

# **HR POLICIES AND PROCEDURES HANDBOOK FOR FRONT-LINE EMPLOYEES**

Revised July 2022



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## SECTION 1: INTRODUCTION

### Welcome to Kindred Home Care

The word kindred means “close to someone because of similar qualities or interests”; with that definition in mind, a core philosophy has developed to guide our actions and efforts for over 35 years.

The warmth of a home is not measured by its internal temperature but by the nurturing care of the people who enter its doors. Kindred Home Care’s greatest desire is to add to the comfort and friendliness of our clients’ homes.

Kindred Home Care provides support to individuals and families in the areas of personal care, activities of daily living, and home management.

Our core value is finding good matches between caregivers and clients. We strive to have as few caregivers as possible caring for clients so that relationships can be built.

Kindred Home Care’s standard of care makes us stand out from the crowd.

We are the largest privately-owned home care company in New Brunswick, with 650+ qualified employees providing the following home care services throughout New Brunswick:

- Housekeeping
- Respite care
- Overnights and weekends
- Meal preparation
- Errands
- Personal care
- Medication reminders
- Hospital companions
- Family support workers (Charlotte County only)





## **From the CEO**

Thank you so much for deciding to work with us.

At Kindred Home Care we believe that client satisfaction only comes when employees themselves are satisfied. As such, we have created this handbook to provide employees with key information about what the responsibilities are as a Personal Support Worker.

Adhering to the information contained within the handbook is a key component in performing your job effectively and with satisfaction. We are continually striving to improve our service levels.

This handbook is updated on a regular basis, and we ask all employees to stay informed and abide by any changes.

Thank you and welcome to the team.

Billy English  
Chief Executive Officer

## Core Values

### Our Core Values



#### WE ARE REAL, JOYFUL AND ENGAGED.

We build genuine connections and care deeply about our team, clients and communities.



#### WE RELENTLESSLY IMPROVE.

Our outcomes-based approach means we continuously improve to deliver more value.



#### WE SEE CHALLENGE AS OPPORTUNITY.

Through our persistence, creativity and resilience, we always find a way forward.



#### WE PURSUE GROWTH.

We strive for continued growth and learning to increase the positive impact of our care.

#### We are real, joyful and engaged

- We are genuine, honest and authentic.
- We build genuine connections with each other, our clients, our funders, and our partners.
- We are kind, caring and welcoming.
- We are approachable and easy to talk to. We are present with people.
- We are energetic.
- We are grateful.

#### We relentlessly improve. EVERYTHING.

- We are passionate about finding ways to deliver more value.
- We work smarter, not harder.
- We are clear on the outcomes we want and why. Then we figure out how.
- We believe that improvement is always possible.
- We prioritize big wins.

#### We see challenge as opportunity

- We believe there is always a way forward. And we will find it.
- We are curious, optimistic and creative.
- We always get it done.
- We are persistent.
- We are energized by removing obstacles.

#### We pursue growth

- We have drive and hunger.
- We are excited by impacting more and more clients and providing meaningful work for more and more employees.
- We are energized by contributing to the continual growth of our companies.
- We are constantly looking for ways to grow personally and professionally.
- We are always learning. Always in motion.

## Core Focus

### Why we do what we do.

We help seniors enjoy an extended life at home.

### What we do.

We provide responsive and reliable home care.

### How we do it (differentiators).

#### Immediate Care

- We always have caregivers available so that we can start/increase service very quickly.
- Call us and we'll say "yes".
- Life doesn't need to pause for weeks while you line up care for yourself or a loved one.

#### Consistency and Connection

- We work with you to find the "right match" - skilled caregivers who become trusted companions.
- We build consistent schedules so that you always know who will be at your house tomorrow, and next week, and weeks from now.
- We are there when we say we'll be there so you can have peace of mind knowing that you're not on your own.

#### Outcome Focused

- Enjoying an extended life at home looks different for each person. We work with you to create a care plan that feels right.
- We happily navigate any obstacles or changing circumstances to ensure you're taken care of.
- We are always finding opportunities to improve.

#### Powered By Technology

- We have custom built software to ensure that we can deliver on our promises -- connecting you with the right caregivers consistently.
- We use real time information to focus on the right things in the moment.
- We partner with cutting edge organizations to proactively extend our clients' quality of life.

## About the Employee Handbook



This Handbook contains information about Kindred Home Care's benefits, policies, and procedures, and it expressly forms part of your Employment Contract. It also contains answers to many of the questions which may arise during your employment.

It is intended to inform you about what you can expect from Kindred as an employer, and what Kindred expects from you as an employee. The policies, procedures and

benefits will be applied to each situation and interpreted by Kindred at its sole discretion.

Occasionally, it may become necessary to modify, change, update, revoke, replace or even terminate the policies outlined in this Handbook. Kindred reserves the right to make changes at any time and at its sole discretion. Generally, you will be informed about any changes, but changes can also be made without notice. Further, the Handbook should not be considered all-inclusive, but rather will serve as an overview of many of Kindred's policies, procedures, and benefits.

You are responsible for reading and understanding this Handbook, and we suggest that you keep it handy for future reference. If you do not find the answer to your question contained in this Handbook, please let us know.

To the extent that any applicable laws provide for benefits or protections beyond or inconsistent with those included in this Handbook, the law will override such policies. It is Kindred's intention to comply with the law and we will at all times comply with the law. This Handbook supersedes any prior version. If you have an earlier Handbook, please discard it.

We depend on you and every employee for our success and Kindred is dedicated to providing employees with a great working environment. If you have a work-related issue, suggestion or concern, you are encouraged to talk with your immediate supervisor. If you do not feel comfortable discussing certain issues with your supervisor, you may request to speak with Human Resources at any time.



## Purpose of the Employee Handbook

This Employee Handbook has been prepared to assist all of Kindred's employees to understand our policies and procedures and to assist in the development of a positive work environment.

The policies and principles outlined in this document are intended to:



- Provide a useful resource for employees to support and nurture a positive workplace environment;
- Establish a minimum standard of conduct by which all of Kindred's employees are expected to abide;
- Protect the business interests of Kindred, its employees, and clients;
- Maintain Kindred's reputation for integrity; and
- Ensure that Kindred and its employees comply with applicable legal obligations

Employees are required to read the Employee Handbook in its entirety. You are encouraged to refer to the Employee Handbook frequently in order to maintain familiarity with its contents.

## SECTION 2: EMPLOYMENT POLICIES

### Anti-discrimination, Anti-harassment and Anti-violence Policy

#### Policy Statement

Kindred is committed to the prevention of workplace discrimination, harassment, and violence and to complying with all related statutes, regulations, and policies. In pursuit of this goal, Kindred does not condone and will not tolerate acts of discrimination, harassment, including sexual harassment, or violence against or by any Kindred employee.

This Policy applies to all Kindred's full-time, part-time, casual, and temporary employees, as well as to all clients, students, interns, volunteers and independent contractors. It applies in the workplace but also to events that occur outside the physical workplace that are work-related, including Kindred-sponsored events or parties.

The objectives of this policy are to:

- Provide Kindred with a workplace anti-discrimination, anti-harassment and anti-violence policy and corresponding program to meet or exceed the legal requirements applicable in the province of New Brunswick;
- Identify the roles and responsibilities of management and employees, with respect to the prevention of discrimination, harassment and violence in the workplace; and
- Provide employees with an effective method, without threat of reprisal, to address prohibited acts of discrimination, harassment and violence.

#### Roles and Responsibilities

All employees have the responsibility to treat each other with respect. All employees have the duty to report any form of discrimination, harassment, violence or threat of violence in the workplace whether against themselves or another employee as soon as practicable after an incident. Waiting a period of time often causes issues to have a more negative impact on the workplace than if they are dealt with in the moment. All employees are responsible for respecting the confidentiality of anyone involved in a harassment complaint.

All employees, particularly managers, must assist Kindred in creating and maintaining a work environment free from discrimination, harassment and violence. Managers are responsible for fostering a safe work environment, free of harassment and discrimination. Managers must set an example for appropriate workplace behavior and must deal with situations of harassment immediately upon becoming aware of them, whether or not there has been a complaint.

Employees can expect any complaint involving alleged harassment or discrimination to be taken seriously and dealt with promptly, fairly and confidentially.

If a client is harassing you, please immediately report this to your Manager.

## Workplace Discrimination, Harassment and Violence

All employees are entitled to a safe and healthy work environment. Workplace discrimination, harassment and violence in any form will not be tolerated or condoned by Kindred. Every effort will be made by Kindred to identify acts of discrimination, harassment and violence and implement procedures which address these incidents.

Any employee found to have engaged in any act of discrimination, harassment or violence will be subject to discipline, up to and including termination for cause.

### Definitions

#### **"Discrimination"**

Every employee has a right to equal treatment in employment without discrimination. The *Human Rights Act* of New Brunswick currently protects against discrimination (and implicitly harassment) based on 16 grounds: age, marital status, family status, creed or religion, physical disability, mental disability, race, colour, ancestry, place of origin, national origin, social condition, political belief or activity, sexual orientation, gender identity or expression, and sex (including pregnancy). Collectively, the "Prohibited Grounds".

Discrimination can be defined in everyday terms as a practice or standard that is not reasonably necessary, that has the effect, intended or not, of putting certain persons or groups at a disadvantage because of shared personal characteristics such as race, sex or religion, and that is based on stereotypes about them or perpetuates the view that they are less capable or less worthy of recognition or value.

Discrimination may be direct, involving an intentional difference in treatment, usually motivated by bigotry, prejudice or stereotypes. However, it may also be unintentional, as in the case of "systemic" or "adverse effects" discrimination that occurs when a uniform practice has a disproportionately adverse effect on a disadvantaged group and the needs of the group are not reasonably accommodated.

#### **"Harassment"**

Harassment is defined by the *Human Rights Code* as engaging in a course of comments or conduct that is known or ought to be known to be unwelcome based on one of the Prohibited Grounds.

In addition, the New Brunswick *Occupational Health and Safety Act* ("OHS") broadly defines workplace harassment as behaviour which serves no legitimate purpose and which the instigator knows, or ought reasonably to know, has the effect of creating an intimidating, humiliating, hostile or offensive environment. This includes any conduct, comment or gesture against an employee that is known or ought reasonably to be known to be unwelcome.

*Examples* include but are not limited to: bullying, humiliation, intimidation, coercion, physical assault, vexatious or malicious comment, or the abuse of power, authority or influence. Behaviour conducted in whole or in part through electronic means shall be included within this definition.

*Examples of harassment may include:*

- spreading malicious rumors, gossip, or innuendo;
- intimidating a person;
- pranks, jokes or other comments that are meant to humiliate a person;
- humiliating and embarrassing an employee by belittling, demeaning or patronizing the individual in front of colleagues;
- remarks about a person's age, race, disability, sex or other personal characteristic;
- unnecessary physical contact, such as patting, pinching, touching;
- displaying or circulating sexist, racist or otherwise offensive materials; and
- retaliation in any form for having filed a complaint of discrimination or assisted in complaint proceedings

### **"Workplace Sexual Harassment"**

Workplace sexual harassment means:

- Engaging in a course of comments or conduct against an employee in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; and/or
- Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny (or threaten to confer, grant or deny) a benefit or advancement to the employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

*Examples of workplace sexual harassment include:*

- unwelcome physical contact;
- display of offensive pictures, graffiti, cartoons or other material;
- suggestive or offensive remarks;
- verbal abuse or leering; and
- comments about clothing and/or physical appearance that are unwelcome or ought to be known to be unwelcome

As examples, oral communications as well as communications by e-mail, voicemail, bulletin, newsletter or otherwise that contain any material that constitutes sexual harassment is a violation of this policy.

### **"Workplace Violence"**

Workplace violence means:

- The exercise of physical force by a person against an employee, in a workplace, that causes or could cause physical injury to the employee;
- An attempt to exercise physical force against an employee, in a workplace, that could cause physical injury to the employee; and/or
- A statement or behaviour that it is reasonable for an employee to interpret as a threat to exercise physical force against the employee, in a workplace, that could cause physical injury to the employee

*Examples of workplace violence may include:*

- physical acts such as hitting, shoving, pushing, kicking, sexual assault or throwing an object at a worker;
- any threat, behaviour or action, which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; and
- disruptive behaviour that is not appropriate to the work environment such as aggressive yelling, swearing

An employee may refuse to work where she or he has reason to believe that workplace violence is likely to endanger oneself.

