Tyne Valley Health Centre</p>	<p>Charlottetown Beach Grove Home Clinical Information Systems (CIS) Diabetes Services (Central) Garfield Street: Corporate Services Financial Services Medical Affairs Health Recruitment & Retention Secretariat Hillsborough Hospital Home Care McGill Centre Medicare Services Prince Edward Home Provincial Dental Services Provincial Pharmacy Services Public Health Nursing (Central) Queen Elizabeth Hospital Queens East Health Networks Queens West Health Networks Richmond Centre Sherwood Home Speech Language, Sherwood Business Centre</p> <p>Deacon House Lacey House Mt. Herbert Provincial Addictions Treatment Facility Talbot House</p>	<p>Souris Colville Manor Family Health Centre Home Care Mental Health / Addictions Primary Care (Speech Language/Dietitians) Public Health Nursing Souris Hospital</p> <p>Montague Home Care Family Health Centre Kings County Memorial Hospital Primary Care (Speech Language/Dietitians) Public Health Nursing Riverview Manor</p>

Employee Handbook

Policies and Programs

Attendance Management

Purpose

As an employer, Health PEI expects reasonable work contribution from employees for the remuneration it provides. Two fundamental responsibilities of the employee are regular attendance and productivity. Labour costs represent a significant operating expense, therefore, Health PEI requires employees to report to work regularly, to be on time, and to be productive. An absent employee disrupts workflow and schedules, requires workload reallocation, has an effect on the workload of coworkers, and can negatively affect morale and the quality of services we provide to patients, residents and clients. Health PEI provides health support services to assist employees to improve their health and to assist them in time of need and when they are ill. This helps employees to maintain good attendance and productivity at work.

Procedure

Reporting Absences

Subject to urgent or extraordinary circumstances, employees must report all absences from work to their supervisor or his/her designate as far in advance as reasonably possible, and where applicable according to work site scheduling guidelines, by:

- a. calling and speaking to their direct supervisor or designate,
- b. providing the reason for the absence, and
- c. providing a telephone number at which the employee may be reached and their expected return to work date.

Attendance Review

Health PEI will review the attendance record of each employee on a regular basis. Direct supervisors will collect and maintain attendance data for each employee.

When an attendance problem arises, the employee's direct supervisor, in consultation with Human Resources (HR), will classify each absence as "non-culpable" (innocent) or "culpable" (blameworthy) in order to decide the appropriate response.

Employee Handbook

Acceptable Use Standards (IT and CIS)

IT Acceptable Use – Computer Resources (including those transported and/or used outside the office) contain client and personal information whose confidentiality, integrity and availability must be preserved and protected at all times.

- Computer Resources will be used only in direct support of authorized projects and activities.
- Employees are responsible and accountable for the use of their user ID, passwords and access control items in their possession for the computer systems. They are not to be shared with anyone without the approval of IT Security Coordinator or designate.
- Removal of, or alterations to, computer hardware or components must be approved by the IT Security Coordinator or designate.
- Computer software installed on computer systems must be approved by the IT Security Coordinator or designate.
- Changing computer systems configuration is not permitted unless approved by the IT Security Coordinator or designate.
- Copyright provisions of computer software must be adhered to - no unauthorized copying.
- Electronic data received from external sources, including the Internet, must be scanned for computer viruses before being executed or stored on computer systems.
- Computer systems are not to be used for any activity which will cause embarrassment to you or the government and must not be used to access or promote pornography, racism, hatred or any illegal activities.
- Electronic data must be stored on the file server where possible. If electronic data is not stored on the file server, it is your responsibility to prepare and maintain backup copies.
- Any breach of this policy is to be reported immediately to your supervisor and the IT Security Coordinator or designate.
- The employee will be held personally responsible for a violation of this policy, which can lead to loss of access privilege, or disciplinary actions up to and including dismissal.

Use of computer systems can and will be monitored periodically for compliance with this policy.

Employees will be required to sign that they have read and understand this policy.



Employee Handbook

CIS Acceptable Use

Application – This clinical standard applies to all users of the CIS.

Acceptable Use

- to access the record of a patient to whom you are actively providing care.
- for a receiving health care provider to access the record of a patient being transferred to their care.
- to access the record of a patient if a primary care provider requests you to access the record to view results for the purpose of providing care in a non-clinical setting. You must have prior, written care direction from the primary care provider as well as the prior, signed consent of the patient before accessing the record.

Not Acceptable Use

- to access your own record unless you have signed a release of information form and submitted it to Health Medical Records for filing in your paper record. The consent will be valid for 48 hours only.
- to access a patient record when the patient is no longer actively receiving your care except if it is for an acceptable use.
- to access a patient record unless you are actively providing care. This includes, but is not limited to: family members; friends or acquaintances; staff, colleagues or co-workers; public officials. If you require access to a record as described, you must have the consent of the person who the record is about. You must be able to provide a copy of the consent in the event of an audit. Consent is valid for a maximum of 12 months.

Please access the full policy for details regarding acceptable use for Quality Assurance and Educational purposes.

Employee Handbook

Code of Conduct

Purpose

The purpose of the Code of Conduct is to articulate how all Health PEI staff across the system are to live the organization's three values identified in the Strategic Plan: *Caring, Integrity and Excellence*. The Code of Conduct promotes a civil, safe and productive workspace by clarifying for all what it means to live Health PEI's values.