### **“Domestic Violence”**

If Kindred becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose an employee to physical injury may occur in the workplace, Kindred will take every precaution reasonable in the circumstances for the protection of the employee or others in the workplace.

Protective measures may include:

- restricting access to the workplace;
- providing a security escort;
- removing the employee’s name and contact information from external sources; and
- changing the physical location of the employee’s workspace to an area that is not accessible to the public

If an employee becomes aware of domestic violence that would likely expose any employee to physical injury in the workplace, the employee is encouraged to immediately approach Management or Human Resources.

## **Complaints Procedure**

### **Managerial Responsibility**

All employees involved in the supervision of others must, upon becoming aware that acts of discrimination, harassment and/or violence are occurring, contact their manager or Human Resources even if no formal complaint is made. A person who has the authority to prevent or discourage discrimination, violence or harassment may be held responsible for failing to do so.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. A reasonable action taken by an employer or manager relating to the management and direction of employees or the workplace is not workplace harassment.

### **Emergency Response**

In the event of any act of violence in the workplace that requires an emergency response, employees are to move to a safe location, contact their manager immediately, and if applicable, to immediately call 911.

### What to do in cases of Discrimination, Harassment or Violence

If you experience any form of discrimination, harassment, violence, threat of violence, or domestic violence in the workplace or you witness or have reason to believe that another employee has been subject to acts of discrimination, harassment, violence, threat of violence or domestic violence in the workplace, you should immediately take the following steps:

1. **Corrective Action.** If you are comfortable doing so, clearly communicate to the individual that their or their behaviour or conduct is unwelcome. In some cases, this may be sufficient to put an end to the conduct.
2. **Document the Incident.** Take detailed written notes or otherwise record each incident, including the date, time, place, and details of what was said and done, names of possible witnesses and the surrounding circumstances.
3. **Report the Incident.** Alert your immediate manager, or their immediate manager, or Human Resources, if you witness an act that may amount to workplace discrimination, harassment, sexual harassment, violence, or domestic violence. If you have concerns about your manager, you may go directly to Human Resources. In some cases, depending on the nature of your concern, you may go external to the organization:



4. **Cooperate with the Investigation.** With your assistance, Kindred will be able to conduct a timely investigation into the allegations and take corrective action, if necessary.

Kindred considers allegations of discrimination, harassment, and violence to be serious matters and will investigate complaints as appropriate on a case-specific basis.

#### Investigation of the Complaint

A manager who receives a complaint or an employee who becomes aware of an incident of workplace discrimination, harassment or violence must immediately advise Management or Human Resources who will be responsible for handling the complaint.

Upon receipt of the complaint, Management, Human Resources or a third-party designate (the “Investigator”) will conduct an investigation of the matter that is appropriate in the circumstances.

At the conclusion of the investigation, the Investigator will make one of the following decisions:

1. The complaint was substantiated;
2. The individual(s) involved voluntarily resolved the matter to the individual’s and Management’s satisfaction; or
3. The complaint was not substantiated.

For each investigation, Kindred will inform the employee who filed the complaint of the results of the investigation and of any corrective action that has been taken or that will be taken as a result of the investigation.

Where Kindred concludes that it is necessary to impose corrective action against an employee, the range of action could include such measures as a formal apology, referral to appropriate warning, reassignment, temporary suspension without pay, demotion or termination, depending upon the seriousness of the offence and any previous related incidents.

Retaliation against any individual for reporting alleged acts of discrimination, harassment or violence will not be tolerated. Equally, because false accusations can have serious effects on innocent persons, the willful misuse of this policy or making false accusations will not be tolerated and may be grounds for discipline up to and including termination.

If a complaint is substantiated, the Investigator will provide Kindred with proactive steps to avoid a similar incident in the future.

### **Confidentiality and Co-operation**

All parties involved in the resolution or investigation of a complaint, including the complainant, the alleged offender, and witnesses, are expected to facilitate the process, co-operate, and maintain confidentiality.

All documentation involved in the complaint process, including any final report, will be maintained in confidence. In all instances, such documentation will be kept in separate personnel files. If there is disciplinary action, the reason for discipline, as well as the nature of the discipline will be recorded in an employee's personnel file.

Kindred will take all such complaints seriously, will make every reasonable effort to maintain discretion and will handle the matter with sensitivity and promptness. While Kindred will maintain confidentiality to the extent it can, there may be legal obligations under the *NB OHS Act* and the practical needs of an investigation that may require some limited and discrete communications to fully resolve the complaint.

### **Workplace Violence Prevention Plan**

This is Kindred's Workplace Violence Prevention Plan, which will be reviewed annually. This Plan is designed to identify and minimize the risk of violence.

### **Risk Management**

Kindred will conduct a violence risk assessment in the workplace. The assessment will focus on identifying the areas and positions within Kindred where there is a risk of violence and the degree of risk present. Kindred will consider past incidents of workplace violence as well as workplace violence in similar organizations. Based on the results of the assessment, Kindred will develop protective mechanisms specifically designed to safeguard employees who occupy high risk positions.

Kindred will make every effort to identify possible sources of workplace violence and will take steps to manage or eliminate the associated risk.

Kindred will reassess the risks of workplace violence as often as is necessary to ensure that Kindred's policies and programs continue to protect employees.



## **Company Health and Safety Policy**

Kindred is vitally interested in the health and safety of its employees and makes every effort to provide a safe, healthy work environment. All supervisors and employees must be dedicated to the continuing objective of a safe and healthy workplace.

Kindred provides information to employees about workplace health and safety issues through regular internal communication, such as company e-mails.

Workplace safety is the responsibility of both Kindred and their employees. All employees are expected to comply with all relevant safety requirements and work safely at all times. Employees must immediately report any unsafe conditions to their supervisor. Failure to do so, as well as failure to comply with the terms of all company health and safety policies and the *NB OHS* will lead to disciplinary action up to and including termination of employment.

### **Health and Safety Concerns**

Employees who have health and safety concerns are advised to report the concern to Care Support, the Regional Management Team, and/or contact Human Resources.

### **Workplace Accidents or Injury**

Any workplace accident or incident that results in injury (regardless of severity), property/equipment damage, or that could have resulted in injury (a near miss), must be reported by employees to Care Support at the first available opportunity.

### **Violence and Harassment in the Workplace**

In accordance with our Anti-discrimination, Anti-harassment and Anti-violence Policy, Kindred takes workplace violence and harassment very seriously. Violent or harassing behaviour, or threats of violence of any kind, where there is an implied or direct intent to inflict harm or injury to another person, will not be tolerated. Please see the Anti-discrimination, Anti-harassment and Anti-violence Policy for further information about workplace violence and harassment.

### **Building Security**

Employees are urged to take precautions and make sure valuables are kept out of sight and locked up wherever possible. Personal items are not covered under Kindred's insurance.

All employees should familiarize themselves with the location of first aid kits, fire exits and extinguishers. Avoid elevators in the event of fire alarms.

Please see Schedule "A" for more information related to Health & Safety Procedures.



## Emergency and Fire Instructions

Kindred has an emergency plan to be carried out in the event of any emergency. Employees requiring specific accommodations will have individualized plans in accordance with the Kindred's Accessibility Policy.

In the event of a fire in your work area employees should follow the procedures outlined below:

- If you smell smoke or gas or see fire, remain calm and take the following actions immediately and without question — delay may be fatal.
- Activate the fire alarm pull-station in order to alert everyone in the building to evacuate and to automatically summon the fire department.
- Instruct anyone in the immediate area to evacuate the building and close all doors possible, especially to the room that the fire is located.
- Leave the building. Close all doors on your way out and **DO NOT USE ELEVATORS**.
- From a safe location, call 9-1-1 and give the exact location of the fire, indicating building, room number and any other relevant information. Do not hang up until the operator confirms and hangs up first.
- If the fire is small, you or someone nearby may attempt to extinguish it if familiar with auxiliary firefighting apparatus operation (instructions are generally on the apparatus, *i.e.*, fire extinguisher or fire hose).
- Do not let anyone turn back or re-enter for any reason until given permission by the fire department or officer in charge. Report on any persons still in the building. Stay clear of the building.
- Building management, fire marshals and chief fire marshals will assume a lead role in building evacuation. When in doubt, ask.

Tampering with a local fire alarm system or any firefighting equipment is a criminal offence subject to a heavy fine, imprisonment or both.

Familiarize yourself with the locations of all fire alarm pull stations, auxiliary firefighting apparatus and building exits. Should the main exit be blocked or involved in fire use other available exits.

Exit doors and emergency exits in your work area should be inspected, opened and closed daily.

Snow and other obstructions shall not be allowed to accumulate in and must be cleared from exit routes, hallways and stairwells.

## No Reprisals

This policy acknowledges that no employee can be disciplined for acting in compliance with the *NBOHSA* or an order made under the *NBOHSA*, for seeking enforcement of the *NBOHSA* or for giving evidence in a proceeding under the *NBOHSA*.

## Alcohol and Drug-Free Workplace Policy

The objective of this Policy is to identify and remove the adverse effects of alcohol and drugs on job performance, and to protect the health and safety of all Kindred Home Care employees.

The use and misuse of alcohol and/or drugs can and does impair the ability of an employee to perform their duties and may endanger the employee, their clients and co-workers, as well as equipment or property. Kindred seeks to prevent the use/abuse/misuse of drugs and alcohol by employees in any way that impairs their ability to perform their duties.



The use, possession, sale, transfer, dispensing or storage of illegal drugs, drug paraphernalia and/or alcohol by an employee during the course of employment. Further, an employee is strictly prohibited from reporting for work or working under the influence of an illegal drug(s) or in an impaired condition.

Employees taking drugs prescribed by their doctor must advise their direct Manager and/or the Human Resource department in writing of the possible effects of such medication on their job if impairment is a concern. This information will be kept confidential. To keep all employees safe, anyone taking medication that causes drowsiness should not operate machinery (ex. driving with a client).

Employees in breach of this policy will be subject to disciplinary action up to and including termination. All breaches of this policy must be referred to Human Recourses who will confer and advise as to the extent of the disciplinary action to be taken.

### **Cannabis**

Employees are subject to all federal and provincial laws regarding cannabis use and possession. Recreational cannabis use immediately prior to or during your shift is strictly prohibited.

Kindred asks that you do not transport recreational cannabis while on or in between shifts, and do not bring it into your client's home.

Medicinal cannabis, as defined by having a current prescription from your general practitioner, must be disclosed in writing to your Regional Manager and will be reviewed by your Human Resources department and will be kept confidential. The disclosure should include proof of prescription and possible side effects.

Employees are not permitted to purchase cannabis, just as they are not permitted to purchase alcohol or tobacco, for clients, unless prescribed by a doctor and dispensed by a pharmacy.

### **No Smoking Policy**

In the interests of employee health and in accordance with the Provincial Laws, Kindred is committed to providing a smoke-free environment for all employees. We also request that clients do not smoke in their home while we are providing service to them. We try our best to minimize the smoke exposure; please work with your manager on any issues arising from this.



## **Accessibility Policy**

### **Policy Statement**

Kindred is committed to ensuring accessibility for all persons with a disability and to providing excellent service to all clients, including people with disabilities.

Kindred will strive to always provide goods or services in a timely manner that respects the dignity and independence of persons with disabilities. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

### **Assistive Devices**

Kindred will ensure that employees are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our goods or services. Employees will always ask before assuming that assistance is required.

### **Information and Communications**

Kindred, and all who interact with the public on our behalf, shall communicate with people with disabilities in ways that consider their disability.

When asked, Kindred will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

### **Employment**

Kindred will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

Kindred will notify employees that supports are available for those with disabilities. Kindred will develop individual accommodation plans for employees.

Where needed, Kindred will also provide customized emergency information to help an employee with a disability during an emergency.

Performance management and career development processes will consider the accessibility needs of all employees.

### **Service Animals**

Kindred welcomes people with disabilities and their service animals. Service animals are allowed in all parts of company offices that are open to the public. Kindred may ask to see documentation to ensure that any service animal brought into the office is a certified service animal.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them into company offices and to always have access to that person.



## **Workplace Emergency Response**

Kindred will provide individualized workplace emergency response information to those employees who have a disability if the disability is such that individualized information is necessary and if Kindred is aware of the need for accommodation due to the employee's disability.

The individualized response will be reviewed when the employee moves to a different location within the organization and such other times when the individualized response or the general emergency response policies are reviewed.

## **Modifications to This or Other Policies**

Any company policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Accommodation Policy**

### **Policy Statement**

Kindred will ensure that all employees receive equal treatment and opportunities regardless of disability and will provide employees with disabilities barrier-free access to goods, services, facilities, and all aspects of employment (including recruitment). Kindred will treat all employees with respect and dignity.

### **Accommodation**

Employees who require accommodation are requested to make their accommodation needs known in advance of requiring the accommodation, for Kindred to review any requests and make any necessary arrangements.

Requests for accommodation are to be made in writing and submitted to Human Resources. The request should be accompanied by any supporting medical documentation which clearly outlines any limitations the employee may have.

It is the employee's obligation to cooperate by providing this information, and to remain flexible in considering reasonable accommodation solutions. To facilitate the accommodation process, Kindred may have questions or seek additional information from the employee or their medical practitioner(s).

Kindred will maintain confidentiality to the greatest extent possible; however some internal disclosure may be required to facilitate the accommodation process. Personal information concerning an employee's disability will not be released unless the employee provides their prior consent or where there is a legal requirement or exception by law that requires and authorizes the release of that information.

Kindred will consult with the employee and any other experts, if necessary, in order to assess and identify any possible accommodation solutions. Kindred is entitled to select the accommodation option that is the most appropriate under the circumstances.

Kindred takes the duty to accommodate their employees seriously. This duty is not without limits, however, and Kindred will accommodate employees to the point of undue hardship.

## E-mail and Internet Policy

The E-mail and Internet Policy is designed to allow Kindred to preserve its long tradition of integrity and credibility within Kindred, with stakeholders and the public. This Policy applies to all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any other service provider who is in face-to-face contact with our clients.

While no policy can lay down rules to cover every possible situation, the following guidelines ensure that everybody is responsible when using computers, electronic media, and other services at work.

### Internet Access and E-mail Use

You will need to have internet access in order to be employed with Kindred Home Care – **at a minimum, you need to be able to access the internet at least once per week.** Any costs associated with internet access are your responsibility. You are also required to have a confidential email address to work with us. You thereby confirm that you are the sole account holder and have not disclosed your password or login information to anyone else. In the event of any confidential email address changes, you are required to notify us immediately in writing.

### Prohibited Communications

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

- Discriminatory, harassing or derogatory to any individual or group;
- Obscene, sexually explicit, or pornographic;
- Defamatory or threatening;
- In violation of any license agreement, patent, copyright, or mark of ownership governing the use of software and intellectual property;
- Engaged in for any purpose that is illegal or contrary to Kindred's policies or interests.

## Social Media

Kindred strives to maintain a positive image in the community and the clients they serve and has adopted this policy to ensure that employees are aware of their responsibility to maintain a positive image as representatives of Kindred. Employees that maintain personal social media pages (e.g. Facebook, LinkedIn, blogs, Twitter, etc.) are expected to comply with the guidelines set out in this policy.

Where an employee uses social media during regular working hours, this use shall be for business purposes only and not have a negative impact on client care or efficiency. The use of social media for personal reasons is a misappropriation of company time and resources and may be subject to disciplinary action up to and including termination of employment.

Use of personal social media, including use after work hours on a personal device, may not conflict with any of Kindred's policies. Employees are prohibited from disseminating any private company information or any negative comments regarding Kindred on social media.

Posts involving the following will not be tolerated and will subject the individual to discipline, up to and including immediate termination:

- Proprietary and confidential company information;
- Discriminatory statements or sexual innuendos regarding anyone associated with Kindred;
- And defamatory statements regarding Kindred, anyone associated with Kindred or Partners of Kindred.



Where an employee mentions Kindred on personal social media, they will be required to include a disclaimer stating that any opinions expressed are the employee's own and do not represent the Kindred's positions, strategies, or opinions.

Employees are expected to conduct themselves professionally both on and off duty. Where an employee publicly associates themselves with Kindred, all materials associated with their page may reflect on Kindred. Therefore, inappropriate comments, photographs, links, etc. must be avoided.

The use of social networking sites such as Facebook, Instagram, Twitter, LinkedIn etc. and personal blogs have been deemed an acceptable use of personal internet at Kindred during work breaks only. The use of social networking sites and blogs are subject to the same limitations and acceptable use parameters provided for internet use. The abuse of personal internet on these sites using either company owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

### **Participation in Online Forums**

Although Kindred recognizes that participation in some forums might be important, all users should remember that any message or information sent on Kindred facilities to one or more individuals via an electronic network – e.g., internet mailing lists, bulletin boards, and other online services – are statements identifiable and attributable to Kindred.

### **Cell Phone Use**

While at work employees must exercise discretion in using personal cell phones. Personal calls, texting, using social media etc. during your shift are not acceptable behavior/practices. Ensure that friends and family members are aware of this policy. Kindred will not be liable for the loss of personal cell phones brought into the workplace.

### **Dress Code**

Inappropriate attire is presenting a body image or wearing clothing that is disruptive, provocative, revealing, profane, vulgar, offensive, or obscene. Examples of prohibited dress, appearance or adornment include, but are not limited to: clothes not in good repair, exposed undergarments, sagging pants, excessively tight or short garments, bare midriff shirts, strapless shirts, attire with messages or illustrations that are lewd, indecent, vulgar or that advertise a product or service not permitted by law to minors, see-through clothing, attire that exposes cleavage, any adornment such as chains or spikes that reasonably could be perceived as or used as a weapon, and any symbols, styles or attire frequently associated with intimidation or violence. Wearing scrubs at work is strongly encouraged. Always wear appropriate, toe-covering footwear (indoor casual or walking shoes) while at work.

### **Gloves**

Protective gloves should be always worn when there is a foreseeable risk of injury or harmful contamination to the hands. Kindred will provide disposable gloves for use when providing personal care or performing other duties that may expose you to bodily fluids (i.e., changing bedding or washing laundry.) Your manager will provide instructions on how and where to pick up gloves in your area. There are PPE pick-up days each month. You will need to provide your name and employee ID. Please note that gloves are provided for employee use ONLY, not clients or their families. Gloves are not to be used in place of normal hand washing routines. This includes meal preparation. Reusable cleaning gloves can be used for light housekeeping duties, as needed.



### **Identification Badges**

All employees must wear their identification badges at all times at work.

### **Attendance, Lateness and Absenteeism**

Regular and punctual attendance is an essential condition of employment and a critical standard of performance. In order for Kindred Home Care to maintain its success, it is imperative that all employees report to work on time each scheduled workday and to remain at work unless disabled by illness or absent with prior approval. Many accidents happen when people are in a rush and are not in the proper frame of mind to carry out the required duties. Failure to meet this requirement may lead to corrective action up to and including dismissal.

### **Notice Requirements**

If you will be absent for a shift for whatever reason you must give at least 4 hours' notice before your shift is scheduled to begin to allow time for us to find a replacement for you. Failure to provide proper notice of your absence is grounds for discipline, up to and including termination without notice or pay in lieu of notice. These notices must be given to Care Support verbally over the phone, not via a text message or an email. The phone number for Care Support is 1-877-999-6602.

### **Accountability**

Each employee is responsible for notifying Kindred Home Care if you are going to be absent or late for a shift by calling Care Support prior to the beginning of your shift. Please ensure you are familiar with the proper procedure to follow. Be sure that you speak with someone; leaving a message or sending a text message is not sufficient. This is of the utmost importance as anytime a caregiver is late arriving to a visit or forgets to log in it causes significant work for our scheduling team. We want to make sure that you've arrived at your visit and that the client is being cared for.

### **Missed Scheduled Shifts by Client**

When a client is not home for a scheduled shift and has not provided at least 24 hours' notice to Kindred Home Care, you will be paid for the full hours of that shift.

### **Absence Without Leave (AWOL)**

When an employee is AWOL (absent without leave) discipline shall be dealt with under corrective action policy to follow and their employment history will be considered to determine the severity of the discipline. Your manager and/or Care Support will record all absences in your electronic employee file. All absences must be approved by your manager or Care Support.

### **Unexcused Absence**

Example of an unexcused absence is not having a ride to work, car broken down etc. More than two (2) unexcused absences in any 12-month period are considered excessive absenteeism and may result in disciplinary action. If an employee does not report to work as scheduled and fails to notify their Manager/Care Support prior to the beginning of their shift, the occurrence is counted as an AWOL offense.

### **Communication**

#### **After Hours Procedure**



The Care Support / Management team has a rotation of who is “on call” each evening in addition to their regular workday (7:30am - 4:30pm, Monday - Friday) during the week. On weekends the Care Support team takes over for all regions. Weekend and after-hours communication is for emergency matters only. Please limit calls of non-urgent matters to regular business hours.

### Urgent vs. Non-Urgent

The emergency after-hours number for Kindred Home Care is the same as during regular business hours - 1-877-999-6602.

#### Examples of Urgent Issues

- You are sick or unable to make your scheduled shift and your shift starts before 10am the next business day.
- If you have a workplace injury.
- Unsafe work environment (loose animal, harassment or abuse, chemical leak).
- Client has a serious change in condition (example: client hospitalized or 911 has been called, client deceased).

#### Examples of Non-Urgent Issues

- Anything that does not fall under urgent can be addressed during regular business hours.
- Pay inquiries (verify missing shifts, verify missing hours)
- Vacation/time off requests – see vacation policy
- Correction to ongoing schedule
- Non-urgent client updates – incident reports

### Response Time from Kindred

Kindred Home Care will do our best to respond to incoming inquiries in a timely fashion. Depending on the time of day and the volume of incoming inquiries there may be a delay in someone getting back to you. We will make every effort to respond as soon as possible.

### Open Door

Management’s door is always open to its employees. You are encouraged to discuss the problem with your regional manager. If you continue to be dissatisfied, the next source of assistance is Human Resources. If you are uncomfortable approaching your manager, you may go directly to Human Resources who will listen and help you find a solution to the problem. Managers are also encouraged to follow these steps if they have a problem they cannot resolve.

### Employee Handbook

While working remotely you are expected to comply with all company policies contained in this Handbook and the terms of our Employment Contract. Your remote workspace is considered an extension of the workplace and will at all times be subject to applicable health and safety guidelines.