The quality of care we provide to people accessing our health system is dependent upon the quality and integrity of those working within Health PEI. This Code can help us to better understand each other and enable us to work together effectively so that we can continue to provide high quality care.

The Code of Conduct is a companion document to all of Health PEI's bylaws, policies, procedures, Patient Bill of Rights, standards and guidelines that set out the rules by which we govern ourselves, it is not intended to be used as a standalone enforcement tool.

The Code of Conduct complements but does not replace other professional or institutional Codes of Conduct that may already apply to staff within Health PEI.

Who is covered?

For the purpose of this Code of Conduct, all Health PEI staff have responsibilities under the Code. This includes all individuals that are part of, or work within our health system. This includes but is not limited to:

- All Employees of Health PEI, including all levels of administration and management
- Physicians, and other health professionals who provide care or services on behalf of Health PEI
- Members of the Health PEI Board of Directors and other boards for which Health PEI is administratively responsible
- Contractors
- Students, trainees and educators
- Volunteers

Our Responsibilities

It is the responsibility of all Health PEI staff to make sure that we understand the Code of Conduct and use it to guide our actions in the workplace. When we have concerns or are unclear about something related to the Code, we are encouraged to raise it with management.

It is the responsibility of Health PEI managers to reggae with staff using the Code of Conduct as a tool to support and promote team health and functioning.

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Communications



There are several communication systems which varies within each centre ie. patient call bells, pocket pagers, walkie talkies, interdepartmental mail and overhead paging. Overhead paging is used only in special circumstances.

The telephone system operates under the provincial “Centrex” system. Employees can phone internally within most Health P.E.I. facilities, government offices, hospitals and schools across the Island within the system by dialing 4 digits, however, for calls to and from Charlottetown to other areas dial 8 + the 4 digit number and for other areas to Charlottetown dial 6 + the 4 digit number.



In the hospitals cell phone use is prohibited in ICU, Emergency and OR units. Staff must be conscious of noise control, privacy and limited locations of cell phone conversations to non-patient and non-public areas.



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Confidentiality

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/resident/client diagnosis, treatment or personal affairs. We must always remember that patient/resident/client information is extremely sensitive in nature and every step is taken to ensure confidentiality and respect of other's privacy. All information acquired from the patient/resident/client or learned through others regarding the patient/resident/client or his/her family during the course of receiving assessment, treatment or service must be treated as confidential. Specific personal and financial information is to be shared with others on a **need to know basis only**. This information may be verbal, written, electronic or other form.

Confidentiality means respecting the dignity of others and keeping information private. While working in a health care organization we see and hear confidential information daily. We may get so accustomed to being around this information that we forget it is to be kept private.

Maintaining confidentiality and privacy is an expectation of each physician, employee, student, volunteer in the organization, no matter which area we work in. All information that you learn about a patient or their family must be kept private.

Individuals who work in a health care setting have a moral, ethical and legal obligation to honour others right to privacy. Once we share information we have no control over what that person does with the information. Be aware of the risks of breach of confidentiality when using social media, i.e. web-based and mobile technologies such as weblogs, pod casts, social networking, internet forums, etc.



The responsibility to keep information confidential is up to you.

A breach of confidentiality may result in disciplinary action, up to and including dismissal.

Employees will be required to sign a 'pledge of confidentiality' as confirmation that they have read and understand this policy.

Employee Handbook

Conflict of Interest

Employees are to conduct themselves in accordance with the highest standards of integrity, and avoid conflicts or appearance of conflicts of interest as employees of Health PEI.

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:

1. interferes with the objective exercise of the employees' duties as an employee of the Authority.
2. advances or enhances the employee due to their position with the Authority.

Each employee is responsible for taking the necessary actions to prevent conflicts of interest from arising and resolving those that do arise.

All employees are required to promptly report to his or her supervisor any issue, interest, or planned interest that presents, or appears to present, a conflict of interest as an employee of Health PEI. Knowingly failing to report such a conflict may result in disciplinary action. The supervisor, with the Director of their Division, will review the circumstances and consult with the necessary parties to make a final disposition and to identify actions to address any such conflict of interest.

Employee Handbook

Criminal Records Check

Health PEI is committed to employment policies which respect all legal requirements of employment and which ensure the appointment and placement of only qualified persons of good character. This commitment is imperative to ensure the safety and security of clients, residents and patients; and, that of all those who work, volunteer, or participate in student placements/programs (including on-the-job training, clinical placement, Bachelor of Nursing Student placements, Health Care Futures, etc) for Health PEI, or rely on its services, and to preserve Health PEI's property and assets.

As part of its commitment in this regard, Health PEI will require that any new employee, volunteer or student submit a criminal record check, including the vulnerable sector check and, if necessary, provide a certified criminal record check before any offer of employment or volunteer/student placement can become operative. All new physicians working at any Health PEI site shall also submit a criminal record check, including the vulnerable sector check and, if necessary, provide a certified criminal record check.

Because of the ease and frequency of employee movement from position to position in the PEI health system, this policy has been designed to apply all positions within the system.

All criminal records checks and criminal abstracts will be forwarded to the Human Resources Manager or designate marked "Confidential" and the HR Manager or designate will adjudicate, in conjunction with the hiring manager, any findings of a criminal history. In order to adjudicate the findings, the HR Manager or designate may consult with the immediate supervisor of the position or with legal or other professional resources provided the consultation occurs in a manner which does not reveal the identity of the individual concerned.