The following are tasks that caregivers **are NOT permitted to do** in the home:

General	<ul style="list-style-type: none"> <li>● Caregivers are responsible for the areas the client uses, NOT the areas used by others living in the same residence. This includes their dishes, laundry and bedrooms.</li> <li>● For safety reasons, the caregivers feet are to be on the floor at all times.</li> </ul>
Kitchen	Do not: <ul style="list-style-type: none"> <li>● clean inside an oven</li> <li>● clean silver</li> </ul>



	<ul style="list-style-type: none"> <li>● conduct in pickling, canning or preserving of food</li> </ul>
Other Rooms	Do not: <ul style="list-style-type: none"> <li>● remove and/or clean curtains</li> <li>● varnish, paint walls or cupboards</li> <li>● wax floors</li> <li>● move heavy furniture (can move kitchen chairs)</li> <li>● work above head level or on a chair or ladder</li> <li>● wash ceilings</li> <li>● stand on anything to clean, change a light bulb, etc.</li> </ul>
Personal Care	Do not: <ul style="list-style-type: none"> <li>● use sharp objects for personal care</li> <li>● cut client's nails</li> <li>● administer tub baths that require lifting clients</li> <li>● cut hair</li> </ul>
Pets	Do not: <ul style="list-style-type: none"> <li>● clean up after pets</li> <li>● clean litter boxes</li> <li>● walk dogs</li> </ul>
Yard Work	Do not: <ul style="list-style-type: none"> <li>● wash house windows from the outside</li> <li>● chop wood, use wood splitter, stack wood or do yard work</li> <li>● shovel the driveway or use snow blower</li> <li>● mow the lawn</li> <li>● repair the lawn mower or other appliances/equipment</li> </ul>
Other	Do not: <ul style="list-style-type: none"> <li>● set mouse traps or dispose of carnage</li> <li>● lift clients in and out of cars</li> <li>● write cheques, use debit cards, use credit cards for clients</li> <li>● manage medications, give injection of give eye drops or nitro spray</li> <li>● lift more than 50-55 pounds, or 30-35 pounds if that is too heavy</li> </ul>

### Tasks that Caregivers are Permitted To Do

The following are tasks that caregivers **are permitted to do** in the home:

Kitchen	Permitted to do: <ul style="list-style-type: none"> <li>● wash dishes</li> <li>● clean out the fridge</li> <li>● clean windows within reach</li> <li>● wipe down garbage can</li> <li>● wipe light switches and doorknobs</li> <li>● move small appliances (not the fridge or stove)</li> <li>● clean sink and faucets</li> <li>● wipe down counter</li> <li>● sweeping, washing, vacuuming floors</li> <li>● clean top of stove and burners</li> </ul>
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	<ul style="list-style-type: none"> <li>● clean inside and outside of microwave</li> <li>● label and date food with the client's assistance</li> <li>● wipe off appliances, including crumb tray in the toaster</li> <li>● wipe cupboards within reach</li> <li>● take out garbage</li> <li>● wipe down kitchen table and chairs</li> <li>● organize cupboards within reach</li> <li>● wash and dry laundry</li> </ul>
Living Room	<p>Permitted to do:</p> <ul style="list-style-type: none"> <li>● vacuum, sweep and wash floors</li> <li>● general tidying</li> <li>● dust wooden furniture within reach</li> <li>● wipe down light switches</li> <li>● dust TV and other electronics within reach</li> <li>● vacuum out furniture (couch/chair), but only if the client has a hand-held vacuum</li> </ul>
Bedroom	<p>Permitted to do:</p> <ul style="list-style-type: none"> <li>● change lines and make bed</li> <li>● put away laundry</li> <li>● clean mirrors within reach</li> <li>● dust</li> <li>● vacuum and sweep floor</li> <li>● vacuum under the bed after checking to see if nothing is under it</li> </ul>
Bathroom	<p>Permitted to do:</p> <ul style="list-style-type: none"> <li>● clean toilet (including raised toilet seat or commode) inside and out, including base</li> <li>● clean and tidy the counter</li> <li>● clean shower, sink, bathtub and bath chair (remove non-slip mat if present in shower to clean it)</li> <li>● clean mirror</li> <li>● wash bath bench</li> <li>● dust surfaces within reach</li> <li>● sweep/wash floors</li> <li>● change used towels</li> </ul>
Other Equipment	<p>Permitted to do:</p> <ul style="list-style-type: none"> <li>● check brakes on wheelchairs and walkers</li> <li>● wipe clean the wheelchairs and walkers</li> </ul>
Personal Care	<p>Permitted to do:</p> <ul style="list-style-type: none"> <li>● assist with personal care like grooming, personal hygiene, baths, shampoos, etc.</li> <li>● empty catheter bag and urine drainage bag</li> <li>● assist with transferring, feeding and other activities of daily living</li> <li>● shave with electric razor only</li> <li>● clean and dry feet and apply lotion</li> </ul>

	<ul style="list-style-type: none"> <li>● change non-sterile dressings</li> <li>● change incontinence pads</li> <li>● remind clients to take medication</li> </ul>
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## Safety and the Client

Clients or their family members may offer an assignment that you feel is unsafe work. If this occurs, you should contact Care Support immediately. No employee is required to undertake a job that they consider to be unsafe.

## Caregiver Daily Checklist

Your safety is a top priority for Kindred Home care! We need to know when there are hazards in your workplace; regular communication with your management team is critical to your well-being.

Please complete this safety checklist regularly for your primary clients and for each new home you visit to identify new hazards or changes in your client’s condition that require reassessment to protect your health and safety. If you answer “No” to any of these questions, please contact your supervisor.

### Before Arriving at a Client’s Home

- Is your client expecting you?
- Are you aware of your client’s case history?
- Can you reach the client’s home safely by car, bus, or other means?
- Do you have a set check-in time with your employer/supervisor?
- Do you know what to do in the event of an emergency or if you are injured?

### When Entering a Client’s Home

- Is there good lighting outside and inside your client’s home?
- Are walkways and stairs at your client’s home dry, in good repair, and clear of debris and clutter?
- Has the client stopped smoking inside the house one hour before your arrival?
- Do you feel safe entering the client’s home?
- Do you feel safe dealing with the client, his/her family, or friends?
- If the client owns weapons, are they stored safely?
- Are aggressive pets leashed or locked in a separate room?
- Is the client’s home free of illegal drugs?

### While Working in a Client’s Home

- If the client requires your help to move, have you been trained to complete an assessment of the client’s abilities before helping with the move?
- If the client must be moved with a mechanical lift or other device, have you been trained to use this equipment (e.g., ceiling lift, portable lift, or transfer assist device)?
- Have you been trained to protect yourself from infectious disease and exposure to harmful chemicals, and have you been provided with appropriate personal protective equipment?
- Do you know how to use your client’s cleaning products safely?
- Are you able to keep the work area well-ventilated (e.g., open a window) when you are using cleaning products?

## SECTION 4: COMPENSATION AND BENEFITS

### Weekly Work Schedule

While we don't guarantee hours, we make every effort to provide reasonably consistent schedule patterns when possible. If you are scheduled in a regular pattern, then you will always know your schedule unless Care Support or your Care Coordinator communicates a change to you. If there are any changes to your schedule (or if your schedule has regular changes), we will make every effort to provide your weekly schedule by Friday each week for the following week.

### Calling In and Calling Out for Work Shifts

As a Caregiver working for Kindred Home Care, you will clock in and out by using the client's phone each time you visit a client's house.

Clocking in and out registers your hours in our payroll system so we know how much to pay you. You must clock in on time or before your shift begins and clock out when the shift is finished, not before, to avoid confusion with your pay cheque.

### How to Use the Telephone System

Please arrive at your client's house 5 minutes early so that you have lots of time to log in by phone. Call this toll-free number from **the client's phone** before your shift begins: **1-844-329-6713**

- You will hear an automated system that will ask you for some information. **As you enter your information the system will record the time you called and the phone number that was used.**
- Enter your employee ID (9-digit number on your Kindred Home Care ID Badge) followed by the pound (#) sign.
- The system will tell you if you have logged in or out successfully.
- If there was a problem with logging in or out the system will walk you through next steps or instruct you **to call CARE SUPPORT immediately at 1-877-999-6602.**
- The system will say "goodbye" when all information has been processed. You may now hang up.

Each call should take less than 1 minute once you get used to the system. If you have any questions, please call Care Support.

Not logging in or out is a very serious breach of your responsibilities. Department of Social Development audits our visits and Kindred Home Care must prove that you logged in and out of each visit. If this is not done, we risk losing our clients and our government contracts.

**You are required to stay for your full shift.** If your client is always sending you home early, please contact Care Support. Don't leave early; if you do leave early, you will only be paid for the time worked. This will be verified with the client. If you finish your responsibilities early you can ask the client for more things to do or provide companionship (chat, have a cup of tea, etc.). Remember that this job is about relationships and not just about checking off a to do list. **Leaving early without permission, or not calling in/out is grounds for discipline.**

## Overtime

Kindred may require employees to work overtime due to emergencies, unusual workplace circumstances and demands, or peak work periods. All overtime must be approved in advance and in writing by your supervisor prior to being performed and accumulated after 44 hours of work per week. No employee is authorized to approve their own overtime nor permitted to bank overtime unless approved in advance and in writing by Kindred. Overtime is calculated based on one and one-half times the minimum wage for each hour worked in excess of 44 hours during a workweek (Sunday to Saturday.)

Employees who do not gain approval before working overtime hours may be subject to discipline. Subsequent offences may result in disciplinary action up to or including termination.

Paid leave (holiday, vacation, or sick time) may not be used towards overtime. Extra time worked at the employee's discretion or without supervisory approval (working through lunch or breaks, arriving early, or staying late), may not be used towards overtime.

## Employment and Compensation

### Probation Period

Our probationary period is 90 calendar days from the start work date.

Based on the employee's performance, Kindred may terminate the Employment Agreement without notice or payment in lieu of notice within the probation period. If no notice is given by the end of the probation period, employment will continue according to terms set in the Employment Agreement.

### Provincial Health Benefits

The Province of New Brunswick offers a health benefit plan. You can follow the website below for more information:

<http://www2.gnb.ca/content/gnb/en/departments/health/MedicarePrescriptionDrugPlan/NBDrugPlan/Premiums.html>

### Pay Periods

All Kindred Home Care employees are paid by direct deposit on a bi-weekly pay period. Your pay cheque will be directly deposited into your bank account at the institution of your choice every other Friday. If there are ever any problems or questions about your pay, please do not hesitate to contact Care Support at 1-877-999-6602.

If Kindred Home Care made an error on your pay that affects you financially you have the option of waiting until next pay for the adjustment or we will write you a cheque/email money transfer for the normal payroll deposit day.

The deadline to submit banking and payroll information is the Friday before pay day. Employees who do not submit banking information or payroll information by the deadline will have to wait until the following payroll deposit date for payment.

The deadline to submit updated banking information or payroll information is the Friday before pay day. Employees who do not submit changes or requests by the deadline will have to wait until the following deposit date for the change/request to take effect.



Payroll questions, changes, and requests must be submitted via email to [caresupport@kindredhomecare.com](mailto:caresupport@kindredhomecare.com). You can expect to receive a follow up email by the next business day.

For purposes of calculating pay, the payroll week begins on Sunday and ends on Saturday. Paystubs are available online at [www.payworks.ca](http://www.payworks.ca). Prior to your first pay deposit an email with necessary instructions and login information will be provided.

Our payroll system allows employees to direct their pay into 2 bank accounts: a primary account and a savings account. The accounts do not need to be at the same institution or branch. The amount deposited to your savings account must be a specific dollar amount (i.e. \$100) not a percentage of your pay. The remaining balance is deposited into your primary bank account.

#### How to View Your Pay Statement

- Go to the "Secured Log-in" panel on our login page at [www.Payworks.ca](http://www.Payworks.ca).
- Enter your Payroll Number, User Name and Password. These are case sensitive.
- Click on the "Log In" button.
- Once you have logged in, click on the "my pay statements" link.
- Check off all pay statement(s) you wish to view and click on the "View Selected Statements" button.

*NOTE: Each statement will appear in its own pop-up window. If your statement does not appear, make sure your Internet browser does NOT block pop-up from Payworks. Make sure you click on the "Log Off" link when you are ready to leave the Payworks website. This link is located near the bottom of each screen.*

#### Personnel Records

In an effort to keep our records current, please keep us informed of any relevant change to your status such as name, address, telephone number, and emergency contact information. Any change to your legal right to work in Canada, such as a change to your immigration status, must be reported as well. Employees should inform Care Support as soon as a change in status occurs.

Kindred collects, uses, or discloses employee personal information in accordance with applicable privacy legislation.

#### Contact Information

We must be able to contact you and, if necessary, leave a voicemail message. We must be able to leave you a message whenever we call, so you must have an answering machine or voicemail. It is your responsibility to ensure the system is working and that you check your messages regularly. Any costs associated with this are your responsibility. In the event this contact number changes, you are required to notify Care Support immediately.

#### Tracking Mileage on Taxes

If you use your vehicle for transporting clients, keep your gas and repair/maintenance receipts to file with your taxes. Employees may be eligible to receive up to 15% back. Please consult with your tax professional for additional information.

## SECTION 5: TIME OFF FROM WORK

### Vacation

Kindred's vacation year is defined as 12 months from your start date with Kindred Home Care. Vacation will be paid at a rate of 4% of gross wages for that year's earnings, which is equal to 2 weeks of vacation. After 8 years of service, vacation pay will accrue at the rate of 6% which equals 3 weeks of vacation.

Vacation pay will be paid to you bi-weekly. An employee granted a Leave of Absence will not earn vacation credit during the leave.

### Scheduling Vacation Time

Vacations must be approved and agreed upon with your Manager/Care Support. A request for vacation time must be submitted to the Manager/Care Support **at least two weeks in advance in writing (email)**. The Manager/Care Support will confirm with the employee within 2 business days from the date of request if it is granted. Last minute vacation requests **are not permitted** due to scheduling of clients.

### Statutory Holidays

Statutory Holidays for employees are as follows:

- New Year's Day
- Family Day, 3rd Monday in February
- Good Friday
- Canada Day (if falls on a Sunday, holiday moves to the next Monday)
- August Civic Holiday (NB Day)
- Labor Day
- Remembrance Day
- Christmas Day

### Sick Days

In a calendar year, employees will be granted 5 unpaid sick days. Employees must call and speak with Care Support about being out sick - TEXTING AND EMAILING IS NOT ALLOWED for communication about sick days.

Banked sick time will NOT be paid out when an employee is terminated or leaves their employment.

Extension of paid sick leave may be approved on a case-by-case basis.

### Personal Days

Upon completion of 90 calendar days of service, an employee will be awarded 3 unpaid personal days per year to use for Doctor's appointments, children's concerts etc. A minimum of 14 days notice is required. Personal days cannot be carried forward to the next year.

### Leaves of Absence

You are entitled to leaves as set out in the *ESA (Employment Standards Act)* and as specified in your Employment Contract. Any leaves granted to you by Kindred are inclusive (and not in addition to) any leaves of absence to which you may be entitled under the *ESA*.

All categories of leave entitlements are personal and are not transferable upon termination of employment. Should employment be terminated, the employee's leave credits shall be adjusted to correspond with the *New Brunswick Employment Standards Act* and the *Employment Insurance Act*.

The New Brunswick Employment Standards Act defines a “close family relationship” as: “the relationship between persons who are married to one another, between parents and their children, between siblings and between grandparents and their grandchildren, and includes a relationship between persons who, though not married to one another and whether or not a blood relationship exists, demonstrate an intention to extend to one another the mutual affection and support normally associated with those relationships first mentioned.”

### **Sick Leave/Personal Leave**

May be granted when an employee whose illness, disability or personal leave is deemed reasonable by the HR Department. This leave is unpaid.

### **Maternity Leave**

Will be granted in accordance with the *New Brunswick Employment Standards Act*.

### **Child Care Leave**

Will be granted in accordance with New Brunswick law. Maximum of 35 weeks to be shared between parents.

### **Bereavement Leave**

Paid bereavement leave for loss of scheduled hours will apply to all home support worker employees after 90 days of employment with Kindred Home Care.

This leave shall commence no later than the day of the funeral. Additional paid bereavement leave may be approved on a case-by-case basis by your manager to cover travel time, extraordinary circumstances, etc.

It will include:

- One day (up to 8 hours normal scheduled shift hours) bereavement leave upon the death of a client for the current primary care worker who has provided service to the client for at least a three (3) month period
- Three consecutive days (up to 8 hours normal scheduled shift hours) bereavement leave upon a death in the employee's immediate family (see below)

"Immediate Family" is defined as:

- husband/wife/common law partner
- son/daughter/stepson/stepdaughter
- brother/sister/stepbrother/sister
- grandson/granddaughter
- brother-in-law/sister-in-law
- father/mother/stepfather/stepmother
- son-in-law/daughter-in-law
- grandmother/grandfather
- father-in-law/mother-in-law
- any of the employee's relatives with whom they permanently live or with whom they permanently reside

### **Domestic Violence Leave, Intimate Partner Violence Leave, Sexual Violence Leave**

Employees who have worked at least 90 days for Kindred Home Care are entitled to a leave of absence if they, or their child, are victims of domestic, sexual, or intimate partner violence. An employee may take more than one Violence Leave in a year.

There are two types of Violence Leave to which employees are entitled:



1. Violence Leave of up to 10 days which may be taken intermittently or all at once.
2. A separate Violence Leave of up to 16 continuous weeks.

The first 5 days of Violence Leave taken in a calendar year are paid. Any days beyond 5 will be unpaid. The amount paid out will be calculated by averaging an employee's earnings over the previous 30-day period, without including overtime, to determine what the employee earns in 5 days on average.

Employees have the right to take Violence Leave for the following reasons:

- To seek medical attention for themselves or their child(ren) for a physical or psychological injury or disability caused by such violence;
- to obtain victim services for themselves or their child(ren) from a qualified provider;
- to obtain psychological or other counselling from a qualified provider for themselves or their child(ren);
- to relocate temporarily or permanently;
- to seek assistance from legal professionals or law enforcement, including to have time to prepare for any legal proceeding related to or resulting from such violence; and/or
- for any other reason related to or resulting from such violence.

Employees are required to inform their Manager or Human Resources in writing of their need for Violence Leave citing one of the reasons above. This information is kept strictly confidential.

### **Court Leave**

If an employee is summoned or selected to serve on a jury or to act as a witness in a court proceeding, a leave of absence without pay will be granted for the period the employee is absent from work for this purpose.

### **Compassionate Care Leave**

A leave of absence without pay will be granted for up to 8 weeks to care for someone in a "close family relationship" (see above) with the employee.

To qualify for this leave the employee must submit a written note from a qualified medical practitioner stating that the person, who is ill, has a serious medical condition with a significant risk of death within the next 26 weeks and requires care and support.

The 8 weeks of leave must be taken in periods of at least 1 week duration and may be broken up over the 26-week period.

Should the person who is ill die, the compassionate leave expires, and bereavement leave may be then taken by the employee.

### **Reservist's Leave**

This provides a protected leave without pay for employees who are members of the Canadian Forces Reserve Force and who are deployed for active service or annual training. Contact your manager for specifics regarding notice period, benefits, vacation and length of leave and other details.

### **Worker's Compensation Leave of Absence**

This leave is granted to employees who cannot work following an injury or illness arising out of or in the course of their employment. Light duty may be offered depending on the injury and available work. The start and extent of a Worker's Compensation Leave is contingent on the employee complying with the requirements of the *Worker's Compensation Act*.

All employees must inform Care Support as soon as a work-related illness/injury is incurred. Kindred monitors and controls all Leaves of Absence due to job-related injuries or illness because of employment. Communication (the first Tuesday of the month by telephone) must be maintained with Kindred while you are on Worker's Compensation Leave status. If your medical condition should change, you must outline the changes in writing and promptly provide them to Kindred.



## SECTION 6: CONDUCT

### Company Code of Conduct Expectations

The Code of Conduct is designed to allow Kindred to preserve its long tradition of integrity and credibility with the public and within Kindred.

In pursuing its goals, Kindred builds bridges with governments, institutions, and the private sector. In delivering service to the community, employees work with each other and the public at large.

This Code applies to all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any other service provider who is in face-to-face contact with our clients.

The Code is organized into categories, as follows:

#### Service

- Always act with fairness, honesty, integrity, and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, color, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation;
- Promote the mission and objectives of Kindred in all dealings with the public on behalf of Kindred and within Kindred;
- Provide a positive and valued experience for those receiving service within and outside Kindred.

#### Accountability

- Act in accordance with any professional standards and/or governing laws and legislation which have application to the responsibilities you perform for or on behalf of Kindred;
- Comply with both the letter and the spirit of any training or orientation provided to you by Kindred in connection with those responsibilities;
- Adhere to the policies and procedures of Kindred
- Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure you do not exceed the authority of your position.

### Conflict of Interest

Employees are required to support and advance the interests of Kindred and avoid placing themselves in situations where their personal interests actually or potentially conflict with the interests of the Kindred or our clients. Potential conflicts of interest should be disclosed and discussed with your manager promptly.

A conflict of interest occurs when an individual's personal interest or obligation may influence their decision-making or performance on behalf of Kindred.

A conflict of interest influences an employee's ability to make ethical decisions in the best interest of Kindred. It includes using an employee's position, confidential information or company time, material or facilities for personal gain or advancement or the expectation of personal gain or advancement.

A conflict may occur when an interest benefits any member of the employee's family, friends or business associates.



Employees are not permitted to hold second jobs (paid or volunteer) after hours that interfere with fulfillment and performance of their current duties or Kindred's needs for overtime service availability. Employees are to notify Kindred before commencing second jobs for permission and to ensure there is no conflict of interest.

Unauthorized use of company time and office equipment for outside/personal activities or undertaking projects not related to the business are specifically prohibited.

Employees are responsible for identifying and reporting any possible conflict of interest situation, regardless of whether they derive any personal financial benefit, to their manager for evaluation. By following this procedure, employees will be assured that conflict of interest situations will be avoided.

## **Confidential Information and Obligations**

In your role you will acquire information about certain matters and things which are confidential to Kindred Home Care and/or our clients/employees and which information is the exclusive property of Kindred Home Care and/or the client/employee.

You are required to treat all such information with the utmost confidentiality and privacy, and you are not to discuss or otherwise disclose any such information directly or indirectly in any manner whatsoever including to any other Kindred Home Care employees except as may be necessary in the proper discharge of your employment.

Your responsibilities of confidentiality continue after you cease to be an employee and you will not disclose any such information without the prior written permission of Kindred Home Care. Breaking client confidentiality is grounds for immediate dismissal.

### **Confidentiality Scenario Examples**

#### **Scenario 1:**

Caregiver has attended a recent doctor's visit with her client. Client is hard of hearing so requested caregiver to attend meeting to ensure he is able to understand the doctor's diagnosis, advice, and direction.

Client has full mental functioning and is able to effectively make his own decisions or determinations. Client's son or daughter places call to home requesting to speak to caregiver. He or she indicates that their father will not share what the doctor has diagnosed and directed at the recent meeting. They ask caregiver to tell them what the doctor shared to their father.

*Question – Should you share client's and doctor's conversation with the family?*

Answer - No, the client has a right to privacy, and you are bound by confidentiality to not disclose any medical or personal information of the client's to anyone, including family, without client's consent.

What do you do? Politely indicate that you understand their concern for their father's well-being and request that they continue to speak to their father regarding his medical condition as you are bound by confidentiality to not share any personal information without the client's direction.

**Scenario 2:**

Your client has recently returned home from a hospitalization following a serious illness. While in the yard, the client's neighbor, and friend, of over 25 years, asks the caregiver how the client is doing and why were they hospitalized?

*Question – Can you share client information with neighbor if you believe they already know some of the circumstance?*

Answer - No, the client has a right to privacy, and you are bound by confidentiality to not disclose any medical or personal information of the client's to anyone, including family, without client's consent.

What do you do? Politely thank that neighbor for their concern and share that they visit with their neighbor and close friend to check on his or her health status as you are bound by confidentiality and cannot share private client information.

**Scenario 3:**

You are at the grocery store and run into a former Kindred Home Care employee who provided care for the client you now care for. The former home support worker asks you about the client's condition and if the financial concerns that the client was facing have been resolved.

*Question – Can you share information about a client with a current or former Kindred Home Care employee who is not currently working in the client's home?*

Answer - No, the client has the right to privacy and confidentiality. You are expected to maintain the privacy and confidentiality of the client. You are able to share information regarding the client's well-being and those things that can potentially impact their well-being with your manager and those employees who currently share in the care of the client. No information should ever be shared with past employees or prior caregivers of Kindred Home Care.

What do you do? With a smile and pleasant tone, thank the prior employee for their concern and share that due to confidentiality you are unable to share any information on your client. Indicate if they wish, you will send along their greetings and best wishes to the client.

**Scenario 4:**

You have overheard a heated argument between your client and her son. The son was threatening and aggressive, knocking over furniture. After the son leaves the home, the client, in tears, asks the caregiver to not tell anyone what has happened – not her other children or your manager.

*Question – Can you share information regarding your client with your manager even if the client requests that you keep her confidence?*

Answer - Yes, you have an obligation to let your manager know of any potential situation that risks the client's care and well-being. Any change in the client's condition or any situation that you are aware of that could potentially cause harm or negatively impact that care of the client. In any situation where you believe there is a risk of abuse, you need to engage your manager as soon as possible.

What do you do? Offer comfort to your client, actively listening to their concerns, showing empathy and care for their well-being. If pressed for a commitment that you won't tell your manager, indicate that you are required to share all information with your manager on every aspect of the client's care and on any situation that may impact the client's well-being. Remind your client you are bound by confidentiality and that you will not share any information with their family or anyone outside of the home without their permission, excepting your manager.



Your obligations with respect to confidential information are ongoing and continue indefinitely beyond the end of your employment with Kindred.