The criminal record check, including the vulnerable sector check, and if applicable, certified criminal record check will be stored in a secure file with Human Resources. The volunteer and clinical placement records will be maintained by Volunteer Services or the department supervisor/manager. This information is strictly confidential. Access to such information is restricted to designated administrative employees charged with responsibility for management of all information relating to criminal record checks and abstracts and to persons directly involved in the hiring or volunteer/student placement process. It will be used only in relation to the initial hiring decision of the candidate.

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Diversity & Equity

Health PEI believes that every employee, client, or other persons associated with its operations has a right to equal treatment with respect to all services, programs, employment, goods and facilities provided by Health PEI, without discrimination and free from harassment. Health PEI recognizes the following protected grounds: race, colour, ethnic or national origin, citizenship, religion, creed, sex, sexual orientation, political belief, age, marital status, family status, physical handicap, mental handicap, and conviction for which pardon has been granted.

The objectives of this policy are:

- to raise awareness and understanding of the value of diversity;
- to identify and change policies, procedures and practices that have an adverse effect on designated group members;
- to increase opportunities for qualified members of the designated groups to obtain meaningful employment within the public service; and
- to fully utilize the diverse range of skills, knowledge and perspectives.



Employee Handbook

Employee Assistance Program



Offering Confidential Help with Personal Problems

The mission of EAP is to contribute toward the total health of employees in order to have a productive and satisfied workforce. This is accomplished in a two-fold manner through:

1. confidential counseling offered to employees whose job performance is (or has the potential to be) adversely affected by personal or work-related stress; and
2. timely group sessions focusing on wellness programming delivered in the worksite.

Application/Eligibility

The program is available to all probationary and permanent employees, contract employees, interns, as well as all other employees with six months continuous service, within all provincial government departments, agencies and commissions and the regional education and health boards and immediate family members.

Principles

- Management and Union working together can help employees deal with personal or work-related stressors which can lead to deteriorating work performance.
- The Employee Assistance Program applies equally to all employees as defined in Section V of the handbook. (<http://iis.peigov.gov/t/psc/eaphandbook.pdf>)
- Call the EAP office at 368-5738 or when calling long distance, phone toll free 1-800-239-3826.
- The Employee Assistance Program respects confidentiality and privacy of information.
- EAP encourages employees to voluntarily seek help for personal problems which may affect job performance.
- EAP offers assistance for a wide range of problems which may include physical, emotional, marital or family distress; legal or financial problems, various addictions; issues of harassment, job-related stress or job conflict.

French Language (If you speak another language, let Human Resources know.)

The French Language Training Program (FLTP) offers learning opportunities in a variety of formats for bilingual and non bilingual employees. The goal of the centre is to maintain and improve the quality of French offered through provincial government services to the public and to provide development opportunities in learning French for all government employees. The curriculum is based on the Language Training Canada Program and uses a communicative approach effective for use of French on the job as well as in social contexts.

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Harassment

Health PEI, as employer, has developed a policy for Respect in the Workplace: Prevention and Resolution of Harassment in the Workplace to:

- Promote, establish and maintain a harassment free workplace.
- Provide procedures for investigating and resolving complaints of harassment, and remedying situations where instances of harassment occur.
- To meet the employer's ethical and legal obligations to provide a harassment free work environment.

Health PEI is committed to providing a workplace in which all persons can expect to be treated with dignity and respect. Harassment undermines an individual's self-respect and adversely affects work performance and well-being. It also reduces the productivity and effectiveness of the health system. All employees have the right to work in an atmosphere free of harassment.

Harassment in the workplace includes human rights harassment, personal harassment, sexual harassment, and abuse of authority.

- a) Personal Harassment, means any unwarranted, offensive behaviour that is known or ought reasonably to be known to be unwelcome. It includes any comment, conduct, gesture or display that demeans, intimidates or causes embarrassment to another person.
- b) Sexual Harassment means any conduct, comment, gesture or contact of a sexual nature that is likely to cause offense, embarrassment or humiliation to the recipient; or that might, on reasonable grounds, be perceived by the recipient as placing a condition of a sexual nature on employment or on any opportunity for training or promotion, or on receipt of a service or benefit provided by the Employer. It is not flirtation, chit chat or good natured jesting that is sometimes part of office life when both parties find the conduct acceptable.
- c) Abuse of Authority means an individual's use of power and authority inherent in the position held in a manner which serves no legitimate work purpose and which ought reasonably to be known to be inappropriate. It includes misuses of power which are intimidating, coercive or demeaning.

Note: The legitimate and proper exercise of the employer's right to supervise or manage (for example, performance reviews, work evaluation and disciplinary measures taken for any valid reason) does not constitute harassment under this policy.

Both males and females can be victims.

Questions related to this policy should be directed to your Human Resources Department.

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Inclement Weather Conditions

Health PEI facilities operate on a 24 hour, 7 day per week schedule and as such, do not close due to weather conditions. All staff are responsible for making their own personal safety decision when it comes to 'traveling to' or 'leaving' work during inclement weather.

Managers/supervisors should not give advice on travel conditions or advise staff to attend or leave work. Staff who chose to stay at home or are approved to leave work early due to inclement weather should advise their manager/supervisor and discuss the method of leave that they will access to cover the time off work (leave usage). Respective collective agreements address leave usage - staff can access vacation, time in lieu, time off without pay or request to make the time up.