## **Intellectual Property**

During the course of your employment with Kindred, you may participate in, or individually invent, intellectual property, inventions, processes, procedures and so on. All such intellectual property is owned exclusively by Kindred. All employees agree to disclose such property to Kindred immediately upon invention or discovery and to execute such documentation as is required to secure ownership in favour of Kindred.

## **Relationships at Work**

Kindred's success depends on positive employee morale and good team working relationships. We recognize that sometimes personal relationships can develop between people who work together.

Supervisory employees must maintain professional relationships with those whom they may give direction, assignments, discipline, performance reviews, or recommend for promotions or raises. Supervisory employees are not permitted to pursue romantic relationships with any employee who may report, either directly or indirectly, to them in their supervisor role. Violators shall be subject to disciplinary action, up to and including termination.

Should such a relationship develop, it is the responsibility of both parties and any employee who becomes aware of such a relationship, to report the existence of the relationship to Human Resources.

Kindred does not have a policy against relationships between co-workers who are on the same reporting level. If at any time a romantic pursuit between co-workers becomes unwelcome or interferes with Kindred's positive and productive work environment, or in any way violates a company policy, Kindred may take action to stop such conduct, including disciplining the employees involved.

All employees are expected to exercise good judgment and discretion regarding their relationships with co-workers, supervisors, clients, client family members, etc. Some relationships may create the appearance of a conflict of interest or favouritism. Employees must notify their supervisor or Human Resources if such a relationship is formed.

## **Client Binder**

### **Daily Journaling/Incident Report Writing**

As home care professionals, it is an expectation that we capture important changes in our client's condition daily in our communication binders or when significant changes / emergencies occur within the Kindred Incident Reports.

A daily report on the client's physical and emotional condition, along with any assistance offered or provided for their Activities of Daily Living (ADL's), home care services provided (light housekeeping, meal preparation, errands, etc.) should be entered in a concise and factual manner.

Incident Reports are used to provide your manager and the client's social worker with a detailed review of any significant change in the client's condition, falls, hospitalizations, changes in family support dynamics, suspicions of abuse or neglect, etc. It is important that we share a factual recount of what happened, what actions we took to address or assist, how the client responded to our actions and what is the future plan around care or follow up. As a reminder, you are obligated to contact your manager within 8 hours of any incident occurring affecting your client's well-being or within your client's home.

## How to Effectively Journal

It is very common to allow our personal perception of what occurred with our client's or within their homes to impact how we journal and share information. Always be mindful to be factual in your journaling, removing your emotion and judgment from your note.

In order to ensure we are always capturing the information required AND in a consistent manner, we will be using D – A – R – P as a guideline for our focused journaling.

### DARP

DARP is an acronym and represents the critical areas of information that need to be consistently captured and provides us with a focused manner to share that information effectively.

#### D – Data A – Actions R – Response and P – Plan

##### DATA

Provide a factual recount of what happened. The time and date, what occurred, where it happened, what were the signs and symptoms, what did you see / hear / smell, was there any injury that was readily noted (i.e. – bleeding, bruising, deformity, etc.). How did the client act or any change in their behavior?

##### ACTION

What actions did you take to address whatever just happened? What did you do about the incident, injury, illness, fall? Did you call for an ambulance? Did you assist your client in any manner, did you provide First Aid, did you check them for bruising / bleeding, did you contact your manager, their family, doctor? What instructions were provided to you from any persons contacted in regard to your client's current situation? What actions were taken by your manager, their family member, doctor, etc.?

##### RESPONSE

How did the client respond to your actions or the actions of others? Are they feeling better? Do they have pain? Nausea? Are they resting in bed? Were they hospitalized? Did they require medical intervention? If so, what actions?

##### PLAN

What is the follow up plan? Are we going to continue to monitor their condition? Do they need to have a follow up doctor's visit or Extra-mural visit? Is your manager going to visit and re-assess? Are their actions that need to be fulfilled by other person's than yourself? If so, list what they are.

There is an adage in healthcare that insists if you didn't chart it, you didn't do it. Please ensure that daily journaling and incident report writing becomes a part of the valuable care you deliver to your clients.

## Other Items

### Sleeping at Work

Caregivers are not permitted to sleep while on duty.

### Money From Clients

When shopping for clients and there is an exchange of money from the client, please record the amount of money given to you from the client in the Client journal. Kindred does not permit an employee to purchase alcohol for clients when assisting with errands.

## Second Jobs/Moonlighting

To participate in other jobs or businesses that do business with or are in competition with Kindred, an employee must disclose his or her intention before becoming involved and obtain approval. Otherwise, it could be a cause for immediate dismissal. In addition, outside jobs or activities that may restrict an employee's availability to work must likewise be disclosed and approved before an employee becomes involved.

**You are not permitted to work privately with our clients outside of your normal hours.**

## End of Employment and Discipline

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by Kindred including but not limited to computers, reports, files, USB sticks, manuals, literature, keys, credit cards and any other material or proprietary intellectual property, shall remain the exclusive property of Kindred and shall promptly be surrendered to your manager, in good working condition.

### Resignation

Employees must declare their intention to resign in writing and provide at least 2 weeks' notice of resignation. Kindred may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

### Corrective Action Policy

Before or during imposition of any discipline, you will generally be given an opportunity to explain your perspective and provide any justification you consider relevant. Where appropriate and as circumstances may dictate, management may respond with discipline. To protect the employee and Kindred, the following rules will be put in place as a mechanism to resolve situations that apply.

#### STEP 1

If any employee's job performance declines, attendance declines, fails to meet expectations, and/or other behavioral issues arise or safety violations occur, the Manager shall notify the employee verbally. During this conversation, the Manager will communicate what type(s) of improvement are required.

#### STEP 2

If the suggested improvements are not made within a reasonable period, then the employee will be notified in writing that the improvements must be made immediately. The employee will then be put on a corrective action plan. In the case of an employee being AWOL this policy will apply beginning with Step Two.

#### STEP 3

If the requested changes are not made to the satisfaction of the Manager and Human Resources in a reasonable amount of time, then employment will be terminated.

In cases of more serious behavior issues such as a safety violation, fighting, smoking in unauthorized areas, stealing, being intoxicated in the workplace, then the employee may be terminated after a single incident. Kindred reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, terminate your employment without prior discipline or without following a particular order of discipline.



Definitions of discipline include:

**Verbal Warning** – A “verbal warning” is a verbal communication to an employee that their conduct is unacceptable, and that repeated or continued failure to conform conduct or performance to Kindred’s standards will result in more severe disciplinary action. A record of the notice of the verbal warning may be made and retained in the employee’s personnel file.

**Written Warning** – A “written warning” is a written description of unacceptable conduct or performance of an employee and specifies needed changes or improvements. The written warning is usually retained in the employee’s personnel file.

**Disciplinary Probation** – An employee may, at the sole discretion of Kindred, be placed on disciplinary probation at any time. The length of the disciplinary probationary period will vary based upon such factors as the severity of the offense, the employee’s performance and the employee’s disciplinary record. An employee may be put on a disciplinary probationary period for repeated instances of minor misconduct, failure to conform their conduct or performance to the standards of their position, or for a single serious offense. A record of the disciplinary probation will be retained in the employee’s personnel file.

**Termination** – If an employee fails to conform their conduct or performance to the standards required by Kindred, Kindred may, in its sole discretion, terminate the employee’s employment for cause.

### Termination

Employees are expected to accept certain responsibilities, adhere to acceptable business practices, and exhibit personal integrity and professionalism at all times. This involves respecting the rights and feelings of others and refraining from any behaviour that might be harmful to you, your co-workers, and/or Kindred.

These values are fundamental in nature and are matters of judgment and common sense. Since it is impossible to list policies to cover every situation, the absence of an illustration from this list, or from inclusion in this Handbook, will not prohibit Kindred from taking disciplinary action, up to and including immediate dismissal when Kindred believes such action is warranted.

Kindred expects you to follow rules of conduct that will protect the interests and safety of all employees and itself. In addition to those set out in your Employment Contract, types of behavior and conduct Kindred considers inappropriate include, but are not limited to:

- falsifying employment or other company records;
- unauthorized use or disclosure of client or company confidential information;
- breach of financial interest or supplier relationship policies;
- excessive or patterned absenteeism or tardiness;
- failure to notify your supervisor that you will be late or absent from work in accordance with company policy;
- unauthorized use of company supplies or equipment particularly for personal purposes;
- defacing or damaging company property;
- reporting to work under the influence of drugs or alcohol, possession, use, distribution, manufacture, sale, or dispensation of any controlled substance, illegal drug, or lawfully obtained or prescribed substance;
- fighting or using obscene, abusive, or threatening language or gestures;



- stealing from clients, Kindred, or fellow employees, misappropriation of the assets of Kindred or failure to report knowledge of such acts;
- possession of firearms or weapons on Kindred's premises or while on company business;
- disregarding safety or security regulations;
- insubordination; i.e., failure to comply with a request from management;
- interfering with normal workflow, productivity or morale of a co-worker;
- any action whatsoever that has the potential to negatively affect good relations between Kindred and its employees, or between Kindred and any of its clients or partners; and
- any substantive violation of company policy, whether written or verbal.

## SCHEDULE "A"

### Schedule "A" - Employee Health and Safety Policies and Procedures

#### Safety Training

Kindred is committed to provide all employees with current Occupational Health and Safety Information required to perform their assignments in the safest possible manner. The Occupational Health and Safety Act and Kindred's Health and Safety policy requires that employees receive information and training regarding their duties under the policy and the Act, including rights and responsibilities, hazard reporting and control, safe work practices, job procedures.

#### New Employee Safety Orientation

All employees must complete an online orientation through Litmos.

#### Specialized Safety Training

Any training required under the NBOHSA must be provided by a competent trainer or an accredited training organization. All employees must be trained in Workplace Standard First Aid and any other requirements as defined by the NBOHSA.

#### CPR and First Aid Training Certifications

As a Home Support Worker in the province of New Brunswick, you are required by the Department of Social Development, WorkSafeNB, and Kindred Home Care to maintain your Workplace Standard First Aid and CPR-C with AED certification. This certification must be from a reputable organization deemed acceptable by Kindred Home Care. These certifications are your responsibility and must be kept current by you.

Please note: Workplace Standard First Aid and CPR-C with AED is the only acceptable First Aid and CPR training. Other courses will not be accepted, for example: Emergency First Aid. As a courtesy to you, Kindred will provide new employees without sufficient First Aid and CPR training with the following: A 14-day period to provide Kindred with confirmation of your registration in an approved First Aid course, beginning on the date of hire.

If necessary, Kindred will provide you with a training loan to cover the cost of your initial First Aid and CPR course. You are responsible to repay this loan via payroll deductions, which will begin once you have been scheduled in a course. Please see your First Aid/CPR Authorization for Deduction in your hire pack for specific information.

In cases where Kindred is providing a training loan, Kindred administration will manage First Aid scheduling on your behalf. You are required to renew your First Aid and CPR training every 3 years by re-taking the entire Workplace Standard First Aid with CPR-C and AED two-day course. As an acknowledgement of your loyalty and dedication, Kindred will cover the cost of your First Aid and CPR training renewal and the course itself will be scheduled for you.

If you have a valid, acceptable First Aid and CPR certification when you are hired, Kindred will cover the cost of your renewal, even if you have not been employed with us for 3 years.

What if I cannot attend my scheduled First Aid course? If when you are scheduled for a First Aid course, you are aware of a conflict that may prevent you from being able to attend that course on those dates,

please call your Care Support Specialist (CSS) to discuss other arrangements. You must give at least 14 days notice to your CSS in order to request to make a change to your scheduled First Aid course. Your CSS will notify the person who schedules First Aid on your behalf.

#### Missed First Aid Courses - First Certification

If you miss a scheduled First Aid and CPR course, you will be responsible to cover the cost of both the missed and rescheduled course. This means that you will be given a second training loan to cover the rescheduled course and you will need to repay this loan via another round of payroll deductions.

#### Missed First Aid Courses - Renewal

If you miss a scheduled First Aid and CPR renewal course, you will be required to cover the cost of the missed course; however, Kindred will still pay for the renewal/rescheduled course. In order to do this, we will provide you with a training loan, which will be repaid via payroll deductions.

Exceptions to this policy may be granted in extenuating circumstances. Please speak with your Regional Management Team to discuss your specific situation if you feel you must miss a scheduled First Aid and CPR course.

Important note: Please treat your First Aid and CPR course as you would a shift with a client. If you need to miss it at the last minute, for whatever reason (illness, death in the family, other unexpected circumstance, etc) please call in to let Care Support know at 1 (877) 999-6602.

### Accident and Incident Reporting

All accidents/incidents are to be reported to your manager immediately. DO NOT leave the workplace without reporting to your manager.

An accident/incident report must be completed for each occurrence even if the employee does not go to the hospital or doctor. In the event an employee goes to the hospital or doctor, a Form 67 must be completed in accordance with Criteria for Notification policy.

#### Criteria for Notification

As per the *Occupational Health and Safety Act Section 43(4)* the following shall be reported to WorkSafeNB immediately:

- An accidental explosion or an accidental exposure to a biological, chemical or physical agent occurs at the place of employment, whether or not a person is injured.
- A catastrophic event or catastrophic equipment failure occurs at a place of employment that results, or could have resulted, in an injury.

All serious accidents such will be reported immediately to the WorkSafeNB at 1-800-222-9775.

As per the *Occupational Health and Safety Section Act 43(1)* the following are considered serious accidents which warrant immediate notification:

- Loss of consciousness
- An amputation
- A fracture other than a fracture to fingers or toes
- A burn that requires medical attention
- A loss of vision in one or both eyes
- A deep laceration (stitches required)
- Admission to a hospital facility as in-patient
- Death

In addition to the above, where the employer is insured under the *Workers' Compensation (WC) Act*, an Employer Report of Injury or Illness Form must be sent to WorkSafeNB within **three days of receiving notification of the accident**, when the following applies:

An injury resulting in:

- Medical cost
- Wage loss
- Injured worker is unable to perform the regular work duties beyond the date of accident

Employees are responsible for completing the Application for Workers' Compensation Benefits form available online at:

<https://www.worksafenb.ca/workers/your-claim/hurt-at-work-start-the-claim-process/>

### Accident Investigation Procedures

This procedure outlines Kindred Home Care's commitment to the timely reporting of incidents and accidents and to the investigation of such incidents and accidents to:

- Determine existing hazards and risks that do or could result in harm to company employees.
- Collect and analyze incident/accident data to determine immediate and root causes
- Implement effective corrective actions.
- Prevent future accidents and losses.

Kindred is committed to providing a safe and healthy work environment. The reporting, investigating and analyzing of incidents and accidents in a timely manner will provide the opportunity to implement effective corrective actions/measures and improve the management of the health and safety company wide.

Kindred Home Care believes in the following principles:

- All accidents are potentially preventable.
- There can and should be zero accidents.
- Even if there cannot be zero accidents, it should be a clear goal.
- Accidents never happen for one reason alone.
- Accidents are unusual events compared to the number of incidents occurring and compared to the hazards present.
- "Blame" is not a useful concept in the prevention of accidents.
- Investigations should be "fact finding" and not "fault finding".

- Positive reinforcement for safe behaviour is an effective means of motivating employees to repeat a desired behaviour and to prevent an accidents and injuries.

All managers will encourage their employees to report incidents and accidents promptly to ensure that hazards are recognized and corrected to avoid future potential harm.

Managers can do this by:

- Reacting in a positive way
- Giving more attention to accident prevention
- Recognizing individual performance promptly
- Developing awareness of the value of incident information
- Showing personal belief by action

Criteria for conducting an incident/accident investigation:

- The manager and safety officer will collaborate to determine the need to investigate other losses or potential losses.
- Investigations will be conducted when trends are identified.
- All incidents/accidents covered under the Criteria for Notification will be investigated internally.
- If an investigation is warranted it will be conducted by the supervisor

### Responsibilities

**Employees** are responsible to:

- Report immediately any incident/accident as per Incident/Accident Procedure
- Complete and submit the Form 67 within a three (3) day period.
- If you miss time from work or must see a health care provider for more than just first aid, report your injury to WorkSafeNB by completing the *Application for Workers' Compensation Benefits* form
- For more information on the employee claim process and to submit your form, please, visit [https://www.worksafenb.ca/workers/your-claim/hurt-at-work-start-the-claim process/](https://www.worksafenb.ca/workers/your-claim/hurt-at-work-start-the-claim-process/)

**Managers** are responsible to:

- Follow up on the reported incident/accident by:
- Identifying corrective measures with the affected employee, if needed
- Assessing the loss potential (if reviewing an incident)
- Implementing corrective measures, as required
- Monitoring the effectiveness of the corrective measures being implemented
- Make appropriate notification to Safety Officer to complete the Incident/Accident investigation.

**Safety Officer** is responsible to:

- Follow-up on all incident/accident reports
- Assist Manager in the Incident/Accident Investigation, as requested
- Provide training and/or education in incident/accident investigation to appropriate personnel required to conduct investigations
- Provide summary reports to Management

### **Under the *Occupational Health and Safety Act* – Employer Section**

9(1) Every employer shall

- a) Take every reasonable precaution to ensure the health and safety of his employees;
- b) Comply with this Act, the regulations and any order made in accordance with this Act or the regulations; and
- c) Ensure that his employees comply with this Act, the regulations and any order made in accordance with this Act or the regulation.

9(2) Without limiting the generality of the duties under subsection (1), every employer shall

- a) Ensure that the necessary systems of work, tools, equipment, machines, devices and materials are maintained in good condition and are of minimum risk to health and safety when used as directed by the supplier or in accordance with the directions supplied by the supplier;
- b) Ensure that the place of employment is inspected at least once a month to identify any risks to the health and safety of his employees;
- c) Acquaint an employee with any hazard in connection with the use, handling, storage, disposal and transport of any tool, equipment, machine, device or biological, chemical or physical agent;
  - i) provide the instruction that is necessary to ensure an employee's health and safety;
  - ii) provide the training that is necessary to ensure an employee's health and safety
  - iii) provide the supervision that is necessary to ensure an employee's health and safety
- d) Provide and maintain in good condition such protective equipment as is required by regulation and ensure that such equipment is used by an employee in the course of work;
- e) Co-operate with a committee, where such a committee has been established, a health and safety representative, where such a representative has been elected or designated, and with any person responsible for the enforcement of this Act and the regulations.

9(3) An employer shall develop a program for the inspection referred to in paragraph (2)(a.1) with the joint health and safety committee, if any, or the health and safety representative, if any, and shall share the results of each inspection with the committee or the health and safety representative

### **Under the *Occupational Health and Safety Act* – Employee Section**

- a) Review legislation and question what they don't understand Work safely and do not create any unhealthy or unsafe condition for co-workers (i.e.: pick up refuse and items off floor, keep work area as clean as possible)
- b) **IMMEDIATELY** report an unsafe/unhealthy condition to your supervisor
- c) **IMMEDIATELY** report any incident/workplace injury **before** leaving workplace
- d) Cooperate with Safety Officer and WorkSafeNB Officers

### **Under Section 47 of the *Occupational Health and Safety Act***

Every person who violates or fails to comply with any provision of this Act or the regulations or fails to comply with an order made under this Act or the regulations, commits an offence and is liable on conviction:

- a) To a fine of not more than \$250,000, or
- b) To a term of imprisonment not exceeding six months,
- c) Or to both

## **Emergency Preparedness Procedures**

### **Fire**

Preparedness is your best weapon against fire.

- Ask clients to install smoke alarms on every floor. Use the test button to check each smoke alarm monthly. Ask the client to replace batteries yearly
- Find more than one way off each floor
- Pick a meeting spot outside the house
- Test a cell phone from there
- If there is a fire, call 911

### **Vehicle Accident**

- Stop immediately and move off the road
- Call 911 - Report What & Where
- Assist with first aid
- Protect the scene until the police arrive
- Do not admit fault to anyone at the incident scene
- Provide statements to the Police, Work Safe NB and Kindred Home Care
- Vehicle accidents must be reported as soon as possible to Care Support
- Take several digital photos
- Take down the following information:
  - Name of the other driver(s)
  - Address and phone number of other driver(s)
  - Vehicle make, year and license number
  - Other driver(s) license number and driver license information
  - Other driver(s) insurance company name, agent and policy number
  - Apparent damage to other vehicle
  - Names, addresses and phone numbers of any witnesses

### **Slips, Trips and Falls**

During training shifts at the client's home, Kindred Home Care will point out slip and trip hazards such as uneven floors, places that get wet and poor lighting. While you work, clean without creating slippery places. If possible, dry the floor. Keep the workspace well lit. Look around the room for things to trip over and avoid them.

Wear appropriate footwear. Proper footwear and foot safety are important considerations, especially in icy conditions.

### **Violence**



Violence, threats and abuse, sexual and racial harassment, and threats to family and property must be reported to Care Support immediately. Violence, threats and abuse are not part of the job and will be reported to the police.

If you are threatened:

- Take note of signs of violence, shouting, agitation, confusion, and the presence of alcohol or drugs
- Leave if you can
- Make a phone call for help if you can
- If you are in a vehicle, get to a populated place like a gas station. In addition, travel with a co-worker or a family/friend of the client

**When in immediate danger call “911”. Don’t wait.**

As soon as possible, record the details. Your Home Support Manager and Kindred Home Care management will review the incident with you. Kindred will provide you with support. We will investigate to improve prevention.

**Violence or threats should not be part of the job.** Take care of yourself and contact people who will offer support.

**Vehicle Safety**

- We want you driving slower when conditions are not perfect
- Keep lots of space between you and the car in front of you on the highways
- Back into a parking place when practical
- Keep an emergency road kit and first aid kit in the vehicle
- Keep your lights, windows, and mirrors clear
- Don’t use cruise control if conditions are not perfect
- Accelerate and brake gently for better control
- Keep clients comfortable when they are in the car
- Keep your gas tank full in the winter
- Monitor weather reports
- Don’t smoke with a client in the car

**Workplace Hazardous Materials Information Systems (WHMIS)**

**Cleaning Supplies:** Most hazardous materials in the home are cleaning supplies. They are poorly marked regarding safety.

- If a cleaning supply is swallowed, call 911
- If a cleaning supply gets in someone’s eyes, flush with water for 15 minutes. If not OK, call 911
- If a cleaning supply gets on someone’s skin, wash with water for 10 minutes. If not OK, call 911

**Medicines:** Medicines can be poisons too. If you suspect someone has overdosed, call 911.

## Extreme Temperatures

**EXTREME COLD (HYPOTHERMIA)** results when air temperature and wind remove body heat. Most people will shiver. Avoid extreme cold by paying attention to the wind chill factor in the weather reports.

**FIRST AID FOR EXTREME HEAT:** Heat cramps are painful spasms in leg and belly muscles. They come from over exercising and prolonged sweating in a hot place.

**Treatment:** Keep the person cool and give sips of slightly salted water every 10 minutes.

**HEAT EXHAUSTION** occurs when too much sweating causes a depletion of body fluids.

**Treatment:** Keep the person cool and give sips of slightly salted water every 10 minutes. Remove most of their clothing, elevate their legs and feet, monitor breathing and get them medical aid.

**HEATSTROKE** occurs when there has been too much time in a hot place or hot sun. Sweating ceases and body temperature rises rapidly. It can be fatal. High body temperature and hot, dry skin indicate heatstroke.

**Treatment:** Hurry to cool the body quickly. Remove most of the clothing, bath or sponge with cold water. Monitor body temperature and breathing. Obtain medical aid and keep the client cool.

## Client Lifting

In the interest of your safety and the safety of your client, Kindred Home Care aligns with the provincial standard that home support workers do not LIFT. Home support workers shall assist with transferring and repositioning of clients who possess a minimum of 50% strength and 50% of their range of motion, as determined during client assessment by the Department of Social Development and initial assessment completed by your Care Manager.

The New Brunswick Department of Social Development Home Support Services Standards determine all home care agencies' baseline of care and boundaries, and sets a minimum standard of care by which we must align. The signed standard indicates the home support worker shall assist a client with their Activities of Daily Living (ADL's). They further define ASSIST as follows:

**Assist** - Refers to an act or series of actions helping another person; to give supplementary support or aid to another person. To assist can pertain to the act of supervision, stand by, or hands on. The task must be performed without the aid of mechanical means, i.e., Hoyer lift (see also Two Person Transfer). A transfer belt can be used but the client must participate.