Regardless of public announcements pertaining to Provincial Government Civil Service office closures, Health PEI offices will remain open for business. Some non-24 hour sites may cancel client appointments or close the building to public access after consultation with the respective Director.

Due to operational requirements staff may be required to remain at the worksite during a storm until such time as a replacement arrives.

Orientation

Some facilities offer a one day General Orientation which must be attended by all new employees. The purpose of this program is to familiarize new employees with the facility and the facility's policies and regulations. In addition to the general orientation program, departments provide orientation as required.

Other facilities provide orientation which is more departmental specific but includes all the information necessary for new employees to become familiar with the work environment and with the policies and regulations governing the workplace.

Employee Handbook

Performance Development and Appraisal

Health PEI recognizes and values the significant contributions of its employees to the provision of quality programs and services. Health PEI is committed to the continuous learning and professional development all its employees and will implement and sustain leading HR practices including a progressive performance management and appraisal system. Health PEI recognizes that effective people management practices are associated with quality service and quality health outcomes for patients/clients/residents and families, and that commitment to continuous learning is an important tool in the recruitment and retention of highly qualified employees. Health PEI is committed to building its internal leadership capacity to enhance succession planning, employee well-being and organizational outcomes.

The primary purposes to employee development and performance management are to:

- a) Align the work of employees to the strategic direction of the organization;
- b) Provide accessible and planned continuous learning opportunities for employees;
- c) Establish individual learning and development plans with specific;
- d) Engage in leadership development and succession planning through employee career pathing and professional development;
- e) Reinforce the fundamental value of regular and ongoing communication between a supervisor and employee; and
- f) Provide meaningful review and feedback on employee performance.

Performance Development Plans are to be completed at least every 12 months, or every 2 years for those supervisors with large spans of control, with all employees, but may be completed more frequently, if required or desired.

The Performance Development Process is a participatory process for all employees, linking an individual's work plans and performance to the overall vision of the organization. The focus is on fostering open communication, being proactive, responding to difficulties in a timely manner through a problem solving approach, and recognizing success. Individual and organizational goals are mutually compatible within a work environment dedicated to helping people who are already good at their jobs and striving to perform even better.

The Performance Development Process is not an event, or a series of events; it is an ongoing cycle that needs to be used year round.

Learning is a shared responsibility between the individual and the organization. There is a mutual obligation – an obligation on the part of employees to take charge of their own professional development and training and an obligation on the part of the organization to offer an environment that is conducive to learning.

The full policy is available from your Human Resources Department.

Employee Handbook

Scent Free

Health PEI is dedicated to providing a healthy, comfortable and productive work environment for employees. This goal can only be achieved through ongoing efforts to protect individuals sensitive to scents (employees and clients) and help all employees adjust to a restriction on scented products in the workplace.

Employees, physicians, students, and volunteers are requested not to wear perfumes, colognes and scented products while at work.

All patients, clients and visitors are requested to refrain from wearing perfumes, colognes and scented products.

Smoking



The *Smoke Free Places Act* came into effect on June 1, 2003.

The following amendments made to the province's Smoke-Free Places Act became law on the date of proclamation - September 15, 2009:

- Eliminating designated smoking rooms in public places and work places;
- Eliminating designated smoking areas on hospital grounds, with the exception of Hillsborough Hospital (patients are exempt);
- Prohibiting smoking in vehicles with minors under the ages of 19 present;
- Prohibiting smoking on patios/decks of eating establishments and licensed establishments during certain hours of operation (Exemption between the hours of 10 p.m. to 3 a.m.);
- Provide exemptions that permit designated smoking rooms for residents in long-term care facilities (public and private) as well as shelters for victims of domestic violence.

The *Act* prohibits smoking on all Health PEI grounds by staff, physicians, volunteers, patients or visitors.

All employees are responsible to adhere to the No Smoking Policy. As in the case of any employer policy, non-compliance will be treated as an infraction of the Employer's rules and will be subject to the discipline process.

Employee Handbook



Travel

Collective agreements and policies provide for payment of mileage for traveling to meetings, training sessions, workshops, union business, etc. When determining if mileage is applicable, employees and managers should refer to the appropriate collective agreement.

Working Alone

To provide for measures to protect the health and safety of, and minimize risk to, any worker working at a workplace who is the only worker of the employer at that workplace, in circumstances where assistance is not readily available to the worker in the event of an injury, ill health or emergency. Strict adherence to this policy will help to meet health and safety legal requirements and demonstrate due diligence in work alone situations.

The Employer shall consult with the workplace occupational health and safety committee or representative and with the employee who will be working alone to assess the conditions under which the employee is working, determine potential hazards and ways to minimize them, establish a means and schedule for communication with a contact person and provide for assistance in an emergency situation. The activities the employee will be doing need to be assessed for their level of risk; higher risk activities require shorter times between communication with the contact person. The result will be a written plan for working alone in a specific site.

Employee Handbook

Human Resources

Benefits & Deductions

Membership in the Public Service Group Insurance Plan (PSGIP) is compulsory for all new permanent employees. Mandatory benefits include Group Life Insurance, Accidental Death and Dismemberment, and Long Term Disability. Health and dental plans (optional) are available and provide family or single coverage. This coverage is also available to long term temporary UPSE, PEINU, and IUOE employees (temporary positions posted with a duration of 12 months or more). Optional Life Insurance coverage is also available to both the employee and their spouse. Johnson Inc. will provide enrollment forms. Employees can access a PSGIP Booklet which summarizes the provisions of the various plans on-line at www.mybenefitplan.ca. If you have any questions concerning these benefits, please contact Johnson Incorporated at 902-628-3537 or toll free at 1-800-371-9516.

Certain deductions will be made through payroll deduction as required by law, union contracts or by mutual agreement.

- a) Income tax
- b) CPP (Canada Pension Plan)
 - All employees over the age of 18 must contribute.
 - Under 65 and you work while receiving your CPP retirement pension, you and your employer will have to continue making CPP contributions.
 - Between ages 65 and 70 and you work while receiving your CPP retirement pension, you can choose to continue making CPP contributions.
- c) Employment Insurance
 - All employees must pay Employment Insurance and are entitled to all benefits contained in the Act.
- d) Union Dues
 - Deductions are made as authorized by Union of which the employee is a member.
- e) Pension Contributions
 - Pension plan deductions for permanent employees are explained on the website: www.peicssf.ca
- f) Group Insurance Premiums
 - compulsory and optional deductions are explained on the website: www.mybenefitplan.ca
- g) Canada Saving Bond
 - Optional
- h) United Way Fund
 - Optional
- i) Hospital Foundations
 - Optional

Employee Handbook

Department (respectful workplace)

A cheerful pleasant manner and a courteous willing attitude towards patients, visitors and staff are beneficial to all concerned. Employees shall be required to be punctual in reporting for duty, neat in appearance and due to the nature of their employment be courteous, patient, and understanding with emphasis being placed on neatness and cleanliness, and be ever mindful of the well-being of the patients/residents/clients. In the interest of patient care, good behaviour is essential and members of staff are required to abide by the organization's rules and regulations or suffer possible disciplinary action.

Employee Status

Casual Employees – Receive regular rate of pay + 12% in lieu of benefits

Temporary Employees – Receive regular rate of pay + earn vacation, sick, and statutory holidays.

IUOE, PEINU, or UPSE Long Term Temporary Employees – If the temporary position is posted for 12 months or more, receive regular rate of pay, earn vacation, sick and statutory holidays + are eligible for life insurance, accidental death & dismemberment insurance, health, and dental coverage.

Permanent Employees – Receive regular rate of pay, earn vacation, sick, and statutory holidays + are eligible for life insurance, accidental death & dismemberment insurance, health, dental, travel, long term disability, and pension.

Hours of Work

Full time employees will normally work 75 hours bi-weekly, with shift times varying in each department.

Employee Handbook

HR Action Form (personal information/direct deposit)

If you have a change of name, address, or bank account, you must contact the Human Resources Department to have your employment records updated and Johnson's Inc to update your benefits information.

Leave of Absence (form - types/approval/notification)

Leaves of Absence are outlined in each collective agreement. You must apply for leaves on the "Leave of Absence" request form and submit to your manager for approval. Leaves include but are not limited to: sick, vacation, maternity, family illness, compassionate, etc.

Time in Lieu is banked, at the request of the employee based on collective agreement provisions and approval of the manager, when an individual has worked overtime and wishes to take time off at a later date rather than be paid for the overtime. It is recommended that the time in lieu bank not exceed 37.5 hours.

Statutory Holidays - Permanent full time employees receive 12 statutory holidays per year as outlined in the collective agreements and policy. These are added to your stat bank on the statutory holiday. The float is added to the float holiday bank in January each year. Statutory holidays and the float holiday must be used in the year credited.

Permanent part time employees earn statutory holidays on a pro-rated basis each pay period based on the hours worked and are added to the stat bank during each pay period's processing cycle.

Employee Handbook

Pay Periods

Pay is two weeks in arrears. Payday is every second Thursday. Pay periods run from Sunday to Saturday. Please check your pay advice to see that your pay is correct. An important point to note is that the first shift of the day is the night shift. If you are booked to work on Monday night at 11:30 p.m. (2330 hours), the shift is marked on the schedule and on the pay sheets as a shift worked on Tuesday.

Pay Rates (step increments)



Step increases occur in accordance with collective agreement provisions which indicate that after completion of 1950 paid hours an employee will move to the next step in the pay scale until the employee has reached the maximum rate of pay for that classification. Overtime is not included in the calculation of hours.

Pension

The Civil Service Superannuation Pension Plan is compulsory for all new permanent employees. Contributions paid are based on the employee's gross salary. The employer contributes an amount equal to that contributed by the employee. Information regarding the pension plan can be found on the Government website www.peicssf.ca.

Personal Dress and Appearance

Employees are expected to maintain a clean, professional appearance at all times. Check with your supervisor regarding the dress and footwear code in your department.

Employee Handbook

Personnel File



Human Resources will maintain and store only one recognized personnel file for each employee (permanent, temporary, casual, contract, secondment, etc.) as per existing practice and contractual obligations. The personnel file is the property of the Employer. The personal information contained within the file is the employee's, although the documents in which the information is contained are property of the Employer.

Access to the personnel file or information from the personnel file will be permitted on a need to know basis by the:

- CEO, or designate;
- employee's director and/or supervisor/manager;
- employee as per collective agreement article; and/or
- Human Resources personnel.