**Transferring** - Refers to moving a client from one position to another, for example, assisting the client from their bed to a chair, from a wheelchair to another chair, to and from the toilet without the aid of a mechanical device.

**Two-person Transfer** - Refers to moving a client from one position to another using two persons and could include a mechanical device.

If you find yourself in a situation where you are being asked to lift (rather than transfer) you are required to notify Care Support immediately. The needs of clients change over time and a re-assessment will be done to determine how to safely care for the client without risking the health of the caregiver.

## Protocol for Needle Stick Injury

Medical workers, including home support workers, are at risk for getting injured by needles and other devices used to puncture or lacerate the skin (sharps). A needle stick (or sharps) injury can happen easily, and infection can follow, so it is vital to take immediate precautions so that infection does not result.

### STEP 1 - PROVIDE FIRST AID

**Encourage bleeding at the site of puncture.** Do this by running cool water over the bleeding area for several minutes.

**Wash the wound.** Gently cleanse the site of the needle stick or sharps entry with plenty of soap after you have bled the wound and flooded the site. This will help to kill viruses and bacteria, removing sources of infection and reducing the chance of infection. Apply an antiseptic to the wound site, like Dettol, Iodine, alcohol, etc.

**Dry and cover the wound.** Use a sterile material to dry the wound and immediately cover the wound with a waterproof dressing and bandage.

### STEP 2 - CONTACT YOUR CARE SUPPORT AND YOUR MANAGER

**Place a call to Care Support** sharing with them of your needle stick injury and your need to seek medical attention immediately. Request that they find a replacement for the balance of your shift and that they contact client's family, if need be, for care coverage.

**Your manager will reach out** for you to share of your needle stick injury, review your first aid actions with your manager and your call to care support indicating your need for immediate medical attention and shift coverage. Determine with your manager the appropriate client care 'Back Up Plan' for those clients that must have care coverage in the home.

### STEP 3 - SEEK IMMEDIATE MEDICAL ATTENTION

**Seek medical attention immediately.** You will need to bring the needle that caused the puncture injury (you can bring the entire sharps container if needed), explain the circumstances of the injury and discuss possible disease exposures based on known client health history with medical professionals at your nearest hospital emergency department. Your blood and the needle in question may be tested to determine whether further treatment is needed.

**Don't panic** - swift action and preventative measures are very important

In the case of known exposure to other pathogens, immediate treatment will be administered. This could involve antibiotics or a vaccination. You might need a tetanus shot, depending on your prior history.

The HIV status of the worker affected and the person whose blood was transferred will be checked. Hospitals and other medical facilities have rapid tests available to give a confirmed HIV status.

If exposure is likely, prophylactic medication (known as post exposure prophylaxis, or PEP) should be administered, preferably within an hour. Antiretroviral drugs can reduce the rate of transmission if given soon after possible infection.

All clinics and hospitals have a protocol in place for prompt action when responding to needle stick injuries.

#### **STEP 4 - FOLLOW MEDICAL DIRECTION AND FOLLOW UP WITH YOUR MANAGER**

**Follow medical direction and have follow up testing and medical supervision of your recovery.** This should be done at required intervals through the "window period", the time during which a person exposed to a virus still tests negative, even though the virus is multiplying.

Retesting for HIV exposure usually occurs at six weeks, three, six, and 12 months to look for HIV antibodies

Retesting for HCV (Hepatitis C Virus) antibodies usually occurs six weeks after the incident, and again at four to six months.

A needle stick injury is a workplace injury and the appropriate WorkSafe NB paperwork will need to be completed within the required timelines by the hospital and your manager. Follow up immediately after you have received medical care and direction with your manager to share your actions, medical direction and follow up requirements.

### **Health and Safety Code of Conduct**

Home Support Workers provide quality care to the people they support and care for in the home setting. Their attention to quality care is evident from a commitment to consistently meet a set of core responsibilities in their day-to-day work. Such a commitment serves as an assurance to the public of the conduct they can expect from them.

The core responsibilities include:

- Provides care and support that respects the client's cultural and spiritual beliefs and values, lifestyle preferences, and moral and ethical practices.
- Respects the client's need for continuing service by notifying the employer of plans to leave the job two weeks in advance.
- Provides care and support that reflects the unique needs and abilities of the client regardless of the diagnosis that labels their health condition/illness.
- Supports and encourages the client's active participation in care when their condition/illness permits.
- Ensures that all personal information about the client and their family is kept confidential as required by regulations outlined in the provincial Access to Information and Protection of Privacy Act
- Outlines health and safety rights and those of clients as stipulated in the New Brunswick Occupational Health & Safety Act.
- Communicates effectively to the supervisor as evident by reporting both untoward events in the home and instances when lack of knowledge and/or experience could compromise safe delivery of care.
- Identifies those instances when changes in the home situation, assigned duties or client's health status warrant reporting to the supervisor.
- Collaborates with the supervisor to ensure that any injury or fall to either self or client is accurately recorded and processed.
- Respects the policies of the agency employer in providing safe support services in the home.
- Delivers only those home support services that are within the scope of practice of the level of certification achieved.
- Maintains personal health through deliberate action.
- Participates in continuing education to ensure that knowledge and practices remain current.

## Delegation of Function

In accordance with the standards provided by the New Brunswick Department of Social Development and aligned to policy provided by the Extra Mural Program (EMP) service provider, Kindred Home Care will provide delegated function services upon the request of said delegation of nursing and rehabilitation functions specific to client needs.

Kindred Home Care will ensure the following:

- Kindred Home Care must approve the designation of a function to a home support worker based on case- and care-specific criteria and reserves the right to decline any requested delegated function outside of the standard scope of practice of our trained employees
- The licensed professional delegates the function to the specific home support worker agreed upon by Kindred Home Care
- The delegating professional trains the specific home support worker to perform the delegated function
- The delegating professional provides regular supervision of the specific home support worker in performing the delegated function
- The delegated function is not transferable but is client-specific
- Kindred Home Care approved delegated function and aligned procedure(s) must be documented in writing and signed by the delegating licensed professional and the respective Care Manager for Kindred Home Care.

Kindred Home Care reserves the right to refuse to perform functions that are beyond their employee's scope of practice.

## General Criteria for Delegation

Delegation of professional and nursing functions/tasks to unlicensed persons shall comply with the following requirements:

- The licensed professional delegating the function is responsible for the care given to the patient.
- The licensed professional must use reasonable and sound judgment to determine whether the task can be delegated in the specific situation;
- The licensed professional must make a determination of the patient's nursing care needs prior to delegating the task;
- The delegated function must be one that a reasonable and prudent licensed professional would assess to be appropriately delegated; would not require the unlicensed person to exercise nursing assessment, judgment, evaluation or teaching skills; and, can be properly and safely performed by the unlicensed person involved without jeopardizing the patient's welfare
- The unlicensed person shall have on file with Kindred Home Care documented training skills and provincially approved compliances necessary for the proper performance of the task. Written procedures shall be made available for the proper performance of each task; and
- The licensed professional shall adequately supervise the performance of the delegated task

### Supervision

The licensed nurse shall determine the degree of supervision required after an evaluation of appropriate factors involved, including, but not limited to, the following:

- Stability of the condition of the patient;
- Training and capability of the unlicensed person to whom the function is delegated;
- Nature of the function being delegated; and
- Proximity and availability of a licensed professional to the unlicensed person when performing the task

### Delegation of Nursing Tasks

Professional tasks that may be delegated are those which do not require nursing assessment, judgment, evaluation and teaching during implementation. By way of example, and not in limitation, the following tasks may be considered within the scope of practice to be delegated:

- The collecting, reporting, and documentation of simple data and tasks which meet or assist the patient in meeting basic human needs, including, but not limited to: nutrition, hydration, mobility, comfort, elimination, socialization, rest and hygiene
- Examples include wound/dressing care





## SCHEDULE "B"

### Schedule "B" – COVID-19 Protocols

Please note that while concern about COVID-19 remains front of mind, we are doing everything we can to ensure your safety as well as that of your client(s). **It's important to note that should Public Health change directives, these guidelines will be modified to reflect that.**

Here is a summary of the protocols now in place. Please reach out to Care Support with any questions or concerns you may have.

- While providing care to your clients, you must always wear a mask.
- You must wash your hands immediately upon entering your client's home and you should wash your hands prior to departing the home. It is also expected you do so after touching frequently used surfaces.
- We will provide gloves and masks to you. Your Regional Team will make sure to communicate when/how to pick them up on a regular basis. You will be provided two masks per visit. If you are with client(s) where two masks per visit may not be enough, please speak with your Regional Team to determine a plan for that client(s).
- We must disinfect frequently touched surfaces in the client's home on a regular basis.
- If essential errands are part of your client's care plan and they must attend with you, please have your client ride in the backseat on the passenger side of the vehicle and you both must wear masks.
- If your client has a reusable cloth face mask or access to disposable masks, and they can wear them without exacerbating underlying conditions, please encourage them to do so while you are providing care. This is especially important when you cannot maintain physical distancing.
- Single use gloves should be worn when providing personal care or when in direct contact with the client for any other reason. Single use gloves should also be used when doing laundry or another task where coming into contact with bodily fluids is likely such as while cleaning the bathroom. Please use reusable cleaning gloves for other cleaning tasks if available. If there are no reusable gloves in the home, please feel free to use the single-use ones.

### Pre-screen household prior to entering the premises

Since you are not always able to respect the social distancing guidelines while providing care, pre-screening your client and their household is very important in order to ensure that you are not exposed to COVID-19. If your client is unable to use the phone, does not have a phone, or does not answer the phone, please enter the home with your mask on and pre-screen the client from at least 6 feet away in order to maintain physical distancing.

**Please note these questions are required for contact tracing purposes as well as a guide for you to proceed with extra caution should there be some presented symptoms in place.**

Your client's main phone number is provided on your schedule.

- Are you experiencing two or more of the following symptoms: fever or suspected fever, sore throat, headache, runny nose, new or worsening cough, new onset fatigue, new onset muscle pain, diarrhea, or loss of taste or smell?

- Have you or anyone in the household travelled outside of Canada or to an outbreak area at any time in the last 14 days?
- Are you or anyone in the household awaiting the results of a COVID-19 test?
- Have you or anyone in your household been in contact with an active case of COVID-19?

What do I do if my client or a member of their family presents with symptoms?

- Call Care Support to report the symptoms and Care Support will provide you with directions

What do I do if I develop two or more symptoms of COVID-19?

- If you develop two or more symptoms of COVID-19, please call Care Support to report

## COVID-19 Vaccination Policy

Kindred Home Care is committed to the continued safety of our caregivers and clients!

Since the COVID-19 pandemic began in early 2020, Kindred Home Care has followed all recommendations and guidelines set forth by provincial health authorities. We are proud of the efforts made to prevent the spread of illness among our caregivers and clients. Our next step in maximizing safety is to ensure as many caregivers and clients as possible receive their COVID-19 vaccination.

**We have established the Vaccination Policy to clarify employee expectations and requirements:**

**Employees hired on or after September 27, 2021** must complete one of the following upon hiring:

Show proof of full COVID-19 vaccination\*, including dates of all doses, to their Care Manager or another Kindred management team member.

OR

Show documentation of a medical exemption from a licensed physician or nurse practitioner and agree to adhere to additional preventative measures.

OR

Show documentation of a vaccination exemption due to protected grounds outlined by the New Brunswick Human Rights Act and agree to adhere to additional preventative measures. All employees with an accepted, documented vaccination exemption outlined above are required to adhere to additional preventative measures.

### Testing

Employees must provide a negative COVID-19 test result twice per week (at the employee's own expense) and practice continuous mask-wearing at all times during working hours.

### Privacy

Please note that we will not keep a copy of employee vaccination or exemption records on file.

You may choose to let your client(s) know when you receive your vaccine. Kindred Home Care will not disclose any individual's vaccination status. Failure to Comply with Policy

Employees who do not comply with any part of the above, or who are unwilling to disclose their vaccination status, will face appropriate disciplinary action to be addressed on a case-by-case basis.

*\*Full COVID-19 vaccination means two doses of an approved COVID-19 vaccine*