If an employee wishes to review his/her file, an appointment must be made with a Human Resources representative. The file must be reviewed in the presence of a Human Resource representative in the Human Resources Department or a secure, confidential area. The file or its contents must not be removed. Upon request, a copy of any personnel file information will be provided to the employee.

Portability of Benefits

There is a reciprocal agreement with other provincial government departments that certain benefits (i.e. vacation, sick, retirement service, etc.) may be transferred when a permanent employee receives employment with another government department. Refer to the Collective Agreements for details.

Probationary Period

All new permanent employees shall undergo a probationary period. Duration of the probationary period is specific to the collective agreement or Excluded Personnel Policies (please refer to applicable collective agreement for your classification). A performance appraisal will be given upon completion.

The probationary period may be extended provided such extension is considered necessary by the Employer.

Employee Handbook

Staffing Process

Selection and Recruitment

Human Resources supports supervisors/managers, employees and the general public with the staffing process, in coordination with PEI Public Service Commission, to ensure a fair and consistent practice when selecting and promoting staff. Employees are encouraged to refer to collective agreements for particulars regarding the staffing process.

Postings

Job vacancies are posted on the bulletin boards for seven (7) days as per the collective agreements.

Job applications are processed according to the relevant collective agreement. Therefore, please refer to the applicable collective agreement article for your situation.

You are encouraged to apply for any position for which you are qualified and interested. Never assume that you won't be considered because there are more senior or permanent employees who may apply.

Application Forms

Application forms are available in the Human Resources Department or next to the posting bulletin boards for applicants, at the Public Service Commission or you can visit the government website at www.gov.pe.ca/jobs to apply on-line or download an application form.

Submitting Application Forms

When applying for a specific job competition be sure to submit the application to the appropriate location as indicated at the bottom of the job posting. Also, be sure to include all relevant information on the application. Including a resume is recommended.

General applications, that are not intended for a specific job posting, must be submitted to the **PEI Public Service Commission or sent by fax to Summerside at (902) 888-8083 or Charlottetown at (902) 368-4383** or on-line at www.gov.pe.ca/jobs .

Employee Handbook

Termination/Resignation

Employees are required to give notice of termination/resignation as per their Collective Agreement. Permanent employees are required to setup an appointment with Human Resources to finalize pension and other benefits. Upon termination, employees are required to return all employer property, ie. keys, locks, parking and/or electronic key cards.

Unions (4 unions / Excluded / Physicians)

The employees of Health P.E.I. are members of one of the following unions, except for staff who are employed in positions designated as managerial or confidential exclusions covered under the Excluded Terms and Conditions of Employment, or Salaried Physicians under the Physicians Master Agreement.

The unions are:

I.U.O.E. (International Union of Operating Engineers)

Business Representative: Paul Beauregard

Representing Clerical/Administrative and Technical Staff



326 Patterson Drive
Charlottetown, PEI C1A 8K4
(Phone: 566-3255) Fax. 368-2974

CUPE  Prince Edward Island

C.U.P.E. (Canadian Union of Public Employees)

National Representative: Bill MacKinnon

Representing Support Staff, eg. Nutrition/Environmental Services,
Maintenance, etc.

26 Paramount Drive
Charlottetown, PEI C1E 0C7
(Phone: 566-4006) Fax. 892-0452

Employee Handbook



P.E.I.N.U. (Prince Edward Island Nurses Union)

President: Mona O'Shea

Executive Director: Kendra Gunn

Representing Registered Nurses

10 Paramount Drive
Charlottetown PE C1E 0C7
Phone: 902-892-7152
Fax: 902-892-9324



PRINCE EDWARD ISLAND UNION OF
PUBLIC SECTOR EMPLOYEES

U.P.S.E. (Union of Public Sector Employees)

President: Debbie Bovyer

Representing L.P.N.'s, RCW's, Social Workers, etc.

Enman Crescent South
P.O. Box 1116
Charlottetown, PEI C1A 7M8
(Phone: 892-5335) Fax: 569-8186

The Collective Agreements for each union outline in detail terms and conditions of employment for their members. Union dues are deducted bi-weekly.

Collective Agreements are provided to members by their respective Executive Union Office.

Shop Stewards and Local Representatives are available at work sites.

Occupational Health & Safety

Employee Health / Worker Protection

Health PEI will take every reasonable precaution to protect the occupational health and safety of healthcare workers by providing a safe and healthy work environment. Health PEI will provide education, training, supervision, personal protective equipment and therapeutic interventions as appropriate to protect their healthcare workers.

OH&S Officers for Health PEI (one designated in the East and one in the West) are available to assist managers and employees with occupational health and safety issues. Occupational health and safety committees meet at various facilities on a regular basis.

Health PEI recognizes that the employee can be exposed to some on the job hazards:

- Physical hazards examples are: back injuries, burns, lacerations, etc.
- Chemical hazards examples are: anaesthetic gases, chemotherapy, cleaning agents, etc.
- Psycho social Hazards examples are: rapid decision making, frequent interruptions, shift work, dealing with death, etc.
- Infectious Hazards: examples are: tuberculosis, scabies, Hepatitis B, MRSA, etc.

Your OH&S Officer is there to pro-actively work with you to prevent exposure to hazards and to assist you should you be exposed to any of these hazards.

Over the past few years Health PEI has made an effort to increase opportunities for hand hygiene. Alcohol based hand rub is available in most facilities and you are encouraged to use it as often as possible when hands are not visibly soiled (when hands are visibly soiled wash with soap and water). Follow these 4 moments for hand hygiene:

- Before patient/patient environment contact
- Before aseptic procedure
- After body fluid exposure risk
- After patient/patient environment contact

Personal protective equipment (PPE) including gloves, gowns, masks and eye protection should be worn as per routine practices and additional precautions. For more information on PPE or any infection prevention and control practices, please contact the infection prevention and control practitioner in your facility.

Employee Handbook

Fit Testing

Purpose

To provide respiratory protection through education, training and fit testing for health care workers of Health PEI who may be required to work in an atmosphere potentially hazardous to their health.

Policy

Health PEI will provide respiratory protection for health care workers, who may be required to work in a potentially hazardous atmosphere. Fit testing, education and training will be required before healthcare workers start wearing a respirator in the work environment and every two years thereafter. Additional fit testing must be done if the individual's facial structure changes significantly through weight fluctuations or other conditions. In order for the individual to be fit tested they must be clean shaven where the respirator meets the face.

If the respirator that the individual was successfully tested with is not available, additional fit testing must be completed prior to using a respirator of a different size or brand.

Responsibilities

Managers/Supervisors

- Identify healthcare workers requiring fit testing, education & training and ensure retesting occurs every two years.
- Establish safe work procedures when respiratory hazards cannot be eliminated.
- Ensure the appropriate respiratory protection is provided and readily available.
- Ensure healthcare workers wear appropriate respirators, perform fit checks and are trained as to their use, maintenance, storage and limitations.

Health Care Workers

- Participate fully in all aspects of the fit testing program (education, training and fit testing) before wearing the respirator that has been assigned.
- Apply the principles outlined in the training and education provided.
- Notify Manager/Supervisor if facial structure changes significantly through weight changes or other conditions.

Employee Handbook



Fire Plan

Fire Safety

The fire alarm is a system which consists of automatic detection devices, heat detectors, smoke detectors, sprinkler flow switches and manual devices such as pull stations. The alarm is in two stages: stage one is the general alarm and the second stage is evacuation. Stage two is indicated by an increase in frequency of alarm. (Code Red is fire, Code Green is Evacuation.)

The RACE system is the foundation for fire response in many of our facilities.		Some facilities are using the SCATEE system for fire response.	
R	Rescue Patients	S	Save
A	Activate alarm or call out "Code Red"	C	Contain
C	Confine blaze	A	Alarm
E	Extinguish (if small) or Evacuate	T	Telephone
		E	Evacuate
		E	Extinguish

Emergency Response

All departments have an established protocol for responding to emergency situations. Many facilities have a binder containing the process to follow if an external or internal disaster occurs. In case of a disaster, roles of employees as well as departmental responsibilities and roles are detailed. It is the responsibility of every employee to familiarize her/himself with the disaster manual at least annually.

Incident Reporting

Employees of Health PEI who are involved in, discover or witness any incident or near miss in the workplace will complete an Incident Report Form (online utilizing the Provincial Safety Management System [PSMS]) and submit it to their manager/supervisor or designate before the end of their shift or within 24 hours. All employees who are involved in or witness any serious incident will immediately verbally notify their manager/supervisor or designate and immediately complete an Incident Report Form. For the benefit of patients, staff and the organization, it is essential that incidents are documented; investigated and appropriate action is taken. The reporting of incidents is key to maintaining a high standard of quality care and service.

Employee Handbook

Musculoskeletal Injury Prevention (Back Injury/TLR)

All sites/programs shall have a musculoskeletal injury prevention program (MSIP Program) that is customized to the work site/program and its inherent job demands.

All employees of Health PEI are required to actively participate in the MSIP Program and are responsible for:

- a) applying principles of MSIP to their daily work activities;
- b) attending training as required by the policy;
- c) following safe work procedures created for specific tasks and/or equipment;
- d) using equipment provided;
- e) identifying and reporting hazardous tasks/environments and faulty equipment;
- f) conducting “ongoing” assessments at all times in conjunction with posted logos/safe work procedures.

All sites will provide MSIP Training. Training is mandatory and will be provided by a certified trainer. All staff shall attend basic training and a minimum total of four hours of refresher training every three years thereafter (or attend basic training again).



Employee Handbook

Protective Footwear and Dress

Footwear worn by Health PEI employees, physicians, volunteers and students while on duty must be of a type, style and condition, which will not expose them to any preventable hazard.

Definitions

a) Certified Safety Footwear:

Footwear that has toe protection or metatarsal protection or ankle protection or puncture resistant soles or electrical protection or any combination of these components. The footwear must meet the requirements of OH&S regulation 45.15. This regulation states that the CSA standard CAN/CSA-Z195 Protective Footwear or a standard offering equivalent protection is acceptable.

b) Protective Footwear:

Footwear that completely encloses the foot (heel and toe) and is constructed of leather or another appropriate solid material. Athletic shoes are acceptable for occupational use provided the style and construction provides protection from danger to which employees will be exposed. The footwear must have a low, wide based heel and a slip resistant sole. The footwear must be in good condition and the sole must not be worn smooth. In any work area where bio-hazardous fluids, chemicals or sharps (ie needles) are handled, a shoe with only a mesh-type covering over the toe area would not be acceptable. Sandals and footwear with heel straps are not acceptable under this classification.

c) Professionally Appropriate Footwear:

Footwear that does not have any safety features and may or may not fully enclose the foot. This footwear can be worn where there are no risks of foot injury for which special requirements are necessary.

Staff performing duties in line with the specific job categories named in the policy must wear the category of footwear as specified. Staff who leave their normal work area to enter an area where the job tasks they will perform, or the work environment itself poses a greater risk, must adhere to the footwear requirements for the area that they have entered.

Employee Handbook

Material Handling/Maintenance Areas

Staff who operate or work around fork lift trucks, use pallet jacks, or handle skids, move heavy equipment or perform maintenance work, must wear certified safety footwear with steel toe protection at all times while conducting these activities or conducting work in the areas where these activities are taking place.

Patient/Client/Resident Care Staff (includes employees, physicians, volunteers and students)

Staff that provide direct patient/client/resident physical care in any setting, facility or community, must wear protective footwear.

Service/Support Staff (includes Housekeeping, Nutrition Services)

Staff working in Service/Support areas must wear protective footwear.

Office/Clerical Staff

Staff whose duties are primarily clerical, supervisory or administrative can wear **Professionally Appropriate Footwear.**

Employee Handbook

Worker's Compensation



Health PEI adheres to policy in provision of a reporting procedure for accidents that occur in the workplace pertinent to the Workers Compensation Board of Prince Edward Island and in compliance to employer obligations under the Workers Compensation Act, 1988 W-7 and its Amendments, 2001.

Responsibility

As such the Employer will:

- provide safe workplaces; know how to make the workplace safe; have access to current information on emerging issues and occupational diseases; train staff about risk avoidance; know how to prevent injuries.

Employers will be protected from lawsuits resulting from workplace injuries and/or occupational diseases.

Workers will:

- be protected from injury
- have knowledge of safe work practices
- have financial stability in case of injury
- be provided safe workplaces

Injured workers will have:

- financial stability
- access to appropriate care
- knowledge of how to prevent re-injury

Accident reporting is an integral component of an effective Occupational Health and Safety Program, as described by Prince Edward Island's Occupational Health and Safety Act, 1988, and its regulations, and Amendments, 2000, Section 14.1 (f) whereby, **"It is the duty of the employee to... report to the employer all accidents that cause injury and incidents that have reasonable potential of causing injury to the health and safety of employees."**

Employee Handbook

Injury Reporting

Report of Injury/Form 7. The employer's report is a key piece of evidence in the claims process. It is important that this report be complete and correct. Form 7's are faxed, then mailed to the Workers Compensation Board within three days of being notified of the injury. Failure to do so may result in fines. The Employer's Report of Injury/Form 7 is required whether the worker misses time from work or not. The injured worker's manager/supervisor must investigate the accident/incident thoroughly and report all of the facts through signing of the Incident Report and completion of the Incident Report Follow-Up Form.

Worker's Report of Injury/Form 6) The worker, if injured, must report the injury to his/her employer or supervisor immediately, before leaving the work site. Get first aid if needed, then see a doctor immediately. The worker must tell the doctor that he/she was injured at work – this is important, because the doctor must send a report to WCB. The injured worker must be under a doctor's care to qualify for compensation benefits.

Complete a Worker's Report of Injury/Form 6. The injured worker must fill out the form carefully and mail/fax it to the Worker's Compensation Board as soon as possible following the injury. The injured worker must describe the accident/incident thoroughly and report all of the facts through completion of an Incident Report. The injured worker must fill out the form carefully and give it to his/her manager/supervisor.

A copy of Forms 6 and 7 and the Incident Report are sent immediately upon completion (same day if possible) to the Occupational Health and Safety Officer in Human Resources.

Employee Handbook

Other

License and Registration Requirements

In accordance with regulations, anyone wishing to practice in various disciplines (RN, LPN, Laboratory Technologist, Radiation Technologist, Physiotherapist, etc.) in Prince Edward Island must be registered and/or must be a member of the applicable Association. It is the responsibility of each employee to ensure they maintain their license/registration as per the regulations governing their professional discipline.

Parking

Employees are asked to park in staff parking areas as designated by the facility you are working in and to respect areas specified for clients/patients/visitors. Hospitals provide parking lots by the Emergency Entrance which are assigned for doctors, on call Operating Room staff, and emergency patient parking only.

Security of Personal Property

Lighting is provided in the parking lots, however, staff are encouraged to feel safe and ask for an escort to their vehicle if they feel it is necessary.

The Employer is not responsible for the security of an employee's personal belongings. Lockers are available and employees are encouraged to secure personal belongings in lockers with a lock. Any valuables should be left at home.

Employee Handbook

Training & Development

Make Learning an Everyday Experience

Health P.E.I. is committed to lifelong learning and has made a commitment to being a learning organization and creating continuous learning opportunities for its employees. All employees have access to employee development, management training and e-learning opportunities.

Health P.E.I. wants employees to be able to acquire new skills and qualifications which will lead to a more healthy, socially engaged and creative workforce.

Funding for Learning

Health PEI continues to financially support individual employee and group learning needs through various funding opportunities.

CUPE Education Fund

IUOE Education Fund

PEINU Education Fund

UPSE Development and Training Fund

Excluded Employee Development and Training Fund

See applicable collective agreement or Excluded Personnel Policies for details.